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: INFORMATION TECHNOLOGY
SUBCATEGORY: IT SERVICES

SIN 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 SERVICES

SIN 54151HEAL    Health Information Technology Professional Services

Health Information Technology Professional Services includes a wide range of Health IT services to include connected health, electronic health records, health information exchanges, health analytics, personal health information management, innovative Health IT solutions, health informatics, emerging Health IT research, and other Health IT services.

NOTE: Subject to Cooperative Purchasing

FSC/PSC Code: D399

LARGE CATEGORY: MISCELLANEOUS
SUBCATEGORY: COMPLEMENTARY SINs

SIN 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 compliment 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.

NOTE: Subject to Cooperative Purchasing

FSC/PSC Code: 0000

LARGE CATEGORY: MISCELLANEOUS
SUBCATEGORY: COMPLEMENTARY SINs

SIN 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 a 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
LARGE CATEGORY: PROFESSIONAL SERVICES
SUBCATEGORY: TRAINING

Special Item Number 611430  Professional and Management Development Training

Services include offering an array of short duration courses and seminars for management and professional development. Training for career development may be provided directly to individuals or through employers' training programs, and courses may be customized or modified to meet the special needs of customers. Instruction may be provided in diverse settings, such as the establishment's or agency's training facilities, and through diverse means, such as correspondence, television, the Internet, or other electronic and distance-learning methods. The training provided may include the use of simulators and simulation methods. Proposed professional services shall be in support of planning, creating, and/or executing testing and test administration, learning management, internship, or development of new courses or subject matter delivered via an instructor-led (i.e., traditional classroom setting or conference/seminar) and/or web-based (i.e., Internet/Intranet, software packages and computer applications) system.

Examples include Training Services that are instructor led Training or Web Based Training of Education Courses, Course Development and Test Administration, Learning Management, and Internships; Environmental Training Services in order to meet Federal mandates and Executive Orders; training of agency personnel to deal with media and media responses; Logistics Training Services related to system operations, automated tools for supply and value chain management, property and inventory management, distribution and transportation management, and maintenance of equipment and facilities; Audit & Financial training services related to course development and instruction required to support audit, review, financial assessment and financial management activities.

Any firm offering Defense Acquisition Workforce Improvement Act (DAWIA) and Federal Acquisition Certification in Contracting (FAC-C) Training for Acquisition Workforce Personnel will include and identify only DAWIA and FAC-C courses that have been deemed DAU equivalent or approved by the Federal Acquisition Institute (FAI).

NOTE: In accordance with OMB Policy Letter 05-01, civilian agencies must follow the course equivalency determinations accepted by the Defense Acquisition University (DAU) to ensure that core training is comparable across the workforce and qualifies for certification. When procuring FAC-C and DAWIA training for the audience identified below, the task order level Contracting Officer shall confirm that the courses being acquired are listed on one of the following websites: https://www.fai.gov/drupal/certification/verified-contracting-course-vendor-listing OR http://icatalog.dau.mil/appg.aspx (click on commercial vendors).

Training Audience-Acquisition professionals interested in completing FAC-C or DAWIA.

FSC/PSC Code: R704

Special Item Number 611710  Educational Support Services

Includes support personnel and services for educational needs, including training.

FSC/PSC Code: U099
Schedule Contract Number
GS-35F-207CA

For more information on ordering from Federal Supply Schedules, click on the FSS Schedules button at fss.gsa.gov.

Contract Period: March 5, 2015 through March 4, 2025

Contract current through: Modification 21 dated March 4, 2021
MASS Modification A826 dated November 18, 2020

Creek Technologies Company
2372 Lakeview Drive
Suite H
Beavercreek OH 45431-2566
Telephone: 937-490-4660
Facsimile: 937-490-4661
www.creek-technologies.com

Contractor Point of Contact for Contract Administration
Rodney Miller
Contracts Manager
Creek Technologies Company
2372 Lakeview Drive
Suite H
Beavercreek OH 45431-2566
Telephone: 937-702-9940
Facsimile: 937-490-4661
contracts@creek-technologies.com

A Service-disabled Veteran-owned Small Business
CUSTOMER INFORMATION

1a. Table of awarded Special Item Numbers:

Special Item Number 54151S
Special Item Number 54151HEAL
Special Item Number OLM
Special Item Number 611430
Special Item Number 611710
Special Item Number ANCILLARY

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

<table>
<thead>
<tr>
<th>Special Item Number</th>
<th>Labor Category</th>
<th>GSA Price with IFF</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>PC Technician II</td>
<td>$30.84</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>Health IT System Administrator</td>
<td>$55.25</td>
</tr>
<tr>
<td>611430</td>
<td>Strategic Communications Specialist</td>
<td>$28.54</td>
</tr>
<tr>
<td>611710</td>
<td>Strategic Communications Specialist</td>
<td>$28.54</td>
</tr>
<tr>
<td>ANCILLARY</td>
<td>Service Desk Tier I</td>
<td>$29.25</td>
</tr>
</tbody>
</table>

1c. Identification of Services and Hourly Rates: See Pages 6 through 45, below.

2. Maximum Order:

Special Item Number 54151S $500,000
Special Item Number OLM $250,000
Special Item Number 611430 $1,000,000
Special Item Number 611710 $1,000,000
Special Item Number 54151HEAL $500,000
Special Item Number ANCILLARY $500,000

3. Minimum Order: $100

4. Geographic Coverage:

Special Item Number 54151S Domestic
Special Item Number OLM Worldwide
Special Item Number 611430 Worldwide
Special Item Number 611710 Worldwide
Special Item Number 54151HEAL Worldwide
Special Item Number ANCILLARY Worldwide

5. Point of Production:

Special Item Number 54151S – Beavercreek, Ohio USA
Special Item Number OLM – To be determined
Special Item Number 611430 – Beavercreek, Ohio USA
Special Item Number 611710 – Beavercreek, Ohio USA
Special Item Number 54151HEAL – Beavercreek, Ohio USA
Special Item Number ANCILLARY – Beavercreek, Ohio 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 all purchases.

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

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

11b. **Expedited Delivery:** Contact Contractor for availability and pricing.

11c. **Overnight and 2-day Delivery:** Contact Contractor for availability and pricing.

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:**

Lea Culver, President
Creek Technologies Company
2372 Lakeview Drive, Suite H
Beavercreek OH 45431-2566
Telephone: 937-490-4660
Facsimile: 937-490-4661
lea.culver@creek-technologies.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:**

Lea Culver, President
Creek Technologies Company
2372 Lakeview Drive, Suite H
Beavercreek OH 45431-2566
Telephone: 937-490-4660
Facsimile: 937-490-4661
lea.culver@creek-technologies.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:** Contact the Contractor.

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.


22. List of Participating Dealer: 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: 800 318 730

26. Notification regarding registration in System for Award Management (SAM) database: Contractor has a current registration in the Systems for Award Management.

27. Description of Services and Approved Hourly Rates
Application Developer

Minimum/General Experience: 3 years

Functional Responsibility: Plan, design, develop, modify, and test application programs. Translate systems/subsystems designs and detailed designs into applications logic. Provide advice on differing control systems applications designs and access methods in problem resolution, design, and development situations. Work with other senior technical and user staff to complete projects as well as provide assistance and guidance to less experienced technical staff.

Minimum Education: Bachelor's degree

Business Systems Analyst

Minimum/General Experience: 6 years

Functional Responsibility: Reviews, analyzes, and evaluates business systems and user needs. Documents requirements, defines scope and objectives, and formulates systems to parallel overall business strategies.

Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May provide consultation on complex projects and is considered to be the top level contributor/specialist. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor's degree

Communication Analyst

Minimum/General Experience: 2 years

Functional Responsibility: Support the delivery of technical solutions based upon established requirements of enterprise-wide or large scale computer networks. Support design of computer network architecture. Establish general LAN/MAN/WAN administration procedures and provides technical leadership in the integration and test of complex large-scale computer integrated networks. Schedules conversions and cut-overs. May oversee network control center. DoD 8570.01-M certifications (IAT Level 2), CompTia Network+CE and Security+CE.

Minimum Education: Bachelor's degree
Computer Security Analyst II

**Minimum/General Experience:** 3 years

**Functional Responsibility:** Maintains systems to protect data from unauthorized users. Identifies, reports, and resolves security violations. Relies on instructions and pre-established guidelines to perform the functions of the job. Familiar with standard concepts, practices, and procedures within the IT field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Involved in day-to-day management of network security hardware and software, as well as in supporting various aspects of technical, installation, operational, and performance operations. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager. Knowledge of commonly-used concepts, practices, and procedures within a particular field. DoD 8570.01-M certifications (IAT Level 2), CompTia Network+CE and Security+CE.

