GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

CONTRACT NUMBER: GS-35F-486DA
CONTRACT PERIOD: 09/19/16 through 09/18/26
Effective as of Mod PO-0018, dated 10/05/2021

MAS CATEGORIES: Information Technology
Professional Services

CONTRACTOR: Enterprise Knowledge, LLC
3100 Clarendon Blvd, Suite 300
Arlington, VA 22201
(571) 403-1109
Web: www.enterprise-knowledge.com

CONTRACT ADMINISTRATOR: Zach Wahl
President
Tel: (571) 800-9798
zewahl@enterprise-knowledge.com

BUSINESS SIZE: Small Business

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

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

1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs):

<table>
<thead>
<tr>
<th>SIN</th>
<th>Recovery</th>
<th>COOP</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>N/A</td>
<td>54151STLOC</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>541611</td>
<td>541611RC</td>
<td>N/A</td>
<td>Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services</td>
</tr>
<tr>
<td>541511</td>
<td>541511RC</td>
<td>N/A</td>
<td>Web Based Marketing Services</td>
</tr>
<tr>
<td>OLM</td>
<td>OLMRC</td>
<td>OLMSTLOC</td>
<td>Order-Level Materials</td>
</tr>
</tbody>
</table>

1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH AWARDED SIN: See Appendix A

1c. HOURLY RATES (Services only): See Appendix A

2. MAXIMUM ORDER THRESHOLD: 54151S - $500,000 | 541511 & 541611 - $1,000,000

3. MINIMUM ORDER THRESHOLD: $100.00

4. GEOGRAPHIC COVERAGE: 50 States, DC, Puerto Rico, and US Territories

5. POINT(S) OF PRODUCTION: United States

6. DISCOUNT FROM BEST MARKET RATE: GSA Net Prices can be found in Pricing Matrixes (below). Negotiated discounts have been applied and the Industrial Funding Fee has been added.

7. QUANTITY DISCOUNT(S): Additional 2% discount on orders over $500,000

8. PROMPT PAYMENT TERMS: 1% - 15 days, net 30

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

9. FOREIGN ITEMS: None

10a. TIME OF DELIVERY: 30 Days ARO

10b. EXPEDITED DELIVERY: Contact Contractor if Available

10c. OVERNIGHT AND 2-DAY DELIVERY: Contact Contractor if Available

10d. URGENT REQUIREMENTS: Agencies can contact the Contractor’s representative to affect a faster delivery. Customers are encouraged to contact the Contractor for the purpose of requesting accelerated delivery.

11. FOB POINT: Destination

12a. ORDERING ADDRESS: Same as Contractor Address

12b. ORDERING PROCEDURES: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.

13. PAYMENT ADDRESS: Same as Contractor Address
14. WARRANTY PROVISION: \textit{N/A}

15. EXPORT PACKING CHARGES: \textit{None}

16. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE): \textit{Not Applicable}

17. TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE): \textit{Not Applicable}

18a. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE): \textit{Not Applicable}

18b. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE): \textit{Not Applicable}

19. LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE): \textit{Not Applicable}

20. LIST OF PARTICIPATING DEALERS (IF APPLICABLE): \textit{Not Applicable}

21. PREVENTIVE MAINTENANCE (IF APPLICABLE): \textit{Not Applicable}

22a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants): \textit{Not Applicable}

22b. SECTION 508 COMPLIANCE FOR ELECTRONIC AND INFORMATION TECHNOLOGY (EIT): \textit{Compliant.}
    
    The EIT standards can be found at: www.Section508.gov/.

