

# GENERAL SERVICES ADMINISTRATION

## *Federal Supply Service*

### *Authorized Federal Supply Schedule Price List*

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

The INTERNET address GSA Advantage!® is: [GSAAdvantage.gov](http://GSAAdvantage.gov).

#### **SCHEDULE TITLE:** INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

#### FSC GROUP 70

##### SERVICES

##### FSC/PSC CLASS

IT & Telecom-Facility Operation and Maintenance	D301
IT & Telecom-Systems Development Services	D302
IT & Telecom-Systems Analysis Services	D306
IT & Telecom-Automated IT Strategy and Architecture	D307
IT & Telecom-Programming Services	D308
IT & Telecom-Security and Data Backup Services	D310
IT & Telecom-Data Conversion Services	D311
IT & Telecom-Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services	D313
IT & Telecom-Telecommunications Network Management Services	D316
IT & Telecom-Web-Based Subscription Services	D317
IT & Telecom-Other IT and Telecommunications Services	D399

#### **CONTRACT NUMBER: - GS-35F-221BA**

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at [fss.gsa.gov](http://fss.gsa.gov).

#### **CONTRACT PERIOD: FEBRUARY 24, 2019 – FEBRUARY 23, 2024**



**MINDCUBED**  
**MINDCUBED. LLC**

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**BUSINESS SIZE. SMALL**

**CUSTOMER INFORMATION**

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).

SIN	Description
132-51	Information Technology (IT) Professional Services
70-500	Order-Level Materials (OLMs)

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.

SIN	Lowest Priced Items	Price
132-51	Sr. Service Desk Specialist	\$85.23

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 Pricing Below**

2. Maximum order. **\$500,000**

3. Minimum order. **\$100.00**

4. Geographic coverage (delivery area). **Domestic and Overseas**

5. Point(s) of production (city, county, and State or foreign country). **Same as company address**

6. Discount from list prices or statement of net price. **Government net prices (discounts already deducted). See Attachment.**

7. Quantity discounts. **None**

8. Prompt payment terms. **Net 30 days**

9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold. **Yes**

9b. Notification whether Government purchase cards are accepted or not accepted above the micro purchase threshold. **No**

10. Foreign items (list items by country of origin). **None**

**CUSTOMER INFORMATION CONT'D**

11a. Time of delivery. (Contractor insert number of days.) Specified on the Task Order

11b. Expedited Delivery. The Contractor will insert the sentence "Items available for expedited delivery are noted in this price list." under this heading. The Contractor may use a symbol of its choosing to highlight items in its price lists that have expedited delivery. **Contact Contractor**

11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery. **Contact Contractor**

11d. Urgent Requirements. The Contractor will note in its price list the "Urgent Requirements" clause of its contract and advise agencies that they can also contact the Contractor's representative to effect a faster delivery. **Contact Contractor**

12. F.O.B. point(s). **Destination**

13a. Ordering address(es).  
*Mindcubed, LLC*  
**700 12<sup>th</sup> Street, NW, Suite 700,**  
**Washington, DC 20005**

13b. 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.

14. Payment address(es).  
*Mindcubed, LLC*  
**700 12<sup>th</sup> Street, NW, Suite 700**  
**Washington, DC 20005**

15. Warranty provision. Contractor's standard commercial warranty. N/A

16. Export packing charges, if applicable. N/A

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level). N/A

18. Terms and conditions of rental, maintenance, and repair (if applicable). N/A

19. Terms and conditions of installation (if applicable). N/A

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). N/A

20a. Terms and conditions for any other services (if applicable). N/A

## CUSTOMER INFORMATION CONT'D

21. List of service and distribution points (if applicable). N/A
22. List of participating dealers (if applicable). N/A
23. Preventive maintenance (if applicable). N/A
- 24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). N/A
- 24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: [www.Section508.gov/](http://www.Section508.gov/).
25. Data Universal Number System (DUNS) number. **025416788**
26. Notification regarding registration in System for Award Management (SAM) database.: **Registered**