**Minimum Education:** Associate degree

Computer Security Analyst III

**Minimum/General Experience:** 5 years

**Functional Responsibility:** Maintains systems to protect data from unauthorized users. Identifies, reports, and resolves security violations. Rely on instructions and pre-established guidelines to perform the functions of the job. Familiar with standard concepts, practices, and procedures within the IT field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Involved in day-to-day management of network security hardware and software, as well as in supporting various aspects of technical, installation, operational, and performance operations. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor. Knowledge of commonly-used concepts, practices, and procedures within a particular field. DoD 8570.01-M certifications (IAT Level 2), CompTia Network+CE and Security+CE.

**Minimum Education:** Bachelor's degree

Computer Security Analyst IV

**Minimum/General Experience:** 7 years

**Functional Responsibility:** Maintains systems to protect data from unauthorized users. Identifies, reports, and resolves security violations. Relies on instructions and pre-established guidelines to perform the functions of the job. Familiar with standard concepts, practices, and procedures within the IT field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Involved in day-to-day management of network security hardware and software, as well as in supporting various aspects of technical, installation, operational, and performance operations. A certain degree of creativity and latitude is required. Typically reports to a director or team lead. Knowledge of commonly-used concepts, practices, and procedures within a particular field. DoD 8570.01-M certifications (IAT Level 2), CompTia Network+CE and Security+CE.

**Minimum Education:** Bachelor's degree
Configuration Management Specialist

Minimum/General Experience: 2 years

Functional Responsibility: Responsible for configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting and configuration audits. Responsible for configuration planning. Identifies and maintains the original configuration of requirements documentation, design documentation, and related documentation. Responsible for configuration change control. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software. Responsible for configuration status accounting. Tracks all problems and changes in product documents and reports changes and current configuration. Responsible for configuration audits. Supports audits to verify that requirements of all baselines have been met. Supports quality assurance process audits.

Minimum Education: Bachelor’s degree

Database Administrator

Minimum/General Experience: 4 years

Functional Responsibility: Develops, implements, administers, and maintains policies and procedures for ensuring the security and integrity of the company database. Implements data models, database designs, data access and table maintenance codes. Resolves database performance and capacity issues, and replication and other distributed data issues. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor’s degree

Database Analyst/Programmer

Minimum/General Experience: 2 years

Functional Responsibility: Develops, implements, administers, and maintains policies and procedures for ensuring the security and integrity of the company database. Implements data models, database designs, data access and table maintenance codes. Resolves database performance and capacity issues, and replication and other distributed data issues. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a manager.

Minimum Education: Bachelor’s degree
**Database Manager/Administrator**

**Minimum/General Experience:** 5 years

**Functional Responsibility:** Manage the administration of an organization's database. Analyzes the organization's database needs and develops a long-term strategy for data storage. Establish policies and procedures related to data security and integrity and monitors and limits database access as needed. Oversee the design, maintenance and implementation of the systems that manage an internal database. Rely on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Lead and direct the work of others. Familiar with a variety of the field's concepts, practices, and procedures.

**Minimum Education:** Bachelor's degree

**Documentation Specialist**

**Minimum/General Experience:** 4 years

**Functional Responsibility:** Prepares and/or maintains documentation pertaining to programming, systems operation and user documentation. Translates business specifications into user documentation. Plans, writes, and maintains systems and user support documentation efforts, including online help screen. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager.

**Minimum Education:** Associate degree

**Educational Technologist**

**Minimum/General Experience:** 2 years

**Functional Responsibility:** The duties of this labor category includes managing IT systems used for delivery of classroom and Distance Learning (DL) curriculum. Provides IT support of student laptops, printers, wireless and audio visual systems used in education delivery. Coordinates with other teams for the implementation of corrective actions based on inspection, quality, or other direction.

**Minimum Education:** Associate degree
**Enterprise Architect Jr**

**Minimum/General Experience:** 4 years

**Functional Responsibility:** Responsible for designing and implementing information systems which will adequately support the enterprise infrastructure of the organization. Analyzes system requirements and ensures that systems will offer security and will be effectively integrated with current applications. Ensures that all systems are working at optimal levels and offers support to application development department regarding new technologies and system requirements. Has thorough knowledge of infrastructure, application programming, and web and software applications. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to top management. Computer Information Systems Security Professional (CISSP) required.

**Minimum Education:** Bachelor's degree

**Enterprise Architect Sr.**

**Minimum/General Experience:** 6 years

**Functional Responsibility:** Responsible for designing and implementing information systems which will adequately support the enterprise infrastructure of the organization. Analyzes system requirements and ensures that systems will offer security and will be effectively integrated with current applications. Ensures that all systems are working at optimal levels and offers support to application development department regarding new technologies and system requirements. Has deep understanding of infrastructure, application programming, and web and software applications. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department. Computer Information Systems Security Professional (CISSP) required.

**Minimum Education:** Bachelor's degree

**Essentris Administrator**

**Minimum/General Experience:** 3 years

**Functional Responsibility:** Provides system administration, configuration, and business operations of client/server based Electronic Health Record (EHR) systems. Configures, monitors, modifies and manages local mapping of data elements within EHR system notes templates, manage account access/security, and ensure patient care summaries available via health information exchange, troubleshoot printer errors, maintain backup disks, and manage mobile bedside workstations and physiological monitoring systems. Supports query/report data delivery and present data/analysis to Technical staff, while providing assistance to the EHR Data Analyst in support of site Global Database Repository ad hoc reporting. Must meet DoD 8570.01-M technical certification requirements. CompTia Security+ CE; CliniComp System Administration training within 30 days of hire. Training provided by CiniComp Int'l.

**Minimum Education:** Associate degree
Information Assurance Systems Specialist

Minimum/General Experience: 4 years

Functional Responsibility: Apply an enterprise-wide set of disciplines for program planning, analysis, secure system architecture and design, integration, and security testing across major enterprise segments. Develop information assurance analytical methodologies, approaches, techniques, processes, procedures, and schedules development of subsystems or small to medium sized systems. Perform enterprise-wide information assurance strategic planning, security policy development and requirements identification. Manage security implementation for developing and legacy systems/networks. DoD 8570-1.M IAT or IAM-II. Experience in threat assessment, vulnerability analysis, system testing, enterprise-wide security related countermeasure selection and implementation, security documentation, and system/network risk migration.

Minimum Education: Bachelor’s degree

Network Administrator

Minimum/General Experience: 4 years

Functional Responsibility: Provides support in the administration, configuration and maintenance of Local and Wide Area Network (LAN/WAN) and Virtual Private Network (VPN) equipment and software. This includes items such as hubs, routers, switches, fiber and copper wiring, serial communication lines, and other communications systems. Ensures security procedures are implemented and observed. Implements LAN/WAN/VPN policies, procedures and standards. Ensures that the LAN/WAN is capable of providing required services by supporting the network infrastructure through the use of troubleshooting and problem resolution in a production environment. Provides daily operational support for LAN/WAN networks, including firewalls. Plans, installs and supports hardware and software upgrades. Demonstrated experience to resolve technical issues associated with network and routing protocols at all levels of the OSI model through the use of diagnostics and network administration tools such as Hewlett Packard (HP) OpenView, Cisco Works and Tivoli. Demonstrates an understanding of Management Information Blocks (MIB) and MRTG to measure, plan and execute methodologies to ensure high performance levels and minimum downtime. Must meet DoD 8570.01-M technical certification requirements. CompTia Security+ CE, Cisco CCNA.

Minimum Education: Associate degree

Network and Infrastructure Technician

Minimum/General Experience: 1 year

Functional Responsibility: Perform network installations and troubleshooting. Work independently on basic networking issues such as cable/plant layout and server/desktop installation. Work directly with end user customers. Perform network installations and troubleshooting. Possess working knowledge of at least one Network Operating System, preferably Microsoft NT. DoD 8570.01-M certifications (IAT Level 2).

Minimum Education: Associate degree or CCNA or MCSE certification
Network Architect

Minimum/General Experience: 3 years

Functional Responsibility: Define and integrate various Networking Components (i.e., Firewalls, Load Balancing, Port Connectivity, Security, and Monitoring) into a structured, repeatable and hierarchical environment. Design and build out data center and large campus environments. Design and implement large wide area networks using advanced routing protocols such as BGP, EIGRP and OSPF. Additional WAN technologies to include MPLS, DMVPN, ATM and Frame Relay. Evaluate the impact of proposed solutions onto the network, and be responsible for ensuring design and implementation fits architectural guidance. Possess working knowledge of at least one Network Operating System, preferably Microsoft NT. DoD 8570.01-M certifications (IAT Level 2).

Minimum Education: Bachelor's degree

Network Engineer

Minimum/General Experience: 3 years

Functional Responsibility: Plan, design, develop, install, modify, and test networks. Translate systems/subsystems designs and detailed designs into fully functioning and architecturally compliant networks. Provide advice on differing networking implementations and designs. Provide problem resolution, compliance testing and design recommendations. Work with senior technical and user staff in a hands-on consultative role on their projects. Provide assistance and guidance to less experienced contractor technical staff. Hands on experience with internetworking equipment to include configuration, installation and/or troubleshooting. CCNA or MCSE certification required. DoD 8570.01-M certifications (IAT Level 2).