23. UNIQUE ENTITY IDENTIFIER (UEI) NUMBER: 064941687

24. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE: Contractor has an active registration in the System for Award Management (SAM) database.
The Service Contract Labor Standards is applicable to this contract as it applies to the entire Multiple Award Schedule and all services provided. While no specific labor categories have been identified as being subject to SCLS due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCLS eligible labor categories. If and/or when the contractor adds SCLS labor categories/employees to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS matrix identifying the GSA labor category titles, the occupational code, SCLS labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>Rate w/IFF</th>
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<tbody>
<tr>
<td>Agile Coach</td>
<td>$140.55</td>
</tr>
<tr>
<td>Content Analyst</td>
<td>$117.05</td>
</tr>
<tr>
<td>Consultant</td>
<td>$119.70</td>
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<tr>
<td>Consultant, Principal</td>
<td>$138.54</td>
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<tr>
<td>Consultant, Senior</td>
<td>$149.87</td>
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<tr>
<td>Developer</td>
<td>$110.80</td>
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<tr>
<td>Enterprise Agile Coach</td>
<td>$154.16</td>
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<tr>
<td>Project Manager</td>
<td>$158.69</td>
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<tr>
<td>KM SME</td>
<td>$177.33</td>
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<tr>
<td>Sharepoint Architect</td>
<td>$113.35</td>
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<tr>
<td>Solutions Architect</td>
<td>$121.91</td>
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<tr>
<td>Taxonomist, Senior</td>
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<tr>
<td>UX Consultant</td>
<td>$122.42</td>
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<tr>
<td>Business Analyst</td>
<td>$109.72</td>
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<tr>
<td>Change Management Expert</td>
<td>$139.65</td>
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<tr>
<td>Knowledge Management Analyst</td>
<td>$104.74</td>
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<td>Knowledge Management SME</td>
<td>$170.57</td>
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<td>PoolParty Engineer</td>
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<td>Senior Developer</td>
<td>$142.64</td>
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<tr>
<td>Task Lead</td>
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<td>Taxonomy Consultant</td>
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<tr>
<td>Taxonomy SME</td>
<td>$219.45</td>
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</table>
Labor Category Descriptions

INFORMATION TECHNOLOGY

AGILE COACH
Education: BA/BS in Computer Science, Information Technology, Software Engineering, or similar
Experience: 2-4 years relevant experience
Certifications: Certified Scrum Master or Agile Certified Professional
General Description: The Agile coach works directly with information technology or network project teams leading the development process and coaching the team on agile concepts. The Agile Coach will need to have a technical understanding of agile principals and the ability to communicate with stakeholders and middle management. The Agile coach coordinates the success of a information technology or network project team; educations that team and their Stakeholders on Agile principals and leads the communication for the team.

CONTENT ANALYST
Education: BA/BS in Information Management, Business Management or similar
Experience: 3-5 years relevant experience
General Description: Assist in the implementation of the knowledge management program. This job is critical to ensuring requirements are accurately reflected and implemented to enable realization of the long-term goals. The Analyst is responsible for working closely with the cross-functional technology and business teams to ensure the solutions continue to support the day-to-day operations as well as the strategic vision. This role is key in ensuring knowledge transfer across the enterprise solutions and to guide business/procedural support teams of information assets. This role will support current and future solution initiatives and will build on their expertise as a solution subject matter expert. They will make strategic decisions on behalf of the team and ensure capabilities are developed to drive business value. They will also be responsible for providing inputs to develop the roadmap for solutions and will support the execution of the governance processes and procedures.

CONSULTANT
Education: BA/BS in Computer Science, Engineering, Information Technology, or similar
Experience: 3-5 years
General Description: Conduct requirements analysis through organized forums, focus groups, and surveys on Knowledge Management strategies. Design, test, and deploy new features, such as group collaboration web spaces and searchable photo collections, information assets, on the client’s website, network, systems. Provide support and enhancements to Knowledge Management applications for use on mobile platforms. Facilitate the incorporation of multimedia in Knowledge Management applications. Facilitate the roll out of Knowledge Management initiatives through demonstrations, presentations, training documentation, and training workshops. Develop training materials and train program staff on Knowledge Management areas such as information management, software use, and information management systems.
CONSULTANT, PRINCIPAL
Education: MA/MS in Information or Computer Science, Information Architecture, Information Technology, or similar
Experience: Minimum 10 years relevant experience
General Description: The Knowledge Management Principal Consultant has responsibility for effective implementation of programs and activities that are part of the business unit’s KM strategy. The KM Principal Consultant develops and supports communities of practice and networks with peers. The KM Principal Consultant assesses knowledge management needs, develops strategies to meet those needs, identifies and obtains required resources, understands technologies/systems, and ensures access by the staff and management of the (Sector/Unit) and internal and external clients. The KM Principal Consultant keeps informed about knowledge management practices and manages outreach programs to inform Unit staff and external clients of KM resources and systems. The KM principal Consultant may direct staff and oversee consultants in executing specific tasks in his/her areas of responsibility.

