



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: GSAAAdvantage.gov.

Multiple Award Schedule

FSC Group: Information Technology

Contract number: 47QTCA20D00AG

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

Contract period: May 26, 2020 – May 25, 2025

Ivyhill Technologies, LLC 9658 Baltimore Ave, Ste 300-1 College Park, MD 20740

Phone number: 301-278-8809

Fax number: 301-298-1308

Contract Administration: Deanna Y Eaton deaton@ivyhilltech.com

Business size: Small Business, Black American Owned, Economically Disadvantaged Women Owned Small Business, Women Owned Small Business, HubZone Certified Program Participant, SBA Certified 8(a) Program Participant

Price list current as of Modification #: *PS-0003, Effective*
8/9/2021



CUSTOMER INFORMATION

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

SIN/NAICS	Description
54151S	IT Professional Services
518210DC	Document Conversion Services
518210ERM	Electronic Records Management Solutions
561110	Office Administrative Services
OLM	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. **See Page 4**

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. – **Page 8**

2. Maximum order:

54151S: \$500,000

518210DC: \$1,000,000

518210ERM: \$1,000,000

561110: \$1,000,000

3. Minimum order: \$100

4. Geographic coverage (delivery area). P- 50 States, DC, Puerto Rico

5. Point(s) of production (city, county, and State or foreign country). N/A

6. Discount from list prices or statement of net price. Government Net Prices (discounts already deducted.)

7. Quantity discounts. 1% Discount on sales over \$1,000,000

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

9. Foreign items (list items by country of origin). Not Applicable



10a. Time of delivery. (Contractors insert number of days.) Contact Contractor

10b. Expedited Delivery. Items available for expedited delivery are noted in this price list. Contact Contractor

10c. Overnight and 2-day delivery. Contact Contractor

10d. Urgent Requirements. Contact Contractor

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

12a. Ordering address(es).

**Ivyhill Technologies, LLC
9658 Baltimore Ave, Ste 300-1
College Park, MD 20740**

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).

**Ivyhill Technologies, LLC
9658 Baltimore Ave, Ste 300-1
College Park, MD 20740**

14. Warranty provision. Standard Commercial Warranty Terms & Conditions

15. Export packing charges, if applicable. Not Applicable

16. Terms and conditions of rental, maintenance, and repair (if applicable). Not Applicable

17. Terms and conditions of installation (if applicable). Not Applicable

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). Not Applicable

18b. Terms and conditions for any other services (if applicable). Not Applicable

19. List of service and distribution points (if applicable). Not Applicable

20. List of participating dealers (if applicable). Not Applicable



21. Preventive maintenance (if applicable). Not Applicable

22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/orreduced pollutants). Not Applicable

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/.

23. Unique Entity Identifier number. 080011602

24. Notification regarding registration in System for Award Management (SAM) database. Contractorregistered and active in SAM

LABOR CATEGORY RATES GSA SCHEDULE CONTRACT

(All rates below include IFF)

SIN	LCAT	5/26/2020-5/25/2021	5/26/2021-5/25/2022	5/26/2022-5/25/2023	5/26/2023-5/25/2024	5/26/2024-5/25/2025
54151S	Software Developer II	\$96.51	\$98.92	\$101.40	\$103.93	\$106.53
54151S	Software Developer I	\$73.30	\$75.13	\$77.01	\$78.94	\$80.91
54151S	Quality Assurance Analyst III	\$93.82	\$96.17	\$98.57	\$101.04	\$103.56
54151S	Network Engineer II	\$85.03	\$87.15	\$89.33	\$91.57	\$93.85
54151S	Project Manager II	\$106.20	\$108.85	\$111.57	\$114.36	\$117.22
54151S	Systems Administrator I	\$72.03	\$73.83	\$75.68	\$77.57	\$79.51
54151S	Technical Consultant/IT SME	\$145.26	\$148.89	\$152.61	\$156.43	\$160.34
54151S	Systems Administrator II	\$109.95	\$112.70	\$115.52	\$118.40	\$121.36
54151S	Systems Analyst/Programmer II	\$83.59	\$85.68	\$87.82	\$90.02	\$92.27
54151S	Systems Analyst/Programmer I	\$57.66	\$59.10	\$60.58	\$62.10	\$63.65
54151S	Quality Assurance Analyst II	\$65.86	\$67.51	\$69.20	\$70.93	\$72.70
54151S	Program Support III	\$43.48	\$44.57	\$45.68	\$46.82	\$48.00