Minimum Education: Bachelor's degree

Network Systems Administrator

Minimum/General Experience: 2 years

Functional Responsibility: Administer a server-based computer system. Oversee the day to day activities for the system and is responsible for all applications present on the system. Administer related systems, including security, communications, software applications, electronic mail, bulletin boards, printing services, outside communication links, licensing, and any other initial troubleshooting. Maintain server management records. Hands on experience with internetworking equipment to include configuration, installation and/or troubleshooting. CCNA or MCSE certification required. DoD 8570.01- M certifications (IAT Level 2).

Minimum Education: Bachelor's degree
NOC Analyst

**Minimum/General Experience:** 1 year

**Functional Responsibility:** Network Operations Center (NOC) Analysts operate and manage the NOC during the established period of service hours. NOC Analysts perform technical analysis of system issues and outages as they occur across customer enterprise networks. The NOC Analyst is responsible for researching and documenting various mitigation strategies, and must maintain current and thorough technical knowledge of client and customer technologies and their significance to network operations. NOC Analysts may also perform basic system administration tasks such as network/system troubleshooting, patching operating systems and applications, and executing various scripts. Network and systems monitoring and analysis are required. Security+ certification required.

**Minimum Education:** Associate degree

Operations/Technical Support Manager

**Minimum/General Experience:** 4 years

**Functional Responsibility:** Perform day-to-day management of overall contract support operations, possibly involving multiple projects and groups of personnel at multiple locations. Organize, direct, and coordinate the planning and production of all contract support activities. Establish and alter (as necessary) corporate management structure to direct effective contract support activities. Supervise technical personnel, including network operations, in support of complex systems. Lead project teams composed of engineers, scientists, and management professionals. Serves as the counterpart to the client program/technical manager for a complex program. Organize, direct and coordinate planning and execution of program/technical support activities. Meet and confer with management officials regarding the status of specific contractor program/technical activities and progress. Demonstrate written and oral communication skills.

**Minimum Education:** Bachelor’s degree

PC Technician I

**Minimum/General Experience:** 1 year

**Functional Responsibility:** Organizes and directs hardware installations on site surveys. Assesses and documents current site network configuration and user requirements. Analyzes and develops new hardware requirements and prepares specifications for hardware acquisitions. Coordinates post installation operations and maintenance support.

**Minimum Education:** Security+ certification

PC Technician II

**Minimum/General Experience:** 2 years

**Functional Responsibility:** Organizes and directs hardware installations on site surveys. Assesses and documents current site network configuration and user requirements. Analyzes and develops new hardware requirements and prepares specifications for hardware acquisitions. Coordinates post installation operations and maintenance support. Security+ certification required.

**Minimum Education:** Associate degree
PC Technician III

Minimum/General Experience: 4 years

Functional Responsibility: Organizes and directs hardware installations on site surveys. Assesses and documents current site network configuration and user requirements. Analyzes and develops new hardware requirements and prepares specifications for hardware acquisitions. Coordinates post installation operations and maintenance support. Leads and directs the work of others. Security+ certification required.

Minimum Education: Associate degree

<table>
<thead>
<tr>
<th>Approved Substitutions</th>
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</thead>
<tbody>
<tr>
<td>Education</td>
</tr>
<tr>
<td>Bachelor’s degree</td>
</tr>
</tbody>
</table>

Portfolio Manager

Minimum/General Experience: 4 years

Functional Responsibility: Prepares and/or maintains documentation pertaining to programming, systems operation and user documentation. Translates business specifications into user documentation. Plans, writes, and maintains systems and user support documentation efforts, including online help screen. Associate degree in a related area required. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager.

Minimum Education: Associate degree

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<tbody>
<tr>
<td>Education</td>
</tr>
<tr>
<td>Bachelor’s degree</td>
</tr>
</tbody>
</table>

Program Manager (Journeyman)

Minimum/General Experience: 5 years

Functional Responsibility: Coordinate and ensure the completion of projects. Oversees all aspects of projects. Set deadlines, assign responsibilities, and monitor and summarize progress of project. Prepares reports for upper management regarding status of project. Rely on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Lead and directs the work of others.

Minimum Education: Bachelor’s degree
Program Manager Sr

Minimum/General Experience: 10 years

Functional Responsibility: Coordinates and monitors the scheduling, pricing, and technical performance of company programs. Responsibilities also include aiding in the negotiation of contracts and contractual changes and coordinating preparations of proposals, plans, specifications, and financial conditions of contracts. Develops new business and expands product line. Ensures adherence to master plans and schedules, develops solutions to program problems, and directs work of incumbents assigned to program from various departments. Ensures projects are completed on time and within budget. Acts as advisor to program team regarding projects, tasks, and operations. Familiar with standard concepts, practices, and procedures within a particular field. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complex tasks. A certain degree of creativity and latitude is required. Typically reports to a unit/department head.

Minimum Education: Bachelor's degree and PMP or equivalent certification required.

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<tr>
<th>Approved Substitutions</th>
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<tr>
<td>Education</td>
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<tr>
<td>Master's degree</td>
<td>2 years</td>
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Project Manager

Minimum/General Experience: 5 years

Functional Responsibility: Responsible for the coordination and completion of projects. Oversees all aspects of projects. Sets deadlines, assigns responsibilities, and monitors and summarizes progress of project. Prepares reports for upper management regarding status of project. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor's degree

Project Manager III

Minimum/General Experience: 8 years

Functional Responsibility: Responsible for the overall management of the specific task order(s) and ensuring that the technical/financial solutions and schedules in the specific delivery are met. Orders are implemented in a timely manner. Organizes, directs and coordinates the planning and production of all activities associated with assigned delivery. Order projects. Demonstrates competent writing and oral communication skills. Ensures quality products and services are delivered. Familiar with a variety of the field’s concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals and independently performs a wide variety of complicated tasks. May provide consultation on complex projects and is considered to be the top level contributor/specialist. May lead and direct the work of others. May report to an executive or director.

Minimum Education: Bachelor’s degree

<table>
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<th>Approved Substitutions</th>
<th>Minimum/General Experience</th>
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<tbody>
<tr>
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<tr>
<td>Master's degree</td>
<td>2 years</td>
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</table>
Quality Assurance Manager

Minimum/General Experience: 5 years

Functional Responsibility: Responsible for all activities involving quality assurance and compliance with applicable regulatory requirements. Conducts audits and reviews/analyzes data and documentation. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.

Minimum Education: Bachelor's degree

Service Desk Technician Tier I

Minimum/General Experience: 1 year

Functional Responsibility: The Service Desk Technician - Tier I provides assistance with and resolves simple and/or previously seen computing issues or problems and performs installation and/or maintenance of IT and computer related equipment. Inputs trouble call data into ticket tracking systems. Ensures all relevant information is gathered and documented. Additionally, this position may monitor computer systems and respond to outages therewith.

Minimum Education: A+ certification

Service Desk Technician Tier II

Minimum/General Experience: 2 years

Functional Responsibility: The Service Desk Technician - Tier II provides assistance with and resolves in-depth computing issues or problems and performs installation and/or maintenance of IT and computer related equipment. Inputs trouble call data into ticket tracking systems. Ensures all relevant information is gathered and documented. Additionally, this position may monitor computer systems and respond to outages therewith.

Minimum Education: A+ certification

Service Desk Technician Tier III

Minimum/General Experience: 3 years

Functional Responsibility: The Service Desk Technician - Tier III resolves difficult/complex trouble tickets. May perform special analysis and programming. May review the organization's policies, standards, and recommend modifications to IT services and coordination of IT Services with other internal or external entities. May serve as a shift supervisor in a service desk.

Minimum Education: A+ certification
**Specialized Consultant**

**Minimum/General Experience:** 5 years

**Functional Responsibility:** As an expert in the subject matter field, may augment or direct project teams. Provides high level functional and FIP systems analysis, design, integration, documentation, and implementation advice on exceptionally complex studies which require an expert knowledge of the subject matter for effective problem solution. Participates in all phases of study development with emphasis on the planning, analysis, documentation, and presentation phases. Applies higher level mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other physical sciences to arrive at automated solutions. Reviews and approves the design and preparation of technical documentation and reports. Prepares and delivers senior management presentations and briefings as required by the task order. May serve as a Task Leader, responsible for ensuring the quality and timeliness of services delivered.

**Minimum Education:** Bachelor’s degree

**Subject Matter Expert 1**

**Minimum/General Experience:** 5 years

**Functional Responsibility:** Understand, articulate, and implement best practices related to his/her area of expertise. May lead or be an active participant of a work group with the need for specialized knowledge. Provide guidance on how his / her area of capability can resolve an organizational need. May be required to solve complex technical issues involving Information Operations, Management, or Technologies.

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

**Subject Matter Expert 2**

**Minimum/General Experience:** 8 years

**Functional Responsibility:** Understand, articulate, and implement best practices related to his/her area of expertise. May lead or be an active participant of a work group with the need for specialized knowledge. Provide guidance on how his / her area of capability can resolve an organizational need. May be required to solve complex technical issues involving Information Operations, Management, or Technologies.

