# GENERAL SERVICES ADMINISTRATION

## Federal Supply Service

## *Multiple Award Schedule*

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.*

## FSC GROUP: *INFORMATION TECHNOLOGY/PROFESSIONAL SERVICES*

| SERVICES | FSC/PSC CLASS |
|---|---|
| IT and Telecom – Business Application/Application Development Support Services (Labor) | DA01 |
| Support – Professional: Program Management/Support | R408 |

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

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

*Pricelist current as of Modification # PS-0032 effective October 31, 2023.*

### CONTRACT PERIOD:  FEBRUARY 24, 2014 – FEBRUARY 23, 2029



**MINDCUBED. LLC**
**700 12th Street, NW, Suite 700, Washington DC 20005**
**Phone: 703-544-9697**
**Fax: 703-997-2678**
**Web Site: *www.mindcubed.com***
**Contact for Contract Administration: Habib Nasibdar, CEO**
**Email for Contract Administration:  *habib.nasibdar@mindcubed.com***

### 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 |
|---|---|
| 54151S | Information Technology (IT) Professional Services |
| 541611 | Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services |
| OLM | Order-Level Materials (OLM) |

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 |
|---|---|---|
| 54151S | Sr. Service Desk Specialist | $92.98 |
| 541611 | Analyst I | $88.12 |

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 for SIN 54151S & $1,000,000.00 for SIN 541611**

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).**

7.Quantity discounts.   **None**

8.Prompt payment terms.    **Net 30 days.   Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.**

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

10a.Time of delivery.  (Contractor insert number of days.)   **Specified on the Task Order.**

10b.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**

10c.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**

10d.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**

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

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

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(es).                    *Mindcubed, LLC*
**700 12th Street, NW, Suite 700**
**Washington, DC 20005**

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

15.Export packing charges, if applicable. **N/A**

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

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

 18a.Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable).    **N/A**

18b.Terms and conditions for any other services (if applicable).     **N/A**

19.List of service and distribution points (if applicable).      **N/A**

20.List of participating dealers (if applicable).         **N/A**

21.Preventive maintenance (if applicable).          **N/A**

## CUSTOMER INFORMATION CONT'D

22a.Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants).     **N/A**

22b.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/.  **N/A**

23.Unique Entity Identifier (UEI) number..   **QZZLKX2LWNU3**

24. Notification regarding registration in System for Award Management (SAM) database.: **Registered**

**1.    SCOPE**
a.      The prices, terms and conditions stated under Special Item Number 54151S 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

**Pricing for SIN 54151S**

**GSA Labor Category Description**
**Information Technology Category**
**Effective Date January 1, 2017**

**Labor Category/Service Title:** Project Director

**Minimum Years of Experience:** 12 years

**Minimum Education:** Associates

**Proposed Education Substitutions:** Master's degree may be substituted with two years less experience.

**Labor Category/Service Description:** An Associate's degree in a related area of business/information systems, computer science, or engineering is required. 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. 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.

**Labor Category/Service Title:** Project Manager

**Minimum Years of Experience:** 7 years

**Minimum Education:** Associates

**Proposed Education Substitutions:** Master's degree may be substituted with two years less experience.

**Labor Category/Service Description:** An Associate's degree in a related area of business/information systems, computer science, or engineering is required. 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. 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.

**Labor Category/Service Title:** Project IT Lead/Technical Architect

**Minimum Years of Experience:** 7 years

**Minimum Education:** Associates

**Proposed Education Substitutions:** Master's degree may be substituted with two years less experience.

**Labor Category/Service Description:** An Associate's degree in a related area of business/information systems, computer science, or engineering is required. Requires minimum 7 years of experience in technical architecture design and development. 5 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. 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.

**Labor Category/Service Title:** Senior Software Developer

**Minimum Years of Experience:** 7 years

**Minimum Education:** Associates

**Proposed Education Substitutions:** Master's degree may be substituted with two years less experience.

**Labor Category/Service Description:** An Associate's degree in a related area of business/information systems, computer science, or engineering is required. Requires minimum 7 years of experience in software development of complex technology applications. 3 years of experience in Application design and development using agile methodology and/or UML, Sequence diagrams, Use Cases. 3 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. 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.

