



CivicActions, Inc.

Authorized Federal Supply Schedule Price List

Multiple Award Schedule

Contract #: GS-35F-337BA

Period Covered by Contract: April 22, 2019 through April 21, 2024

CivicActions, Inc.
3527 Mt. Diablo Blvd., Unit 269
Lafayette, CA 94549
www.civicactions.com

510.408.7510 | main

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Awarded Special Item Numbers (SINs):

- SIN: 54151S – IT Professional Services
- SIN OLM – Order Level Materials

Customer Information:

1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers:

SIN	Description
54151S	IT Professional 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.5

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. Starting on page.6

2. Maximum Order: **\$500,000.00**

3. Minimum Order: **\$100.00**

4. Geographic Coverage (delivery Area): **Domestic and Overseas Delivery**

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).**

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7. Quantity discounts: **0.25% for single purchase order of \$250,000-\$499,999; 0.50% for single purchase order of \$500,000 to \$999,999; 0.75% for single purchase order of \$1,000,000 or more**
8. Prompt payment terms: Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions: **1% Net 10/0% Net 30**
- 9a. Notification that Government purchase cards are accepted up to the micro-purchase threshold: **Yes**
- 9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: **Will not accept over the micro purchase threshold**
10. Foreign items (list items by country of origin): **None**
- 11a. Time of Delivery (Contractor insert number of days): **Specified on the Task Order and shall deliver or perform services in accordance with the terms negotiated in an agency's order.**
- 11b. Expedited Delivery. The Contractor will insert the sentence "Items available for expedited delivery are noted in this price list." under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: **Contact Contractor**
- 11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: **Contact Contractor**
- 11d. Urgent Requirements. The Contractor will note in its price list the "Urgent Requirements" clause of its contract and advise agencies that they can also contact the Contractor's representative to effect a faster delivery: **Contact Contractor**
12. F.O.B Points(s): **Destination**

13a. Ordering Address(es):

CivicActions, Inc.
3470 Shangri La Rd
Lafayette, CA 94549

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13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's). and a sample BPA are found in Federal Acquisition Regulation (FAR) 8.405-3

14. Payment address(es):

CivicActions, Inc.
3470 Shangri La Rd
Lafayette, CA 94549

15. Warranty provision.: **Contractor's standard commercial warranty.**

16. Export Packing Charges (if applicable): **N/A**

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): **Contact Contractor**

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

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

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

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

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

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

23. Preventive maintenance (if applicable): **N/A**

24a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: **N/A**

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: **www.Section508.gov/**.

25. Data Universal Numbering System (DUNS) number: **022112930**



26. Notification regarding registration in the System for Award Management (SAM)
Database: **Registered**

LABOR CATEGORIES AND PRICING

Labor Category	GSA net Hourly Rate
Engineer I	\$115.79
Engineer II	\$119.49
Engineer III	\$136.17
Engineer IV	\$138.95
Engineer V	\$143.58
Consulting Engineer	\$162.11
Project Manager I	\$115.79
Project Manager II	\$136.17
Project Manager III	\$138.95
Project Manager IV	\$143.58
Project Manager V	\$162.11
Technical Lead III	\$138.95
Technical Lead IV	\$143.58
Technical Lead V	\$162.11
Content Strategist UX	\$162.11
Visual Designer III	\$138.95
Visual Designer V	\$162.11
Information Architect	\$162.11
QA Engineer I	\$115.79
QA Engineer II	\$136.17
QA Engineer III	\$138.95
QA Engineer V	\$162.11
QA Manager	\$138.95
Theme Designer I	\$115.79
Theme Designer III	\$138.95
Theme Designer V	\$162.11
Strategy Consultant IV	\$162.11
Strategy Consultant V	\$208.42
Product Manager	\$230.70

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Interaction Designer/User Researcher/Usability Tester	\$153.56
DevOps Engineer	\$154.07
Delivery Manager	\$187.09
Digital Performance Analyst	\$147.07