**Minimum Education:** Bachelor’s degree

**Approved Substitutions**

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<thead>
<tr>
<th>Education</th>
<th>Minimum/General Experience</th>
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<tbody>
<tr>
<td>Master’s degree</td>
<td>2 years</td>
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</table>

**Subject Matter Expert 3**

**Minimum/General Experience:** 10 years

**Functional Responsibility:** Understand, articulate, and implement best practices related to his/her area of expertise. May lead or be an active participant of a work group with the need for specialized knowledge. Provide guidance on how his / her area of capability can resolve an organizational need. May be required to solve complex technical issues involving Information Operations, Management, or Technologies.

**Minimum Education:** Master’s degree
**System Administrator**

**Minimum/General Experience:** 4 years

**Functional Responsibility:** Provides support for the installation, maintenance, configuration and administration of information systems and network servers. Demonstrated experience in managing Remote Access Servers (RAS), fax servers, print servers, compact disc (CD) towers, file servers, and other application servers. Provides support for the functionality, operation, administration and end-user requirements for servers and associated applications. This includes items such as system administrator duties, end-user support, and report development and processing support, as required. Performs, maintains, and documents Disaster Recovery Procedures, e.g., maintains system disc integrity, performs system backups and fail-over tests, monitors system performance, and conducts capacity planning and general troubleshooting. Reviews and manages system logs and perform security updates to operating systems and applications. Must meet DoD 8570.01-M technical certification requirements. CompTia Security+ CE certifications required.

**Minimum Education:** Associate degree

**System Engineer**

**Minimum/General Experience:** 5 years

**Functional Responsibility:** Provides on-site systems engineering support for the design, development, testing and deployment of computer software. Provides support for the design, installation, maintenance and upgrade of databases for internal and external use. This includes maintenance of data dictionaries and systems integration through database design with multiple operating systems, i.e., SQL, and relational database management system (RDBMS). Writes scripts in administrative language, e.g., Practical Extraction and Report Language (PERL), Win Script, and other scripting applications and creates and disseminates SMS packages for system updates, computer image changes or software/security patch updates. Must meet DoD 8570.01-M technical certification requirements. CompTia Security+ CE certification required.

**Minimum Education:** Associate degree

<table>
<thead>
<tr>
<th>Approved Substitutions</th>
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</thead>
<tbody>
<tr>
<td><strong>Education</strong></td>
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<tr>
<td>Bachelor’s degree</td>
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**Technical Developer**

**Minimum/General Experience:** 8 years

**Functional Responsibility:** This position requires high-level experience in multi-media resources such as video, audio, graphics, cinematography and flash (referred to collectively as ‘media’). The position must likewise have high-level experience in website development, applications, learning management tools, custom web applications, extending existing applications, reworking outdated applications, and enterprise resource planning (ERP) management modules to administer activities and data across an organization.

**Minimum Education:** Master’s degree
**Vulnerability/Threat Specialist**

**Minimum/General Experience:** 4 years

**Functional Responsibility:** Provide customer support in developing comprehensive, “total” solutions to threat and/or vulnerability–related problems and their impact on systems. Manage and performs threat identification and assessment, threat reduction measures, crisis management, consequence management, and training and performance support. Manage threat, vulnerability, interoperability, and capability assessments including antiterrorism scenario modeling and simulations. Identify and implement threat reduction measures including plans, policies, and procedures; risk management planning; physical and cyber security; mechanical, structural, and architectural reviews, and business continuity planning.

**Minimum Education:** Bachelor's degree

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**Web Architect**

**Minimum/General Experience:** 4 years

**Functional Responsibility:** Support achievement of interactive technology solutions. Design, test, implement and administer interactive technologies and applications.

**Minimum Education:** Bachelor's degree

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**Web Content Manager**

**Minimum/General Experience:** 5 years

**Functional Responsibility:** Design and construct web pages/sites including incorporating graphic user interface (GUI) features and other techniques. Maintain and provide ongoing design of the website, promos and ad banners, seasonal content specials and custom chat launcher design for partners. Rely on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Familiar with a variety of the field's concepts, practices, and procedures.

**Minimum Education:** Bachelor's degree

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**Web Designer**

**Minimum/General Experience:** 5 years

**Functional Responsibility:** Design and construct web pages/sites including incorporating graphic user interface (GUI) features and other techniques. Maintain and provide ongoing design of the website, promos and ad banners, seasonal content specials and custom chat launcher design for partners. Rely on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Familiar with a variety of the field's concepts, practices, and procedures.

**Functional Responsibility:** Bachelor's degree
## SPECIAL ITEM NUMBER 54151S
### APPROVED HOURLY RATES

<table>
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<th>SERVICE</th>
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Administrative Assistant

Minimum/General Experience: 2 years

**Functional Responsibility:** The duties of this labor category include performing administrative and office support activities under the supervision of the Program Manager. This includes word processing, creating spreadsheets and presentations, preparing reports and financial data and other administrative duties. This labor category requires strong computer and Internet research skills, flexibility, excellent interpersonal skills, project coordination experience, and the ability to work well with all levels of internal management and staff. Sensitivity to confidential matters is required. The Administrative Assistant performs administrative and office support required for graduate-level, and executive education programs. The Administration Assistant creates reports, financial and logistics spreadsheets, and assists with program deliverables.

Minimum Education: Associate degree

Education Program Manager

Minimum/General Experience: 10 years

**Functional Responsibility:** This Key Personnel position requires a Doctorate degree or equivalent experience and a minimum of five years of education experience as a faculty member at an accredited, graduate education institution. It provides oversight for Ph.D. level faculty and Project Leads. It manages the full spectrum of program support enabling execution of the education and research mission. The program manager must have well rounded experience in all aspects of program management. Extensive experience in education, financial management, logistics, procurement, and asset management is required. This position needs to have the experience and knowledge to be able to deal directly with and resolve issues for all senior personnel associated with the program whether senior staff providing instruction, senior government officials, or Government sponsor representatives. The Program Manager will have overall responsibility to make day to day decisions in support of the contract and he/she must be a resident of the local area in which training will occur. The Education Program Manager is responsible for delivering the costs, schedule, and performance of the program. The Education Program Manager serves as the single point of contract with the customer regarding contract delivery and is responsible for contract deliverables and performance.

Minimum Education: PhD
Education Technical Developer

Minimum/General Experience: 5 years

Functional Responsibility: This position requires a high-level of experience in multi-media resources such as video, audio, graphics, cinematography and flash (referred to collectively as ‘media’). The position must likewise have high-level experience in website development, applications, learning management tools, custom web applications, extending existing applications, reworking outdated applications, and enterprise resource planning (ERP) management modules to administer activities and data across an organization. The Education Technical Developer manages and supports the implementation and use of computer networked systems and enterprise collaboration tools to facilitate learning at the graduate education level. The Education Technical Developer is responsible for the development and administration of database systems, websites, and learning management systems used by faculty, staff, and students.

Minimum Education: Master’s degree

Education Technical Support Technician

Minimum/General Experience: 5 years

Functional Responsibility: The duties of this labor category include performing program, educational and logistical information coordination between the faculty and students, as well as management and staff. The coordination duties begin at the student application process and go through program introduction, all in-residence and web-enabled educational activities to program end or graduation. Duties also include coordination and distribution of books and other educational materials. This labor category requires strong interpersonal skills, good organizational skills, computer and Internet research skills, flexibility, project coordination experience, and the ability to work well with all levels of student participants, faculty, management and staff. Sensitivity to confidential matters is required. The Education Technical Support Technician provides technical support to graduate-level students enrolled in the program to ensure in-residence and web-enabled educational curriculum and material is accessible. The Education Technical Support Technician coordinates and distributes e-books and other educational materials to students for graduate-level education.

Minimum Education: Bachelor’s degree

Lecturer

Minimum/General Experience: 5 years

Functional Responsibility: This position defines our lecturers. The fact that this position is lower in the labor hierarchy should in no way diminish the same rigorous requirements for demonstrated experience, skills and knowledge. The successful staffs in this category come from both the halls of academia and the front lines of experience. These are senior level instructors that clearly demonstrate significant and pertinent knowledge to relevant audiences. The Lecturer assists with academic research, supports the creating and reviewing of graduate-level education curriculum, and teaches students in a limited scope of topics in both in-classroom and remote learning environments. The Lecturer assists students with graduate-level theses and other forms of academic writing and performs assessments of education deliverables.

Minimum Education: Bachelor’s degree
**Logistics Planner**

**Minimum/General Experience:** 5 years

**Functional Responsibility:** These positions provide support to individual events and must be proficient in planning, contracting, and managing an event budget. The individuals providing this support will have experience in coordinating high profile events/meetings; extensive knowledge and understanding of the corporate and government hospitality industry; familiarity with government funded event contracts, per diem and the JTR; comprehension of military, political and governmental chains of command; and excellent organization and communication skills. The Logistic Planner leads and manages the coordination of graduate-level, and executive education events and venues. The Logistic Planner negotiates venue location contracts, establishes executive education supply chain and logistics support from third party vendors, and coordinates meetings and events.

