GENERAL SERVICES ADMINISTRATION

MULTIPLE AWARD SCHEDULE (MAS)

Information Technology Professional Services

Authorized Federal Supply Schedule Price List

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

Contract Number – GS-35F-340DA

Contract Period – June 3, 2016 through June 2, 2026

Price List is current through Modification PS-0026, effective September 16, 2022

Contractor:

DTC Global Services, LLC
6701 Melford Boulevard, Suite 400
Bowie, MD 20715
Telephone: 813-397-3622
FAX: 813-397-3601
www.dtcglobal.com

Point of Contact:

John David Doty
Telephone: 813-397-3622
FAX: 813-397-3601
john.doty@dtcglobal.com

Small Disadvantaged Business, Small Minority Owned Business, Small Business
1a. Awarded SINS – 54151S IT Professional Services
   OLM Order Level Materials

1b. Identification of the lowest priced model number and lowest unit price for that model for
each special item number awarded in the contract. This price is the Government price based
on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other
concession affecting price. Those contracts that have unit prices based on the geographic
location of the customer, should show the range of the lowest price, and cite the areas to
which the prices apply. – 54151S See Appendix A

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial
job titles, experience, functional responsibility and education for those types of employees or
subcontractors who will perform services shall be provided. If hourly rates are not applicable,
indicate "Not applicable" for this item. – See Appendix B

2. Maximum Order – 54151S $500,000

3. Minimum Order – $100

4. Geographic Coverage – 48 Contiguous States

5. Point(s) of Production – United States of America

6. Discount from List Prices – Prices shown are NET prices; Basic Discounts have been deducted.

7. Quantity Discount – Additional 3.0% on single task orders over $250,000

8. Prompt Payment Terms – 3% 15 days

9. Foreign Items – None

10a. Time of Delivery – Negotiated at the task order level

10b. Expedited Delivery – Negotiated at the task order level

10c. Overnight and 2-day Delivery – Negotiated at the task order level

10d. Urgent Requirements – Negotiated at the task order level

11. F.O.B. Point(s) – Destination

12a. Ordering Address(es) – 16701 Melford Boulevard, Suite 400, Bowie, MD, 20715

12b. Ordering Procedures – Fax to 813-397-3601

13. Payment Address(es) – 16701 Melford Boulevard, Suite 400, Bowie, MD, 20715


15. Export Packing Charges – None

16. Terms and conditions of rental, maintenance, and repair (if applicable) – None
17. Terms and conditions of installation – None

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable) – None

18b. Terms and conditions for any other services (if applicable) – None

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

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

21. Preventative maintenance (if applicable) – None

22a. Special attributes such as environmental attributes – None

22b. Section 508 – Not applicable

23. Unique Entity Identifier (UEI) Number – TVV3J4CLYTE8

24. Notification regarding registration in System for Award Management (SAM) database – Active
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<th>SIN</th>
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Appendix B

**Labor Category Descriptions**

DTC Global Services LLC (DTC) offers the following Labor Category Descriptions to support the effort contemplated herein.

1. **Title: Program Manager**

**Minimum Education Requirement:** Bachelor’s Degree and equivalent experience

**Experience Requirement:** 8 years

**Functional Descriptions:** Managerial and technical leadership experience directing and supporting a broad range of technical efforts requiring both specialized and diverse knowledge. Advanced knowledge of scientific or engineering principals, theories and concepts to accomplish the objective of a total program, project or system. Develops or directs development of solutions to problems. Responsible to management for effectiveness of results. Representation as a primary contact with clients and potential clients.

**The Program Manager will:**
- Be responsible for overall contract performance including deliverable management, schedule definition and management, performance management, cost management, and risk management.
- Supervising team personnel and policies.
- Managing and participating in task analysis, design, implementation, and operational support.
- Provide expertise in the management and control of funds and resources using various reporting mechanisms.

2. **Title: Project Manager I**

**Minimum Education Requirement:** Bachelor’s Degree or equivalent experience

**Experience Requirement:** 5 years

**Functional Descriptions:** This leadership position is where team management experience serves as the basis for managing the large and complex efforts and shall provide assistance in working with the government contracting officer, management personnel, and customer agency representatives.