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LABOR CATEGORY DESCRIPTIONS

Job Title	Minimum General Experience Years of Experience	Functional Responsibility	Educational Requirements
Engineer I	3+ Years of Direct Engineering Experience. Working with CRM, Drupal, Website Development, SEO, and/or Social Media.	Work on Direct Client Assignments as a Team Member. Non-Leadership Position, with Direction provided by Senior Team Members and/or the Client.	AS or Equivalent
Engineer II	4+ Years of Direct Engineering Experience. Working with CRM, Drupal, Website Development, SEO, and/or Social Media.	Work on Direct Client Assignments as a Team Member. Non-Leadership Position, with Direction provided by Senior Team Members and/or the Client.	AS or Equivalent
Engineer III	5+ Years of Direct Engineering Experience. Working with CRM, Drupal, Website Development, SEO, and/or Social Media.	Work on Direct Client Assignments as a Team Member. Non-Leadership Position, with Direction provided by Senior Team Members and/or the Client.	BS/BE or Equivalent
Engineer IV	7+ Years of Direct Engineering Experience. Working with CRM, Drupal, Website Development, SEO, and/or Social Media.	Work on Direct Client Assignments as a Team Member. Partial Leadership Role, including functional leadership of junior members within your area of expertise, with Direction provided by Senior Team Members and/or the Client.	BS/BE or Equivalent
Engineer V	10+ Years of Direct Engineering Experience. Working with CRM, Drupal, Website Development, SEO, and/or Social Media.	Work on Direct Client Assignments as a Team Member. Partial Leadership Role, including functional leadership of junior members within your area of expertise, with Direction provided by Senior Team Members and/or the Client.	MS/ME or Equivalent
Consulting Engineer	10+ Years of Direct Engineering Experience, including Project Management and Team Leadership. Working with CRM, Drupal, Website Development, SEO, and/or Social Media.	Lead Client Engineering Assignments as a Consulting Engineer, including Engineering Team Coordination and Reporting. Leadership Role, including functional leadership of junior members within your area of expertise, with Project Direction provided by Senior Team Members and/or the Client.	MS/ME or Equivalent

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Job Title	Minimum General Experience Years of Experience	Functional Responsibility	Educational Requirements
Project Manager I	3+ Years of Direct Project Management Experience, along with 1+ Years of Team Leadership. Working with IT, Networking, CRM, Website Development, SEO, and/or Social Media Projects.	Lead Client Assignments as a Project Manager, including Team Coordination and Reporting. Leadership Role, including functional leadership of junior members within your area of expertise, with Direction provided by Senior Team Members and/or the Client.	AS or Equivalent
Project Manager II	4+ Years of Direct Project Management Experience, along with 2+ Years of Team Leadership. Working with IT, Networking, CRM, Website Development, SEO, and/or Social Media Projects.	Lead Client Assignments as a Project Manager, including Team Coordination and Reporting. Leadership Role, including functional leadership of junior members within your area of expertise, with Direction provided by Senior Team Members and/or the Client.	AS or Equivalent
Project Manager III	5+ Years of Direct Project Management Experience, along with 3+ Years of Team Leadership. Working with IT, Networking, CRM, Website Development, SEO, and/or Social Media Projects. PMP or Equivalent Certification Recommended.	Lead Client Assignments as a Project Manager, including Team Coordination and Reporting. Leadership Role, including functional leadership of junior members within your area of expertise, with Direction provided by Senior Team Members and/or the Client.	BS/BE or Equivalent
Project Manager IV	7+ Years of Direct Project Management Experience, along with 5+ Years of Team Leadership. Working with IT, Networking, CRM, Website Development, SEO, and/or Social Media Projects. PMP or Equivalent Certification Recommended.	Lead Client Assignments as a Project Manager, including Team Coordination and Reporting. Leadership Role, including functional leadership of junior members within your area of expertise, with Direction provided by Senior Team Members and/or the Client.	BS/BE or Equivalent
Project Manager V	10+ Years of Direct Project Management Experience, along with 7+ Years of Team Leadership. Working with IT, Networking, CRM, Website Development, SEO, and/or Social Media Projects. PMP or Equivalent Certification Recommended.	Lead Client Assignments as a Project Manager, including Team Coordination and Reporting. Leadership Role, including functional leadership of junior members within your area of expertise, with Direction provided by Senior Team Members and/or the Client.	MS/ME or Equivalent