**Minimum Education:** Bachelor’s degree

**Program Lead**

**Minimum/General Experience:** 5 years

**Functional Responsibility:** These Key Personnel positions require managerial oversight of the contractor’s performance under the various programs. Program Leads of instructional programs may also be instructors and required to have the experience and education of the appropriate category (Senior Faculty, Senior Lecturer or Lecturer). The Program Lead is responsible for delivering individual programs associated with graduate-level, and executive education. The Program Lead creates and coordinates program schedules, delivers program reports, and manages the costs within the assigned program area.

**Minimum Education:** Bachelor’s degree

**Senior Faculty**

**Minimum/General Experience:** 10 years

**Functional Responsibility:** The Senior Faculty must be a subject matter expert having the requisite background in senior policy making and strategy development necessary for the program. This means high-level experience in the requisite subject matters. He or she must have a demonstrated level of experience and academic achievement, which shall include a terminal degree relevant to the scope of work. The Senior Faculty conducts academic research, creates graduate-level education curriculum, establishes lesson plans, and teaches students in both in-classroom and remote learning environments. The Senior Faculty writes and publishes peer review research journal articles.

**Minimum Education:** PhD
Senior Lecturer

Minimum/General Experience: 7 years

Functional Responsibility: This position, while similar to the Senior Faculty, may not necessarily have the most senior level of appointments or election. This position may be filled by those with private sector, senior policy advisor, and/or senior executive experiences as opposed to Cabinet (federal, state, or local) levels of authority. This position still demands the highest levels of credibility, skills and ability in order to advance the policy and strategic development of subject matter programs. The Senior Lecturer conducts limited academic research, supports the creating of graduate-level education curriculum, establishes lesson plans, and teaches students in both in-classroom and remote learning environments. The Senior Lecturer assists students with graduate-level theses and other forms of academic writing and performs assessments of education deliverables. The Senior Lecturer writes and publishes peer review research journal articles.

Minimum Education: Master’s degree

Strategic Communications Specialist

Minimum/General Experience: 5 years

Functional Responsibility: The duties of this labor category include compiling program data, preparing reports for management and sponsor, writing biographical and program information, providing graphical support for programs and publications, interviewing alumni, students and visitors and providing support to the Strategic Communications Program Lead for all communications and alumni matters. This labor category requires good organizational skills, computer and Internet research skills, project coordination experience, graphic design knowledge and the ability to work well with all levels of participants, management and staff. The Strategic Communications Specialist is responsible for compiling program data, preparing reports for management and sponsor, writing biographical and program information, providing graphical support for programs and publications, interviewing alumni, students and visitors.

Minimum Education: Bachelor’s degree

Subject Matter Expert 1 (PT)

Minimum/General Experience: 5 years

Functional Responsibility: This part time position, while also similar to above, may not necessarily have the most senior level of appointments or election and/or a lower level of education. The demonstration of academic rigor and accomplishment remains, but these positions may be filled by those with private sector, senior policy advisor, and/or senior executive experiences as opposed to Cabinet (federal, state, or local) levels of authority. The position must likewise have the requisite background in senior policy making and strategy development necessary for the subject programs within the scope of work. The Subject Matter Expert 1 assists with executive education seminars, participates in delivering virtual reality scenarios, and delivers education curriculum that follows the academic rigors of graduate-level, and executive education. May serve as a member of a panel discussion.

Minimum Education: Bachelor’s degree
Subject Matter Expert 2 (PT)

Minimum/General Experience: 8 years

Functional Responsibility: This part time position, while similar to above, may not necessarily have the most senior level of appointments or election. The demonstration of academic rigor and accomplishment remains, but these positions may be filled by those with private sector, senior policy advisor, and/or senior executive experiences as opposed to Cabinet (federal, state, or local) levels of authority. The position must likewise have the requisite background in senior policy making and strategy development necessary for the subject programs within the scope of work. The Subject Matter Expert 2 assists with executive education seminars, participates in delivering virtual reality scenarios, and delivers education curriculum that follows the academic rigors of graduate-level, and executive education. The SME 2 should have both program and general experience in the subject matter areas. The SME 2 may have an opportunity to lead a specific event and/or panel discussion of a specific group of leadership related to the field of expertise within the subject program.

Minimum Education: Master’s degree

Subject Matter Expert 3 (PT)

Minimum/General Experience: 10 years

Functional Responsibility: This part time position requires high-level experience in homeland security matters. He or she must have a demonstrated level of experience at the senior policy cabinet level and academic achievement, which may include a “terminal degree.” The position must likewise have the requisite background in senior policy making and strategy development necessary per the scope of work. SME 3 would have specific relevant experience to the program. The Subject Matter Expert 3 is an executive level SME with specific knowledge and/or experience for the defined program. The SME 3 leads executive level education seminars, participates in delivering virtual reality scenarios, and delivers education curriculum that follows the academic rigors of graduate-level, and executive education.

Minimum Education: Master’s degree

Supply Technician

Minimum/General Experience: 2 years

Functional Responsibility: The duties of this labor category include keeping inventory of all office supplies, coordinating with staff regarding educational and office supplies, entering request for supplies into enterprise management system, preparing purchase requests, doing market research, purchasing books and supplies, maintaining complete records of all purchases. This labor category requires good organizational skills, computer and Internet research skills, ability to work well with management and staff and knowledge of government purchasing regulations. The Supply Technician is responsible for managing program office supplies, conducts market surveys, assist with the identification and selection of approved vendors, and coordinates the purchasing of education material for graduate-level, and executive education.

Minimum Education: Associate degree
Travel Clerk

Minimum/General Experience: 2 years

Functional Responsibility: The duties of this labor category include booking airfare, reviewing expense reports and receipts for approval, entering justifications and approvals into enterprise management system, and submitting expense reports for payment. This labor category requires good organizational skills, computer and Internet research skills, and the ability to work well with management and staff and knowledge of the Joint Travel Regulations. The Travel Clerk creates travel reports, and coordinates and purchases airfare, rental cars, and lodging for program faculty, staff, and students. The Travel Clerk reviews, coordinates, and approves program participant expense reports in accordance with the Joint Travel Regulations.

Minimum Education: Associate degree
# SPECIAL ITEM NUMBER 611430
## APPROVED HOURLY RATES

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>GSA PRICE WITH IFF</th>
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<th>GSA PRICE WITH IFF</th>
<th>GSA PRICE WITH IFF</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>16 OCT 20 to 4 MAR 21</td>
<td>5 MAR 21 to 4 MAR 22</td>
<td>5 MAR 22 to 4 MAR 23</td>
<td>5 MAR 23 to 4 MAR 24</td>
<td>5 MAR 24 to 4 MAR 25</td>
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## SCA/SCLS Matrix

<table>
<thead>
<tr>
<th>SCLS Eligible Contract Labor Category / Fixed Price Service</th>
<th>SCLS Equivalent Code Title</th>
<th>Wage Determination Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education Technical Support Technician</td>
<td>14103 Computer Systems Analyst II</td>
<td>2015-5634 Rev11</td>
</tr>
<tr>
<td>Travel Clerk</td>
<td>01533 Travel Clerk III</td>
<td>2015-5634 Rev11</td>
</tr>
<tr>
<td>Supply Technician</td>
<td>01410 Supply Technician</td>
<td>2015-5634 Rev11</td>
</tr>
<tr>
<td>Administrative Assistant</td>
<td>01020 Administrative Assistant</td>
<td>2015-5634 Rev11</td>
</tr>
</tbody>
</table>

The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes SCLS applicable labor categories. Labor categories and fixed price services marked with a (**) in this pricelist are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).
**Administrative Assistant**

**Minimum/General Experience:** 2 years

**Functional Responsibility:** The duties of this labor category include performing administrative and office support activities under the supervision of the Program Manager. This includes word processing, creating spreadsheets and presentations, preparing reports and financial data and other administrative duties. This labor category requires strong computer and Internet research skills, flexibility, excellent interpersonal skills, project coordination experience, and the ability to work well with all levels of internal management and staff. Sensitivity to confidential matters is required.

The Administrative Assistant performs administrative and office support required for graduate-level, and executive education programs. The Administration Assistant creates reports, financial and logistics spreadsheets, and assists with program deliverables.

**Minimum Education:** Associate degree

**Education Program Manager**

**Minimum/General Experience:** 15 years

**Functional Responsibility:** This Key Personnel position requires a Doctorate degree or equivalent experience and a minimum of five years of education experience as a faculty member at an accredited, graduate education institution. It provides oversight for Ph.D. level faculty and Project Leads. It manages the full spectrum of program support enabling execution of the education and research mission. The program manager must have well rounded experience in all aspects of program management. Extensive experience in education, financial management, logistics, procurement, and asset management is required. This position needs to have the experience and knowledge to be able to deal directly with and resolve issues for all senior personnel associated with the program whether senior staff providing instruction, senior government officials, or Government sponsor representatives. The Program Manager will have overall responsibility to make day to day decisions in support of the contract and he/she must be a resident of the local area in which training will occur.