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)  
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)**

**1. SCOPE**

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

**2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)**

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

**3. ORDER**

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

**4. PERFORMANCE OF SERVICES**

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

**5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)**

- (a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the

incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

- (1) Cancel the stop-work order; or
  - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- (b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
  - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- (c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- (d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

## **6. INSPECTION OF SERVICES**

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS –COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

## **7. RESPONSIBILITIES OF THE CONTRACTOR**

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

## **8. RESPONSIBILITIES OF THE ORDERING ACTIVITY**

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Professional Services.

## **9. INDEPENDENT CONTRACTOR**

All IT Professional 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.

## **10. 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.

## **11. INVOICES**

The Contractor, upon completion of the work ordered, shall submit invoices for ITProfessional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

## **12. PAYMENTS**

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

- (a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- (b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
  - (1) The offeror;
  - (2) Subcontractors; and/or
  - (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

## **13. RESUMES**

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

## **14. INCIDENTAL SUPPORT COSTS**

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

**15. APPROVAL OF SUBCONTRACTS**

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

**16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING**

**Commercial Job Title: Project Director**

**Minimum/General Experience:**

- Requires a minimum of 12 years of experience leading multiple large scale technical projects and/or a portfolio of projects
- PMP certification
- Experience managing Enterprise wide IT based projects from complex system engineering, software development, system support, analytics applications, complex databases and/or technology infrastructure projects

**Functional Responsibility:**

- Directs the completion of multiple information technology projects
- Reviews projects to determine costs, timeline, funding, staffing requirements, and goals. Oversees the work of project managers and their project teams
- Implements and oversees Earned Value Management System
- Serves as the primary interface between client, and organization
- Directs and defines project scope and objectives
- Directs, develops detailed work plans, schedules, and status reports
- Oversees all aspects of projects and/or Program
- Sets deadlines, assigns responsibilities, and monitors and summarizes progress of project and/or program
- Builds and maintains working relationships with customer, and other departments involved in the projects and provides technical guidance
- Conducts PMO based project meetings
- Oversees overall PMO Operational Performance
- Responsible for tracking all projects and provide guidance in the analysis
- Ensures adherence to quality standards and reviews all projects and their deliverables
- Prepares reports for customer regarding status of all projects and overall program

**Minimum Education:**

An Associate's or bachelor's degree in a related area of business/information systems, computer science, or engineering is required. Master's degree may be substituted with two year less experience.

**Commercial Job Title: Project Manager**

**Minimum/General Experience:**

- Requires minimum 7 years of experience leading large scale technical project.
- PMP certification



- Experience managing Enterprise wide IT based projects from complex system engineering, software development, system support, analytics applications, complex databases and/or technology infrastructure projects.

**Functional Responsibility:**

- Responsible for the coordination, and completion of information technology projects
- Serves as the primary interface between client, and organization.
- Defines project scope and objectives
- Develops and manages detailed work plans, schedules, and status reports.
- Oversees all aspects of projects
- Sets deadlines, assigns responsibilities, and monitors and summarizes progress of project
- Builds and maintains working relationships with customer, and other departments involved in the projects and provides technical guidance.
- Conducts project status and team meetings
- Responsible for tracking all projects and provide guidance in the project analysis
- Ensures adherence to quality standards and reviews all projects and their deliverables
- Prepares reports for customer regarding status of all projects

**Minimum Education:**

An Associate's or bachelor's degree in a related area of business/information systems, computer science, or engineering is required. Master's degree may be substituted with two year less experience.

