SIN 54151S: Information Technology (IT) Professional Services

SIN ANCILLARY: Ancillary Supplies and/or Services

SIN OLM: Order Level Materials

Contract Number: GS-35F0019GA
Contract Period: April 5, 2017 through April 4, 2022 Effective through Mod A812 dated May 10, 2020

Open Technology Group
13800 Coppermine Road, Suite 174
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Jose Carlos Linares, President & CEO
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Small Business
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GENERAL SERVICES ADMINISTRATION

Federal Supply Service

Authorized Federal Supply Schedule Price List

Online 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
SIN 54151S: Information Technology (IT) Professional Services
SIN ANCILLARY: Ancillary Supplies and/or Services
SIN OLM: Order Level Materials

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

Contract Number: GS35F351GA  |  Contract Period: April 5, 2017 through April 4, 2022
Price List is current through Modification #A812, dated May 10, 2020

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

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Jose Carlos Linares, President & CEO, jclinares@otghq.com
Open Technology Group is a Small Business
CUSTOMER INFORMATION

1. **TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINS):**

<table>
<thead>
<tr>
<th>SIN</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>OLM</td>
<td>Order Level Materials</td>
</tr>
<tr>
<td>ANCILLARY</td>
<td>Ancillary Supplies and/or Services</td>
</tr>
</tbody>
</table>

**Labor Category Descriptions**

**Program Manager**

**Minimum/General Experience:** Ten plus (10+) years of relevant work experience.

**Functional Responsibility:** Plans and directs technological improvements and project management implementation. Plans the work necessary to complete the project/task, estimates required resources, develops schedules, and assigns work. Oversees a diverse group of functional activities and subordinate groups of technical and administrative personnel.

**Minimum Education:** Bachelor’s degree in business administration, information systems management, or relevant field of study or equivalent experience. Advanced degree and/or project management certification desired.

**Task Manager**

**Minimum/General Experience:** Minimum of five (5) years professional work experience that provides required knowledge and skill set. Ability to work with Government contract personnel.

**Functional Responsibility:** Defines and directs technical specifications and tasks to be performed by team members. Defines target completion dates for tasks and subtasks. Provides guidance and assistance in coordinating output and ensuring the technical adequacy of the end product.

**Educational Requirements:** Bachelor’s degree in business administration, information systems management, or relevant field of study or equivalent experience.

**Systems Engineer 2**

**Minimum/General Experience:** Six (6) years of relevant work experience.

**Functional Responsibility:** Plan project coordination, management, and engineering. Provides comprehensive definition of all aspects of system development from analysis of mission needs to verification of system performance. Performs evaluation of alternatives and assessment of risks and costs.

**Educational Requirements:** Bachelor’s degree in information systems, computer science, or relevant field of study, formal professional certification, or equivalent experience.

**Systems Engineer 1**

**Minimum/General Experience:** Four (4) years of relevant work experience.

**Functional Responsibility:** Skilled in the interface of software with computer hardware systems, CASE tools, and complex software system development. Perform project management functions as needed.

**Minimum Education:** Bachelor’s degree in information systems, computer science, or relevant field of study, formal professional certification, or equivalent experience.

**Systems Administrator 2**

**Minimum/General Experience:** Four (4) years of relevant work experience.

**Functional Responsibility:** Microsoft or equivalent technology expertise in order to perform a variety of workstation and network configurations/management services related to operating systems, customizing the network
configurations, performance tuning, and availability of data communications networks. Provide LAN/WAN consultant support with skills in workstation/server/network analysis, integration, and tuning. Provide recommendations in the reconfiguration and implementation of new workstation/network hardware to increase performance. Coordinate with systems or communications engineering to resolve hardware problems.

**Minimum Education:** Associate’s degree in information systems, computer science, or relevant field of study, formal professional certification, or equivalent experience.

**Systems Administrator 1**

**Minimum/General Experience:** Two (2) years of relevant work experience.

**Functional Responsibility:** Provides end user support for servers, networks, printers, desktops and laptops. Provides a high level of customer service to end users, local and remote. Works with a team of systems and network engineers to improve network performance through the optimization and replacement of existing network infrastructure.

**Minimum Education:** High School Diploma.

**Network Engineer 3**

**Minimum/General Experience:** Eight (8) years general experience including four (4) years specialized experience.

**Functional Responsibility:** Designs, configures, tests, implements, and maintains telecommunications and LAN operation support activities, and supports application programmers working in that environment. Provides technical support in evaluating and resolving network and processor problems. Responsible for the design, configuration and implementation of WANs. Evaluates network performance using hardware and software diagnostic tools. Participates in planning and installation of new networks and hardware. Evaluates network changes for operational impact.

