



CivicActions

Authorized IT Schedule

GSA Schedule 70 #GS-35F-337BA

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

510.408.7510 | main

Civicaactions.com

Awarded Special Item Numbers (SINs)

SINs: 132-51 – IT Professional Services. CivicActions has agreed to Cooperative Purchasing (STLOC) and Disaster Recovery (RC)

70 500 – Order Level Materials. CivicActions has agreed to Cooperative Purchasing (STLOC) and Disaster Recovery (RC)

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CivicActions provides professional services under the following SIN:

SPECIAL ITEM NUMBER 132-51 -INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

- FPDS Code D301 -ADP Facility Operation and Maintenance Services
- FPDS Code D302 -ADP Systems Development Services
- FPDS Code D303 -ADP Data Entry Services
- FPDS Code D304 -ADP Telecommunications and Transmission Services
- FPDS Code D305 -ADP Teleprocessing and Timesharing Services
- FPDS Code D306 -ADP Systems Analysis Services
- FPDS Code D307 -Automated Information System Design and Integration Services
- FPDS Code D308 -Programming Services
- FPDS Code D309 -Information and Data Broadcasting or Data Distribution Services
- FPDS Code D310 -ADP Backup and Security Services
- FPDS Code D311 -ADP Data Conversion Services
- FPDS Code D312 -ADP Optical Scanning Services
- FPDS Code D313 -Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
- FPDS Code D314 -ADP System Acquisition Support Services. Includes preparation of statement of work, benchmarks, specifications, etc.
- FPDS Code D315 -Digitizing Services. Includes cartographic and geographic information.
- FPDS Code D316 -Telecommunications Network Management Services
- FPDS Code D317 -Automated News Services, Data Services, or Other Information Services. Buying data, the electronic equivalent of books, periodicals, newspapers, etc.
- FPDS Code D318 -Integrated Hardware/Software/Services Solutions, predominantly services
- FPDS Code D319 -Annual Software Maintenance service plans
- FPDS Code D320 -Annual Hardware Maintenance service plans
- FPDS Code D321 -Help Desk
- FPDS Code D322 -Internet
- FPDS Code D324 -Business Continuity
- FPDS Code D325 -Data Centers and Storage
- FPDS Code D399 -Other ADP and Telecommunications Services (includes data storage on tapes, compact disks, etc.)

Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

Note 2: Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents.

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

Contract Number: **GS-35F-337BA**

Period Covered by Contract: **April 22 2019 to April 21 2024**

General Services Administration Federal Acquisition Service

Pricelist current through Modification #PO-0018, dated 6-5-2019. Products and ordering information in this Authorized Information Technology Schedule Pricelist are also available on the GSA Advantage! System (<http://www.gsaadvantage.gov>).

Table of Contents

Table of Contents	1
CUSTOMER INFORMATION	2
TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)	5
LABOR CATEGORY DESCRIPTIONS	9
LABOR CATEGORIES AND PRICING	15

CUSTOMER INFORMATION

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

SIN 132-51 – IT Professional Services

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 the 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.

Not Applicable

1c. If the contractor is proposing hourly rates. A description of all corresponding 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 GSA pricing on page 15

2. Maximum order.

SIN 132-51 – IT Professional Services \$500,000.00 without prior authorization

3. Minimum order:

SIN 132-51 – IT Professional Services \$100.00

4. Geographic coverage (delivery area)

Domestic and overseas delivery

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

**CivicActions, Inc.
2625 Alcatraz Ave., Suite 320
Berkeley, CA 94705-2702**

6. Discount from list prices or statement of net price.

See GSA awarded pricing. All prices are NET. Basic discounts have been deducted.

Dollar Volume Discount:

- **0.25% for single purchase order of \$250,000 to \$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**

7. Quantity discounts

None

8. Prompt payment Terms

1% Net 10 / 0% Net 30 days from receipt of invoice or date of acceptance, whichever is later. Net 30 days

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

Government purchase card is accepted at, or below the micro-purchase threshold.