**Labor Category/Service Title:** Mid Software Developer

**Minimum Years of Experience:** 3 years

**Minimum Education:** Associates

**Proposed Education Substitutions:** Master's degree may be substituted with 2 years less experience.

**Labor Category/Service Description:** An Associate's degree in a related area of business/information systems, computer science, or engineering is required. Requires minimum 3 years of experience in software development of complex technology applications. 2 years of experience in Application design and development using agile methodology and/or UML, Sequence diagrams, Use Cases. 2 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. 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.

**Labor Category/Service Title:** Sr. Systems Analyst

**Minimum Years of Experience:** 7 years

**Minimum Education:** Associates

**Proposed Education Substitutions:** Master's degree may be substituted with 2 years less experience.

**Labor Category/Service Description:** An Associate's degree in a related area of business/information systems, computer science, or engineering is required. Requires minimum 7 years of professional experience demonstrating ability to perform system analysis. Minimum 3 years of specialized experience in systems analysis. 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. Overseas 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.

**Labor Category/Service Title:** Sr. Business Analyst

**Minimum Years of Experience:** 7 years

**Minimum Education:** Associates

**Proposed Education Substitutions:** Master's degree may be substituted with 2 years less experience.

**Labor Category/Service Description:** An Associate's degree in a related area of business/information systems, computer science, or engineering is required. Requires minimum 7 years of professional experience demonstrating ability to perform business analysis. Minimum 3 years of specialized experience in business analysis. 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.

**Labor Category/Service Title:** QA Manager

**Minimum Years of Experience:** 7 years

**Minimum Education:** Associates

**Proposed Education Substitutions:** Master's degree may be substituted with 2 years less experience.

**Labor Category/Service Description:** An Associate's degree in a related area of business/information systems, computer science, or engineering is required. 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. 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.

**Labor Category/Service Title:** Sr. QA Engineer

**Minimum Years of Experience:** 7 years

**Minimum Education:** Associates

**Proposed Education Substitutions:** Bachelor's degree may be substituted with 2 years less experience. Master's degree may be substituted with 3 years less experience.

**Labor Category/Service Description:** An Associate's degree in a related area of business/information systems, computer science, or engineering is required. 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. 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.

**Labor Category/Service Title:** Mid QA Specialist

**Minimum Years of Experience:** 3 years

**Minimum Education:** Associates

**Proposed Education Substitutions:** Bachelor's degree may be substituted with 2 years less experience.

**Labor Category/Service Description:** An Associate's degree in a related area of business/information systems, computer science, or engineering is required. 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. 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.

**Labor Category/Service Title:** Sr. Network Engineer

**Minimum Years of Experience:** 7 years

**Minimum Education:** Associates

**Proposed Education Substitutions:** Master's degree may be substituted with 2 years less experience. Any of the advanced networking certifications is preferred.

**Labor Category/Service Description:** An Associate's degree in a related area of business/information systems, computer science, telecommunications, or engineering is required. 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. 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.

**Labor Category/Service Title:** Sr. Security Engineer

**Minimum Years of Experience:** 7 years

**Minimum Education:** Associates

**Proposed Education Substitutions:** Master's degree may be substituted with 2 years less experience.

**Labor Category/Service Description:** An Associate's degree in a related area of business/information systems, computer science, telecommunications, or engineering is required. 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. 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.

**Labor Category/Service Title:**  Sr. Technical Writer

**Minimum Years of Experience:** 7 years

**Minimum Education:**  Associates

**Proposed Education Substitutions:** Master's degree may be substituted with 2 years less experience.

**Labor Category/Service Description:** An Associate's degree in a related area of business/information systems, computer science, telecommunications, or engineering is required. 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. 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.

**Labor Category/Service Title:**  Senior Service Desk Specialist

**Minimum Years of Experience:** 5 years

**Minimum Education:**  Associates

**Proposed Education Substitutions:** Master's degree may be substituted with 2 years less experience.

**Labor Category/Service Description:** An Associate's degree in a related area of business/information systems, computer science, telecommunications, or engineering is preferred. ITIL, A+, MCP, and / or MCSE Certifications preferred. 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 executive on the day to day tasks necessary to achieve outlined objectives. 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.