**Commercial Job Title: Project IT Lead/Technical Architect**

**Minimum/General Experience:**

- Requires minimum 7 years of experience in technical architecture design and development
- 5 or more years of experience with the design, execution, and oversight of large-scale information technology (IT) projects. This includes experience in the design and development of integrated enterprise-wide Commercial-Off-the-Shelf (COTS) and Government-Off-the-Shelf (GOTS) software and hardware solutions
- Requires experience using system life-cycle documentation to meet SDLC requirements

**Functional Responsibility:**

- Leads the design of complex enterprise-wide IT solutions which incorporate technical infrastructure, hardware, and software
- Supports business case analysis and identification of alternative solutions and resulting business impacts
- Leads detailed design of complex enterprise IT solutions involving multiple COTS/GOTS applications, processing platforms, and legacy system
- Detailed migration planning and trade-off analysis; GOTS/COTS software installation and configuration for multiple functional modules of enterprise software
- Design database applications, such as interfaces, data transfer mechanisms, global temporary tables, data partitions, and function-based indexes to enable efficient access of the generic database structure
- Design databases to support business applications, ensuring system scalability, security, performance and reliability
- Design and Develop data models and architectures for applications, metadata tables, views or related database structures.
- Design and Develop load-balancing processes to eliminate down time for backup processes

- Design, Develop and document Technical System architectures
- Develop Technical architectural strategies at the modeling, design and implementation stages to address business or industry requirements
- Collaborate with system architects, software architects, design analysts, and others to understand business or industry requirements
- Create and enforce system standards
- Demonstrate technical functionality, such as performance, security and reliability

**Minimum Education:**

An Associate's or bachelor's degree in a related area of business/information systems, computer science, or engineering is required. Master's degree may be substituted with two year less experience.

**Commercial Job Title: Senior Software Developer**

**Minimum/General Experience:**

- Requires minimum 7 years of experience in software development of complex technology applications
- 3 or more years of experience in Application design and development using agile methodology and/or UML, Sequence diagrams, Use Cases
- 3 or more years of experience in database technologies
- Must be highly proficient and have demonstrated ability in designing, coding, debugging, testing, and documenting programs
- Ability to develop and integrate enterprise wide software
- Experience designing and programing applications in advanced application technologies
- Ability to write technical documents and provide presentations to the customer
- Requires experience in managing of functional and technical requirements, designing documents and other system life-cycle documentation to meet SDLC and CMMI requirements

**Functional Responsibility:**

- Plays a leadership role in assisting with the development of enterprise applications
- Participates in functional requirements and design document and other system life-cycle documentation to meet SDLC and CMMI requirements
- Codes, tests, debugs, implements, and documents programs.
- Creates appropriate documentation in work assignments such as program code, and technical documentation
- Gathers information from existing systems, analyzes program and time requirements
- Assists project manager in preparing time estimates and justification for assigned tasks. Supports project personnel in resolving fairly complex program problems.
- Works with client and management to resolve issues and validate programming requirements within their areas of responsibility
- Provides technical advice on complex programming
- Strong verbal, written, and interpersonal communication skills with both technical and non-technical audiences
- Experience in communicating functional and technical requirements to the mid and junior developers and facilitate the development of solutions
- Ability to serve as lead and provide leadership and work guidance to less experienced personnel
- Conducts quality assurance activities such as peer reviews, testing, etc.

**Minimum Education:** An Associate's or bachelor's degree in a related area of business/information systems, computer science, or engineering is required. Master's degree may be substituted with two year less experience.

## **Commercial Job Title: Mid Software Developer**

### **Minimum/General Experience**

- Requires minimum 3 years of experience in software development of complex technology applications
- 2 or more years of experience in Application design and development using agile methodology and/or UML, Sequence diagrams, Use Cases.
- 2 or more years of experience in database technologies
- Must be proficient and have ability in designing, coding, debugging, testing, and documenting programs
- Ability to develop and code software
- Experience programing applications in advanced application technologies
- Ability to assist in writing technical documents
- Requires experience in implementing functional and technical requirements as per system life-cycle methodology to meet SDLC and CMMI requirements