**The Project Manager will:**
- Be responsible for overall project performance including deliverable management, schedule definition and management, performance management, cost management, and risk management.
- Supervising team personnel and policies.
- Managing and participating in task analysis, design, implementation, and operational support.
3. Title: Subject Matter Expert

Minimum Education Requirement: Master’s Degree and equivalent experience

Experience Requirement: 8 years

Functional Descriptions: The Subject Matter Expert provides expertise in specific areas of technology such as networking, data protection, data security, technologies, etc. In this capacity he or she will provide specialized analysis, planning, design, modeling, and implementation support. He/she will employ integrated methodologies appropriate to each task to ensure the customers’ business requirements are met or exceeded. As a subject matter expert this individual will be recognized for expertise and will be expected to undertake problem resolution for large technological programs as an individual performer.

4. Title: Senior Systems Engineer I

Minimum Education Requirement: Bachelor’s Degree or equivalent experience

Experience Requirement: 5 years

Functional Descriptions: Performs a wide variety of advanced systems engineering tasks and activities that are broad in nature and are concerned with major systems design, integration, and implementation, including personnel, hardware, software, budgetary, and support facilities and/or equipment. Provides quality assurance review and the evaluation of new and existing software products.

5. Title: Database Administrator I

Minimum Education Requirement: Bachelor’s Degree and equivalent experience

Experience Requirement: 3 years

Functional Descriptions: Under general direction, participates in the design, creation, and maintenance of computerized databases. Responsible for the quality control and auditing of databases to ensure accurate and appropriate use of data. Works with management to develop database strategies to support organization requirements. Consults with and advises users on access to various databases. Works directly with users to resolve data conflicts and inappropriate data usage. Directs the maintenance and use of the corporate data dictionary.
6. Title: Database Administrator I

**Minimum Education Requirement:** Bachelor’s Degree and equivalent experience

**Experience Requirement:** 5 years

**Functional Descriptions:** Participates in the design, creation, and maintenance of computerized databases. Responsible for the quality control and auditing of databases to ensure accurate and appropriate use of data. Works with management to develop database strategies to support organization requirements. Consults with and advises users on access to various databases. Works directly with users to resolve data conflicts and inappropriate data usage. Directs the maintenance and use of the corporate data dictionary.

7. Title: Senior Business Analyst

**Minimum Education Requirement:** Bachelor’s Degree and equivalent experience

**Experience Requirement:** 5 years

**Functional Description:** Works with user groups to solve advanced IT-related business and technical problems with available technology, specifically in the areas of knowledge management, system life cycle, and telecommunications to include hardware, software, databases, data warehouse (and associated products such as Business Objects, Cognos, and Brio) and peripherals. Keeps abreast of technological developments and applications. Manage and coordinate efforts of other analysts as assigned.
8. Title: Senior Software Developer

**Minimum Education Requirement:** Bachelor’s Degree and equivalent experience

**Experience Requirement:** 5 years

**Functional Description:** Establish program and data parameters and formats. Coordinate and/or modify user requirements with existing and projected computer capacity and capabilities. Convert symbolic statements of problems into appropriate specifications for coding computer systems identifying functions to be programmed, information processing techniques used, and data representation. Prepare documentation, conduct program tests, correct program errors, and analyze system capabilities to resolve questions of program standards, output requirements, input data acquisition, and programming techniques and controls. Advise on new techniques and estimate costs associated with data programs. Develop procedures and operating instructions. Revise existing programs, systems and procedures to correct deficiencies and maintain more effective data handling, conversion and storage. Develop solutions to a variety of problems of moderate scope and complexity. Work independently, with management review of end results. Has prime accountability for the maintenance and operating efficiency of a major subsystem.

9. Title: Business Analyst I

**Minimum Education Requirement:** Bachelor’s Degree and equivalent experience

**Experience Requirement:** 2 years

**Functional Description:** Under general direction, works with user groups to solve IT-related business and technical problems with available technology, specifically in the areas of knowledge management, system life cycle, and telecommunications to include hardware, software, databases, data warehouse (and associated products such as Business Objects, Cognos, and Brio) and peripherals. Keeps abreast of technological developments and applications.