**Minimum Education:** Bachelor’s degree in information systems management, engineering, computer science, or relevant field of study or equivalent experience.

**Network Engineer 2**

**Minimum/General Experience:** Six (6) years general experience including four (4) years specialized experience.

**Functional Responsibility:** Designs, installs, modifies, and maintains LANs. Responsible for troubleshooting and making necessary adjustments in network operating system, software, and hardware. Works with other staff to design, develop, install, test, debug, modify, and maintain distributed processing databases on the LAN.

**Minimum Education:** Bachelor’s degree in information systems management, engineering, computer science, or relevant field of study or equivalent experience.

**Network Engineer 1**

**Minimum/General Experience:** Three (3) years general experience including one (1) year specialized experience.

**Functional Responsibility:** Ability to supervise others as needed. Responsible for understanding, identifying, reporting, tracking, assisting in resolving, and documenting user problems with networks. Strong working knowledge of networks and associated software. Working knowledge of typical user concerns, problems, and needs with networks. Support review of network reports, performance of trend analysis, and making of recommendations. Possess excellent telephone communications skills as well as be friendly and personable with users.

**Minimum Education:** High School Diploma.

**Network Specialist 1**

**Minimum/General Experience:** Two (2) years of relevant work experience.

**Functional Responsibility:** Responsible for understanding, identifying, reporting, tracking, assisting in resolving, and documenting user problems with networks. Working knowledge of networks and associated software. Working knowledge of typical user concerns, problems, and needs with networks. Support review of network reports, performance of trend analysis, and making of recommendations. Possess excellent telephone communications skills as well as be friendly and personable with users.

**Minimum Education:** High School Diploma.

**Help Desk Technician 3**

**Minimum/General Experience:** Five (5) years of relevant work experience/education.
**Functional Responsibility:** Provide technical support and guidance, problem resolution, and installation of hardware and software systems. Perform maintenance and configuration support for computers and networked equipment. Troubleshoot applications, email, and operating system problems. Assist with high level enterprise wide architecture problems, network problems, and associated help desk documentation and system support.

**Minimum Education:** High School Diploma.

**Help Desk Technician 2**

**Minimum/General Experience:** Three (3) years of relevant work experience/education.

**Functional Responsibility:** Provide technical support and guidance, problem resolution, and installation of hardware and software systems. Perform maintenance and configuration support for computers and networked equipment. Troubleshoot applications, email, and operating system problems.

**Minimum Education:** High School Diploma.

**Help Desk Technician 1**

**Minimum/General Experience:** One (1) year of relevant work experience/education.

**Functional Responsibility:** Provide technical support and guidance, problem resolution, and installation for hardware and software systems. Perform maintenance and configuration support for computer and networked equipment.

**Minimum Education:** High School Diploma.

**Information Systems Specialist 2**

**Minimum/General Experience:** Eight (8) years of relevant work experience/education, including six (6) years of specialized experience in information processing disciplines.

**Functional Responsibility:** Provides highly technical and specialized solutions to complex information systems problems. Performs analyses and studies. Prepares reports. Works independently or as a member of a team.

**Minimum Education:** Bachelor's or Master's degree or industry equivalent experience.

**Information Systems Specialist 1**

**Minimum/General Experience:** Six (6) years of relevant work experience/education, including four (4) years of specialized experience in information processing disciplines.

**Functional Responsibility:** Provides highly technical and specialized solutions to complex information systems problems. Performs analyses and studies. Prepares reports. Works independently or as a member of a team.

**Minimum Education:** Bachelor's or Master's degree or industry equivalent experience.

**Systems Programmer 2**

**Minimum/General Experience:** Seven (7) years of general experience in systems programming including five (5) years of specialized experience in the area of expertise.

**Functional Responsibility:** Responsible for system programming functions dealing with the overall operating system or complex subsystems of the operating system. Develops specifications for extremely complex systems programming activities. Works at the highest level on all phases of system programming controlling the operating system with considerable freedom to make decisions on the techniques to be used. Prepares recommendations for system improvement for management and user consideration. Acts as a consultant to the technical staff and user community.

**Minimum Education:** Bachelor's degree in Computer Science, Engineering, Mathematics, or relevant field of study or equivalent experience.

**Systems Programmer 1**

**Minimum/General Experience:** Six (6) years of general systems programmer experience including four (4) years specialized experience in the area of expertise.