**Labor Category/Service Title:**  Subject Matter Expert (SME)

**Minimum Years of Experience:**  8 years

**Minimum Education:**   Bachelors

**Proposed Education Substitutions:**  Master's degree may be substituted with 2 years less experience. Ph.D. may be substituted with 4 years less experience.

**Labor Category/Service Description:** A Bachelor's degree in a related area of business/information systems, computer science, telecommunications, or engineering is required. 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. 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.

**Labor Category/Service Title:** Architect I

**Minimum Years of Experience:** 2 years

**Minimum Education:**  Bachelors

**Proposed Education Substitutions:**  None

**Labor Category/Service Description:** A Bachelor's degree in Computer Science, Information Systems, Engineering, Business. Requires a minimum of 2 years of experience with architecting solutions at project level. 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.

**Labor Category/Service Title:** Software Engineer I

**Minimum Years of Experience:** 1 year

**Minimum Education:** Bachelors

**Proposed Education Substitutions:** None

**Labor Category/Service Description:** A Bachelor's degree in Computer Science, Information Systems, Engineering, Business. Requires a minimum of 1 year of experience with design and development of software solutions. Designs and codes soft-ware components that meet requirements specification while simultaneously meeting project schedule. Tests and debugs assigned modules.

**Labor Category/Service Title:** Software Engineer II

**Minimum Years of Experience:** 3 years

**Minimum Education:** Bachelors

**Proposed Education Substitutions:** None

**Labor Category/Service Description:** A Bachelor's degree in Computer Science, Information Systems, Engineering, Business. Requires 3 years of experience with design and development of software solutions for projects. Designs and codes soft-ware components that meet requirements specification while simultaneously meeting project schedule. Tests and debugs assigned modules.

**Labor Category/Service Title:** Software Engineer III

**Minimum Years of Experience:** 5 years

**Minimum Education:** Bachelors

**Proposed Education Substitutions:** None

**Labor Category/Service Description:** A Bachelor's degree in Computer Science, Information Systems, Engineering, Business. Requires 5 years of experience with design and development of software solutions for large projects. 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.

**Labor Category/Service Title:** QA Analyst III

**Minimum Years of Experience:** 6 years

**Minimum Education:** Bachelors

**Proposed Education Substitutions:** None

**Labor Category/Service Description:** A Bachelor's degree in Computer Science, Information Systems, Engineering, Business. Requires 6 years of experience with quality assurance/quality control processes, tools and best practices. 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.

## New SIN 54151S Labor Categories

**Labor Category/Service Title:**  Architect II

**Minimum Years of Experience: 9 years**

**Minimum Education:** Bachelor's

**Proposed Education Substitutions:** None.

**Labor Category/Service Description:** Makes architectural decisions involving software and hardware including all infrastructure to meet requirements. Defines target architecture addressing various aspects including performance, scalability, availability, reliability, interoperability, and agility. Recommends solutions complying with standards established at customer IT environment. Evaluates and recommends innovations to be adopted in the programs. Provides technical leadership at the program level. Requires 9 years of IT experience and 3 years of experience with architecting solutions for a program or large project level.

**Labor Category/Service Title:**  Architect III

**Minimum Years of Experience:**  12 years

**Minimum Education:**  Bachelor's

**Proposed Education Substitutions:** None

**Labor Category/Service Description:** Makes architectural decisions involving software and hardware, including all infrastructure, to meet requirements. Defines target architecture addressing various aspects, including performance, scalability, availability, reliability, interoperability, and agility. Recommends solutions complying with standards established in the customer IT environment. Evaluates and recommends innovations to be adopted in the programs. Provides technical leadership at the program level. Requires 12 years of IT experience and 6 years of experience with architecting solutions for large programs.