### **Functional Responsibility**

- Codes, tests, debugs, implements, and documents programs and technical solutions
- Adheres to coding standards defined by technical management
- Demonstrates knowledge of object and component methodology and technology
- Understands standard systems development lifecycle processes and applies our methodology effectively on client engagements
- Participates in functional requirements and design document and other system life-cycle documentation to meet SDLC and CMMI requirements.
- Creates appropriate documentation in work assignments such as program code, and technical documentation.
- Gathers information from existing systems, analyzes program and time requirements
- Assists senior technical managers in preparing time estimates and justification for assigned tasks. Supports project personnel in resolving fairly complex program and technical problems.
- Works with client and management to resolve issues and validate programming requirements within their areas of responsibility.
- Follows direction on complex programming issues works towards resolution.
- Strong verbal, written, and interpersonal communication skills with both technical and non-technical audiences.
- Experience in communicating functional and technical requirements to the junior developers and facilitate the development of solutions
- Ability to work under a lead and take work guidance
- Conducts quality assurance activities such as peer reviews, testing, etc.

**Minimum Education:** An Associate's or bachelor's degree in a related area of business/information systems, computer science, or engineering is required. Master's degree may be substituted with two year less experience.

## **Commercial Job Title: Sr. Systems Analyst**

### **Minimum/General Experience:**

- Requires minimum 7 years of professional experience demonstrating ability to perform system analysis
- Minimum 3 years of specialized experience in systems analysis

### **Functional Responsibility:**

- Leads systems analysis of computer and networking systems
- Participates in the design of business processes and facilitates them within systems development
- Coordinates definition, design, and implementation of solutions
- Oversees the overall integration of all systems components within a predefined environment
- Analyzes and develops technical and functional documentation
- Gathers information from existing systems, analyzes systems and time requirements

**Minimum Education:** An Associate's or bachelor's degree in a related area of business/information systems, computer science, or engineering is required. Master's degree may be substituted with two year less experience.

## **Commercial Job Title: Sr. Business Analyst**

### **Minimum/General Experience:**

- Requires minimum 7 years of professional experience demonstrating ability to perform business analysis
- Minimum 3 years of specialized experience in business analysis

### **Functional Responsibility:**

- Work with clients to develop and improve business processes and understand client requirements, specifying and analyzing these to a sufficient level of detail to ensure clarity of definition
- Provide tutorship to junior analysts
- Collect, write formal specifications and communicate business requirements between development and client to design and implement business solutions
- Responsible for the collection, analysis and documentation of a client's business needs and requirements
- Use a structured change management process to shepherd projects from requirements gathering through completion
- Identify, recommend and develop methods, tools and metrics for client business process and operational support
- Identify business priorities and advises client on options
- Develop relationships with clients by being proactive, display a thorough understanding of their business, and provide innovative business solutions
- Recommend metrics to ensure customer satisfaction
- Develop user help and technical support documentation
- Communicate usability issues regarding product interface

### **Minimum Education:**

An Associate's or bachelor's degree in a related area of business/information systems, computer science, or engineering is required. Master's degree may be substituted with two year less experience.

## **Commercial Job Title: QA Manager**

### **Minimum/General Experience:**

- Requires minimum 7 years of professional experience demonstrating increasing responsibilities in quality assurance, quality control, and team leader responsibilities.
- 5 years of specialized Quality Assurance experience to include Configuration Management, verification and validation, system/software testing and integration, software metrics and their application to system/software quality assessment

### **Functional Responsibility:**

- Establishes, maintains, and monitors processes for evaluating software and associated documentation.
- Defines quality metrics
- Determines and manages resources required for quality monitoring and control
- Controls and Monitors quality throughout the software life cycle
- Leads and conducts formal and informal reviews throughout the SDLC
- Provides daily supervision and direction to quality support staff

**Minimum Education:** An Associate's or bachelor's degree in a related area of business/information systems, computer science, or engineering is required. Master's degree may be substituted with two year less experience.