10. Title: Web Developer I

**Minimum Education Requirement:** Bachelor’s Degree or equivalent experience

**Experience Requirement:** 0 Years

**Functional Description:** Under general direction, works with the client to capture requirements for web site development using standard web development tools. Ensure timely and accurate data is presented and on schedule. Develop and maintain basic website functionality. Create and maintain basic website graphics. Provide status updates to the project lead as requested.
11. Title: System Administrator I

Minimum Education Requirement: Bachelor’s Degree or equivalent experience

Experience Requirement: 2 Years

Functional Description: Under general direction, works with the client to capture requirements for web site development using standard web development tools. Ensure timely and accurate data is presented and on schedule. Develop and maintain basic website functionality. Create and maintain basic website graphics. Provide status updates to the project lead as requested.

12. Title: Analyst I

Minimum Education Requirement: Bachelor’s Degree or equivalent experience

Experience Requirement: 0 Years

Functional Description: Entry Level - Under direct guidance, gather/analyze business and functional requirements and translate them into technical requirements for use by the project team to build and configure the required computer systems using the client’s technical standards. Report regular status updates to the team leader.

13. Title: Senior Solutions Architect I

Minimum Education Requirement: Bachelor’s Degree or equivalent experience

Experience Requirement: 7 Years

Functional Description: Identify new enabling technologies and platforms to help solve technical challenges. Serve as a subject matter expert for one or more software solutions. Lead research and consultation decisions on existing or emerging technologies and associated services, processes and support strategies while also leading the evaluation of technology innovation and set direction for technology roadmap, implementation and support strategies for technology roadmap and domain architecture. Define documentation requirements and assist in the preparation of proper documentation compliant with standard operating procedures. Responsible for managing definition of user needs, providing input to functional design, testing, troubleshooting and basic system management. Assess risks and implement mitigation strategies within the technology architecture while collaborating with business development, IP development and partner stakeholders to align solution strategy and priorities.
14. Title: Senior Application Developer I

Minimum Education Requirement: Bachelor’s Degree and equivalent experience

Experience Requirement: 7 years

Functional Description: Create and revise existing applications programs, systems and procedures to correct deficiencies and maintain more effective data handling, conversion and storage. Develop solutions to a variety of problems of moderate scope and complexity. Work independently, with management review of end results. Coordinate and/or modify user requirements with existing and projected computer capacity and capabilities. Prepare documentation, conduct program tests, correct program errors, and analyze system capabilities to resolve questions of program standards, output requirements, input data acquisition, and programming techniques and controls. Advise on new techniques and estimate costs associated with data programs. Develop solutions to a variety of problems of moderate scope and complexity. Work independently, with management review of end results. Has prime accountability for the maintenance and operating efficiency of a major application systems.

15. Title: Senior Program Manager

Minimum Education Requirement: Bachelor’s Degree and equivalent experience

Experience Requirement: 10 years

Functional Descriptions: Senior managerial and technical leadership experience directing and supporting a broad range of technical larger projects requiring both specialized and diverse knowledge. Advanced knowledge of scientific or engineering principals, theories and concepts to accomplish the objective of a total program, project or system. Develops or directs development of solutions to problems. Responsible to management for effectiveness of results. Representation as a primary contact with clients and potential clients. Responsible for directing several programs and setting the strategic path.

The Senior Program Manager will:

• Be responsible for overall assigned practice performance including deliverables management, schedule definition and management, performance management, cost management, and risk management.
• Hiring and supervising team personnel and enforcing policies.
• Managing and participating in task analysis, design, implementation, and operational support.
• Provide expertise in the management and control of funds and resources using various reporting mechanisms.
• Profit and Loss responsibility.
• Identify and close new business opportunities.
16. **Title: Senior Systems Engineer II**

**Minimum Education Requirement:** Bachelor’s Degree or equivalent experience

**Experience Requirement:** 7 years

**Functional Descriptions:** Manages, performs, and supervises a wide variety of advanced systems engineering tasks and activities that are broad in nature and are concerned with major systems design, integration, and implementation, including personnel, hardware, software, budgetary, and support facilities and/or equipment. Provides quality assurance review and the evaluation of new and existing software products. Leads technical and solutions planning sessions. Directs work to sub-ordinate engineers.