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Job Title	Minimum General Experience Years of Experience	Functional Responsibility	Educational Requirements
Technical Lead III	5+ Years of Direct Engineering and/or Technical IT Experience. Working with IT, Networking, CRM, Website Development, SEO, and/or Social Media.	Lead Client Assignments as a Technical (Design) Manager, including Team Coordination and Reporting. Leadership Role, including functional leadership of junior members within your area of expertise, with Direction provided by Senior Team Members and/or the Client.	BS/BE or Equivalent
Technical Lead IV	7+ Years of Direct Engineering and/or Technical IT Experience. Working with IT, Networking, CRM, Website Development, SEO, and/or Social Media.	Lead Client Assignments as a Technical (Design) Manager, including Team Coordination and Reporting. Leadership Role, including functional leadership of junior members within your area of expertise, with Direction provided by Senior Team Members and/or the Client.	BS/BE or Equivalent
Technical Lead V	10+ Years of Direct Engineering and/or Technical IT Experience. Working with IT, Networking, CRM, Website Development, SEO, and/or Social Media.	Lead Client Assignments as a Technical (Design) Manager, including Team Coordination and Reporting. Leadership Role, including functional leadership of junior members within your area of expertise, with Direction provided by Senior Team Members and/or the Client.	MS/ME or Equivalent
Content Strategist UX	5+ Years of Direct Content Management and Technical IT Experience. Working with IT, CRM, Web Content Management System (WCMS). Familiarity with Drupal, Automated Templates, Scalable Expansion, and Workflow Management highly recommended.	Lead Client Content Strategic Assignments as a Strategist, including Team Coordination and Reporting. Leadership Role, including functional leadership of junior members within your area of expertise, with Project Direction provided by Senior Team Members and/or the Client.	BS/BE or Equivalent
Visual Designer III	3+ Years of Direct Visual Design Experience. Working with Branding, Usability, Mobile Apps, User Interaction, Website Development, SEO, and/or Social Media Projects.	Work on Direct Client Assignments as a Team Member. Non-Leadership Position, with Direction provided by Senior Team Members and/or the Client.	AS or Equivalent

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Job Title	Minimum General Experience Years of Experience	Functional Responsibility	Educational Requirements
Visual Designer V	5+ Years of Direct Visual Design Experience. Working with Branding, Usability, Mobile Apps, User Interaction, Website Development, SEO, and/or Social Media Projects.	Work on Direct Client Assignments as a Team Member. Partial Leadership Role, including functional leadership of junior members within your area of expertise, with Direction provided by Senior Team Members and/or the Client.	BS/BE or Equivalent
Information Architect	10+ Years of Direct Engineering and/or System Architecture & Design Experience. Working with IT, Networking, CRM, KMS, Website Development, Database Development and User Interaction.	Lead Client IA Strategic Assignments as an Architect, including Team Coordination and Reporting. Leadership Role, including functional leadership of junior members within your area of expertise, with Project Direction provided by Senior Team Members and/or the Client.	MS/ME or Equivalent
Quality Assurance Engineer I	3+ Years of Direct Quality Control / Testing / Validation Experience. Familiarity with ITIL, ISO, CMMI and related QA Processes. Experience in Forensic Analysis, Programming, Website Development, JAVA/CSS/HTML/PHP/ASP Highly Recommended.	Work on Direct Client Assignments as a Team Member. Non-Leadership Position, with Direction provided by Senior Team Members and/or the Client.	AS or Equivalent
Quality Assurance Engineer II	4+ Years of Direct Quality Control / Testing / Validation Experience. Familiarity with ITIL, ISO, CMMI and related QA Processes. Experience in Forensic Analysis, Programming, Website Development, JAVA/CSS/HTML/PHP/ASP Highly Recommended.	Work on Direct Client Assignments as a Team Member. Non-Leadership Position, with Direction provided by Senior Team Members and/or the Client.	AS or Equivalent
Quality Assurance Engineer III	5+ Years of Direct Quality Control / Testing / Validation Experience. Familiarity with ITIL, ISO, CMMI and related QA Processes. Experience in Forensic Analysis, Programming, Website Development, JAVA/CSS/HTML/PHP/ASP Highly Recommended.	Work on Direct Client Assignments as a Team Member. Non-Leadership Position, with Direction provided by Senior Team Members and/or the Client.	BS/BE or Equivalent