**Labor Category/Service Title:** IT Modernization Consultant I

**Minimum Years of Experience:** 6 years

**Minimum Education:** Bachelor's

**Proposed Education Substitutions:** None

**Labor Category/Service Description:** Supports with defining IT modernization roadmap and implementation plan. Helps with jumpstarting IT modernization using proven reusable code and process frameworks. Experienced with modernization approaches using BPM and Service Oriented Architecture (SOA). Experienced with enabling cloud platforms to reduce cost and bring agility to customer organizations. Experienced with applying iterative and incremental approaches (as opposed to the waterfall model) for Enterprise Solutions Development. Experienced with supporting enterprise Governance in an SOA environment. Requires 6 years of IT experience and 1 year of experience with IT modernization efforts.

**Labor Category/Service Title:** IT Modernization Consultant II

**Minimum Years of Experience: 9 years**

**Minimum Education:** Bachelor's

**Proposed Education Substitutions:** None

**Labor Category/Service Description:** Experienced with defining IT modernization roadmap with an implementation plan. Jumpstarts IT modernization using proven reusable code and process frameworks. Well-versed in modernization approaches using BPM and SOA. Experienced with enabling cloud platforms to reduce cost and bring agility to customer organizations. Experienced with applying iterative and incremental approaches (as opposed to the waterfall model) for Enterprise Solutions Development. Experienced with supporting enterprise Governance in an SOA environment. Provides leadership and mentor junior consultants on IT modernization efforts. Requires 9 years of IT experience and 3 years of progressive experience with IT modernization efforts.

**Labor Category/Service Title:** IT Specialist I

**Minimum Years of Experience:** 6 years

**Minimum Education:** Bachelor's

**Proposed Education Substitutions:** None

**Labor Category/Service Description:** Supports with prototyping or evaluating new or emerging technology through prototypes or proofs-of-concepts. Explore the benefits and risks to implementing solutions using the new technology. Works under the general supervision of more experienced IT Specialists. Requires 6 years of IT experience and 1 year of progressive experience with evaluating new and emerging technologies.


**Labor Category/Service Title:** Program Manager II

**Minimum Years of Experience:** 12 years

**Minimum Education:** Bachelor's

**Proposed Education Substitutions:** None

**Labor Category/Service Description:** Provides delivery leadership for customer engagements. Serves as the trusted partner to customer executives helping them with their business strategy and transformation efforts. Maintains strong relationships at CXO level and translates their business plan into executable strategies. Requires 12 years of IT experience and 3 years experience with defining strategy, goals, outcomes, and leading the engagement to deliver best value for customers.


**Labor Category/Service Title:** Programmer/ System Analyst II

**Minimum Years of Experience:** 2 years

**Minimum Education:** Associate's

**Proposed Education Substitutions:** None

**Labor Category/Service Description:** Collaborate with stakeholders to gather and analyze software requirements. Design and architect scalable and efficient software solutions.
Write clean, maintainable, and efficient code in accordance with coding standards. Perform thorough testing, debugging, and quality assurance to ensure software reliability. Work with a team of developers to ensure project milestones are met on time. Assist in troubleshooting and resolving software defects and issues. Collaborate with business stakeholders to gather and document system requirements. Conduct in-depth analysis of existing systems, processes, and workflows to identify areas for improvement. Design, develop, and implement system enhancements and solutions. Create detailed system specifications, diagrams, and flowcharts.

**Labor Category/Service Title:** Project Manager II

**Minimum Years of Experience: 8 years**

**Minimum Education:** Bachelor's

**Proposed Education Substitutions:** None

**Labor Category/Service Description:** Plans, manages, and executes IT Project. Supports Program Manager in working with the government personnel. Responsible for managing a task order or a project within the program ensuring quality and timely completion of projects. Requires 8 years of IT experience and 5 years of progressive experience with managing IT projects.

**Labor Category/Service Title:** Project Manager III

**Minimum Years of Experience: 12 years**

**Minimum Education:** Bachelor's

**Proposed Education Substitutions:** None

**Labor Category/Service Description:** Plans, manages, and executes IT Project. Supports Program Manager in working with the government personnel. Responsible for managing a task order or a project within the program ensuring quality and timely completion of projects. Requires 12 years of IT experience and 7 years of progressive experience with managing IT projects.