## **Commercial Job Title: Sr. QA Engineer**

### **Minimum/General Experience:**

- Requires minimum 7 years of professional experience as a QA Engineer
- 5 years of specialized experience in test management software and test automation tools
- Excellent working knowledge of business and technical English, spelling and grammar
- Excellent working knowledge of Microsoft Suite of Applications (Word, Excel, PowerPoint, VISIO, Outlook, SharePoint, Project)
- Ability to communicate clearly, both verbally and in writing

### **Functional Responsibility:**

- Analyzes and identifies system defects through functional, regression, and performance testing. Appropriately escalates these issues as defined by the processes
- Builds, maintains, and executes manual functional tests, use automation tools, and create reports using defined process and resources
- Work with project and/or QA managers, developers, system, and business analysts to ensure quality solutions that meet functional and technical requirements
- Develops and maintains a clear and concise statistical and metric-based reporting of testing progress including reports and dashboards
- Promote the creation, maintenance, reviews, and adherence to IT QA processes and procedures
- Provide input to IT management on tactical and strategic directions as it relates to quality assurance
- Help establish and support the testing environment and the testing lifecycle by ensuring the proper resolution of defects with the assistance of the IT support teams
- Develops automated testing scripts and code modules for testing automation
- Help establish and follows test automation coding standards and techniques
- Shows a strong attention to development detail, produces high-quality test plans, test cases and test automation code

**Minimum Education:** A High School or Associate's degree in a related area of business/information systems, computer science, or engineering is required. Bachelor's degree may be substituted with two year less experience. Master's degree may be substituted with 3 year less experience.

## **Commercial Job Title: Mid QA Specialist**

### **Minimum/General Experience:**

- Requires minimum 3 years of professional experience demonstrating responsibilities in quality assurance and quality control
- 2 years of specialized Quality Assurance experience to include Configuration Management, verification and validation, system/software testing and integration, software metrics and their application to system/software quality assessment

### **Functional Responsibility:**

- Maintains, and monitors processes for evaluating software and associated documentation
- Manages and monitors quality metrics
- Conducts quality monitoring and control activities as per SDLC and CMMI requirements
- Controls and Monitors quality throughout the software life cycle
- Conducts formal and informal reviews throughout the SDLC
- Performs scheduling, planning and conducting quality program audits of various systems and processes
- Initiates corrective action including Corrective Action Requests (CAR's) and letters for deficiencies identified.
- Conducts follow-up to corrective actions to ensure compliance
- Prepares written reports, memoranda and correspondence detailing results of audits or other assignments

**Minimum Education:** A High School or Associate's degree in a related area of business/information systems, computer science, or engineering is required. Bachelor's degree may be substituted with two year less experience. Master's degree may be substituted with 3 year less experience.

## **Commercial Job Title: Sr. Network Engineer**

### **Minimum/General Experience:**

- Requires minimum 7 years of professional experience demonstrating responsibilities in computer/telecommunications network management, design, and/or troubleshooting
- 4 years of specialized experience in the computer/telecommunications networks
- Experience with firewalls, network security, and/or Application Delivery Switches, router, etc. is preferred
- Extensive knowledge and experience troubleshooting Layer-2/3 protocols for example, VLANs, VRRP, OSPF, BGP, ISIS, IPv4/6, ARP, RIP, NAT, and Layer-4 protocols (TCP, UDP) is preferred
- Demonstrate strong analytical, troubleshooting and problem solving skills

### **Functional Responsibility:**

- Designs, installs, maintains, administers, and supports computer and telecommunication networks
- Manages and administers all facets of both WANs and LANs including routers, switches, firewalls, web cache equipment, proxy servers, VPN equipment, router access lists, firewall rule sets, servers, and other enterprise network equipment
- Troubleshoot, resolve and document customer reported network issues via phone and/or e-mail
- Provide configuration recommendation and assistance in customer service deployment
- Recreate reported issues in lab with customer's configuration and topology
- Work with escalation and sustaining engineering teams to investigate and resolve software and hardware defects
- Perform patch verification related tasks and manages overall health of the enterprise network
- Analyze data traces using protocol analyzers to identify anomalies and provide solutions
- Ensure customer reported issues are resolved to the client's satisfaction in a timely manner

**Minimum Education:** An Associate's or bachelor's degree in a related area of business/information systems, computer science, telecommunications, or engineering is required. Master's degree may be substituted with two year less experience. Any of the advanced networking certifications is preferred.