The Education Program Manager is responsible for delivering the costs, schedule, and performance of the program. The Education Program Manager serves as the single point of contract with the customer regarding contract delivery and is responsible for contract deliverables and performance.

**Minimum Education:** PhD
**Education Technical Developer**

**Minimum/General Experience:** 5 years

**Functional Responsibility:** This position requires a high-level of experience in multi-media resources such as video, audio, graphics, cinematography and flash (referred to collectively as ‘media’). The position must likewise have high-level experience in website development, applications, learning management tools, custom web applications, extending existing applications, reworking outdated applications, and enterprise resource planning (ERP) management modules to administer activities and data across an organization.

The Education Technical Developer manages and supports the implementation and use of computer networked systems and enterprise collaboration tools to facilitate learning at the graduate education level. The Education Technical Developer is responsible for the development and administration of database systems, websites, and learning management systems used by faculty, staff, and students.

**Minimum Education:** Master’s degree

**Education Technical Support Technician**

**Minimum/General Experience:** 5 years

**Functional Responsibility:** The duties of this labor category include performing program, educational and logistical information coordination between the faculty and students, as well as management and staff. The coordination duties begin at the student application process and go through program introduction, all in-residence and web-enabled educational activities to program end or graduation. Duties also include coordination and distribution of books and other educational materials. This labor category requires strong interpersonal skills, good organizational skills, computer and Internet research skills, flexibility, project coordination experience, and the ability to work well with all levels of student participants, faculty, management and staff. Sensitivity to confidential matters is required.

The Education Technical Support Technician provides technical support to graduate-level students enrolled in the program to ensure in-residence and web-enabled educational curriculum and material is accessible. The Education Technical Support Technician coordinates and distributes e-books and other educational materials to students for graduate-level education.

**Minimum Education:** Bachelor’s degree

**Lecturer**

**Minimum/General Experience:** 5 years

**Functional Responsibility:** This position defines our lecturers. The fact that this position is lower in the labor hierarchy should in no way diminish the same rigorous requirements for demonstrated experience, skills and knowledge. The successful staffs in this category come from both the halls of academia and the front lines of experience. These are senior level instructors that clearly demonstrate significant and pertinent knowledge to relevant audiences.

The Lecturer assists with academic research, supports the creating and reviewing of graduate-level education curriculum, and teaches students in a limited scope of topics in both in-classroom and remote learning environments. The Lecturer assists students with graduate-level theses and other forms of academic writing and performs assessments of education deliverables.

**Minimum Education:** Bachelor’s degree
Logistics Planner

Minimum/General Experience: 5 years

Functional Responsibility: These positions provide support to individual events and must be proficient in planning, contracting, and managing an event budget. The individuals providing this support will have experience in coordinating high profile events/meetings; extensive knowledge and understanding of the corporate and government hospitality industry; familiarity with government funded event contracts, per diem and the JTR; comprehension of military, political and governmental chains of command; and excellent organization and communication skills.

The Logistic Planner leads and manages the coordination of graduate-level, and executive education events and venues. The Logistic Planner negotiates venue location contracts, establishes executive education supply chain and logistics support from third party vendors, and coordinates meetings and events.

Minimum Education: Bachelor's degree

Program Lead

Minimum/General Experience: 5 years

Functional Responsibility: These Key Personnel positions require managerial oversight of the contractor's performance under the various programs. Program Leads of instructional programs may also be instructors and required to have the experience and education of the appropriate category (Senior Faculty, Senior Lecturer or Lecturer).

The Program Lead is responsible for delivering individual programs associated with graduate-level, and executive education. The Program Lead creates and coordinates program schedules, delivers program reports, and manages the costs within the assigned program area.

Minimum Education: Bachelor's degree

Senior Faculty

Minimum/General Experience: 15 years

Functional Responsibility: The Senior Faculty must be a subject matter expert having the requisite background in senior policy making and strategy development necessary for the program. This means high-level experience in the requisite subject matters. He or she must have a demonstrated level of experience and academic achievement, which shall include a terminal degree relevant to the scope of work.

The Senior Faculty conducts academic research, creates graduate-level education curriculum, establishes lesson plans, and teaches students in both in-classroom and remote learning environments. The Senior Faculty writes and publishes peer review research journal articles.

Minimum Education: PhD
**Senior Lecturer**

**Minimum/General Experience:** 10 years

**Functional Responsibility:** This position, while similar to the Senior Faculty, may not necessarily have the most senior level of appointments or election. This position may be filled by those with private sector, senior policy advisor, and/or senior executive experiences as opposed to Cabinet (federal, state, or local) levels of authority. This position still demands the highest levels of credibility, skills and ability in order to advance the policy and strategic development of subject matter programs.

The Senior Lecturer conducts limited academic research, supports the creating of graduate-level education curriculum, establishes lesson plans, and teaches students in both in-classroom and remote learning environments. The Senior Lecturer assists students with graduate-level theses and other forms of academic writing and performs assessments of education deliverables. The Senior Lecturer writes and publishes peer review research journal articles.

**Minimum Education:** Master’s degree

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**Strategic Communications Specialist**

**Minimum/General Experience:** 5 years

**Functional Responsibility:** The duties of this labor category include compiling program data, preparing reports for management and sponsor, writing biographical and program information, providing graphical support for programs and publications, interviewing alumni, students and visitors and providing support to the Strategic Communications Program Lead for all communications and alumni matters. This labor category requires good organizational skills, computer and Internet research skills, project coordination experience, graphic design knowledge and the ability to work well with all levels of participants, management and staff.

The Strategic Communications Specialist is responsible for compiling program data, preparing reports for management and sponsor, writing biographical and program information, providing graphical support for programs and publications, interviewing alumni, students and visitors.

**Minimum Education:** Bachelor’s degree

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**Subject Matter Expert 1 (PT)**

**Minimum/General Experience:** 5 years

**Functional Responsibility:** This part time position, while also similar to above, may not necessarily have the most senior level of appointments or election and/or a lower level of education. These positions may be filled by those with private sector, senior policy advisor, and/or senior executive experiences as opposed to Cabinet (federal, state, or local) levels of authority. The position must likewise have the requisite background in senior policy making and strategy development necessary for the subject programs within the scope of work.

The Subject Matter Expert 1 assists with executive education seminars, participates in delivering virtual reality scenarios, and delivers education curriculum that follows the academic rigors of graduate-level, and executive education. May serve as a member of a panel discussion.

**Minimum Education:** Bachelor’s degree
**Subject Matter Expert 2 (PT)**

**Minimum/General Experience:** 8 years

**Functional Responsibility:** This part time position, while similar to above, may not necessarily have the most senior level of appointments or election. The demonstration of academic rigor and accomplishment remains, but these positions may be filled by those with private sector, senior policy advisor, and/or senior executive experiences as opposed to Cabinet (federal, state, or local) levels of authority. The position must likewise have the requisite background in senior policy making and strategy development necessary for the subject programs within the scope of work.

The Subject Matter Expert 2 assists with executive education seminars, participates in delivering virtual reality scenarios, and delivers education curriculum that follows the academic rigors of graduate-level, and executive education. The SME 2 should have both program and general experience in the subject matter areas. The SME 2 may have an opportunity to lead a specific event and/or panel discussion of a specific group of leadership related to the field of expertise within the subject program.

**Minimum Education:** Master’s degree

**Subject Matter Expert 3 (PT)**

**Minimum/General Experience:** 10 years

**Functional Responsibility:** This part time position requires high-level experience in homeland security matters. He or she must have a demonstrated level of experience at the senior policy cabinet level and academic achievement, which may include a “terminal degree.” The position must likewise have the requisite background in senior policy making and strategy development necessary per the scope of work. SME 3 would have specific relevant experience to the program.

The Subject Matter Expert 3 is an executive level SME with specific knowledge and/or experience for the defined program. The SME 3 leads executive level education seminars, participates in delivering virtual reality scenarios, and delivers education curriculum that follows the academic rigors of graduate-level, and executive education.

**Minimum Education:** Master’s degree

**Supply Technician**

**Minimum/General Experience:** 2 years

**Functional Responsibility:** The duties of this labor category include keeping inventory of all office supplies, coordinating with staff regarding educational and office supplies, entering request for supplies into enterprise management system, preparing purchase requests, doing market research, purchasing books and supplies, maintaining complete records of all purchases. This labor category requires good organizational skills, computer and Internet research skills, ability to work well with management and staff and knowledge of government purchasing regulations.

The Supply Technician is responsible for managing program office supplies, conducts market surveys, assist with the identification and selection of approved vendors, and coordinates the purchasing of education material for graduate-level, and executive education.

**Minimum Education:** Associate degree
**Travel Clerk**

**Minimum/General Experience:** 2 years

**Functional Responsibility:** The duties of this labor category include booking airfare, reviewing expense reports and receipts for approval, entering justifications and approvals into enterprise management system, and submitting expense reports for payment. This labor category requires good organizational skills, computer and Internet research skills, and the ability to work well with management and staff and knowledge of the Joint Travel Regulations.