**Labor Category/Service Title:** Security Engineer II

**Minimum Years of Experience:** 8 years

**Minimum Education:** Bachelor's

**Proposed Education Substitutions:** None

**Labor Category/Service Description:** Plans, manages, and executes responsibilities in computer/telecommunications systems and/or network security. Requires 5 years of progressive 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. 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.

| | SIN | Proposed Labor Categories | Year 10 | Year 11 | Year 12 | Year 13 | Year 14 | Year 15 |
|---|---|---|---|---|---|---|---|---|
| | | | Feb 2023 – Feb 2024 | Feb 2024 – Feb 2025 | Feb 2025 – Feb 2026 | Feb 2026 – Feb 2027 | Feb 2027 – Feb 2028 | Feb 2028 – Feb 2029 |
| 1 | 54151S | Project Director | $157.26 | $160.72 | $164.25 | $167.87 | $171.57 | $175.35 |
| 2 | 54151S | Project Manager | $135.60 | $138.58 | $141.63 | $144.75 | $147.93 | $151.18 |
| 3 | 54151S | Project IT Lead/Technical Architect | $128.77 | $131.60 | $134.49 | $137.45 | $140.47 | $143.57 |
| 4 | 54151S | Senior Software Developer | $121.35 | $124.02 | $126.75 | $129.54 | $132.39 | $135.30 |
| 5 | 54151S | Mid Software Developer | $108.53 | $110.92 | $113.36 | $115.86 | $118.41 | $121.02 |
| 6 | 54151S | Sr. Systems Analyst | $117.04 | $119.62 | $122.25 | $124.94 | $127.69 | $130.50 |
| 7 | 54151S | Sr. Business Analyst | $117.93 | $120.53 | $123.18 | $125.89 | $128.66 | $131.50 |
| 8 | 54151S | QA Manager | $118.26 | $120.86 | $123.52 | $126.24 | $129.02 | $131.86 |
| 9 | 54151S | Sr. QA Engineer | $106.38 | $108.72 | $111.10 | $113.55 | $116.05 | $118.60 |
| 10 | 54151S | Mid QA Specialist | $100.28 | $102.49 | $104.75 | $107.05 | $109.41 | $111.82 |
| 11 | 54151S | Sr. Network Engineer | $125.37 | $128.13 | $130.95 | $133.83 | $136.78 | $139.79 |
| 12 | 54151S | Sr. Security Engineer | $144.32 | $147.50 | $150.74 | $154.06 | $157.44 | $160.91 |
| 13 | 54151S | Sr. Technical Writer | $96.84 | $98.96 | $101.14 | $103.37 | $105.64 | $107.97 |
| 14 | 54151S | Sr. Service Desk Specialist | $92.98 | $95.02 | $97.11 | $99.24 | $101.43 | $103.66 |
| 15 | 54151S | Subject Matter Expert (SME) | $211.41 | $216.06 | $220.82 | $225.67 | $230.64 | $235.72 |
| 16 | 54151S | Architect I | $155.28 | $158.70 | $162.20 | $165.76 | $169.41 | $173.14 |

| 17 | 54151S | Software Engineer I | $136.02 | $139.01 | $142.08 | $145.20 | $148.39 | $151.66 |
|----|--------|---------------------|---------|---------|---------|---------|---------|---------|
| 18 | 54151S | Software Engineer II | $146.98 | $150.22 | $153.52 | $156.90 | $160.35 | $163.88 |
| 19 | 54151S | Software Engineer III | $161.58 | $165.14 | $168.78 | $172.49 | $176.29 | $180.17 |
| 20 | 54151S | QA Analyst III | $155.28 | $158.70 | $162.20 | $165.76 | $169.41 | $173.14 |
| 21 | 54151S | Architect II | $172.97 | $176.78 | $180.66 | $184.64 | $188.70 | $192.85 |
| 22 | 54151S | Architect III | $216.12 | $220.87 | $225.73 | $230.70 | $235.78 | $240.96 |
| 23 | 54151S | IT Modernization Consultant I | $176.20 | $180.08 | $184.04 | $188.09 | $192.22 | $196.45 |
| 24 | 54151S | IT Modernization Consultant II | $224.98 | $229.93 | $234.99 | $240.16 | $245.44 | $250.84 |
| 25 | 54151S | IT Specialist I | $166.71 | $170.38 | $174.13 | $177.96 | $181.87 | $185.87 |
| 26 | 54151S | Program Manager II | $243.47 | $248.83 | $254.30 | $259.90 | $265.61 | $271.46 |
| 27 | 54151S | Programmer/ System Analyst II | $140.30 | $143.39 | $146.54 | $149.77 | $153.06 | $156.43 |
| 28 | 54151S | Project Manager II | $163.60 | $167.20 | $170.88 | $174.64 | $178.48 | $182.41 |
| 29 | 54151S | Project Manager III | $192.95 | $197.19 | $201.53 | $205.97 | $210.50 | $215.13 |
| 30 | 54151S | Security Engineer II | $174.79 | $178.64 | $182.57 | $186.58 | $190.69 | $194.88 |