## **Commercial Job Title: Sr. Security Engineer**

### **Minimum/General Experience:**

- Requires minimum 7 years of professional experience demonstrating responsibilities in computer/telecommunications systems and/or network security
- 4 years of specialized experience related to vulnerability and risk assessments, security policy development and review, general IT and security controls development, compliance readiness and technical security architecture, design & implementation

### **Functional Responsibility:**

- Ensures that all information systems are functional and secure
- Analyzes and defines security requirements for Multilevel Security (MLS) issue.
- Designs, develops, engineers, and implements solutions to MLS requirements
- Implements and develops Security plans and processes
- Gathers and organizes technical security information about an organization's mission, goals and needs, existing security products, and ongoing programs as it relates to systems and network Security
- Examines organization's information security risks and vulnerabilities, taking account of related threats to determine and communicate the current state of the security controls in-place and a plan to remediate any findings
- Performs risk analyses which also includes risk assessment, mitigation and contingency planning
- Develops and maintains information and network security policies, procedures and control techniques in accordance with applicable federal guidelines
- Creates and maintains Contingency Plans (CP), System Security Plans (SSP), Information Security Risk Assessment (ISRA), and Privacy Impact Assessment (PIA).
- Assist in performing Security Testing and Evaluation (ST&E)
- Provide support in the areas of security management practices, assessment methodology, access controls, vulnerability management, secure development practices, operational security, key management, and cryptography
- Conduct regular audits to ensure that systems are being operated securely and in adherence to documented policies and procedures.

- Institute and maintain IT security standards, coordinate security assessment services delivery, and provide in-depth consultative analysis on any existing or new security solutions, problems, or issues
- Conduct penetration testing to uncover network and system vulnerabilities

**Minimum Education:** An Associate's or bachelor's degree in a related area of business/information systems, computer science, telecommunications, or engineering is required. Master's degree may be substituted with two year less experience. Any of the advanced networking and/or security certifications is preferred.

## **Commercial Job Title: Sr. Technical Writer**

### **Minimum/General Experience:**

- Requires minimum 7 years of work experience demonstrating technical writing and/or editing complex technical and/or business documents
- Microsoft Office proficiency, specifically Visio, Excel, Project, Word and PowerPoint, and Adobe products
- Detail oriented with excellent communication, written, and organizational skills
- Ability to multi-task and respond to quick turn-around requests

### **Functional Responsibility:**

- Develops, prepares and reviews formal documents and reports for management and decision making to include policy documents; tasking memos; technical and business documents presentations and/or proposals
- Independently plans and manages documentation from initial concept to final document
- Prepare and publish materials that communicate new and important policies, programs, functions, projects
- Promote effectiveness and efficiency in preparation of documents in accordance with writing guidelines
- Performs research and analysis to develop project related deliverables, whitepapers, publications, etc.
- Coordinate all the research necessary to produce well-written documentation and interview subject matter experts and customer

**Minimum Education:** An Associate's or bachelor's degree in a related area of business/information systems, computer science, telecommunications, or engineering is required. Master's degree may be substituted with two year less experience.