**Functional Responsibility:** Develops and modifies software programs for operating system. Develops logic for the encodes, tests, modifies, and debugs software packages to suit the operating environment. Assists in the design, coding, testing and implementation of systems related routine modifications. Installs and maintains software products on the computer system. Analyzes and fixes problems associated with the software packages and forwards them to appropriate vendor for problem resolution. Monitors system and corrects any errors or inconsistencies.
Minimum Education: Bachelor's degree in Computer Science, Engineering, Mathematics, or relevant field of study or equivalent experience.

Programmer Analyst 4
Minimum/General Experience: Eight (8) years of general systems programmer/analyst experience including four (4) years specialized experience in the area of expertise.
Functional Responsibility: As an expert programmer/analyst, consults with client to learn and define their business requirements or problem areas and use technical expertise to provide solutions to client’s needs. Prepares program specifications, helps with preparation of user documentation and with system implementation. Analyzes, designs, develops, implements, and maintains client server applications over distributed networks and related protocols for various systems. Converts and/or ports fully developed code over to other platforms using different processor architectures or operating systems. May guide programmer/analysts at a lower level and other technical personnel on assigned work.
Minimum Education: Bachelor's degree in Computer Science, Engineering, Mathematics, or relevant field of study or equivalent experience.

Programmer Analyst 3
Minimum/General Experience: Four (4) years of general systems programmer/analyst experience.
Functional Responsibility: Expertise to conduct investigations and studies and present recommendations and solutions related to short and long range program planning requirements. Classify and summarize data for the preparation and submission of reports on a recurring basis. Provide advice and assistance to managers which directly affect the conduct and attainment of agency goals and objectives.
Minimum Education: Bachelor's degree in Computer Science, Engineering, Mathematics, or relevant field of study or equivalent experience.

Programmer Analyst 2
Minimum/General Experience: Two (2) years of relevant work experience.
Functional Responsibility: Provides analysis and engineering of information systems or software requirements; defines requirements and limitations; provides technical guidance and direction; performs system testing; and develops engineering plans/schedules. Analyzes physical, functional, system, data, and component architectures.
Minimum Education: Bachelor's degree in Computer Science, Engineering, Mathematics, or relevant field of study or equivalent experience.

Programmer Analyst 1
Minimum/General Experience: Zero (0) to one (1) year of relevant work experience.
Functional Responsibility: Analyzes and studies complex software requirements. Develops and supports using formal specifications, data flow, diagrams, and other related design and development techniques. Analyzes user requirements, procedures and problems to automate manual processing. Ensures effective configuration management of systems and applications.
Minimum Education: Bachelor's degree in Computer Science, Engineering, Mathematics, or relevant field of study or equivalent experience.

Database Administrator 4
Minimum/General Experience: Six (6) years of general experience in systems and analysis or programming including three (3) years of specialized experience in DBMSs.
Functional Responsibility: Provides highly technical expertise and guidance in the design, implementation, operation, and maintenance of DBMSs. Evaluates and recommends available DBMS products after matching requirements with system capabilities. Determines file organization, indexing methods, and security procedures for specific applications. Controls the design and use of databases. Controls the global view of databases, controls the access to the databases, assures the safekeeping of the databases (from accidental or intentional damage or loss), and monitors the use of databases. Must be capable of defining all required database administration policies, procedures, standards, and guidelines. Is an authority on the design of databases and the use of DBMSs. Evaluates and recommends
available DBMS products after matching requirements with system capabilities. Prepares and delivers presentations on DBMS concepts.

**Minimum Education:** Bachelor’s degree in relevant field of study or equivalent experience.

**Systems Analyst 2**

**Minimum/General Experience:** Six (6) years of experience that provides the required knowledge and skills.

**Functional Responsibility:** Performs system-wide analysis, primarily with respect to computer functions allocations. Performs system-wide analysis, primarily with respect to software development, hardware development and reliability, maintainability and availability.

**Minimum Education:** Bachelor's degree in computer science/management information systems or equivalent experience.

**Systems Analyst 1**

**Minimum/General Experience:** Four (4) years of general experience including a minimum of three (3) years in the specialized area of expertise.

**Functional Responsibility:** Develops and modifies complex systems and develops subsystems to enhance the overall operational system. Exercises analytical techniques when gathering information from users, defining work problems, designing a systems of computer programs, and developing procedures to resolve the problems. Develops complete specifications to enable computer programmers to prepare required programs. Independently works on routine assignments, analyzes methods of approach, reviews task proposal requirements, gathers information, analyzes data, prepares project synopses, compares alternatives, prepares specifications for programs, resolves processing problems, coordinates work with programmers, and orients users to new systems.