17. **Title: Senior Database Engineer**

**Minimum Education Requirement:** Bachelor’s Degree and equivalent experience

**Experience Requirement:** 7 years

**Functional Descriptions:** Leads in the design, creation, and maintenance of computerized databases and supporting systems. Works with management to engineer database strategies to support organization requirements. Consults with and advises users on access to various databases. Works directly with users to resolve data conflicts and inappropriate data usage. Directs the maintenance and use of the corporate data dictionary. Lead database software maintenance and upgrades. Monitors sub-ordinate database administrators.

18. **Title: Senior Software Developer II**

**Minimum Education Requirement:** Bachelor’s Degree and equivalent experience

**Experience Requirement:** 7 years

**Functional Description:** Lead software development efforts. Establish program and data parameters and formats. Coordinate and/or modify user requirements with existing and projected computer capacity and capabilities. Lead efforts to convert symbolic statements of problems into appropriate specifications for coding computer systems identifying functions to be programmed, information processing techniques used, and data representation. Prepare documentation, conduct program tests, correct program errors, and analyze system capabilities to resolve questions of program standards, output requirements, input data acquisition, and programming techniques and controls. Advise on new techniques and estimate costs associated with data programs. Develop procedures and operating instructions. Revise existing programs, systems and procedures to correct deficiencies and maintain more effective data handling, conversion and storage. Develop solutions to a variety of problems of moderate scope and complexity. Work independently, with management review of end results.
19. Title: Web Administrator

Minimum Education Requirement: Bachelor’s Degree or three (3) years equivalent experience

Experience Requirement: 1 year

Functional Description: Under general direction, responsible for the enhancement, update, maintenance, and administration of all program websites. Conduct analysis and prepare recommendations for future enhancements to websites. Conducts testing and verification to identify out of date content, broken links, and to increase website performance.

20. Title: DevOps Manager

Minimum Education Requirement: Master’s Degree or Bachelor’s Degree and eight (8) years equivalent experience

Experience Requirement: 6 years

Functional Description: Responsible for all aspects of system development, operations, and maintenance, including help desk support. System technical expert and serves as program architect. Oversees day to day operations of the solution, including identifying opportunities for system optimization. Develops technical approaches for complex technical issues and new enhancement requests. Oversees release management process, including all release candidates for maintenance as well as system enhancement and development. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Oversees agile development process. Provides technical and analytical guidance to development and operations teams. Recommends and takes action to direct the analysis and solutions of problems. Manages all program stakeholders as needed to accomplish program objectives. Member of the program management team.

21. Title: Senior Systems Engineer

Minimum Education Requirement: Master’s Degree or Bachelor’s Degree and six (6) years equivalent experience

Experience Requirement: 4 years

Functional Description: Designs, implements and maintains complex database with respect to access methods, access time, device allocation, validation checks, organization, protection and security, documentation and statistical methods. Includes maintenance of database dictionaries, overall monitoring of standards and procedures and integration of systems through database design. Competent to work at the highest level of all phases of database management. Installs and maintains software.
22. Title: Senior Software Developer

**Minimum Education Requirement:** Bachelor’s Degree or Associate’s Degree and ten (10) years equivalent experience

**Experience Requirement:** 8 years

**Functional Description:** Applies extensive software experience to provide direction to more junior software developers. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Designs, codes, tests, debugs, and documents.

23. Title: Systems Engineer

**Minimum Education Requirement:** Bachelor’s Degree or High School and six (6) years equivalent experience

**Experience Requirement:** 4 years

**Functional Description:** Designs, implements and maintains complex database with respect to access methods, access time, device allocation, validation checks, organization, protection and security, documentation and statistical methods. Includes maintenance of database dictionaries, overall monitoring of standards and procedures and integration of systems through database design. Installs and maintains software.

24. Title: Test Engineer

**Minimum Education Requirement:** High School and equivalent experience

**Experience Requirement:** 2 years

**Functional Description:** Provides tests and evaluations of hardware, software and IT systems. Develops and designs test plans, ensuring procedures are in compliance with any required industry specific information technology standards. Conducts tests and documents results. Uses documentation and analysis of test cases to provide feedback and recommendations for design changes that are fully supported by test results. Identifies functional problems and suggest resolutions.