## **Commercial Job Title: Senior Service Desk Specialist**

### **Minimum/General Experience**

- Requires minimum 5 years of professional experience demonstrating responsibilities in providing Service/Help Desk support
- 3 years of specialized experience related to providing remote and/or onsite support in a technical service desk environment, with a track record of achieving productivity goals
- Experience in providing remote technical support for medium to large technical environments is required
- Ability to work with users at many technological levels and manage multiple priorities



- Strong troubleshooting skills
- Ability to deal courteously and communicate effectively with clients and team members, supplying general information and direction in a clear, concise manner
- Work under stress to meet schedule deadlines. Ability to execute on the day to day tasks necessary to achieve outlined objectives

**Functional Responsibility**

- Respond to requests for technical assistance in person, phone, and/or email
- Respond to incoming service desk inquiries promptly, politely and professionally
- Quickly prioritize and responding to all calls and emails, identifying problems and providing expedient technical assistance for all computer hardware and/or software related issues, including service workstations and other equipment through remote and/or onsite support techniques
- Escalate any complaints and/or dissatisfaction's that are not fully resolved, to the Service Desk Team Lead, Service Delivery Manager, or Director of Client Services as appropriate
- Monitor progress to ensure all issues are addressed and resolved
- Document appropriate and relevant information gained regarding customers, while solving or escalating customer issues
- Suggest improvements, upgrades or other appropriate service offerings to the benefit of the customer
- Ability to support mobile devices operating on Windows, iOS, and/or Android platforms
- Extensive knowledge of Windows and/or Macintosh based systems

**Minimum Education:** High School is required. An Associate's or bachelor's degree in a related area of business/information systems, computer science, telecommunications, or engineering is preferred. Master's degree may be substituted with two year less experience. ITIL, A+, MCP, and / or MCSE Certifications Preferred.

**Commercial Job Title: Subject Matter Expert (SME)**

**Minimum/General Experience:**

- Requires a minimum of 8 years of experience in a specialized technology or business discipline
- Demonstrated leader and an expert with direct related experience needed for the applications or endeavor

**Functional Responsibility:**

- Provides expert-level support in specialized technology areas or disciplines that include, but not limited to, elements such as: research, studies, requirements/ specification definition, analysis, assessments, planning, acquisition, design, development, integration, testing, installation, performance tuning, deployment or maintenance
- Develops solutions to complex problems
- Works closely with information technologists to identify the best technological solution to technical issues
- Presents technical presentations of findings
- Uses applicable methodologies, modeling/estimating techniques, tools and applications and database software to perform advanced tasks
- May lead or manage a technical project

**Minimum Education:** An Associate's or bachelor's degree bachelor's degree in a related area of business/information systems, computer science, telecommunications, or engineering is required. Master's

degree may be substituted with two year less experience. Ph.D. may be substituted with four year less experience.

### **Commercial Job Title**                      **Architect I**

**Minimum /General Experience:** Requires a minimum of 2 years of experience with architecting solutions at project level

**Functional Responsibility:** - Make architectural decisions involving software and hardware including all infrastructure to meet requirements. Define target architecture addressing various aspects including performance, scalability, availability, reliability, interoperability and agility. Recommends solutions complying with standards established at customer IT environment.

**Minimum Education:** A Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline with 6 years IT experience

### **Commercial Job Title**                      **Software Engineer I**

**Minimum /General Experience:** Requires a minimum of 1 year of experience with design and development of software solutions

**Functional Responsibility:** - Designs and codes soft-ware components that meet requirements specification while simultaneously meeting project schedule. Tests and debugs assigned modules.

**Minimum Education:** A Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline with 2 year of IT experience

### **Commercial Job Title**                      **Software Engineer II**

**Minimum /General Experience:** Requires 3 years of experience with design and development of software solutions for projects

**Functional Responsibility:** Designs and codes soft-ware components that meet requirements specification while simultaneously meeting project schedule. Tests and debugs assigned modules.

**Minimum Education:** A Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline with 5 years IT experience

### **Commercial Job Title**                      **Software Engineer III**

**Minimum /General Experience:** Requires 5 years of experience with design and development of software solutions for large projects

**Functional Responsibility:** Designs and codes soft-ware components that meet requirements specification while simultaneously meeting project schedule. Tests and debugs assigned modules. Provides support for estimation for software development efforts. Mentor and provide technical leadership to junior developers.