518210ERM	Program Manager I		\$100.13	\$102.63	\$105.20	\$107.83
518210ERM	Records/Information Manager II		\$73.74	\$75.58	\$77.47	\$79.41
518210ERM	Records/Information Manager I		\$60.40	\$61.91	\$63.46	\$65.04
518210ERM	Records Analyst II		\$40.31	\$41.32	\$42.36	\$43.41
518210ERM	Records Analyst I**		\$32.98	\$33.81	\$34.65	\$35.52
518210ERM	Technical Information Specialist II		\$51.31	\$52.59	\$53.91	\$55.26
518210ERM	Technical Information Specialist I		\$42.51	\$43.58	\$44.67	\$45.78
518210ERM	Document Conversion Specialist III		\$40.02	\$41.02	\$42.05	\$43.10
518210ERM	Document Conversion Specialist II		\$34.45	\$35.31	\$36.19	\$37.10
518210ERM	Document Preparation Clerk		\$27.17	\$27.85	\$28.55	\$29.26
518210ERM	Program Support Specialist II		\$39.73	\$40.72	\$41.74	\$42.78
518210ERM	Program Support Specialist I		\$34.30	\$35.16	\$36.04	\$36.94
518210ERM	Systems/Process Analyst III		\$105.19	\$107.82	\$110.52	\$113.28
518210ERM	Systems/Process Analyst II		\$93.09	\$95.42	\$97.80	\$100.25
518210ERM	Systems/Process Analyst I		\$70.45	\$72.21	\$74.01	\$75.86
518210ERM	Programmer/Analyst III		\$86.49	\$88.66	\$90.87	\$93.14
518210ERM	Programmer/Analyst II		\$76.31	\$78.22	\$80.17	\$82.18
518210ERM	Programmer/Analyst I		\$64.73	\$66.35	\$68.01	\$69.71



518210ERM	Network/Analyst Technician II		\$69.63	\$71.38	\$73.16	\$74.99
518210ERM	Technical Writer		\$61.28	\$62.81	\$64.38	\$65.99
518210DC	Program Manager I		\$100.13	\$102.63	\$105.20	\$107.83
518210DC	Records/Information Manager II		\$73.74	\$75.58	\$77.47	\$79.41
518210DC	Records/Information Manager I		\$60.40	\$61.91	\$63.46	\$65.04
518210DC	Records Analyst II		\$40.31	\$41.32	\$42.36	\$43.41
518210DC	Records Analyst I**		\$32.98	\$33.81	\$34.65	\$35.52
518210DC	Technical Information Specialist II		\$51.31	\$52.59	\$53.91	\$55.26
518210DC	Technical Information Specialist I		\$42.51	\$43.58	\$44.67	\$45.78
518210DC	Document Conversion Specialist III		\$40.02	\$41.02	\$42.05	\$43.10
518210DC	Document Conversion Specialist II		\$34.45	\$35.31	\$36.19	\$37.10
518210DC	Document Preparation Clerk		\$27.17	\$27.85	\$28.55	\$29.26
518210DC	Program Support Specialist II		\$39.73	\$40.72	\$41.74	\$42.78
518210DC	Program Support Specialist I		\$34.30	\$35.16	\$36.04	\$36.94
518210DC	Systems/Process Analyst III		\$105.19	\$107.82	\$110.52	\$113.28
518210DC	Systems/Process Analyst II		\$93.09	\$95.42	\$97.80	\$100.25
518210DC	Systems/Process Analyst I		\$70.45	\$72.21	\$74.01	\$75.86
518210DC	Programmer/Analyst III		\$86.49	\$88.66	\$90.87	\$93.14