The Travel Clerk creates travel reports, and coordinates and purchases airfare, rental cars, and lodging for program faculty, staff, and students. The Travel Clerk reviews, coordinates, and approves program participant expense reports in accordance with the Joint Travel Regulations.

**Minimum Education:** Associate degree
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Health IT Essentris Administrator

Minimum/General Experience: 3 years

Functional Responsibility: Provides system administration, configuration, and business operations of client/server based Electronic Health Record (EHR) systems in a medical/hospital environment. Configures, monitors, modifies and manages local mapping of data elements within EHR system notes templates, manage account access/security, and ensure patient care summaries available via health information exchange, troubleshoot printer errors, maintain backup disks, and manage mobile bedside workstations and physiological monitoring systems. Supports query/report data delivery and present data/analysis to Technical staff, while providing assistance to the EHR Data Analyst in support of site Global Database Repository ad hoc reporting. Must meet DoD 8570.01-M technical certification requirements. CompTia Security+ CE; CliniComp System Administration training within 30 days of hire. Training provided by CiniComp Int'l.

Minimum Education: Associate Degree

Health IT Network Administrator

Minimum/General Experience: 4 years

Functional Responsibility: Administer a server-based computer system in a medical/hospital environment. Provides support in the administration, configuration and maintenance of Local and Wide Area Network (LAN/WAN) and Virtual Private Network (VPN) equipment and software. This includes items such as hubs, routers, switches, fiber and copper wiring, serial communication lines, and other communications systems. Ensures security procedures are implemented and observed. Implements LAN/WAN/VPN policies, procedures and standards. Ensures that the LAN/WAN is capable of providing required services by supporting the network infrastructure through the use of troubleshooting and problem resolution in a production environment. Provides daily operational support for LAN/WAN networks, including firewalls. Plans, installs and supports hardware and software upgrades. Demonstrated experience to resolve technical issues associated with network and routing protocols at all levels of the OSI model through the use of diagnostics and network administration tools such as Hewlett Packard (HP) OpenView, Cisco Works and Tivoli. Demonstrates an understanding of Management Information Blocks (MIB) and MRTG to measure, plan and execute methodologies to ensure high performance levels and minimum downtime. Manages infrastructure such as switches, routers, and network transport protocols. Oversees the day to day activities for the system and is responsible for all applications present on the system. Administer related systems, including security, communications, software applications, electronic mail, bulletin boards, printing services, outside communication links, licensing, health informatics and any other initial troubleshooting. Maintain server management records. Hands-on experience with internetworking equipment to include configuration, installation and/or troubleshooting. Must meet DoD 8570.01-M technical certification requirements. CompTia Security+ CE, Cisco CCNA.

Minimum Education: Associate Degree

Health IT Program Manager (Journeyman)

Minimum/General Experience: 5 Years

Functional Responsibility: Coordinate and ensure the completion of projects in a medical/hospital environment. Oversees all aspects of projects. Set deadlines, assign responsibilities, and monitor and
summarize progress of project. Prepares reports for upper management regarding status of project. Rely on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Lead and directs the work of others. Works with the Health Care Professionals to ensure continuity of health informatics regarding patient care.

**Minimum Education:** Bachelor’s Degree

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**Health IT Program Manager (Senior)**

**Minimum/General Experience:** 10 years

**Functional Responsibility:** Coordinates and monitors the scheduling, pricing, and technical performance of company programs in a medical/hospital environment. Responsibilities also include aiding in the negotiation of contracts and contractual changes and coordinating preparations of proposals, plans, specifications, and financial conditions of contracts. Develops new business and expands product line. Ensures adherence to master plans and schedules, develops solutions to program problems, and directs work of incumbents assigned to program from various departments. Ensures projects are completed on time and within budget. Acts as advisor to program team and health care professionals regarding projects, tasks, and operations. Familiar with standard concepts, practices, and procedures within a particular field. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complex tasks. A certain degree of creativity and latitude is required. Typically reports to a unit/department head.

**Minimum Education:** Bachelor’s Degree and PMP certification or equivalent

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**Health IT Project Manager**

**Minimum/General Experience:** 5 years

**Functional Responsibility:** Responsible for the coordination and completion of projects in a medical/hospital environment. Oversees all aspects of projects. Sets deadlines, assigns responsibilities, and monitors and summarizes progress of project. Prepares reports for upper management regarding status of project. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals pertaining to continuity of patient care. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.

**Minimum Education:** Bachelor's Degree

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**Health IT Project Manager III**

**Minimum/General Experience:** 8 years

**Functional Responsibility:** Responsible for the overall management of the specific task order(s) in a medical/hospital environment. Ensures the technical/financial solutions and schedules are met in the specific delivery of TOs. Ensures orders are implemented in a timely manner. Organizes, directs and coordinates the planning and production of all activities associated with assigned delivery. Order projects. Demonstrates competent writing and oral communication skills. Ensures quality products and services are delivered to the health care providers. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals and independently performs a wide variety of complicated tasks. May provide consultation on complex projects and is considered to be the top level contributor/specialist to the Health IT team. May lead and direct the work of others. May report to an executive or director.

**Minimum Education:** Bachelor’s Degree
Health IT Systems Administrator

Minimum/General Experience: 4 years

Functional Responsibility: Provides support for the installation, maintenance, configuration and administration of information systems and network servers in a medical/hospital environment. Demonstrated experience in managing Remote Access Servers (RAS), fax servers, print servers, compact disc (CD) towers, file servers, and other application servers. Provides support for the functionality, operation, administration and end-user requirements for servers and associated applications. This includes items such as system administrator duties, end-user support, report development and processing support, and health informatics support as required. Performs, maintains, and documents Disaster Recovery Procedures, e.g., maintains system disk integrity, performs system backups and fail-over tests, monitors system performance, and conducts capacity planning and general troubleshooting. Reviews and manages system logs and perform security updates to operating systems and applications. Must meet DoD 8570.01-M technical certification requirements. CompTia Security+ CE certifications.

Minimum Education: Associate Degree

Health IT System Engineer

Minimum/General Experience: 5 years

Functional Responsibility: Provides on-site systems engineering support for the design, development, testing and deployment of computer software in a medical/hospital environment. Provides support for the design, installation, maintenance and upgrade of databases for internal and external use. This includes maintenance of data dictionaries and systems integration through database design with multiple operating systems, i.e., SQL, and relational database management system (RDBMS). Writes scripts in administrative language, e.g., Practical Extraction and Report Language (PERL), Win Script, and other scripting applications and creates and disseminates SMS packages for system updates, computer image changes or software/security patch updates. Performs support to health informatics systems/processes as required. Must meet DoD 8570.01-M technical certification requirements. CompTia Security+ CE certifications.

Minimum Education: Associate Degree
## SPECIAL ITEM NUMBER 54151HEAL
### APPROVED HOURLY RATES

<table>
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<th>SERVICE</th>
<th>16 OCT 20 to 4 MAR 21</th>
<th>5 MAR 21 to 4 MAR 22</th>
<th>5 MAR 22 to 4 MAR 23</th>
<th>5 MAR 23 to 4 MAR 24</th>
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<td>$55.25</td>
<td>$55.76</td>
<td>$56.99</td>
<td>$58.24</td>
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<tr>
<td>Health IT System Engineer</td>
<td>N/A</td>
<td>$59.51</td>
<td>$60.06</td>
<td>$61.38</td>
<td>$62.73</td>
</tr>
</tbody>
</table>
SPECIAL ITEM NUMBER MISCALLANEOUS
ANCILLARY SERVICES

PC Technician I

Minimum/General Experience: 1 year

Functional Responsibility: Organizes and directs hardware installations on site surveys. Assesses and documents current site network configuration and user requirements. Analyzes and develops new hardware requirements and prepares specifications for hardware acquisitions. Coordinates post installation operations and maintenance support.

Minimum Education: Security+ Certification

Service Desk Technician Tier I

Minimum/General Experience: 1 year

Functional Responsibility: The Service Desk Technician - Tier I provides assistance with and resolves simple and/or previously seen computing issues or problems and performs installation and/or maintenance of IT and computer related equipment. Inputs trouble calls data into ticket tracking system. Ensure all relevant information is gathered and documented. May monitor computer systems and respond to outages therewith.

The Service Desk Technician Tier I organizes the Service Desk so that all incoming support calls are dealt with in a timely and effective manner. Ensure support calls are recorded properly and prioritizes and performs them accordingly.

Minimum Education: A+ Certification

Service Desk Technician Tier II

Minimum/General Experience: 2 years

Functional Responsibility: The Service Desk Technician - Tier II provides assistance with and resolves in-depth computing issues or problems and performs installation and/or maintenance of IT and computer related equipment. Inputs trouble calls data into ticket tracking system. Ensure all relevant information is gathered and documented. May monitor computer systems and respond to outages therewith.