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Job Title	Minimum General Experience Years of Experience	Functional Responsibility	Educational Requirements
Quality Assurance Engineer V	10+ Years of Direct Quality Control / Testing / Validation Experience. Familiarity with ITIL, ISO, CMMI and related QA Processes. Experience in Forensic Analysis, Programming, Website Development, JAVA/CSS/HTML/PHP/ASP Highly Recommended.	Work on Direct Client Assignments as a Team Member. Partial Leadership Role, including functional leadership of junior members within your area of expertise, with Direction provided by Senior Team Members and/or the Client.	MS/ME or Equivalent
Quality Assurance Manager	5+ Years of Direct Quality Control / Testing / Validation Experience, including 3+ Years of Team Leadership. Familiarity with ITIL, ISO, CMMI and related QA Processes. Experience in Forensic Analysis, Programming, Website Development, JAVA/CSS/HTML/PHP/ASP Highly Recommended.	Lead Client Assignments as a QA Manager, including Team Coordination and Reporting. Leadership Role, including functional leadership of junior members within your area of expertise, with Technical/Project Direction provided by Senior Team Members and/or the Client.	BS/BE or Equivalent
Theme Designer I	1+ Years of Direct Theme Design Experience. Working with Branding, Usability, Mobile Apps, User Interaction, Website Development, SEO, and/or Social Media Projects.	Work on Direct Client Assignments as a Team Member. Non-Leadership Position, with Direction provided by Senior Team Members and/or the Client.	AS or Equivalent
Theme Designer III	3+ Years of Direct Theme Design Experience. Working with Branding, Usability, Mobile Apps, User Interaction, Website Development, SEO, and/or Social Media Projects.	Work on Direct Client Assignments as a Team Member. Non-Leadership Position, with Direction provided by Senior Team Members and/or the Client.	AS or Equivalent
Theme Designer V	5+ Years of Direct Theme Design Experience. Working with Branding, Usability, Mobile Apps, User Interaction, Website Development, SEO, and/or Social Media Projects.	Work on Direct Client Assignments as a Team Member. Partial Leadership Role, including functional leadership of junior members within your area of expertise, with Direction provided by Senior Team Members and/or the Client.	BS/BE or Equivalent

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Job Title	Minimum General Experience Years of Experience	Functional Responsibility	Educational Requirements
Strategy Consultant IV	10+ Years of Direct Strategic Consulting Experience. Familiarity with Branding, Online Processes, Roadmapping, and Global Engagement. Experience in Forensic Analysis, Programming, Website Development, Human/Computer Interaction and Ergonomic/Visceral Reactions Highly Recommended.	Lead Client Strategic Assignments as a Consultant, including Team Coordination and Reporting. Leadership Role, including functional leadership of junior members within your area of expertise, with Project Direction provided by Senior Team Members and/or the Client.	MS/ME or Equivalent
Strategy Consultant V	15+ Years of Direct Strategic Consulting Experience. Familiarity with Branding, Online Processes, Roadmapping, and Global Engagement. Experience in Forensic Analysis, Programming, Website Development, Human/Computer Interaction and Ergonomic/Visceral Reactions Highly Recommended.	Lead Client Strategic Assignments as a Consultant, including Team Coordination and Reporting. Leadership Role, including functional leadership of junior members within your area of expertise, with Project Direction provided by Senior Team Members and/or the Client.	MS/ME or Equivalent