**Minimum Education:** Bachelor's degree in Computer Science, Engineering, Mathematics or equivalent experience.

**Consultant 3**

**Minimum/General Experience:** Ten plus (10+) years demonstrated performance in related technology and business management. Experienced in topic developing and managing projects involving such complex networks, cross platform integration and large-scale, complex systems design and implementation. This individual will have been formally trained in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with computer products.

**Functional Responsibility:** Lead business contact for customers, and also coordinates and schedules project resources to ensure development or analysis or deployment remains on schedule and in line with the current capabilities and future directions of computer products.

**Minimum Education:** Bachelor’s or Master's degree or industry equivalent experience.

**Consultant 2**

**Minimum/General Experience:** Five (5) to Ten (10) years demonstrated performance in related technology. Experienced in topics such as complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been formally trained in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with computer products.

**Functional Responsibility:** Lead advocate and technical lead to ensure development or analysis or deployment remains on schedule and in line with the current capabilities and future directions of computer products.

**Minimum Education:** Bachelor’s or Master's degree or industry equivalent experience.

**Consultant 1**

**Minimum/General Experience:** Five (5) plus years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been formally trained in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with computer products.

**Functional Responsibility:** Works closely with Project Manager as the advocate and sole or shared technical lead to ensure development or analysis or deployment remains on schedule and in line with the current capabilities and future directions of computer products.
Minimum Education: Bachelor’s degree in relevant field of study or equivalent experience.

2. MAXIMUM ORDER: The maximum order for SIN 54151S is $500,000. The maximum order for SIN ANCILLARY is $150,000.

3. MINIMUM ORDER: The minimum order is $100.00.

4. GEOGRAPHIC COVERAGE: Domestic and Overseas.

5. POINT(S) OF PRODUCTION: Not applicable.

6. DISCOUNT FROM LIST PRICES: Open Technology Group does not have commercial list pricing. All prices shown are net Government prices.

7. QUANTITY DISCOUNTS: None.

8. PROMPT PAYMENT TERMS: None. Net 30 days. Note: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9. GOVERNMENT PURCHASE CARDS: Open Technology Group accepts the Government purchase card for orders at or below the micro-purchase threshold. OTG accepts the Government purchase card for orders above the micro-purchase threshold.

10. FOREIGN ITEMS: None.

11. DELIVERY INFORMATION:
   a) TIME OF DELIVERY: Specified in negotiated delivery/task orders.
   b) EXPEDITED DELIVERY: Specified in negotiated delivery/task orders.
   c) OVERNIGHT AND 2-DAY DELIVERY: Specified in negotiated delivery/task orders.
   d) URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.


13. ORDERING INFORMATION:
   a) ORDERING ADDRESS: Open Technology Group
      Attn: Contracting
      13800 Coppermine Road, Suite 174
      Herndon, VA  20171
   b) ORDERING PROCEDURES: Ordering procedures for placing an order or establishing a Blanket Purchase Agreements (BPA) for supplies or services are found in Federal Acquisition Regulation (FAR) 8.405. These procedures apply to all schedules.

14. PAYMENT ADDRESS: Open Technology Group
    Attn: Accounts Receivable
    13800 Coppermine Road, Suite 174
    Herndon, VA  20171
In addition, bank account information for wire transfer payments will be provided on invoices.

15. **WARRANTY PROVISION:** None.

16. **EXPORT PACKING CHARGES:** Not applicable.

17. **TERMS AND CONDITIONS FOR GOVERNMENT PURCHASE CARDS:** OTG accepts the Government purchase card for orders above the micro-purchase threshold in accordance with government commercial credit card program guidelines.

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.

20. a) **TERMS AND CONDITIONS FOR ANY OTHER SERVICES:** Not applicable.

21. **LIST OF SERVICE AND DISTRIBUTION POINTS:** Not applicable.

22. **LIST OF PARTICIPATING DEALERS:** Not applicable.

23. **PREVENTIVE MAINTENANCE:** Not applicable.

24. a) **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g., recycled content, energy efficiency, and/or reduced pollutants):** Not applicable.

24. b) **Section 508 Compliance:** Open Technology Group certifies that all supplies and services in this contract are Section 508 compliant. If applicable, Section 508 compliance standards on the Electronic and Information Technology (EIT) supplies and services in this contract are available at www.section508.gov.