518210DC	Programmer/Analyst II		\$76.31	\$78.22	\$80.17	\$82.18
518210DC	Programmer/Analyst I		\$64.73	\$66.35	\$68.01	\$69.71
518210DC	Network/Analyst Technician II		\$69.63	\$71.38	\$73.16	\$74.99
518210DC	Technical Writer		\$61.28	\$62.81	\$64.38	\$65.99
561110	Program Manager I		\$100.13	\$102.63	\$105.20	\$107.83
561110	Technical Information Specialist II		\$51.31	\$52.59	\$53.91	\$55.26
561110	Technical Information Specialist I		\$42.51	\$43.58	\$44.67	\$45.78
561110	Program Support Specialist II		\$39.73	\$40.72	\$41.74	\$42.78
561110	Program Support Specialist I		\$34.30	\$35.16	\$36.04	\$36.94
561110	Technical Writer		\$61.28	\$62.81	\$64.38	\$65.99



LABOR CATEGORY DESCRIPTIONS

Applicable SIN(s)	Position Title	Position Description	Minimum Education	Minimum Years' Experience
54151S	Software Developer II	Designs, develops, and implements systems, software packages and application components. Troubleshoots, debugs, and implements software code. Participates in all phases of software development life cycle, e.g., requirements, analysis, design, code, test, implement. Prepares work products for all phases of lifecycle. Peer review of other team members work products.	Bachelor's Degree	4
54151S	Software Developer I	Reviews, analyzes, and modifies systems, programs, and application components including coding, testing, debugging, and documenting programs. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and preestablished guidelines to perform the functions of the job. Participates in all phases of software development life cycle, e.g., requirements, analysis, design, code, test, implement.	Bachelor's Degree	2
54151S	Quality Assurance Analyst III	Responsible for developing and implementing quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large organization. Develops and defines major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control documentation and/or assists in the evaluation. Conducts or participates in formal and informal review at pre-determined points throughout the development lifecycle. Establishes and maintains a process for evaluating hardware, software, and associated documentation. Provides guidance and supervision to daily support staff.	Bachelor's Degree	4
54151S	Network Engineer II	Responsible for performing and/or overseeing the installation, and support of network communication. Applies knowledge of network protocols, architectures, equipment, services, standards, and technology to various systems engineering activities. Performs threat and vulnerability analyses of various network architectures, configurations, and hardware/software components. Develops	Bachelor's Degree	2



		appropriate security requirements and impact operations plans for existing and emerging technologies and services.		
54151S	Project Manager II	Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation, interface with all areas affected by the project including end-users, computer services, and client services. Provides detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings, project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables as well as managing the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team and recommends action to direct the analysis and solutions of problems.	Bachelor's Degree	4
54151S	Technical Consultant/IT SME	Provides input and support to senior management, executive officials, technical consultants, and other across multiple domains including telecommunications, software development, cyber security, systems management, or other technologies or functional business domains. Responsible for maintaining up-to-date expertise in a specific subject area to participate in evaluating projects, processes, and programs for consistency with defined objectives. Monitors objectives for consistency with contract requirements and makes technical and functional recommendations regarding the depth and breadth of the subject matter coverage.	Bachelor's Degree	5
54151S	Systems Administrator II	Responsible for supporting specific tasks relating to the operations of IT systems. Under direction, the Systems Administrator I I performs basic technical tasks relating to the upkeep, configuration, and reliable operation of systems, network, storage, and cloud-based technologies. Systems Administrator I I has mid-level technical skills relating to the technologies used in the operation of IT systems. Provides guidance and supervision to daily support staff.	Bachelor's Degree	4