**Pricing for SIN 541611**

**GSA Labor Category Description**
**Professional Services Category**
**Effective Date January 1, 2022**

**Labor Category/Service Title:**  Analyst I

**Minimum Years of Experience:**  3 years

**Minimum Education:**  Bachelors

**Labor Category/Service Description:** Analyze data reports, Merge Data Reports, Monitor data for Duplicates or other errors and provide results to department heads.  Identify, analyze and interpret trends or patterns in complex data sets, Monitor data dictionary statistics. Capture Data which includes, developing and maintaining databases, acquiring abstract or secondary data from existing internal or external data sources. Expected to optimize statistical efficiency. May be required to perform Data Reporting; which includes but is not limited to developing graphs, reports, and presentations of project reports, creating and presenting dashboards, and generating routine ad hoc reports. Familiar with commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the

functions of the job. Works under immediate supervision and guidance.  Primary job functions do not typically require exercising independent judgment or supervision of other positions.


**Labor Category/Service Title:**  Analyst II

**Minimum Years of Experience:**  4 years

**Minimum Education:**  Bachelors

**Labor Category/Service Description:** Analyze data reports, Merge Data Reports, Monitor data for Duplicates or other errors and provide results to department heads. Identify, analyze, and interpret trends or patterns in complex data sets. Monitor data dictionary statistics. Capture Data which includes developing and maintaining databases, acquiring abstract or secondary data from existing internal or external data sources. Expected to optimize statistical efficiency. May be required to perform Data Reporting; which includes but is not limited to developing graphs, reports, and presentations of project reports, creating and presenting dashboards, and generating routine ad hoc reports. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Works under general supervision. May be responsible for the supervision of junior level positions. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude may be required.


**Labor Category/Service Title:**  Analyst III

**Minimum Years of Experience:**  5 years

**Minimum Education:**  Bachelors

**Labor Category/Service Description:** Analyze data reports, Merge Data Reports, Monitor data for Duplicates or other errors and provide results to department heads. Identify, analyze, and interpret trends or patterns in complex data sets. Monitor data dictionary statistics. Capture Data which includes developing and maintaining databases, acquiring abstract or secondary data from existing internal or external data sources. Expected to optimize statistical efficiency. May be required to perform Data Reporting which includes but is not limited to developing graphs, reports, and presentations of project reports, creating and presenting dashboards, and generating routine ad hoc reports. Performs a variety of increasingly complicated tasks. Typically reports to a project leader or manager. A wide degree of creativity and latitude is expected. Is often responsible for the supervision of other positions and may be required to provide advice to other positions. Often required to rely on experience and judgment to plan and accomplish goals.  Applies creative problem solving techniques in a variety of situations.