**Minimum Education:** A Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline with 8 years IT experience.

**Commercial Job Title**

**QA Analyst III**

**Minimum/General Experience** - Requires 6 years of experience with quality assurance/quality control processes, tools and best practices.

**Functional Responsibility** - Leads the development and implementation of quality assurance/quality control (testing) methodologies, techniques and tools within a program. Leads the team in establishing standards for life cycle, documentation, development methods, testing, and maintenance. Identifies quality metrics and parameters for the program or projects. Performs formal and informal reviews at predetermined frequency through-out the life cycle. Serves as liaison between Program Management and other functional groups to resolve issues regarding quality assurance. Lead the process to review, evaluate and provide recommendations on soft-ware tools, standards and best practices. Provides task direction and guidance to less experienced team.

**Minimum Education** - A Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline with 12 years IT experience

## GSA PRICELIST

	Proposed Labor Categories	Current Base Rate	June 2020 – June 2021	June 2021 – June 2022	June 2022 – June 2023	June 2023 – June 2024
1	Project Director	\$144.14	\$147.31	\$150.55	\$153.86	\$157.25
2	Project Manager	\$124.30	\$127.03	\$129.83	\$132.69	\$135.60
3	Project IT Lead/Technical Architect	\$118.04	\$120.64	\$123.29	\$126.00	\$128.78
4	Senior Software Developer	\$111.23	\$113.68	\$116.18	\$118.73	\$121.35
5	Mid Software Developer	\$99.49	\$101.68	\$103.92	\$106.20	\$108.54
6	Sr. Systems Analyst	\$107.28	\$109.64	\$112.05	\$114.52	\$117.04
7	Sr. Business Analyst	\$108.10	\$110.48	\$112.91	\$115.39	\$117.93
8	QA Manager	\$108.39	\$110.77	\$113.21	\$115.70	\$118.25
9	Sr. QA Engineer	\$97.51	\$99.66	\$101.85	\$104.09	\$106.38
10	Mid QA Specialist	\$91.92	\$93.94	\$96.01	\$98.12	\$100.28
11	Sr. Network Engineer	\$114.92	\$117.45	\$120.03	\$122.67	\$125.37
12	Sr. Security Engineer	\$132.29	\$135.20	\$138.17	\$141.21	\$144.32
13	Sr. Technical Writer	\$88.77	\$90.72	\$92.72	\$94.76	\$96.84
14	Sr. Service Desk Specialist	\$85.23	\$87.11	\$89.02	\$90.98	\$92.98
15	SME	\$193.78	\$198.04	\$202.40	\$206.85	\$211.40
16	Architect I	\$142.32	\$145.45	\$148.65	\$151.92	\$155.26
17	Software Engineer I	\$124.69	\$127.43	\$130.24	\$133.10	\$136.03
18	Software Engineer II	\$134.73	\$137.69	\$140.72	\$143.82	\$146.98
19	Software Engineer III	\$148.11	\$151.37	\$154.70	\$158.10	\$161.58
20	QA Analyst III	\$142.32	\$145.45	\$148.65	\$151.92	\$155.26



Points of Contact  
IT Schedule 70

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For general questions regarding MAS IT Schedule 70 Contracting:

Customer Service  
**Phone: 1-877-446-IT70 (4870)**  
**Email: [IT.Center@gsa.gov](mailto:IT.Center@gsa.gov)**

For questions regarding eOffer submission or Certifications:

Vendor Support Center  
visit [www.gsa.gov/vsc](http://www.gsa.gov/vsc).  
**Phone: 1-877-495-4849**

For general questions regarding HSPD 12:  
**Email: [hspd12@gsa.gov](mailto:hspd12@gsa.gov)**  
**Phone: 1-703-605-2727**

For general questions regarding COMSATCOM:  
**Email: [fasnetworkservice@gsa.gov](mailto:fasnetworkservice@gsa.gov)**  
**Phone: 1-877-387-2001**