CONSULTANT, SENIOR
Education: BA/BS in Computer Science, Engineering, Information Technology, or similar
Experience: Minimum 5-8 years relevant experience
General Description: Accountable to provide standardized, documented processes and process solutions for the assigned business unit that are cost-effective and timely, and that comply with information technology management and architecture policies and procedures and requirements. Act as the key escalation point for new and/or revised processes, business issues, procedures, products and processes of a more complex nature, and apply in-depth process knowledge to ensure consistency and effectiveness of service and support and effective management. Act as a key control over critical business activities related to the area of expertise, with a significant involvement in analyzing and advising on business implications of options, to facilitate an effective and comprehensive understanding of business decisions and sound risk management.

DEVELOPER
Education: BA/BS in Engineering, Computer Science, or similar
Experience: 3-5 years relevant experience
General Description: Work on a team to construct various implementations and modifications. The developer will assist in project planning and be responsible for establishing level of effort estimates for project deliverables and providing alternative solutions and technical expertise across a range of applications, systems and technologies. The effort includes design, development, integration, and maintenance of custom solutions. The developer is responsible for ensuring that all assigned work activities are performed in a timely and cost-effective manner while maintaining the highest quality of performance, and ensuring all goals and objectives of an initiative and the program are accomplished within contract terms and conditions.
ENTERPRISE AGILE COACH
Education: BA/BS in Computer Science, Information Technology, or similar
Experience: 5+ years relevant experience
Certifications: Certified Scrum Master or Agile Certified Professional
General Description: The Enterprise Agile Coach will work with multiple agile teams to lead agile transitions and ensure continuity across multiple delivery projects. The Enterprise Agile Coach will need to have a technical understanding of Agile principals and the ability to communicate with team leads and senior management. The Enterprise Agile coach coordinates the success of multiple agile projects; educates organizations on Agile principals and leads the formal and information communication around Agile to the enterprise.

KNOWLEDGE MANAGEMENT SUBJECT MATTER EXPERT
Education: Minimum MA/MS in Information or Computer Science, Information Architecture, Information Technology, or similar
Experience: 10+ years relevant experience
General Description: Provides extremely high-level subject matter expertise for work described. Provides advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and implementation advice on complex problems, which require doctorate level knowledge of the subject matter for effective implementation. Applies principles, methods, and knowledge of specific functional areas of expertise to specific task order requirements. Provides advice on esoteric problems, which require extensive knowledge of the subject matter. Designs and prepares technical reports, studies, and related documentation, makes charts and graphs to record results, prepares and delivers presentations, training, and briefings as required.

PROJECT MANAGER
Education: BA/BS in Information Technology, or similar
Experience: 5-8 years relevant experience
General Description: The PM will work directly with project staff in the areas of knowledge and learning; adult learning and training; communications; information technology/architecture; web development/management; and assessing and learning. The PM will need to have a technical understanding and be able to understand and adopt knowledge management techniques and tools. S/he must be able to direct knowledge and learning, communications and adult learning and training specialists in their work implementing in-person and on-line events; developing blended learning solutions; developing and building communications pieces; and other areas.
SHAREPOINT ARCHITECT
Education: BA/BS in Computer Science, or similar
Experience: 3-5 years relevant experience
General Description: The SharePoint Architect will shape the strategy, architecture, methodology and standards for delivering SharePoint solutions. Develops and implements SharePoint policies, procedures, system governance rules/procedures, security administration and best practices. S/He will plan, lead, coordinate and execute projects on a global or regional scale. Interact with stakeholders to develop and deliver SharePoint solutions, ranging from SharePoint site creations to 3rd party application implementations, addressing business needs and opportunities. The SharePoint Architect manages, maintains and administers the SharePoint environment to ensure efficient operations (capacity planning, upgrades, patch application, system backups/restores, systems monitoring/availability and production of systems metrics and reports). Mentor other administrators and establish necessary training with functional and IT groups on SharePoint and related technologies. Conducts technical investigations and analysis for assigned projects or issues, provides technical guidance and submits recommendations, designs and estimates for solutions in a cost-effective manner. Establish and manage the code or application deployment process from test to live environments.