**Labor Category/Service Title:**  Management Consultant I

**Minimum Years of Experience:**  6 years

**Minimum Education:**  Bachelors

**Labor Category/Service Description:** Provides technical and professional support to clients functioning as a Project or Program Leader, Assistant Project/Program Manager or team member.  Must have applied knowledge and understanding of applicable project codes; client directives; Federal directives; Federal, State and local laws and regulations; and project-specific methodologies for successful completion of projects and programs.  Develops plans and prioritizes tasks for the team, and manages project teams in carrying out those plans.   Applies sound business and technical judgment to resolve issues as they arise.   Effectively communicates with clients and project teams, both verbally and in writing.   Responds quickly and professionally under challenging circumstances.  Aids clients and leads project teams in determining the best approach to project and program challenges.  Tasks may include, but are not limited to, data entry or data analysis, quality assurance/quality control, preparing specific client documents/deliverables/ reports, assisting in developing presentations and co-presenting.

**Labor Category/Service Title:**  Management Consultant II

**Minimum Years of Experience:**  8 years

**Minimum Education:**  Bachelors

**Labor Category/Service Description:** Provides technical and professional support to clients functioning as a Project or Program Leader, Assistant Project/Program Manager or team member.  Must have applied knowledge and understanding of applicable project codes; client directives; Federal directives; Federal, State and local laws and regulations; and project-specific methodologies for successful completion of projects and programs.  Develops plans and prioritizes tasks for the team, and manages project teams in carrying out those plans.   Applies sound business and technical judgment to resolve issues as they arise.   Effectively communicates with clients and project teams, both verbally and in writing.   Responds quickly and professionally under challenging circumstances.  Aids clients and leads project teams in determining the best approach to project and program challenges.  Develops creative and realistic recommendations for process improvements.  May be called upon to make formal presentations to senior client staff.  Tasks may include, but are not limited to, data entry or data analysis, quality assurance/quality control, preparing specific client documents/ deliverables/reports.

**Labor Category/Service Title:**  Management Consultant III

**Minimum Years of Experience:**  10 years

**Minimum Education:** Bachelors

**Labor Category/Service Description:** Helps organizations to solve issues, create value, maximize growth and improve business performance. Use business skills to provide objective advice and expertise and help organizations to develop any specialist skills that it may be lacking. The Management Consultant III is primarily concerned with the strategy, structure, management and operations of a company. Identifies options for the organization and suggests recommendations for change, as well as advice on additional resources to

implement solutions. Types of work may include: business strategy; e-business; financial and management controls; human resources; information technology; marketing and supply-chain management. The Management Consultant III may apply the following methodologies in helping organizations to solve issues, create value, maximize growth and improve business performance. Carry out research and data collection to understand the organization. Conduct analysis. Interview the client's employees, management team and other stakeholders. Run focus groups and facilitate workshops. Prepare business proposals and presentations. Identify issues and form hypotheses and solutions. Present findings and recommendations to clients. Implement recommendations/solutions and ensure the client receives the necessary assistance to carry it all out. Manage projects and programs. Lead and manage those within the team, including analysts. Liaise with the client to keep them informed of progress and to make relevant decisions.

**Education Substitutions:** 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.

**Labor Category/Service Title:** Process Engineer I

**Minimum Years of Experience:** 5 years

**Minimum Education:** Associates

**Labor Category/Service Description:** Process Engineer I works under limited supervision, exercises independent judgment in solving highly complex major technical problems, and in providing recommendations. May provide technical direction on assigned projects. Duties includes the following. Analyzes customer business objectives, performs state of practices analyses, and develops customer business processes. Designs, modifies, develops, and implements business process configurations and automated business processing routines. Participates in the testing process. Manages data conversions and performs data quality analysis. Performs activities to support technology transition objectives of the organization. Develops processes to ensure compliance with laws governing innovation management.

**Education Substitutions:** 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.

**Labor Category/Service Title:** Process Engineer II

**Minimum Years of Experience:** 7 years

**Minimum Education:** Associates

**Labor Category/Service Description:** Process Engineer II works under limited or no supervision, exercises independent judgment in solving highly complex major technical problems, and in providing recommendations. Provide technical direction on assigned projects. Duties includes the following. Analyzes customer business objectives, performs state of practices analyses, and develops customer business processes. Designs,

modifies, develops, and implements business process configurations and automated business processing routines. Participates in the testing process. Manages data conversions and performs data quality analysis. Performs activities to support technology transition objectives of the organization. Develops processes to ensure compliance with laws governing innovation management.