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Product Manager	9 years	Lead one or more multi-disciplinary agile delivery teams to deliver excellent new products and/or iterations to existing products to meet user needs. Gather user requirements based on a communicable understanding of diverse audience groups. Define and get stakeholder buy-in for product definition and delivery approach. Create effective, prioritized product descriptions, and delivery plans to meet user needs in a cost-effective way. Interpret user research in order to make the correct product decisions, noting that users do not always know what they want. Continually keep abreast of changes to user habits, preferences, and behaviors across various digital platforms and their implications for successful delivery of government digital services. Underpin the delivery and iteration of digital services through effective analysis of qualitative and quantitative user data. Communicate credibly with a wide range of digital delivery disciplines and talent.	Bachelor degree or equivalent of four years of digital services experiences, and certification in IT/Agile or product management
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Job Title	Minimum General Experience Years of Experience	Functional Responsibility	Educational Requirements
Interaction Designer/User Researcher/ Usability Tester	5 years	Conduct stakeholder interviews, user requirements analysis, task analysis, conceptual modeling, information architecture, interaction design, and usability testing. Design and specify user interfaces and information architecture. Lead participatory and iterative design activities, including observational studies, customer interviews, usability testing, and other forms of requirements discovery. Produce user requirements specifications & experience goals, personas, storyboards, scenarios, flowcharts, design prototypes, and design specifications. Effectively communicate research findings, conceptual ideas, detailed design, and design rationale and goals both verbally and visually. Plan and facilitate collaborative critiques and analysis & synthesis working sessions. Work closely with visual designers and development teams to ensure that customer goals are met and design specifications are delivered upon. Designs and develops primarily internet/web pages and applications. Develops proof-of-concepts and prototypes of easy-to-navigate user interfaces (UIs) that consists of web pages with graphics, icons, and color schemes that are visually appealing. Researches user needs as well as potential system enhancements. Has familiarity to, or may actually: code, test, debug documents, and implement web applications using a variety of platforms. Planning, recruiting, and facilitating the usability testing of a system. Analyzing and synthesizing the results of usability testing in order to provide recommendations for change to a system. May create such artifacts as Usability Testing Plan, Testing Scripts, and Usability Testing Report.	Bachelor in a field related to design, user experience (UX) or engineering; or equivalent four years of digital services experience

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Job Title	Minimum General Experience Years of Experience	Functional Responsibility	Educational Requirements
DevOps Engineer	7 years	Deploying and configuring services using infrastructure as a service providers (e.g., Amazon Web Services, Microsoft Azure, Google Compute Engine, RackSpace/OpenStack). Configuring and managing Linux-based computing architectures. Using scripting or basic programming skills to solve problems. Installation and management of open source monitoring tools. Configuration management tools (e.g., Puppet, Chef, Ansible, Salt). Architecture for continuous integration and deployment, and continuous monitoring. Containerization technologies (e.g., LXC, Docker, Rocket).	Bachelors
Delivery Manager	8 years	Deliver projects and products using the appropriate agile project management methodology, learning and iterating frequently. Work with the Product Manager to define the roadmap for any given product and translate this into user stories. Lead the collaborative, dynamic planning process--prioritizing the work that needs to be done against the capacity and capability of the team. Matrix-managing a multi-disciplinary team. Ensure all products are built to an appropriate level of quality for the stage (alpha/beta/production). Actively and openly share knowledge of best practice.	Bachelor degree or equivalent of four years of digital services experiences, and certification in IT/Agile or product management

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Job Title	Minimum General Experience Years of Experience	Functional Responsibility	Educational Requirements
Digital Performance Analyst	5 years	Support the Product Manager to make sure their service meets performance requirements. Communicate service performance against key indicators to internal and external stakeholders. Ensure high-quality analysis of agency transaction data. Support the procurement of the necessary digital platforms to support automated and real-time collection and presentation of data. Share examples of best practice in digital performance management across government. Identify delivery obstacles to improving transactional performance in agencies and working with teams to overcome those obstacles.	BS/BE or equivalent, or equivalent four years of digital services experience

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