9b. Notification that Government purchase cards are accepted or are not accepted above the micro-purchase threshold

The Contractor and the ordering agency may agree to use Government Purchase card for dollar amounts over the micro-purchase threshold

10. Foreign items (list items by country of origin)

None

11a. Time of delivery (Contractor insert number of days)

As negotiated between the Ordering Activity and the Contractor

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

As negotiated between the Ordering Activity and the Contractor

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

As negotiated between the Ordering Activity and the Contractor

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

FOB Destination

13a. Ordering address(es)

**CivicActions, Inc.
2625 Alcatraz Ave., Suite 320
Berkeley, CA 94705-2702**

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

14. Payment address(es)

**CivicActions, Inc.
2625 Alcatraz Ave., Suite 320
Berkeley, CA 94705-2702**

15. Warranty provision.

a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

(1) Time of delivery/installation quotations for individual orders;

(2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.

(3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

c. The maintenance/repair service provided is the standard commercial terms and conditions for the type of products and/or services awarded.

16. Export packing charges, if applicable

Not applicable

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

Contact CivicActions, Inc. for terms and conditions of Government Purchase Card acceptance, above micro-purchase threshold.

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

Not applicable

19. Terms and conditions of installation (if applicable)

As negotiated between the Ordering Activity and the Contractor

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

Not applicable

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

As negotiated between the Ordering Activity and the Contractor

21. List of service distributions points (if applicable)

Not applicable

22. List of participating dealers (if applicable)

Not applicable

23. Preventative maintenance (if applicable)

Not applicable

24a. Special attributes such as environmental attributes (e.g. recycled content, energy efficiency, and/or reduced pollutants)

Not applicable

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

As negotiated between the Ordering Activity and the Contractor

25. Data Universal Numbering Systems (DUNS) number

022112930

26. Notification regarding registration in Central Contractor Register (CCR) database.

Active in SAM. Registration valid through 08/07/2019

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

1. SCOPE

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

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

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

3. ORDER

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

4. PERFORMANCE OF SERVICES

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

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

- a. The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is

delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

(1) Cancel the stop-work order; or

(2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

b. If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

(1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

(2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

c. If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

d. If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

In accordance with 552.212-4 CONTRACT TERMS AND CONDITIONS—COMMERCIAL ITEMS (JAN 2017) (DEVIATION – FEB 2007)(DEVIATION - FEB 2018) for Firm-Fixed Price orders; or GSAR 552.212-4 CONTRACT TERMS AND CONDITIONS—COMMERCIAL ITEMS (JAN 2017) (DEVIATION - FEB 2018) (ALTERNATE I - JAN 2017) (DEVIATION - FEB 2007) for 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 IT Professional 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

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

c. The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE: Commercial Job Title: System Engineer

Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.

Minimum Education: Bachelor's Degree in Computer Science

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

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

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

Job Title	Minimum General Experience Years of Experience	Functional Responsibility	Educational Requirements
Visual Designer V	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

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

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
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

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

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

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

LABOR CATEGORIES AND PRICING

Labor Category	GSA net Hourly Rate
Engineer I	\$ 112.09
Engineer II	\$ 115.68
Engineer III	\$ 131.82
Engineer IV	\$ 134.51
Engineer V	\$ 138.99
Consulting Engineer	\$ 156.93
Project Manager I	\$ 112.09
Project Manager II	\$ 131.82
Project Manager III	\$ 134.51
Project Manager IV	\$ 138.99
Project Manager V	\$ 156.93
Technical Lead III	\$ 134.51
Technical Lead IV	\$ 138.99
Technical Lead V	\$ 156.93
Content Strategist UX	\$ 156.93
Visual Designer III	\$ 134.51
Visual Designer V	\$ 156.93
Information Architect	\$ 156.93
QA Engineer I	\$ 112.09
QA Engineer II	\$ 131.82
QA Engineer III	\$ 134.51
QA Engineer V	\$ 156.93
QA Manager	\$ 134.51
Theme Designer I	\$ 112.09
Theme Designer III	\$ 134.51
Theme Designer V	\$ 156.93
Strategy Consultant IV	\$ 156.93
Strategy Consultant V	\$ 201.76
Product Manager	\$223.56
Interaction Designer/User Researcher/Usability Tester	\$150.00
DevOps Engineer	\$149.31
Delivery Manager	\$181.31
Digital Performance Analyst	\$142.53