54151S	Systems Administrator I	Responsible for supporting specific tasks relating to the operations of IT systems. Under direction, the Systems Administrator I performs basic technical tasks relating to the upkeep, configuration, and reliable operation of system, network, storage, and cloud-based technologies. Systems Administrator I has junior level technical skills relating to the technologies used in the operation of the IT system.	Associate's Degree	2
54151S	Systems Analyst/ Programmer II	Responsible for formulating and defining system scope and objectives. Develops or modifies procedures to solve moderately complex problems considering system equipment capacity and limitations. Codes, tests, debugs, and documents computer programs. Supports related areas such as database design and management and evaluation of commercial off-the-shelf (COTS) products and performs analysis of network hardware/software issues. Provides guidance and supervision to daily support staff.	Bachelor's Degree	4
54151S	Systems Analyst/ Programmer I	Responsible for formulating and defining system scope and objectives. Develops or modifies procedures to solve moderately complex problems considering system equipment capacity and limitations. Codes, tests, debugs, and documents computer programs. Supports related areas such as: database design, and management and evaluation of commercial off-the-shelf (COTS) products.	Associate's Degree	2
54151S	Quality Assurance Analyst II	Responsible for developing and implementing quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large organization. Develops and defines major and minor characteristics of quality, including quality metrics and scoring parameters, and determines requisite quality control documentation and/or assists in the evaluation. Conducts or participates in formal and informal review at pre-determined points throughout the development lifecycle.	Bachelor's Degree	2
54151S	Program Support III	Provides a variety of office, administrative, document control or computer support duties to include word processing. Operates standard computer and office equipment and peripherals, performing document conversion activities, quality control, monitoring and preparing reports,	Associate's Degree	3



		maintaining databases, and performing data input. May perform more complex tasks requiring the consideration of multiple variables to determine proper course of action within pre-determined approaches. May lead and provide guidance to lower-level support staff.		
518210ERM	Program Manager I	Provides both technical and administrative project/task management. Plans, directs, and coordinates project/task activities related to document conversion services and electronic records management to ensure that goals and objectives are accomplished in accordance with prescribed priorities, time limitations, and funding constraints.	Bachelor's Degree	4
518210ERM	Records/ Information Manager II	Manages a task functional area or oversees performance on a less complex task with responsibility for work accuracy, timeliness, and customer satisfaction. May direct a team of less senior records managers in performing analysis activities associated with schedule development or updating, file plan development, or file station design. May serve as subject area specialist for training assignments.	Bachelor's Degree	3
518210ERM	Records/ Information Manager I	Performs records management assignments under the direction of more senior staff. May oversee small teams of records management paraprofessional and/or clerical personnel performing short-term tasks or assignments within tasks. May serve as a team member collecting information to be used for scheduling and file planning activities.	Bachelor's Degree	2
518210ERM	Records Analyst II	Serves as a lead for inventory and other data gathering teams in support of records systems analysis activities and plays a senior paraprofessional role for records management activities where independent decision-making is required. May perform quality control functions that involve reviewing the work of others or may oversee the work of more junior paraprofessional staff or clerical personnel. May perform more complex records maintenance functions such as retirement or charging activities.	Associate's Degree	2
518210ERM	Records Analyst I	Participates as a team member in records management data gathering activities or performs records management functions under the direction of more senior staff requiring the	Associate's Degree	1



		implementation of standard records operating procedures, schedules, or other client standards and guidelines such as filing, database updating, and retrieval.		
518210ERM	Technical Information Specialist II	Responds to records/document-related inquiries and requests for information, including inquiries that require significant or complex research using multiple sources. Provides input in the various tools such as taxonomies, thesauri, and databases. May perform quality control activities of the work of other staff involving records/document retrieval tools such as indexes or abstracts.	Bachelor's Degree	1
518210ERM	Technical Information Specialist I	Responds to basic records/document-related inquiries and provides general information to users. Abstracts and indexes records/documents. Provides input in the development of records/document retrieval tools such as taxonomies, thesauri, and databases.	Associate's Degree	1
518210ERM	Document Conversion Specialist III	Coordinates document conversion activities involving multiple workstations and their staff and/or performs highly complex conversion activities involving challenging documents or media, strict timeframes, and/or sensitive information. Troubleshoots and resolves equipment problems and issues involving equipment settings or performance. Applies client image standards to product and ensures that task mandated quality standards are met. Works with more senior staff and client personnel to design conversion workflow and to define standard operating procedures. Coordinates conversion equipment operations and image management with technical staff and may serve on teams to assess conversion requirements and implement and test conversion solutions.	Associate's Degree	2
518210ERM	Document Conversion Specialist II	Operates conversion equipment in production settings. Assesses original document quality and output requirements and ensures equipment is set properly to achieve objectives. Verifies output quality and repeats conversion activity if needed. Monitors equipment status and reports problems. Performs basic equipment maintenance functions and cleaning activities. Tests and verifies equipment performance. May assist in training less experienced staff and in monitoring the quality of their performance.	Associate's Degree	1