SOLUTIONS ARCHITECT
Education: BS in Computer Science, or similar
Experience: 5-7 years relevant experience
General Description: The Solution Architect is a key member of the implementation project team and is responsible for the overall design of the application and mapping business requirements to technology systems/technical requirements. The Solution Architect works as a team member to deliver the complete solution. S/He will participate in process flow analysis and process redesign and produce a detailed functional design document. Will complete and co/implement a configuration workbook. Participate in training design, documentation and delivery efforts.

TAXONOMIST, SENIOR
Education: BA/BS in Information Systems, Database Administration, Information Technology, or similar
Experience: 5-8 years relevant experience
General Description: The Taxonomist will apply information architecture best practices to build a content structure that will meet the needs of both internal and external customers. S/He will develop product-based and topic-based content maps to that will be reflected in site search, browsing, and navigation experiences. Define the taxonomy hierarchy for knowledge base articles across all product areas. Use data and analytics to analyze existing content inventories and make recommendations to alleviate gaps and overlaps. Lead conversations with content stakeholders to find consensus and create timelines to take existing content and migrate it into a structured architecture. Develop, implement, and maintain guidelines and procedures for consistent and quality tag management and content organization. Monitor and report on key performance indicators to manage and understand key opportunities and impacts.
UX CONSULTANT

Education: BA/BS in Computer Science, Information Technology, or similar
Experience: 3-5 years relevant experience

General Description: Develop the optimal user interface design based upon studying users and employing industry best practices. Gather user requirements to support the functional and technical requirements. Conducts usability tests in which users are observed interacting with a preliminary design of the software/website. Observations from these tests are used to iterate and improve the design. Conducts expert reviews of user interfaces and provides feedback to ensure designs meet the mental model of a user. Observe users during their daily activities to better understand how proposed software will integrate. Works with users to understand desired features and functions of proposed software.

<table>
<thead>
<tr>
<th>SUBSTITUTION MATRIX</th>
<th>MASTERS</th>
<th>BACHELORS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agile Coach</td>
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<td>2</td>
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<tr>
<td>Content Analyst</td>
<td>1</td>
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<td>Consultant</td>
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<td>3</td>
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<tr>
<td>Consultant, Principal</td>
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<td>12</td>
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<td>Consultant, Senior</td>
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<tr>
<td>Developer</td>
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<td>3</td>
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<tr>
<td>Enterprise Agile Coach</td>
<td>3</td>
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<tr>
<td>Project Manager</td>
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<td>5</td>
</tr>
<tr>
<td>KM SME</td>
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<tr>
<td>Sharepoint Architect</td>
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</tr>
<tr>
<td>Solutions Architect</td>
<td>3</td>
<td>5</td>
</tr>
<tr>
<td>Taxonomist, Senior</td>
<td>3</td>
<td>5</td>
</tr>
<tr>
<td>UX Consultant</td>
<td>1</td>
<td>3</td>
</tr>
</tbody>
</table>
BUSINESS ANALYST
Education: Bachelor’s degree in Business, Knowledge Management, Change Management, Information Systems, Marketing, and/ or Communications.
Experience: Minimum of one-year relevant experience
General Description: Supports various teams responsible for KM strategic planning and implementation for multiple clients. Project initiatives range from KM assessment and roadmap development to the execution of pilot programs including KM leadership development, taxonomy design, content strategy, search tool implementation, and collaboration enhancements.

CHANGE MANAGEMENT EXPERT
Education: BA/BS in Information or Computer Science, Information Architecture, Information Technology, or similar
Experience: Minimum of ten years relevant experience
Certifications: Agile and/or Change Management certifications (CSM, Prosci)
General Description: Implements changes across the enterprise related to people, process and technology. Recommend and collaboratively develops operating models for change in a complex environment; Owning the end-to-end process of stakeholder analysis, including facilitating focus groups and interviews, conducting analyses, and writing reports on findings; Leading discussions around change strategy, to include key messages and visioning; Cultivating and coaching communities to influence change; and delivering communications and training products as needed.

KNOWLEDGE MANAGEMENT ANALYST
Education: BA/BS in Business, Knowledge Management, Change Management, Information Systems, Marketing, Communications or similar
Experience: Minimum of one years of business and/or data analysis experience in areas such as requirements analysis, change management, and business process design
General Description: Helps design and develop taxonomy, content strategy, search tool implementation, and collaboration enhancements. Provides regular communications with senior management. Plays an active role in all areas of the project including requirements gathering, solution design and development, change and project management, and delivery planning.