**Education Substitutions:** 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.

**Labor Category/Service Title:**  Process Engineer III

**Minimum Years of Experience:**  8 years

**Minimum Education:**  Associates

**Labor Category/Service Description:** Process Engineer III works under no supervision, exercises independent judgment in solving highly complex major technical problems, and in providing recommendations. Provide technical direction on assigned projects.  Duties includes the following. Analyzes customer business objectives, performs state of practices analyses, and develops customer business processes. Designs, modifies, develops, and implements business process configurations and automated business processing routines. Participates in the testing process. Manages data conversions and performs data quality analysis. Performs activities to support technology transition objectives of the organization. Develops processes to ensure compliance with laws governing innovation management. Improves supply chain efficiency. Integrate new technology into an existing business environment.

**Education Substitutions:** 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.

**Labor Category/Service Title:**  Subject Matter Expert I

**Minimum Years of Experience:** 5 years

**Minimum Education:** Masters

**Labor Category/Service Description:** Provides technical assistance related to the analysis, design, deployment, utilization, monitoring and/or evaluation of projects and related issues in his or her sector. Works with limited supervision, reporting to a project manager and/or executive management.

**Education Substitutions:** Master's Degree with 5 years of experience; or BS/BA Degree with 10 years of experience; or 15 years of experience with a High School Diploma.

**Labor Category/Service Title:**  Subject Matter Expert II

**Minimum Years of Experience:** 10 years

**Minimum Education:** Masters

**Labor Category/Service Description:** Provides technical assistance related to the analysis, design, deployment, utilization, monitoring and/or evaluation of projects and related issues in his or her sector. Analyze the client's requirements, plan, coordinate and deliver applicable content and training to clients and other previously defined stakeholders. Works with limited to no supervision, reporting directly to a project manager and/or executive management. May supervise or provide direction to mid/junior level personnel.

**Education Substitution**:  Master's Degree with 10 years of experience; or BS/BA Degree with 15 years of experience; or 20 years of relevant experience with a High School Diploma.


**Labor Category/Service Title:**  Subject Matter Expert III

**Minimum Years of Experience:** 12 years

**Minimum Education:** Masters

**Labor Category/Service Description:** Provides technical assistance related to the analysis, design, deployment, utilization, monitoring and/or evaluation of projects and related issues in his or her sector. Analyze the client's requirements, plan, coordinate and deliver applicable content and training to clients and other previously defined stakeholders. The SME III will help define best practices in the particular field of expertise, develops solutions to complex problems and direct the successful implementation of the subject matter. Works with limited to no supervision, reporting directly to a project manager and/or executive management. May supervise or provide direction to mid/junior level personnel.

**Education Substitution:**  Master's Degree with 10 years of experience; or BS/BA Degree with 15 years of experience; or 20 years of relevant experience with a High School Diploma.

| Item | SIN | Labor Category | Site | GSA Hourly Rate |
|------|-----|----------------|------|-----------------|
| 1 | 541611 | Analyst I | Both | $88.12 |
| 2 | 541611 | Analyst II | Both | $97.49 |
| 3 | 541611 | Analyst III | Both | $103.47 |
| 4 | 541611 | Management Consultant I | Both | $120.35 |
| 5 | 541611 | Management Consultant II | Both | $152.83 |
| 6 | 541611 | Management Consultant III | Both | $167.41 |
| 7 | 541611 | Process Engineer I | Both | $113.95 |
| 8 | 541611 | Process Engineer II | Both | $133.58 |
| 9 | 541611 | Process Engineer III | Both | $151.15 |
| 10 | 541611 | Subject Matter Expert I | Both | $124.16 |
| 11 | 541611 | Subject Matter Expert II | Both | $154.01 |
| 12 | 541611 | Subject Matter Expert III | Both | $193.78 |

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Points of Contact IT

For general questions regarding MAS IT Contracting:

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

For questions regarding eOffer submission or Certifications:

Vendor Support Center
**visit www.gsa.gov/vsc.**
**Phone: 1-877-495-4849**

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

For general questions regarding COMSATCOM:
**Email: fasnetworkservice@gsa.gov**
**Phone: 1-877-387-2001**