518210ERM	Document Preparation Clerk	Performs routine document preparation activities in a production environment where standard operating procedures and preparation requirements are clearly known.	Associate's Degree	1
518210ERM	Program Support Specialist II	Provides clerical support to project staff for document conversion and electronic records management programs and activities. Performs general office or computer support duties such as: performing standard word processing following detailed guidelines; operating basic computer equipment or peripheral office equipment; running scheduled computer reports; and general office filing. Duties are simple and repetitive and performed under close supervision or with detailed verbal or written instructions.	Associate's Degree	2
518210ERM	Program Support Specialist I	Provides clerical support to project staff for document conversion and electronic records management programs and activities. Performs general office or computer support duties such as: answering phones; performing simple data entry or word processing functions; setting up standard office and/or computer equipment; operating peripheral office and computer equipment; running scheduled computer reports; and general office filing. Duties are simple and repetitive and performed under close, immediate supervision.	Associate's Degree	1
518210ERM	Systems/ Process Analyst III	Analyzes document management/processing system requirements to determine current capabilities and functions. Analyzes high-level requirements, interviews end-users, and reviews business process documentation to determine requirements, business case elements, and return on investment (ROI) alternatives. Develops detailed system and/or process requirements. May provide direction to less-senior analysts and to support staff. May review client requirements and develop study schedules and methodologies in response to them.	Bachelor's Degree	5
518210ERM	Systems/ Process Analyst II	Analyzes process and system requirements to determine existing capabilities, functions, and business case and ROI alternatives. Interviews end-users and reviews business process documentation to identify and define requirements. Develops detailed requirements specifications. May serve as a team leader coordinating the completion of sub activities or	Bachelor's Degree	4



		the preparation of specific products/outputs. May assist in reviewing client requirements and developing study schedules and methodologies in response to them.		
518210ERM	Systems/ Process Analyst I	Performs well-defined process requirements analyses under the direction of more senior staff. Collections' capability, performance, and requirements data and other functional information. Aggregates business process, business case, and ROI data for review by more senior members of the project team.	Bachelor's Degree	2
518210ERM	Programmer/ Analyst III	Designs, develops, implements, and maintains complex information systems. Manages more complex assignments requiring nonstandard programming techniques and/or extensive knowledge of specific development tools. Evaluates users request for new or modified programs to determine feasibility, cost, and time requirements and compatibility with existing systems and capabilities. Determines programming specifications. Provides technical guidance to lower-level programmers/analysts. Requires comprehensive knowledge of programming techniques, networked and centralized operating systems, and the capabilities of enterprise database products and development suites.	Bachelor's Degree	3
518210ERM	Programmer/ Analyst II	Designs and develop systems, document databases, and database access methodologies. Oversees testing activities and leads problem resolution efforts. Participates in design/development phases from requirements definition through implementation. May work with users to define processes and develop models for rapid implementation, evaluate and implement document management Commercial off-the-shelf (COTS) solutions or work with users to resolve complex application and operational problems referred from a user support source as part of a problem triage system.	Bachelor's Degree	2
518210ERM	Programmer/ Analyst I	Designs and develops routine resources according to specifications developed by more senior staff. Performs testing and analysis activities. May implement straightforward document management Commercial off-the-shelf (COTS) solutions. May work with users to resolve	Bachelor's Degree	1