KNOWLEDGE MANAGEMENT SME
Education: BA/BS in Information or Computer Science, Information Architecture, Information Technology, or similar
Experience: Minimum of five years relevant experience
General Description: Provides subject matter expertise for work described. Provides technical knowledge and analysis of applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and implementation advice on complex problems. Applies principles, methods, and knowledge of specific functional areas of expertise to specific task order requirements. Designs and prepares technical reports, studies, and related documentation, makes charts and graphs to record results, prepares and delivers presentations, training, and briefings as required.
POOLPARTY ENGINEER
Education: BA/BS in Engineering, Computer Science, or similar
Experience: Minimum of two years relevant experience
General Description: Work on a team to design and implement ontologies, graph databases, and other semantic web tools and technologies. The semantic web engineer will assist in project planning and be responsible for establishing level of effort estimates for project deliverables and providing alternative solutions and technical expertise across a range of semantic web applications, systems and technologies. The effort includes design, development, integration, and maintenance of custom solutions. The developer is responsible for ensuring that all assigned work activities are performed in a timely and cost-effective manner while maintaining the highest quality of performance and ensuring all goals and objectives of an initiative and the program are accomplished within contract terms and conditions.

SENIOR DEVELOPER
Education: BA/BS in Engineering, Computer Science, or similar
Experience: Minimum of six years relevant experience
General Description: Work on a team to construct various implementations and modifications. The developer will assist in project planning and be responsible for establishing level of effort estimates for project deliverables and providing alternative solutions and technical expertise across a range of applications, systems and technologies. The effort includes design, development, integration, and maintenance of custom solutions. The developer is responsible for ensuring that all assigned work activities are performed in a timely and cost-effective manner while maintaining the highest quality of performance and ensuring all goals and objectives of an initiative and the program are accomplished within contract terms and conditions.

TASK LEAD
Education: BA/BS in Information Technology, Computer Science, Engineering, Business or similar
Experience: Minimum of five years relevant experience
Certifications: Certified ScrumMaster (CSM), Project Management Professional (PMP)
General Description: Works directly with project staff in management consulting, knowledge management, agile project management, business analysis, consulting, and/or organization development role. Understands and analyzes business requirements to translate into technical solution designs and implementation roadmaps. Strong technical understanding and adaptation of knowledge management techniques and tools. Able to direct knowledge and learning, communications and adult learning and training specialists in their work implementing in-person and on-line events.

TAXONOMY CONSULTANT
Education: Bachelor’s Degree in Information Science, Knowledge Management, Library Science, or related field
Experience: Minimum of three years designing and managing taxonomies, thesauri, and/or ontologies
General Description: The Taxonomy Consultant is responsible for an array of tasks including supporting the design and development of an enterprise taxonomy for global organizations, helping to develop and deliver taxonomy and content governance plans, reviewing existing taxonomies and metadata schemas, providing critical reviews of client websites and information systems, and leading the development of Enterprise Knowledge taxonomy consulting deliverables.
TAXONOMY SME

Education:  Master’s Degree in Information Science, Knowledge Management, Library Science, or related field

Experience:  Minimum of eight years designing and managing taxonomies, thesauri, and/or ontologies

General Description:  The Taxonomy SME is responsible for an array of tasks including leading the design and development of an enterprise taxonomy for global organizations, helping to develop and deliver taxonomy and content governance plans, reviewing existing taxonomies and metadata schemas, providing critical reviews of client websites and information systems, and leading the development of Enterprise Knowledge taxonomy consulting deliverables.

SUBSTITUTION MATRIX

<table>
<thead>
<tr>
<th>PROFESSIONAL SERVICES</th>
<th>SUBSTITUTION MATRIX</th>
<th>MASTERS</th>
<th>BACHELORS</th>
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<tr>
<td>Change Management Expert</td>
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<tr>
<td>Knowledge Management Analyst</td>
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<tr>
<td>Knowledge Management SME</td>
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<td>PoolParty Engineer</td>
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<td>2</td>
<td></td>
</tr>
<tr>
<td>Senior Developer</td>
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<td>Task Lead</td>
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<td></td>
</tr>
<tr>
<td>Taxonomy SME</td>
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