25. **DATA UNIVERSAL NUMBER SYSTEM (DUNS) NUMBER:** 80-242-7807

26. **REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE:** Open Technology Group is registered with the System for Award Management (SAM). The information provided is current, accurate, and complete.

**Terms and Conditions for all IT Contractors**

1) Organizational Conflicts Of Interest

a) Definitions.

"Contractor" means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

"Contractor and its affiliates" and "Contractor or its affiliates" refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An "Organizational conflict of interest" exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor's or its affiliates' objectivity in performing contract work.

b) To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders.
against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be
designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise
exist in situations related to individual orders placed against the schedule contract. Examples of
situations, which may require restrictions, are provided at FAR 9.508
2) Services Performed
   a) All services performed by the Contractor under the terms of this contract shall be as an
      independent Contractor, and not as an agent or employee of the ordering activity.
   b) The Contractor shall commence performance of services on the date agreed to by the Contractor
      and the ordering activity.
   c) The Contractor agrees to render services only during normal working hours, unless otherwise
      agreed to by the Contractor and the ordering activity.
3) Travel. Any Contractor travel required in the performance of services must comply with the Pub. L.
   99-234 and FAR Part 31.205-46, as applicable, in effect on the date(s) the travel is performed.
   Established Federal Government per diem rates will apply to all Contractor travel.
4) Warranty
   a) Unless otherwise specified in this contract, the Contractor's standard commercial warranty as
      stated in the contract's commercial pricelist will apply to this contract.
   b) The Contractor's commercial guarantee/warranty shall be included in the Commercial Supplier
      Agreement to include Enterprise User License Agreements or Terms of Service (TOS) agreements,
      if applicable.
   c) Except as otherwise provided by an express or implied warranty, the Contractor will not be liable
to the ordering activity for consequential damages resulting from any defect or deficiencies in
accepted items.

<table>
<thead>
<tr>
<th>1. Regulation Number</th>
<th>2. Regulation Title/Comments</th>
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<tr>
<td>3. 52.222-46</td>
<td>4. EVALUATION OF COMPENSATION FOR PROFESSIONAL EMPLOYEES (FEB 1993)</td>
</tr>
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<td>5. 52.222-48</td>
<td>6. EXEMPTION FROM APPLICATION OF THE SERVICE CONTRACT LABOR STANDARDS TO CONTRACTS FOR MAINTENANCE, CALIBRATION, OR REPAIR OF CERTAIN EQUIPMENT</td>
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<td>8. 52.223-19</td>
<td>9. COMPLIANCE WITH ENVIRONMENTAL MANAGEMENT SYSTEMS (MAY 2011)</td>
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<td>10. 52.223-2</td>
<td>11. AFFIRMATIVE PROCUREMENT OF BIOBASED PRODUCTS UNDER SERVICE AND CONSTRUCTION CONTRACTS (SEP 2013)</td>
</tr>
<tr>
<td>13. 52.229-1</td>
<td>14. STATE AND LOCAL TAXES (APR 1984)</td>
</tr>
<tr>
<td>15. 52.222-62</td>
<td>16. PAID SICK LEAVE UNDER EXECUTIVE ORDER 13706 (JAN 2017)</td>
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</tr>
<tr>
<td>43.</td>
<td>552.238-94</td>
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</tbody>
</table>
Labor Category Pricing

Open Technology Group labor rates include an industrial Funding Fee (IFF) of .75% and annual escalation of 1.78%.

<table>
<thead>
<tr>
<th>LABOR CATEGORY</th>
<th>April 5, 2017 – April 4, 2018</th>
<th>April 5, 2018 – April 4, 2019</th>
<th>April 5, 2019 – April 4, 2020</th>
<th>April 5, 2020 – April 4, 2021</th>
<th>April 5, 2021 – April 4, 2022</th>
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<tbody>
<tr>
<td>Program Manager</td>
<td>$129.78</td>
<td>$132.08</td>
<td>$134.43</td>
<td>$136.83</td>
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<td>Task Manager</td>
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<td>$124.28</td>
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<tr>
<td>Systems Engineer 2</td>
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SCA Matrix

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<th>SCA ELIGIBLE CONTRACT LABOR CATEGORY</th>
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<th>WD NUMBER</th>
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<td>052103</td>
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<tr>
<td>Help Desk Technician 2</td>
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<tr>
<td>Help Desk Technician 1</td>
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</table>

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