		application and operational problems referred from a user support source as part of a problem triage system.		
518210ERM	Network/ Analyst Technician II	Diagnoses standard PC and network software, hardware, and operator problems and takes remedial action; loads and configures network operating systems, network resources, and standard PC operating systems and applications. Installs, tests, and troubleshoots computer hardware and peripherals; evaluates network security status and threat potential; and prepares reports. Responds to users' requests for assistance, may staff a help desk or information center. May supervise lower-level staff.	Bachelor's Degree	2
518210ERM	Technical Writer	Writes, re-writes, and edits document management-related textual material for activities and programs related to records management and document conversion services. Performs research, analyzes technical literature, interviews, and analyzes input from technical and operational staff to prepare original text. Writes analytical, interpretive, documentary, and promotional copy. Coordinates and/or approves graphic elements and mechanical layout of camera-ready copy. May coordinate the internal or external production and distribution of materials. May supervise the activities of less experienced staff.	Bachelor's Degree	1
518210DC	Program Manager I	Provides both technical and administrative project/task management. Plans, directs, and coordinates project/task activities related to document conversion services and electronic records management to ensure that goals and objectives are accomplished in accordance with prescribed priorities, time limitations, and funding constraints.	Bachelor's Degree	4
518210DC	Records/ Information Manager II	Manages a task functional area or oversees performance on a less complex task with responsibility for work accuracy, timeliness, and customer satisfaction. May direct a team of less senior records managers in performing analysis activities associated with schedule development or updating, file plan development, or file station design. May serve as subject area specialist for training assignments.	Bachelor's Degree	3



518210DC	Records/ Information Manager I	Performs records management assignments under the direction of more senior staff. May oversee small teams of records management paraprofessional and/or clerical personnel performing short-term tasks or assignments within tasks. May serve as a team member collecting information to be used for scheduling and file planning activities.	Bachelor's Degree	2
518210DC	Records Analyst II	Serves as a lead for inventory and other data gathering teams in support of records systems analysis activities and plays a senior paraprofessional role for records management activities where independent decision-making is required. May perform quality control functions that involve reviewing the work of others or may oversee the work of more junior paraprofessional staff or clerical personnel. May perform more complex records maintenance functions such as retirement or charging activities	Associate's Degree	2
518210DC	Records Analyst I	Participates as a team member in records management data gathering activities or performs records management functions under the direction of more senior staff requiring the implementation of standard records operating procedures, schedules, or other client standards and guidelines such as filing database updating, and retrieval.	Associate's Degree	1
518210DC	Technical Information Specialist II	Responds to records/document-related inquiries and requests for information, including inquiries that require significant or complex research using multiple sources. Provides input in the various tools such as taxonomies, thesauri, and databases. May perform quality control activities of the work of other staff involving records/document retrieval tools such as indexes or abstracts.	Bachelor's Degree	1
518210DC	Technical Information Specialist I	Responds to basic records/document- related inquiries and provides general information to users. Abstracts and indexes records/documents. Provides input in the development of records/document retrieval tools such as taxonomies, thesauri, and databases.	Associate's Degree	1
518210DC	Document Conversion Specialist III	Coordinates document conversion activities involving multiple workstations and their staff and/or performs highly complex conversion activities involving challenging documents or media, strict timeframes, and/or sensitive	Associate's Degree	2