The Service Desk Technician Tier II organizes the Service Desk so that all incoming support calls are dealt with in a timely and effective manner. They ensure all incoming IT support calls are recorded accurately. Prioritize outstanding IT support calls and schedule in order of prioritization to the relevant IT Support Technician.

Minimum Education: A+ Certification

Service Desk Technician Tier III

Minimum/General Experience: 3 years

Functional Responsibility: The Service Desk Technician - Tier III resolves difficult/complex trouble tickets. Support may include special analysis and programming, may review the organization's policies, standards, and recommend modifications to IT services and coordination of IT Services with other internal
The IT Service Desk Technician is the single point of contact for customers to obtain technical support. They install, assess, troubleshoot, maintain, and upgrade computers and equipment of different types, including copiers, printers, and scanners, of all users so that they perform optimally. They create appropriate support documentation in a bid to help all users quickly troubleshoot all of their problems.

**Minimum Education:** A+ Certification

**Health IT Service Desk Technician Tier I**

**Minimum/General Experience:** 1 year

**Functional Responsibility:** The Health IT Service Desk Technician - Tier I provides assistance with and resolves simple and/or previously seen computing issues or problems and performs installation and/or maintenance of IT and computer related equipment in a hospital or healthcare setting. Inputs trouble calls data into ticket tracking system. Ensure all relevant information is gathered and documented. May monitor computer systems and respond to outages therewith.

The Health IT Service Desk Technician Tier I organizes the Service Desk so that all incoming support calls are dealt with in a timely and effective manner. Ensure support calls are recorded properly and prioritizes and performs them accordingly.

**Minimum Education:** A+ Certification

**Health IT Service Desk Technician Tier II**

**Minimum/General Experience:** 2 years

**Functional Responsibility:** The Health Care Service Desk Technician - Tier II provides assistance with and resolves in-depth computing issues or problems and performs installation and/or maintenance of IT and computer related equipment in a hospital or healthcare setting. Inputs trouble calls data into ticket tracking system. Ensure all relevant information is gathered and documented. May monitor computer systems and respond to outages therewith.

The Health IT Service Desk Technician Tier II organizes the Service Desk so that all incoming support calls are dealt with in a timely and effective manner. They ensure all incoming IT support calls are recorded accurately. Prioritize outstanding IT support calls and schedule in order of prioritization to the relevant IT Support Technician.

**Minimum Education:** A+ Certification

**Health IT Service Desk Technician Tier III**

**Minimum/General Experience:** 3 years

**Functional Responsibility:** The Health IT Service Desk Technician - Tier III resolves difficult/complex trouble tickets in a hospital or healthcare setting. Support may include special analysis and programming, may review the organization's policies, standards, and recommend modifications to IT services and coordination of IT Services with other internal or external entities. May serve as a shift supervisor in a service desk. May monitor computer systems and respond to outages therewith.
The Health IT Service Desk Technician Tier III is the point of contact for customers to obtain technical support. They install, assess, troubleshoot, maintain, and upgrade computers and equipment of different types, including copiers, printers, and scanners, of all users so that they perform optimally. They create appropriate support documentation in a bid to help all users quickly troubleshoot all of their problems.

**Minimum Education:** A+ Certification
# SPECIAL ITEM NUMBER ANCILLARY SERVICES
## APPROVED HOURLY RATES

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>GSA PRICE WITH IFF</th>
<th>GSA PRICE WITH IFF</th>
<th>GSA PRICE WITH IFF</th>
<th>GSA PRICE WITH IFF</th>
<th>GSA PRICE WITH IFF</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>16 OCT 20 to 4 MAR 21</td>
<td>5 MAR 21 to 4 MAR 22</td>
<td>5 MAR 22 to 4 MAR 23</td>
<td>5 MAR 23 to 4 MAR 24</td>
<td>5 MAR 24 to 4 MAR 25</td>
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<tr>
<td>PC Technician I **</td>
<td>N/A</td>
<td>$56.02</td>
<td>$57.25</td>
<td>$58.51</td>
<td>$59.80</td>
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<td>Service Desk Tier I **</td>
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<td>$29.25</td>
<td>$29.90</td>
<td>$30.55</td>
<td>$31.23</td>
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<tr>
<td>Service Desk Tier II **</td>
<td>N/A</td>
<td>$36.86</td>
<td>$37.67</td>
<td>$38.50</td>
<td>$39.35</td>
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<tr>
<td>Service Desk Tier III **</td>
<td>N/A</td>
<td>$41.46</td>
<td>$42.38</td>
<td>$43.31</td>
<td>$44.26</td>
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<td>Health IT Service Desk Tier I **</td>
<td>N/A</td>
<td>$29.25</td>
<td>$29.90</td>
<td>$30.55</td>
<td>$31.23</td>
</tr>
<tr>
<td>Health IT Service Desk Tier II **</td>
<td>N/A</td>
<td>$36.86</td>
<td>$37.67</td>
<td>$38.50</td>
<td>$39.35</td>
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<tr>
<td>Health IT Service Desk Tier III **</td>
<td>N/A</td>
<td>$41.16</td>
<td>$42.38</td>
<td>$43.31</td>
<td>$44.26</td>
</tr>
</tbody>
</table>

### SCA/SCLS Matrix

<table>
<thead>
<tr>
<th>SCLS Eligible Contract Labor Category / Fixed Price Service</th>
<th>SCLS Equivalent Code Title</th>
<th>Wage Determination Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>PC Technician I</td>
<td>14160-Personal Computer Support Technician</td>
<td>2015-5418 rev15</td>
</tr>
<tr>
<td>Service Desk Technician Tier I</td>
<td>14101 - Computer Systems Analyst I</td>
<td>2015-5418 rev15</td>
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<tr>
<td>Service Desk Technician Tier II</td>
<td>14102 - Computer Systems Analyst II</td>
<td>2015-5418 rev15</td>
</tr>
<tr>
<td>Service Desk Technician Tier III</td>
<td>14103 - Computer Systems Analyst III</td>
<td>2015-5418 rev15</td>
</tr>
<tr>
<td>Health IT Service Desk Tier I</td>
<td>14101 - Computer Systems Analyst I</td>
<td>2015-5418 rev15</td>
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<tr>
<td>Health IT Service Desk Tier II</td>
<td>14102 - Computer Systems Analyst II</td>
<td>2015-5418 rev15</td>
</tr>
<tr>
<td>Health IT Service Desk Tier III</td>
<td>14103 - Computer Systems Analyst III</td>
<td>2015-5418 rev15</td>
</tr>
</tbody>
</table>

The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes SCLS applicable labor categories. Labor categories and fixed price services marked with a (**) in this pricelist are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).
INFORMATION TECHNOLOGY CATEGORY
ITSERVICES SUBCATEGORY
SPECIAL ITEM NUMBER 54151S
INFORMATION TECHNOLOGY PROFESSIONAL SERVICES

There are no additional terms.

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

NOTE: More information related to the Order Level Materials SIN is available at gsa.gov/mascategoryrequirements.
PROFESSIONAL SERVICES CATEGORY  
TRAINING SUBCATEGORY  
SPECIAL ITEM NUMBER 611430  
PROFESSIONAL AND MANAGEMENT DEVELOPMENT TRAINING

Proposed courses shall be commercially-available off-the-shelf training and/or educational courses that are delivered via an Instructor-led (i.e. traditional classroom setting or conference/seminar) and/or web-based (i.e. Internet/Intranet, software packages and computer applications) system. Courses shall have a defined course title, length of time (i.e. hours, days, semesters, etc.), description of material to be taught (i.e. syllabi, table of contents, etc.), and whether materials are included in the price. (i.e. books, pamphlets, software, etc.).

Proposed professional services shall be in support of planning, creating, and/or executing testing and test administration, learning management, internship, or development of new courses or subject matter delivered via an instructor-led (i.e. traditional classroom setting or conference/seminar) and/or web-based (i.e. Internet/Intranet, software packages and computer applications) system. Proposed customization services are the result of planning, creating, and/or executing a proprietary format and may be priced as a flat rate or as Labor/hours using professional labor categories (i.e. Subject Matter Experts (SMEs), Program Managers, Project Managers, Research Assistant, Technical Specialist, etc.), subject matter(s), Systems requirements and methodology(ies) to be used should be stated. Acquisition training will be accomplished under SIN 611TRAINAW. Functional industry-specific training covered under other schedules will not be accomplished under this SIN.

PROFESSIONAL SERVICES CATEGORY  
TRAINING SUBCATEGORY  
SPECIAL ITEM NUMBER 611710  
EDUCATIONAL SUPPORT SERVICES

Education and training support services provide the customer with a comprehensive knowledge (e.g., operational capabilities, user-training, maintenance training, repair techniques) of products, procedures, processes, and applications. Services may include (e.g., destruction, document conversion, records management and photographic) Training may be offered in various forms: (e.g., onsite/offsite, interactive online training). Note: Training of personnel that is required to be provided at initial installation or during the course of the contract and training that is normally provided by the contractor to commercial and/or government customers (at no additional cost to the customer) is not included.