		information. Troubleshoots and resolves equipment problems and issues involving equipment settings or performance. Applies client image standards to products and ensures that task mandated quality standards are met. Works with more senior staff and client personnel to design conversion workflow and to define standard operating procedures. Coordinates conversion equipment operations and image management with technical staff and may serve on teams to assess conversion requirements and implement and test		
518210DC	Document Conversion Specialist II	Operates conversion equipment in production settings. Assesses original document quality and output requirements and ensures equipment is set properly to achieve objectives. Verifies output product quality and repeats conversion activity if needed. Monitors equipment status and reports problems. Performs basic equipment maintenance functions and cleaning activities. Tests and verifies equipment performance. May assist in training less experienced staff and in monitoring the quality of their performance.	Associate's Degree	1
518210DC	Document Preparation Clerk	Performs routine document preparation activities in a production environment where standard operating procedures and preparation requirements are clearly known.	Associate's Degree	1
518210DC	Program Support Specialist II	Provides clerical support to project staff for document conversion and electronic records management programs and activities. Performs general office or computer support duties such as: performing standard word processing following detailed guidelines; operating basic computer equipment or peripheral office equipment; running scheduled computer reports; and general office filing. Duties are simple and repetitive and performed under close supervision or with detailed verbal or written instructions.	Associate's Degree	2
518210DC	Program Support Specialist I	Provides clerical support to project staff for document conversion and electronic records management programs and activities. Performs general office or computer support duties such as: answering phones; performing simple data entry or word processing functions; setting up standard office and/or computer equipment; operating peripheral office and computer equipment;	Associate's Degree	1



		running scheduled computer reports; and general office filing. Duties are simple and repetitive and performed under close, immediate supervision.		
518210DC	Systems/ Process Analyst III	Analyzes document management/processing system requirements to determine current capabilities and functions. Analyzes high-level requirements, interviews end-users, and reviews business process documentation to determine requirements, business case elements, and return on investment (ROI) alternatives. Develops detailed system and/or process requirements. May provide direction to less senior analysts and to support staff. May review client requirements and develop schedules and methodologies in response to them.	Bachelor's Degree	5
518210DC	Systems/ Process Analyst II	Analyzes process and system requirements to determine existing capabilities, functions, and business case and ROI alternatives. Interviews end-users and reviews business process documentation to identify and capture requirements. Develops detailed requirements specifications. May serve as a team leader coordinating the completion of sub activities or the preparation of specific products/outputs. May assist in reviewing client requirements and developing schedules and methodologies in response to them.	Bachelor's Degree	4
518210DC	Systems/ Process Analyst I	Performs well-defined process requirements analyses under the direction of more senior staff. Collections' capability, performance, and requirements data and other functional information. Aggregates business process, business case, and ROI data for review by more senior members of the project team.	Bachelor's Degree	2
518210DC	Programmer/ Analyst III	Designs, develops, implements, and maintains complex information systems. Manages more complex assignments requiring nonstandard programming techniques and/or extensive knowledge of specific development tools. Evaluates users request for new or modified programs to determine feasibility, cost, and time requirements and compatibility with existing systems and capabilities. Determines programming specifications. Provides technical guidance to lower-level programmers/analysts.	Bachelor's Degree	3



		Requires comprehensive knowledge of programming techniques, networked and centralized operating systems, and the capabilities of enterprise database products and development suites.		
518210DC	Programmer/ Analyst II	Designs and develops systems (such as tracking resources), document databases, and database access methodologies. Oversees testing activities and leads problem resolution efforts. Participates in design/development phases from requirement definition through implementation. May work with users to define processes and develop models for rapid implementation, evaluate and implement document management COTS solutions, or work with users to resolve complex application and operational problems referred from a user support source as part of a problem triage system.	Bachelor's Degree	2
518210DC	Programmer/ Analyst I	Designs and develops routine resources according to specifications developed by more senior staff. Performs testing and analysis activities. May implement straightforward document management Commercial off-the-shelf (COTS) solutions. May work with users to resolve application and operational problems referred from a user support source as part of a problem triage system.	Bachelor's Degree	1
518210DC	Network/ Analyst Technician II	Diagnoses standard PC and network software, hardware, and operator problems and takes remedial action; loads and configures network operating systems, network resources, and standard PC operating systems and applications. Installs, tests, and troubleshoots computer hardware and peripherals; evaluates network security status and threat potential; and prepares reports. Responds to users' requests for assistance, may staff a help desk or information center. May supervise lower-level staff.	Bachelor's Degree	2
518210DC	Technical Writer	Writes, re-writes, and edits document management-related textual material for activities and programs related to records management and document conversion services. Performs research, analyzes technical literature, interviews, and analyzes input from technical and operational staff to prepare original text. Writes analytical, interpretive, documentary, and promotional copy.	Bachelor's Degree	1



		Coordinates and/or approves graphic elements and mechanical layout of camera-ready copy. May coordinate the internal or external production and distribution of materials. May supervise the activities of less experienced staff.		
561110	Program Manager I	Provides both technical and administrative project/task management. Plans, directs, and coordinates project/task activities to ensure that goals and objectives are accomplished in accordance with prescribed priorities, time limitations, and funding constraints.	Bachelor's Degree	4
561110	Technical Information Specialist II	Directs, administers, develops, coordinates, and performs professional level work involved in processing and transmitting scientific, technical, or other specialized information. Has experience and subject specialty expertise in particular field. Possesses a broad knowledge of one or more professional, scientific, or technical disciplines or fields of interest needed to understand the significance and relationship of the concepts and ideas contained in the information area and a practical knowledge of documentation or library techniques. Provides guidance and supervision to support staff.	Bachelor's Degree	1
561110	Technical Information Specialist I	Directs, administers, develops, coordinates, and performs professional level work involved in processing and transmitting scientific, technical, or other specialized information. Has experience and subject specialty expertise in particular field. Possesses a broad knowledge of one or more professional, scientific, or technical disciplines or fields of interest needed to understand the significance and relationship of the concepts and ideas contained in the information area and a practical knowledge of documentation or library techniques.	Associate's Degree	1
561110	Program Support Specialist II	Provides clerical support to project staff for office and administrative programs and activities. Performs general office or computer support duties such as: performing standard word processing following detailed guidelines; operating basic computer equipment or peripheral office equipment; running scheduled computer reports; and general office filing. Duties are simple and repetitive and performed under close supervision or with detailed verbal or written instructions.	Associate's Degree	2



561110	Program Support Specialist I	Provides clerical support to project staff for office and administrative programs and activities. Performs general office or computer support duties such as: answering phones; performing simple data entry or word processing functions; setting up standard office and/or computer equipment; operating peripheral office and computer equipment; running scheduled computer reports; and general office filing. Duties are simple and repetitive and performed under close immediate supervision.	Associate's Degree	1
561110	Technical Writer	Writes, re-writes, and edits document management-related textual material for office and administrative programs and activities. Performs research, analyzes technical literature, interviews, and analyzes input from technical and operational staff to prepare original text. Writes analytical, interpretive, documentary, and promotional copy. Coordinates and/or approves graphic elements and mechanical layout of camera-ready copy. May coordinate the internal or external production and distribution of materials. May supervise the activities	Bachelor's Degree	1



Labor Category Substitution Methodology

The Vendor offers only the personnel who meet or exceed the minimum qualification requirements stated in the Commercial Labor Category Descriptions provided herein. Vendor allows experience to substitute for minimum education requirements and education to substitute for minimum years of experience. Vendor criteria for substitution are as follows:

Education: An associate degree will equal 2 years of experience. A relevant bachelor's degree will equal 4 years of experience. A relevant master's degree will equal 6 years of experience. A Doctorate will equal 8 years of experience.

Experience: For every year of full-time specific field experience, the person shall be credited with one year of degree qualifications toward the values stated in the labor category descriptions.

GSA and/or the ordering activities may have access to any employee resume (by request) before, during, or after assignment of any GSA order. If for some extenuating reason a person assigned to an order must be replaced or substituted, the ordering activity will be notified in advance, in writing, and the substituted personnel will meet or exceed the required qualifications for the departing employee's labor category.

****It is solely the acquiring agency's determination if the substitution is considered acceptable prior to an award.**

Service Contract Labor Standards: The Service Contract Labor Standards (SCLS), formerly known as the Service Contract Act (SCA), is applicable to this contract as it applies to the entire Multiple Award Schedule (MAS) and all services provided. While no specific labor categories have been identified as being subject to SCLS/SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCLS/SCA eligible labor categories. If and / or when the contractor adds SCLS/SCA labor categories to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS/SCA matrix identifying the GSA labor category titles, the occupational code, SCLS/SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract