

GSA SCHEDULE 70

AUTHORIZED FEDERAL ACQUISITION SERVICE INFORMATION TECHNOLOGY SCHEDULE PRICELIST GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT, SOFTWARE AND SERVICES

Special Item No. 132-33—Perpetual Software License

Special Item No. 132-34—Maintenance of Software

Special Item No. 132-40—Cloud and Cloud-Related IT Professional Services

FPDS Code D305 IT and Cloud Computing Includes SaaS, PaaS and IaaS

FPDS Code D310 IT Cyber Security and Data Backup

Special Item No. 132-50—Classroom Training

Special Item No. 132-51—Information Technology (IT) Professional Services

FPDS Code D301 IT Facility Operation and Maintenance

FPDS Code D302 IT Systems Development Services

FPDS Code D306 IT Systems Analysis Services

FPDS Code D307 Automated Information Systems Design and Integration Services

FPDS Code D308 Programming Services

FPDS Code D310 IT Cyber Security and Data Backup

FPDS Code D311 IT Data Conversion Services

FPDS Code D316 IT Network Management Services

FPDS Code D317 IT AND TELECOM-Web-Based Subscription

FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

Special Item No. 132-100— Ancillary Supplies and/or Services

Special Item No. 70-500—Order-Level Materials (OLM's) Subject to Co-operative Purchasing

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 that 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.

Competitive Innovations, LLC

SBA HUBZone Certified Small Business Concern

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General Services Administration Federal Supply Service

Contract Number: GS-35F-0550N, through Mod # 046 dated 08/09/2019

Period Covered by Contract: May 1, 2003 through April 30, 2023.

Co-operative Purchasing Amendments are on file effective May 7, 2003 (SIN 132-51), September 4, 2015 (SIN's 132-50, 132-33 & 132-34) & August 9, 2019 (SIN 132-40, SIN 132-100)

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse "GSA Advantage!" by accessing the Federal Supply Service's Home Page via the Internet at <http://www.fss.gsa.gov>.

**AUTHORIZED FEDERAL ACQUISITION SERVICE
INFORMATION TECHNOLOGY SCHEDULE PRICELIST
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE AND SERVICES**

Competitive Innovations, LLC (“CI” or “Competitive Innovations”) is a U.S. Small Business Administration (“SBA”) certified Historically Underutilized Business Zone (“HUBZone”) Small Business Concern (“SBC”) and U.S. General Services Administration (“GSA”) Federal Supply Schedule (“FSS” or “Schedule”) prime contractor. We are a technology consulting firm with a track record of 20+ years supporting Public and Private Sector organizations with web content management, digital modernization and improvement initiatives with complex regulatory and security requirements. CI has established core competencies spanning high-integrity, secure, and responsive Web Content Management solutions; Cyber Security and Information Assurance; Knowledge Management and Business Analytics; Systems Engineering; Executive Leadership / Management Training; and IT Governance solutions. CI is a Kentico and Microsoft® Gold Certified Partner, Microsoft Cloud Service Provider (“CSP”) authorized to resell the Azure Government Cloud, and an Amazon Web Services (“AWS”) consulting partner/public sector reseller. CI has successfully delivered leading-edge solutions using Kentico since 2008 and Microsoft Web Content Management Systems (“CMS”) solutions since 2001.



Our technology stack includes CI’s management team and process, Kentico CMS, Microsoft Azure, FedRAMP, and an Authority to Operate (ATO) compliant solution. CI is committed to providing outstanding and enduring services and solutions that bring the best people, proven processes, experience and reliable tools to bear on every project.



Kentico Software – Kentico CMS - The Kentico all-in-one CMS platform offers rich out-of-the-box functionality, an extensive set of features, and incredible levels of customizability for rapid website development. With Open API, Kentico’s ASP.NET CMS is proven to integrate with almost any back-end system, giving you ultimate flexibility across all channels. One of Kentico’s key advantages is that it has impressive levels of customizability and numerous options for application security, including multi-factor authentication and permissions, providing a stable, extensible, and scalable platform that is easy to deploy both on premise and in the cloud. Kentico has hundreds of features out-of-the box including robust document management and reporting features, support for MVC, and advanced workflow functionality. Competitive Innovations is currently the only GSA Schedule source of supply for Kentico Software under GS-35F-0550N. Kentico Software solutions are offered and available under SIN 132-33, 132-34, 132-50, 132-51 and 132-40 to GSA eligible customers at most favored customer pricing under this GSA IT Schedule 70 contract number GS-35F-0550N as described below. CI’s SmartCite offering under SIN 132-40 Cloud and Cloud Related IT Professional Services includes Kentico Software as a Service (SaaS)



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SECTION 1—INFORMATION FOR ORDERING OFFICES APPLICABLE TO ALL SPECIAL ITEMS

SPECIAL NOTICE TO AGENCIES: Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Supply Schedules Program. To enhance Small Business Participation, SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micro purchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ on-line shopping service (www.fss.gsa.gov). The catalogs/pricelists, GSA Advantage!™ and the Federal Supply Service Home Page (www.fss.gsa.gov) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination. For orders exceeding the micro purchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

1. Geographic Scope of Contract:

Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

Overseas delivery is delivery to points outside of the 48 contiguous states, Washington DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

Offerors are requested to check one of the following boxes:

- The Geographic Scope of Contract will be domestic and overseas delivery.
- The Geographic Scope of Contract will be overseas delivery only.
- The Geographic Scope of Contract will be domestic delivery only.

2. Contractor's Ordering Address and Payment Information:

Ordering Address:

Competitive Innovations, LLC
200 N Glebe Road, Suite 1025
Arlington, VA 22116

Payment/Remit to Address:

Competitive Innovations, LLC
P.O. Box 2596
Merrifield, VA 22116-2596

As indicated on the invoice, Contractors are required to accept the Government purchase card for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Government Purchase Cards will be accepted for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number(s) can be used by ordering agencies to obtain technical and/or ordering assistance:



(703) 698-5000 (Arlington, VA / DC Metro - Headquarters)

(877) 626-8809 (Toll Free)

3. Liability for Injury or Damage

The Contractor shall not be liable for any injury to Government personnel or damage to Government property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

4. Statistical Data for Government Ordering Office Completion of Standard Form 279

Block 9: G. Order/Modification Under Federal Schedule

Block 16: Contractor Establishment Code (DUNS): **127407406**

Block 30: Type of Contractor: **Small Business, HUBZone Small Business (SBA Certified)**

Block 31: Woman-Owned Small Business: **No**

Block 36: Contractor's Taxpayer Identification Number (TIN): **On File – SAM/CCR & GSA (Please call for W9)**

4a. CAGE Code: **4B3P9**

4b. CCR/SAM Registration: **YES**

5. FOB Destination

6. Delivery Schedule

(a) TIME OF DELIVERY. The contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

SPECIAL ITEM NUMBER	DELIVERY TIME
132-51	As agreed upon by the Ordering Agency and the Contractor
132-33	As agreed upon by the Ordering Agency and the Contractor
132-34	As agreed upon by the Ordering Agency and the Contractor
132-50	As agreed upon by the Ordering Agency and the Contractor
132-40	As agreed upon by the Ordering Agency and the Contractor
132-100	As agreed upon by the Ordering Agency and the Contractor

(b) URGENT REQUIREMENTS. When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The contractor shall reply to the inquiry within 3 workdays after receipt. (Telephone replies shall be confirmed by the contractor in writing.)

If the contractor offers an accelerated delivery time acceptable to the ordering agency, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

7. Discounts

Prices shown are NET Prices; basic discounts have been deducted.



- (a) Prompt Payment: **Net 30 (Small Business Quick Pay Requested)**
- (b) Quantity: **None**
- (c) Dollar Volume: **None**
- (d) Government Educational Institutions: Government Educational Institutions are offered the same discounts as all other Government customers.
- (e) Other

8. Trade Agreements Act of 1979, as amended

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

9. Statement Concerning Availability of Export Packing

Export packing is available at extra cost.

10. Small Requirements

The minimum dollar value of orders to be issued is \$100.00.

11. Maximum Order

- (a) The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000: Special Item Number (SIN) 132-51 - Information Technology (IT) Professional Services – Subject to Co-operative Purchasing, SIN 132 – 40 Cloud and Cloud-Related IT Professional Services – Subject to Co-operative Purchasing, SIN 132-33 Perpetual Software Licenses – Subject to Co-operative Purchasing and SIN 132-34 Software Maintenance – Subject to Co-operative Purchasing.
- (b) The Maximum Order value for the following Special Item Numbers (SIN) is \$25,000: SIN 132-50 Training Courses – Subject to Co-operative Purchasing.
- (c) The Maximum Order value for the following Special Item Numbers (SIN) is \$100,00: SIN 70-500 Order Level Materials (OLM's) – Subject to Co-operative Purchasing.
- (d) The Maximum Order value for the following Special Item Numbers (SIN) is \$150,00: SIN 132-100 Ancillary Supplies and/or Services – Subject to Co-operative Purchasing.

12. Use of *Federal Supply Schedule Information Technology (IT) Schedule Contracts: In Accordance with FAR 8.404*

Orders placed pursuant to a Multiple Award Schedule (MAS), using the procedures in FAR 8.404, are considered to be issued pursuant to full and open competition. Therefore, when placing orders under Federal Supply Schedules, ordering offices need not seek further competition, synopsise the requirement, make a separate determination of fair and reasonable pricing, or consider small business set-asides in accordance with subpart 19.5.

GSA has already determined the prices of items under schedule contracts to be fair and reasonable. By placing an order against a schedule using the procedures outlined below, the ordering office has concluded that the



order represents the best value and results in the lowest overall cost alternative (considering price, special features, administrative costs, etc.) to meet the Government's needs.

- (a) Orders placed at or below the micro purchase threshold. Ordering offices can place orders at or below the micro purchase threshold with any Federal Supply Schedule Contractor.
- (b) Orders exceeding the micro purchase threshold but not exceeding the maximum order threshold. Orders should be placed with the Schedule Contractor that can provide the supply or service that represents the best value. Before placing an order, ordering offices should consider reasonably available information about the supply or service offered under MAS contracts by using the "GSA Advantage!" on-line shopping service, or by reviewing the catalogs/pricelists or at least three Schedule Contractors and selecting the delivery and other options available under the schedule that meets the agency's needs. In selecting the supply or service representing the best value, the ordering office may consider—
 - 1. Special features of the supply or service that are required in effective program performance and that are not provided by a comparable supply or service;
 - 2. Trade-in considerations;
 - 3. Probable life of the item selected as compared with that of a comparable item;
 - 4. Warranty considerations;
 - 5. Maintenance availability
 - 6. Past performance; and
 - 7. Environmental and energy efficiency considerations.
- (c) Orders exceeding the maximum order threshold. Each schedule contract has an established maximum order threshold. This threshold represents the point where it is advantageous for the ordering office to seek a price reduction. In addition to following the procedures in paragraph b, above, and before placing an order that exceeds the maximum order threshold, ordering offices shall—
 - 1. Review additional Schedule Contractors' catalogs/pricelists or use the "GSA Advantage!" on-line shopping service;
 - 2. Based upon the initial evaluation, generally seek price reductions from the Schedule Contractor(s) appearing to provide the best value (considering price and other factors); and
 - 3. After price reductions have been sought, place the order with the Schedule Contractor that provides the best value and results in the lowest overall cost alternative. If further price reductions are not offered, an order may still be placed, if the ordering office determines that it is appropriate.

Note: For orders exceeding the maximum order threshold, the Contractor may:

- 1. Offer a new lower price for this requirement (the Price Reductions clause is not applicable to orders placed over the maximum order in FAR 52.216-19 Order Limitations);
 - 2. Offer the lowest price available under the contract; or
 - 3. Decline the order (orders must be returned in accordance with FAR 52.216-19).
- (d) Blanket purchase agreements (BPAs). The establishment of Federal Supply Schedule BPAs is permitted when following the ordering procedures in FAR 8.404. All schedule contracts contain BPA provisions. Ordering offices may use BPAs to establish accounts with Contractors to fill recurring



requirements. BPAs should address the frequency of ordering and invoicing, discounts, and delivery locations and times.

- (e) Price Reductions. In addition to the circumstances outlined in paragraph c, above, there may be instances when ordering offices will find it advantageous to request a price reduction. I.e., when the ordering office finds a schedule supply or service elsewhere at a lower price or when a BPA is being established to fill recurring requirements, requesting a price reduction could be advantageous. The potential volume of orders under these agreements, regardless of the size of the individual order, may offer the ordering office the opportunity to secure greater discounts. Schedule Contractors are not required to pass on to all schedule users a price reduction extended only to an individual agency for a specific order.
- (f) Small business. For orders exceeding the micro-purchase threshold, ordering offices should give preference to the items of small business concerns when two or more items at the same delivered price will satisfy the requirement.
- (g) Documentation. Orders should be documented, at a minimum, by identifying the Contractor the item was purchased from, the item purchased, and the amount paid. If an agency requirement in excess of the micro-purchase threshold is defined so as to require a particular brand name, product, or feature of a product peculiar to one manufacturer, thereby precluding consideration of a product manufactured by another company, the ordering office shall include an explanation in the file as to why the particular brand name product, or feature is essential to satisfy the agency's needs.

13. Federal Information Technology/Telecommunication Standards Requirements

Federal departments and agencies acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (Ref: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering offices, shall be responded to promptly by the Contractor.

13.1 Federal Information Processing Standards Publications (FIPS PUBS)

Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Subscription Officer, and orders for subscription service should be referred to the NTIS Subscription Office, both at the above address, or telephone number (703) 487-4650.

13.2 Federal Telecommunication Standards (FED-STDS)

Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA Federal Supply Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202) 619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301) 975-2833.

14. Security Requirements

In the event security requirements are necessary, the ordering activities may incorporate, in their delivery order(s), a security clause in accordance with current laws, regulations, and individual agency policy; however, the burden of administering the security requirements shall be with the ordering agency. If any costs are incurred as a result of the inclusion of security requirements, such costs will not exceed ten percent (10%) or \$100,000, of the total dollar value of the order, whichever is lesser.

15. Contract Administration for Ordering Offices

Any ordering office, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (i) Termination for the Government's Convenience and (m) Termination for Cause.

16. GSA Advantage!

GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. The GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

1. Manufacturer;
2. Manufacturer's Part Number; and
3. Product category(s).

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (e.g., Netscape). The Internet address is <http://www.gsa.gov>.

17. Purchase of Incidental, Non-Schedule Items

For administrative convenience, open market (non-contract) items may be added to a Federal Supply Schedule Blanket Purchase Agreement (BPA) or an individual order, provided that the items are clearly labeled as such on the order, all applicable regulations have been followed, and price reasonableness has been determined by the ordering activity for the open market (non-contract) items.

18. Contractor Commitments, Warranties and Representations

(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.

19. Overseas Activities

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

Determined on a case-by-case basis

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

20. Blanket Purchase Agreements (BPAs)

Federal Acquisition Regulation (FAR) 13.201(a) defines Blanket Purchase Agreements (BPAs) as "...a simplified method of filling anticipated repetitive needs for supplies or services by establishing 'charge accounts' with qualified sources of supply." The use of Blanket Purchase Agreements under the Federal Supply Schedule Program is authorized in accordance with FAR 13.202(c)(3), which reads, in part, as follows:

"BPAs may be established with Federal Supply Schedule Contractors, if not inconsistent with the terms of the applicable schedule contract."

Federal Supply Schedule contracts contain BPA provisions to enable schedule users to maximize their administrative and purchasing savings. This feature permits schedule users to set up "accounts" with Schedule Contracts to fill recurring requirements. These accounts establish a period for the BPA and generally address issues such as the frequency of ordering and invoicing, authorized callers, discounts, delivery locations and times. Agencies may qualify for the best quantity/volume discounts available under the contract, based on the potential volume of business that may be generated through such an agreement, regardless of the size of the individual orders. In addition, agencies may be able to secure a discount higher than that available in the contract based on the aggregate volume of business possible under a BPA. Finally, Contractors may be open to a progressive type of discounting where the discount would increase once the sales accumulated under the BPA reach certain prescribed levels. Use of a BPA may be particularly useful with the new Maximum Order feature.

See the Suggested Format, contained in this Schedule Pricelist, for customers to consider when using this purchasing tool.

21. Contractor Team Arrangements

Federal Supply Schedule Contractors may use "Contractor Team Arrangements" (see FAR 9.6) to provide solutions when responding to a customer agency requirements. The policy and procedures outlined in this part will provide more flexibility and allow innovative acquisition methods when using the Federal Supply Schedules. See the additional information regarding Contractor Team Arrangements in this Schedule Pricelist.

22. Installation, De-installation, Reinstallation

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clauses that no laborer or mechanic employed directly upon the site of the work shall receive less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction



work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act apply. The requisitioning activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, de-installation, and reinstallation services under SIN 132-8.

23. Section 508 Compliance

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at: <http://www.cilic.com>. The EIT standard can be found at: <http://www.Section508.gov>.

24. Prime Contractor Ordering From Federal Supply Schedules

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of a Federal Agency, shall follow the terms of the applicable schedule and authorization and include with each order –

- (a) A copy of the authorization from the Agency with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and
- (b) The following statement:

This order is placed under written authorization from _____ dated _____. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

SECTION 2—TERMS & CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SIN 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 Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the Government location, as agreed to by the Contractor and the ordering office.

2. Performance Incentives

- a. When using a performance-based statement of work, performance incentives may be agreed upon between the Contractor and the ordering office on individual fixed price orders or Blanket Purchase Agreements, for fixed price tasks, under this contract in accordance with this clause.
- b. The ordering office must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.



- c. To the maximum extent practicable, ordering offices shall consider establishing incentives where performance is critical to the agency's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.
- d. The above procedures do not apply to Time and Material or labor hour orders.

3. Ordering Procedures for Services (Requiring A Statement Of Work)

FAR 8.402 contemplates that GSA may occasionally find it necessary to establish special ordering procedures for individual Federal Supply Schedules or for some Special Item Numbers (SINs) within a Schedule. GSA has established special ordering procedures for services that require a Statement of Work. These special ordering procedures take precedence over the procedures in FAR 8.404 (b)(2) through (b)(3).

GSA has determined that the prices for services contained in the contractor's price list applicable to this Schedule are fair and reasonable. However, the ordering office using this contract is responsible for considering the level of effort and mix of labor proposed to perform a specific task being ordered and for making a determination that the total firm-fixed price or ceiling price is fair and reasonable.

- (a) When ordering services, ordering offices shall—
 - (1) Prepare a Request (Request for Quote or other communication tool):
 - (i) A statement of work (a performance-based statement of work is preferred) that outlines, at a minimum, the work to be performed, location of work, period of performance, deliverable schedule, applicable standards, acceptance criteria, and any special requirements (i.e., security clearances, travel, special knowledge, etc.) should be prepared.
 - (ii) The request should include the statement of work and request the contractors to submit either a firm-fixed price or a ceiling price to provide the services outlined in the statement of work. A firm-fixed price order shall be requested, unless the ordering office makes a determination that it is not possible at the time of placing the order to estimate accurately the extent or duration of the work or to anticipate cost with any reasonable degree of confidence. When such a determination is made, a labor hour or time-and-materials proposal may be requested.

The firm-fixed price shall be based on the rates in the schedule contract and shall consider the mix of labor categories and level of effort required to perform the services described in the statement of work. The firm-fixed price of the order should also include any travel costs or other incidental costs related to performance of the services ordered, unless the order provides for reimbursement of travel costs at the rates provided in the Federal Travel or Joint Travel Regulations. A ceiling price must be established for labor-hour and time-and-materials orders.
 - (iii) The request may ask the contractors, if necessary or appropriate, to submit a project plan for performing the task, and information on the contractor's experience and/or past performance performing similar tasks.
 - (iv) The request shall notify the contractors what basis will be used for selecting the contractor to receive the order. The notice shall include the basis for determining whether the contractors are technically qualified and provide an explanation regarding the intended use of any experience and/or past performance information in determining technical qualification of responses. If consideration will be limited to schedule contractors who are small business concerns as permitted by paragraph (2)(i) below, the request shall notify the contractors that will be the case.
 - (2) Transmit the Request to Contractors:

- (i) Based upon an initial evaluation of catalogs and price lists, the ordering office should identify the contractors that appear to offer the best value (considering the scope of services offered, pricing and other factors such as contractors' locations, as appropriate). When buying IT professional services under SIN 132-51 and/or Cloud and Cloud Related IT Professional Service under SIN 132-40, the ordering office, at its discretion, may limit consideration to those schedule contractors that are small business concerns, HUBZone small business concerns or other socioeconomic categories. Although not mandatory, FAR 8.405-5 authorizes set-asides, at the contracting officer's discretion. FAR 8.405-5(a)(1) expressly states that agencies may set aside orders and BPA's for any of the small business concerns identified in 19.000(a)(3).
 - (ii) The request should be provided to three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not exceed the maximum order threshold. For proposed orders exceeding the maximum order threshold, the request should be provided to additional contractors that offer services that will meet the agency's needs. Ordering offices should strive to minimize the contractors' costs associated with responding to requests for quotes for specific orders. Requests should be tailored to the minimum level necessary for adequate evaluation and selection for order placement. Oral presentations should be considered, when possible.
- (3) Evaluate Responses and Select the Contractor to Receive the Order:
- (a) After responses have been evaluated against the factors identified in the request, the order should be placed with the schedule contractor that represents the best value. (See FAR 8.404)
 - (b) The establishment of Federal Supply Schedule Blanket Purchase Agreements (BPAs) for recurring services is permitted when the procedures outlined herein are followed. All BPAs for services must define the services that may be ordered under the BPA, along with delivery or performance time frames, billing procedures, etc. The potential volume of orders under BPAs, regardless of the size of individual orders, may offer the ordering office the opportunity to secure volume discounts. When establishing BPAs, ordering offices shall—
 - (1) Inform contractors in the request (based on the agency's requirement) if a single BPA or multiple BPAs will be established, and indicate the basis that will be used for selecting the contractors to be awarded the BPAs.
 - (i) **SINGLE BPA:** Generally, a single BPA should be established when the ordering office can define the tasks to be ordered under the BPA and establish a firm-fixed price or ceiling price for individual tasks or services to be ordered. When this occurs, authorized users may place the order directly under the established BPA when the need for service arises. The schedule contractor that represents the best value should be awarded the BPA. (See FAR 8.404)
 - (ii) **MULTIPLE BPAs:** When the ordering office determines multiple BPAs are needed to meet its requirements, the ordering office should determine which contractors can meet any technical qualifications before establishing the BPAs. When multiple BPAs are established, the authorized users must follow the procedures in (a)(2)(ii) above and then place the order with the Schedule contractor that represents the best value.
 - (2) **Review BPAs Periodically:** Such reviews shall be conducted at least annually. The purpose of the review is to determine whether the BPA still represents the best value. (See FAR 8.404)
 - (c) The ordering office should give preference to small business concerns when two or more contractors can provide the services at the same firm-fixed price or ceiling price.



- (d) When the ordering office's requirement involves both products as well as executive, administrative and/or professional, services, the ordering office should total the prices for the products and the firm-fixed price for the services and select the contractor that represents the best value. (See FAR 8.404)

The ordering office, at a minimum, should document orders by identifying the contractor from which the services were purchased, the services purchased, and the amount paid. If other than a firm-fixed price order is placed, such documentation should include the basis for the determination to use a labor-hour or time-and-materials order. For agency requirements in excess of the micro-purchase threshold, the order file should document the evaluation of Schedule contractors' quotes that formed the basis for the selection of the contractor that received the order and the rationale for any trade-offs made in making the selection.

Ordering procedures for other services available on schedule at fixed prices for specifically defined services or tasks should use the procedures in FAR 8.404. These procedures are listed in the pricelist, under "Information for Ordering Offices," paragraph #12.

4. 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 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.

5. Performance of Services

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering office.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering office.
- c. The Agency 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/EC 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.

6. Inspection of Services

The Inspection of Services–Fixed Price (AUG 1996) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (JAN 1986) clause at FAR 52.246-6 applies to time-and-materials and labor-hour 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.

8. Responsibilities of the Government

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

9. Independent Contractor

All IT 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 Government.

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 Government contract, without some restriction on 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 Government, ordering offices 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/EC services. Progress payments may be authorized by the ordering office 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 Government 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 (Alternate I (APR 1984)) at FAR 52.232-7 applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts (FEB 1997) (Alternate II (JAN 1986)) at FAR 52.232-7 applies to labor-hour orders placed under this contract.

13. Resumes

Resumes shall be provided to the GSA Contracting Officer or the user agency 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 agency 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/EC Services and Pricing

- a. The Contractor shall provide a description of each type of IT Service offered under Special Item Number 132-51. IT Services should be presented in the same manner as the Contractor sells to its commercial and other Government 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 Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices.

SECTION 3—COMPETITIVE INNOVATIONS, LLC DESCRIPTION OF IT PROFESSIONAL SERVICES: SIN 132-51

Competitive Innovations offers a full range of services under the GSA Information Technology Schedule contract, including all areas under Special Item Number (SIN) 132-51 as follows:

IT Facility Operation and Maintenance (FDPS Code D301): Competitive Innovations offers resources and facilities/systems management services across a wide range of architectures, and commercial ADP equipment and software. We provide facility planning; client/server migrations; operational support; technical support; end user support; help desk operations; computer operations; remedial and preventive maintenance management; security management; communications operations; system performance analysis and management; systems tuning; systems programming; product evaluation and recommendations; and security analysis, implementation and management.

IT Systems Development Services (FDPS Code D302): Competitive Innovations provides full systems development life cycle services including requirements analysis, process analysis and design, cost/benefit analysis, product evaluation and analysis, quality assurance planning, test planning, training, logical and physical database design, programming, configuration management, and implementation and support. Consistent and flexible methodologies are employed organization-wide according to the Software Engineering



Institute (SEI) Capability Maturity Model, for consistent results. For each project, Competitive Innovations furnishes complete documentation and deliverables in accordance with the approved methodology.

IT Systems Analysis Services (FPDS Code D306): Competitive Innovations offers the analysis and design of a broad variety of information, business, and scientific systems applications. Competitive Innovations analyzes business processes and, through intensive interaction with the user and technical communities, documents current and improved processes, defines requirements, and submits results to the customer for review and approval. Upon approval, Competitive Innovations designs the application using state-of-the-art methodologies, techniques and tools. We will use either a customer defined methodology or a Competitive Innovations methodology to execute these services. These methodologies can include business process reengineering, prototyping, and pilot tests. Also included in this area are systems and applications software maintenance. For each project, Competitive Innovations furnishes complete documentation and deliverables in accordance with the approved methodology for users and systems personnel.

Automated Information Systems Design and Integration Services (FPDS Code D307): Competitive Innovations designs and develops systems for a wide range of applications, fully integrating hardware, software, and communications according to customer needs. All hardware platforms from microcomputer client/server systems to supercomputers are supported. Services for local, metropolitan, and wide area networks include, but are not limited to: network requirements analysis, planning, design, engineering, installation, operations, help desk support, performance monitoring, performance tuning, security management, firewall design and construction, and classified support. For each project, Competitive Innovations furnishes complete documentation and deliverables in accordance with the approved methodology for users and systems personnel.

Programming Services (FPDS Code D308): IT Consulting provides code analyses and provides cost/schedule estimates to perform analyses; updating existing code; creating new code; installing new software and performing training on new systems/software; and performing other programming services as required.

IT Network Management Services (FPDS Code 316): Competitive Innovations provides the full range of LAN/WAN telecommunications management. We design, install, and manage all sizes of networks for voice, data, and secure communications. Functional needs include backbone, enterprise-wide, Internet, and videoconferencing communications. Network systems administration and monitoring are performed according to enterprise and industry standards. For each project, Competitive Innovations furnishes complete documentation and deliverables in accordance with the approved task order.

Other Information Technology Services, Not Elsewhere Classified (FPDS Code D399):

Systems Installation. Competitive Innovations offers complete installation services for networks, end user computing systems, and COTS and custom software. The installation includes, but is not limited to: analysis of system being installed; identification of all needed materials, software, and hardware; design of a comprehensive testing and verification plan; coordination with all affected organizations; full hardware and software installation; execution of the system test plan; participation in the user acceptance test; and post-installation reviews. For each project, Competitive Innovations furnishes complete documentation and deliverables in accordance with the approved methodology for users and systems personnel.

Strategic Information Technologies Planning, Program Assessment, and Studies. Competitive Innovations offers services to support the development, analysis and implementation of information technologies strategies and architectures. Services include program planning and assessment, risk/trade-off analyses, requirements analyses, alternative analyses, and feasibility studies. Unique industry expertise may be provided in specialty areas.



SECTION 4—COMPETITIVE INNOVATIONS, LLC LABOR CHARGES INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES SIN 132-51

Competitive Innovations approved hourly labor rates for the contract period are provided below.

Competitive Innovations, LLC						
Proposed SIN 132-51 Cloud and Cloud Related Professional Services for GS-35F-0550N						
Rates for Contractor or Government Site						
GSA GS-35F-0550N - Labor Category Title	SIN	Year 17: Award - 04/30/2020	Year 18: 05/01/2020 - 04/30/2021	Year 19: 05/01/2021 - 05/30/2022	Year 20: 05/01/2022 - 04/30/2023	Extension 1: 05/01/2023 - 10/31/2023
Senior Technology Advisor	132-51	\$ 215.47	\$219.78	\$224.18	\$228.66	\$233.23
Technology Advisor	132-51	\$ 188.53	\$192.30	\$196.15	\$200.07	\$204.07
Senior Technology Consultant	132-51	\$ 178.00	\$181.56	\$185.19	\$188.89	\$192.67
Senior Project Manager	132-51	\$ 169.50	\$172.89	\$176.35	\$179.88	\$183.48
Technology Consultant	132-51	\$ 147.25	\$150.20	\$153.20	\$156.26	\$159.39
Associate Technology Consultant	132-51	\$ 94.29	\$96.18	\$98.10	\$100.06	\$102.06
Senior Software Coder	132-51	\$ 90.65	\$92.46	\$94.31	\$96.20	\$98.12
Software Coder	132-51	\$ 73.04	\$74.50	\$75.99	\$77.51	\$79.06
Principal Technical Support Personnel	132-51	\$ 112.10	\$114.34	\$116.63	\$118.96	\$121.34
Senior Technical Support Personnel	132-51	\$ 91.17	\$92.99	\$94.85	\$96.75	\$98.69
Technical Support Personnel	132-51	\$ 70.20	\$71.60	\$73.03	\$74.49	\$75.98
Junior Technical Support Personnel	132-51	\$ 52.40	\$53.45	\$54.52	\$55.61	\$56.72

Notes/Assumptions:

- On-site and Off-site rates are the same.
- Software Coder and Senior Software Coder rates are typically only available for remote work performed at contractor facilities.
- Service Contract Act (SCA) labor hours (see SCA Matrix below) are only available when purchased with one or more other non-SCA labor category listed above.
- Web/Content Management Administrative Specialist is available under SIN 132-100 only in support of SIN 132-51 task orders.

SERVICE CONTRACT ACT (SCA) ELIBILITY

The labor categories that fall under the requirements of the Service Contract Act (SCA) (i.e. non-exempt labor categories) are identified in the matrix below. All prices for these labor categories meet or exceed the requirements in the SCA Wage Determinations identified below. The matrix and narrative are incorporated into this contract and must also be included in the contractor's electronic price list on GSA Advantage.

SCA MATRIX		
SCA Eligible Contract Labor Category	SCA Equivalent Code - Title	WD Number
Web/Content Management Administrative Specialist	01052 – Data Entry Operator II	2015-4281
Junior Technical Support Personnel	01041 – Customer Service Representative	2015-4281



The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the cited SCA labor categories are based on the U.S. Department of Labor WD Number(s) identified in the SCA matrix. The prices offered are based on the preponderance of where work is performed and should the Contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.

SECTION 5—COMPETITIVE INNOVATIONS, LLC LABOR DESCRIPTIONS

CI offers the following labor categories to complete the services provided under SIN 132-51.

Associate Technology Consultant

Entry level information technology consulting services professional position. Demonstrated ability through combination of education and work experience in information technology industry.

Key Responsibilities: Under close supervision, writes code and incorporates approved programming techniques in translating design to application.

Job Requirements:

- Two or more years of information technology professional experience. Track record of industry experience through full or part-time employment while in school preferred.
- Bachelor's degree or higher required in Information Technology, Computer Science, Business Administration, Cybersecurity, Engineering or appropriate field of study.
- Entry level information technology manufacturer/industry (i.e. Microsoft, CISCO, CompTIA A+ etc.), Cyber Security (i.e. Security+ etc.) and/or IT Project Management (ITIL Foundation) training required with active Certification preferred.

Technology Consultant

Mid-career information technology professional for delivering work and managing assignments either individually or as a part of a larger team. Proficient enough with relevant information technology technical skills to complete assignments on time with limited supervision.

Key Responsibilities:

- Team member / individual contributor responsible for delivery of information technology work and completing specific assignments.
- Typically reports to a senior project manager or senior technology consultant acting as a task leader.

Job Requirements:

- Four (4) years of information technology professional experience with information technology systems, design, architecture, development, maintenance and/or technical service implementation with increasing experience related to a specific area of concentration.
- Bachelor's degree or higher required in Information Technology, Computer Science, Business Administration, Cybersecurity, Engineering or appropriate field of study.
- Mid-career information technology manufacturer/industry (i.e. Microsoft, CISCO, CompTIA A+/Network+ etc.), Cyber Security (i.e. Security+, CEH, etc.) and Project Management (ITIL, PMP, Agile etc.) training required with active Certification preferred.

Senior Project Manager

Has extensive technical project management expertise. Responsible for the technical specifications and project performance of either a large-scale design/development effort or a series of low to medium scale efforts. Technical background combined with strong communication and customer service skills preferred.

Job Requirements:

- Eight (8) years of experience in complete information technology project development from inception to deployment, with a demonstrated ability to provide guidance and direction in tasks of a technical nature.
- Bachelor's degree or higher required in Information Technology, Computer Science, Business Administration, Cybersecurity, Engineering or appropriate field of study, Master's degree preferred.
- Information technology manufacturer/industry (i.e. Microsoft, CISCO, AWS, Network+ etc.), Cyber Security (i.e. Security+, CISSP, CEH, etc.) and/or Project Management (ITIL, PMP, Agile etc.) training required with active Certification preferred.

Senior Technology Consultant

Mid-career information technology professional responsible for delivering work and overseeing less experienced professionals on individual tasks.

Key Responsibilities:

- Task leader responsible for delivery of information technology work and providing technical direction to other IT professional team members.
- Typically assigned to one large assignment full-time or manages multiple mid to smaller assignments part time.

Job Requirements:

- Seven (7) years of information technology professional experience with information technology, systems, design, architecture, development, deployment, maintenance and/or technical service implementation with increasing experience related to a specific area of concentration.
- Bachelor's degree or higher required in Information Technology, Computer Science, Business Administration, Cybersecurity, Engineering or appropriate field of study.
- Advance information technology manufacturer/industry (i.e. Microsoft, CISCO, AWS, CompTIA etc.), Cyber Security (i.e. Security+, CISSP, C-CISO, CEH, etc.) and Project Management (ITIL, PMP, Agile etc.) training required with active Certification preferred.

Technology Advisor

Senior technical or functional professional assigned to leadership role on one or more projects. Provides expert consultation and direction for complex system development, program and technical service implementation as needed.

Key Responsibilities:

- Specific field of information technology expertise and roll on project

Job Requirements:

- Ten (10) years of technical experience with complex systems development and technical service implementation with increasing experience related to a specific area of concentration.
- Bachelor's degree required, Master's degree preferred in Information Technology, Computer Science, Business Administration, Cybersecurity, Engineering or appropriate field of study.
- Information technology manufacturer/industry (i.e. Microsoft, CISCO, AWS, CompTIA etc.), Cyber Security (i.e. Security+, CISSP, C-CISO, CEH, etc.) and Project Management (ITIL, PMP, Agile etc.) training required with active Certification preferred.

Senior Technology Advisor

Senior technical or functional information technology professional. Provides expert consultation and direction for complex system development, program and technical service implementation.

Key Responsibilities:

- Primarily be used on an information technology project on an as needed temporary basis
- Specific field of expertise and roll on project

Job Requirements:

- Fifteen (15) years of technical experience with complex systems development and technical service implementation with increasing experience related to a specific area of concentration. The Senior Advisor is considered a resident subject matter expert.
- Bachelor's degree required, Master's degree preferred in Information Technology, Computer Science, Business Administration, Cybersecurity, Engineering or appropriate field of study.
- Information technology manufacturer/industry (i.e. Microsoft, CISCO, AWS, CompTIA etc.), Cyber Security (i.e. Security+, CISSP, C-CISO, CEH, etc.) and Project Management (ITIL, PMP, Agile etc.) training required with active Certification preferred.

Senior Software Coder

Non-managerial position with the ability to implement and code computer software system applications with limited or no supervision.

Key Responsibilities:

- Team member/lead coder responsible for delivery of work using one or more programming languages, software engineering concepts and operating systems necessary for a specific assignment.
- Provides input for software code documentation.
- Typically reports to a Project Manager or Technology Consultant.

Job Requirements:

- Approximately six years of any combination of information technology related education, training and experience in software application design and development.
- Information technology manufacture/industry (i.e. Microsoft, CompTIA) and Cyber Security (i.e. Security+ etc.) training required with active Certification preferred.

Software Coder

Entry level position with a basic ability to code and implement computer software to system and functional specifications under close supervision.

Key Responsibilities:

- Team member responsible for delivery and implementation of software code.
- Typically reports to a Sr. Software Coder.

Job Requirements:

- Approximately three years of any combination of education and experience in software coding.
- Information technology manufacture/industry (i.e. Microsoft, CompTIA) and Cyber Security (i.e. Security+ etc.) training required with active Certification preferred.

Principal Technical Support Personnel / Manager

Task / project leader level technical and/or functional professional experienced and proficient in performing technical support duties with experience supervising and directing other information technology support professionals. Responsible for service level agreements, task leadership, deliverable management, customer interface for and delivery across multiple technical support teams. Activities may include and not limited to: Computer Incident Response Teams (CIRT); Computer Emergency Response Teams (CERT); Section 508 / Web Accessibility support; Help Desk / Technical Customer Support, Security Vulnerability Scanning and Monitoring; Technical Support; and other Cyber Security and web technical support tasks in support of customer operations.

Key Responsibilities:

- Senior team member, manager and/or task leader responsible for delivery and implementation of information technology support tasks, projects and programs.
- Typically works independently with direct accountability to customers and company management for documented deliverables and project/task activities.

Job Requirements:

- Three or more years of directly applicable (i.e. Cyber Security, Technical Support, CIRT, CERT, AWS, Microsoft, Kentico, Web technologies etc.) professional technical, supervisory and/or managerial experience.
- Master's degree preferred, Bachelor's degree required or coursework toward bachelor's degree plus additional years of applicable experience substituting experience for missing education on a one for one basis.
- Approximately nine (9) years or more of combined professional experience, post graduate education and/or specialized training and certifications.
- Applicable professional certifications preferred not an absolute requirement.

Senior Technical Support Personnel / Supervisor

Experienced senior level technical and/or functional professional capable of performing technical support duties independently with minimal direct supervision. Responsible for performing complex and routine technical assignments and assisting in training, supervision and development of less experienced personnel. Activities may include and are not limited to: Computer Incident Response Teams (CIRT); Computer Emergency Response Teams (CERT); Section 508 / Web Accessibility support; Help Desk / Technical Customer Support, Security Vulnerability Scanning and Monitoring; Technical Support; and other Cyber Security and web technical support tasks in support of customer operations.

Key Responsibilities:

- Senior technical team member and contributor capable of assisting with task leadership on an interim basis as necessary, supervising technical personnel.
- Typically assigned one or more information technology support tasks, projects, programs and responsible for supervising less experienced personnel.
- Typically works independently with direct accountability to team leader, customer and other stakeholders.

Job Requirements:

- Approximately two or more years of directly applicable (e.g. Cyber Security, Technical Support, CIRT, CERT, AWS, Microsoft, Kentico, and/or Web technologies etc.) professional technical, supervisory and/or managerial experience.
- Bachelor's required or coursework toward bachelor's degree plus additional years of applicable experience substituting experience for missing education on a one for one basis.
- Approximately five (5) years or more of combined professional experience, post graduate education and/or specialized training and certifications.



- Applicable professional certifications preferred not an absolute requirement.

Technical Support Personnel

Experienced mid-level technical and/or functional professional capable of performing technical support duties. Responsible for performing technical assignments and may be assigned more complex tasks and assisting in training and development of less experienced personnel. Activities may include and are not limited to: Computer Incident Response Teams (CIRT); Computer Emergency Response Teams (CERT); Section 508 / Web Accessibility support; Help Desk / Technical Customer Support, Security Vulnerability Scanning and Monitoring; Technical Support; and/or other Cyber Security and web technical support tasks in support of customer operations.

Key Responsibilities:

- Technical team member and contributor capable of performing and typically assigned one or more information technology support tasks as a part of a project/program.
- Typically works on tasks assignments independently and in a team environment with direct accountability to team leader, customer and other stakeholders.

Job Requirements:

- Meets requirements for Junior Technical Support Personnel plus two (2) or more years of professional experience and/or education
- Bachelor's required or coursework toward bachelor's degree plus additional years of applicable experience substituting experience for missing education on a one for one basis.
- Applicable professional certifications preferred not an absolute requirement.

Junior Technical Support Personnel

Entry level professional position with the ability to successfully perform technical duties with under close supervision. Responsible for performing, documenting and communicating results of technical assignments. Activities may include and are not limited to: Computer Incident Response Teams (CIRT); Computer Emergency Response Teams (CERT); Section 508 / Web Accessibility support; Help Desk / Technical Customer Support, Security Vulnerability Scanning and Monitoring; Technical Support; and/or other Cyber Security and web technical support tasks in support of customer operations.

Key Responsibilities:

- Technical team member typically assigned one or more basic typically routine information technology support tasks as a part of a project/program.
- Typically works under close supervision on tasks assignments with direct accountability to team leader, more experienced teammates, customer and other stakeholders.

Job Requirements:

- Entry level professional -- some applicable experience preferred although not an absolute requirement.
- Associate's or Bachelor's degree preferred or coursework toward degree plus additional years of applicable experience substituting experience for missing education on a one for one basis.
- Applicable professional certifications preferred not an absolute requirement.
- Education and/or experience that demonstrates ability to succeed in technical environment (i.e. internships, volunteer and/academic experience in Cyber Security, Technical Support, CIRT, CERT, AWS, Microsoft, Kentico, Web technologies etc.) preferred.



Education and Experience Substitutions for Information Technology (IT) Professional Services Labor Categories:

Minimum Degree	Equivalent Substitutions for Education and Experience
Associates	2 years' experience
Bachelor's	4 years' experience; or Associates degree plus 2 years' experience
Master's	6 years' experience; or Bachelor's degree plus 2 years' experience
PhD/Doctorate	8 years' experience; or Master's degree plus 2 years' experience; or Bachelor's degree plus 4 years' experience

SECTION 6—COMPETITIVE INNOVATIONS, 132-33 SOFTWARE PERPETUAL LICENSES, 132-34 MAINTENANCE OF SOFTWARE & 132-50 CLASSROOM TRAINING

CI offers products under the GSA Information Technology Schedule contract, including all areas under Special Item Numbers (SIN's): 132-33 Software Perpetual Licenses, 132-34 Maintenance of Software & 132-50 Classroom Training. Please reference www.gsaadvantage.gov and the details below for a complete listing of currently available items or contact Competitive Innovations directly for a task order quote. Competitive Innovations also offers Kentico Software SaaS (Software as a Service) running on Microsoft Azure's FedRamp compliant Platform as a Service (PaaS) under SIN 132-40 as described below in Section 7.

Kentico Software, LLC – SIN 132-50 Classroom Training:

- **Manufacturer:** Kentico Software, LLC
- **Special Item Number (SIN):** 132-50 Training Courses
- **Product Description:** Kentico CMS/EMS Training Products in various configurations (Online training seats in various titles for example Advanced Kentico Developer, Content Admin Essentials, Developer Essentials etc. and training packages including Getting Started Consulting / Training Package, Pre-paid Consulting / Training, Audit, Customer Success Packages, Training Class titles etc.) as listed and commercially available at: <https://www.kentico.com/purchase/price-list/services>.
- **GSA Price including Industrial Funding Fee:** From the Kentico commercial price list with the most current commercial prices “configure” an order and contact Competitive Innovations for a GSA quote. Competitive Innovations will discount price by a minimum of 23% then add the 0.75% IFF to arrive at its GSA pricing.
- **Unit:** Each
- **Warranty:** 60 days
- **Country of Origin:** Czech Republic



Kentico Software, LLC – SIN 132-33 Perpetual Software Licenses:

- **Manufacturer:** Kentico Software, LLC
- **Special Item Number (SIN):** 132-33 Perpetual Software Licenses
- **Product Description:** Kentico CMS/EMS Products in various configurations (1 website, 10 website and unlimited etc.) including the first year of Maintenance as listed and commercially available at: <https://www.kentico.com/purchase/price-list/product-license-pricelist>.
- **GSA Price including Industrial Funding Fee:** From the Kentico commercial price list with the most current commercial prices “configure” an order and contact Competitive Innovations for a GSA quote. Competitive Innovations will discount price by a minimum of 23% then add the 0.75% IFF to arrive at its GSA pricing.
- **Unit:** Each
- **Warranty:** 60 days
- **Country of Origin:** Czech Republic

Kentico Software, LLC – SIN 132-34 1 Year Maintenance/SaaS Renewal:

- **Manufacturer:** Kentico Software, LLC
- **Special Item Number (SIN):** 132-34 Maintenance of Software / Software as a Service
- **Product Description:** Kentico CMS/EMS 12 Month Maintenance Renewal for various configurations (1 website, 10 website and unlimited) as listed and commercially available from the manufacturer’s website: <https://www.kentico.com/purchase/price-list/maintenance>. Note that Maintenance renewals are based on a percentage of the purchase price on the date of purchase.
- **GSA Price including Industrial Funding Fee:** From the Kentico commercial Maintenance price list select the pricing date applicable to your initial purchase and “configure” an order and contact Competitive Innovations for a GSA quote. Competitive Innovations will discount price by a minimum of 23% then add the 0.75% IFF to arrive at its GSA pricing.
- **Unit:** Each
- **Warranty:** 60 days
- **Country of Origin:** Czech Republic



SECTION 7—COMPETITIVE INNOVATIONS, 132-40 Cloud and Cloud Related IT Professional Services

Special Item Number 132-40 Cloud and Cloud Related IT Professional Services includes commercially available cloud computing services such as Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS) and emerging cloud services. IT professional services that are focused on providing the types of services that support the Government's adoption of, migration to or governance/management of Cloud computing. Specific labor categories and/or fixed price solutions (e.g. migration services, etc.) that support activities associated with assessing Cloud solutions, refactoring workloads for Cloud solutions, migrating legacy or other systems to Cloud solutions, providing management/governance of Cloud solutions, DevOps, developing cloud native applications or other Cloud oriented activities.

Competitive Innovations, LLC offers a Cloud based Software as a Service (SaaS) and Cloud Related IT Professional services including as a turn-key offering known as SmartClte™ to GSA customers within Cloud Special Item Number (SIN) 132-40. The SmartClte offering meets the five essential cloud computing characteristics as defined in the National Institute of Standards and Technology (NIST) Special Publication 800-145 and subsequent versions of this publication. SmartClte™ utilizes and is built on Kentico Software's commercial off-the-shelf (COTS) Web Content Management Systems (WCMS) and operates on Microsoft Azure's FedRAMP approved Platform as a Service (PaaS). Kentico Software products and training services are currently awarded and available for purchase under Perpetual Software SIN 132-33, Maintenance of Software SIN 132-34, Training 132-50 and Information Technology (IT) Professional Services SIN 132-51. CI's SmartClte WCMS is aligned with the Federal Cloud Computing Strategy (see <https://cloud.cio.gov/strategy> - From Cloud First to Cloud Smart) and the President's Executive Order (EO) related to the modernization of Federal IT (i.e. M-17-06 and others) including citizen-facing services, accessibility and cybersecurity; with this offering we will be able to offer a NIST 800-145 monthly Software as a Service (SaaS) of Kentico Software's commercial off the shelf items running on the Microsoft Azure's FedRamp authorized Platform as a Service (PaaS) from our GSA IT 70 Schedule GS-35F-0550N under a single SIN namely 132-40 versus a piecemeal solution from multiple SIN's that are not specifically aligned with the Federal Cloud Computing Strategy.

Competitive Innovations has summarized in the table below how our SmartClte (Kentico on Azure) SaaS complies with NIST guidance regarding the five Essential Characteristics:

Characteristic	How Requirements Are Addressed
On-Demand Self-service	<ul style="list-style-type: none"> Ordering activities can directly provision services without requiring Contractor intervention using the native Kentico Software features and functionality that include workflow and routing. The Kentico Software backend service console is directly accessible for customers via secure access (i.e. username, password, authentication etc.) that can be integrated with the customer's Activity Directory or LDAP upon request.
Broad Network Access	<ul style="list-style-type: none"> SmartClte WCMS is available to ordering activities through the Microsoft Azure Cloud. Customer organizations are able to access services over standard agency networks. This service can be accessed and consumed using standard devices such as browsers, tablets and mobile phones.
Resource Pooling	<ul style="list-style-type: none"> The SmartClte WCMS runs Kentico Software in a pool of resources configured in compliance with all applicable Federal, state and local regulations as distinct set of cloud services versus offsite hosting. Customers / ordering activities draw resources from a common pool maintained by Competitive Innovations using Microsoft Azure's FedRamp authorized PaaS or other cloud resources. SmartClte' WCMS is automatically and dynamically allocated by the customer



Characteristic	How Requirements Are Addressed
	agency as needed.
Rapid Elasticity	<ul style="list-style-type: none"> SmartClte allows for rapid provisioning and deprovisioning through native features of the Kentico WCMS interface.
Measured Service	<ul style="list-style-type: none"> Measure service is understood as a reporting requirement that enables customers to control usage in cooperation with self-service. All relevant metrics are stored online and available in a customer dashboard to facilitate service level reporting, decision support and customer self-service.

Cloud Computing Services Deployment Model

The deployment model to be used is a Private Cloud Model. Competitive Innovations has summarized in the table below how this Deployment Model meets the NISP guidance:

Deployment Model	How Requirements Are Addressed
Private Cloud	The SmartClte web content management solution is provided exclusively for the benefit of a definable organization and its components. Access from outside the organization will be limited to website content and features authorized for publication by the customer organization. Access from outside the organization to unpublished/back-end features and functionality is prohibited unless provided by a system administrator.

Cloud Computing Services Deployment Model

Competitive Innovations' SmartClte WCMS solution is aligned with the NIST Software as a Service (SaaS) Service model and described in the table below:

Service Model	How Requirements Are Addressed
Software as a Service (SaaS)	<p>The SaaS model has been selected since the SmartClte offering is a service based equivalent of Kentico Software's web content management software application running on a FedRamp authorized Microsoft Azure PaaS.</p> <ul style="list-style-type: none"> SmartClte SaaS services will be consumed by business or subject-matter staff who would interact directly with the application in a non-cloud setting The principal customer interaction with the SmartClte SaaS service is actual operation and consumption of the application services the SaaS service provides. <p>Some minor configuration is available, but the scope of the configuration is limited to the scope and then the permissions of the configuring user. Configuration of the SaaS / software for all users – including set up and conversion -- will be limited to Competitive Innovations (the contractor under this contract). The SmartClte offering includes "wiki's, websites" and is a web "content management system," all examples cited in GSA's 132-40 response guidance examples of valid SaaS service models.</p>

CI's business model and capabilities are to offer Cloud Services (i.e. SaaS, PaaS etc.) and Cloud Related IT Professional Services as the SmartClte branded offering; a single integrated monthly fixed price "pay as you go" / "on demand" solution under this SIN 132-40. Traditional firm fixed price (FFP) puts the risk on the contractor in that the submitted price is not be exceeded barring extenuating circumstances. In this model, the contractors' responses account for additional risk. This risk manifests itself in higher costs to the government and/or extended schedules that may not meet the customers demand. Time and Material (T&M) puts the risk on the Government. While the independent government cost estimate is a good baseline budgeting tool, it is not without flaws and can expose the government to unnecessary cost overruns.



As described in more detail in our price / cost narrative, CI has a unique methodology for pricing, based on Agile Project Management, an iterative and incremental method, for achieving the best of both worlds – predictable budget, but with flexibility often only seen in a T&M model. By using a “points” based system to define a Basis of Effort/Estimate, CI’s SmartClte establishes an “effort based” construct consist with NIST 800-145 and the 2018 Federal Cloud Computing Strategy “Cloud Smart.” SmartClte is monthly FFP with on-demand, agile flexibility designed to drive Cloud adoption, provide a clear path to migrate to a safe and secure cloud infrastructure while achieving additional saving, faster delivery and heightened security) that enables the customer to adjust priorities as needed without material changes to the budget. Regarding IT Professional Services and related items to be sold under GSA’s Cloud SIN 132-40, Competitive Innovations offer includes:

- Labor categories, prices, terms and conditions stated under the SIN 132-40 Cloud Services and Related IT Professional Services apply exclusively to this SIN within the scope of our information technology schedule;
- Cloud Related IT Professional Services provided under this SIN that comply with all certifications and industry standards as applicable pertaining to the type of services as specified by ordering agencies;
- Cloud Related IT Professional Services available at our contractor facilities and/or at the ordering activity location, as agreed to by CI and the ordering activity; and
- Cloud Related IT Professional Services to assess, prepare, refactor, migrate, ingrate, develop new native cloud applications (DevOps), or Govern a cloud implementation.

SmartClte Delivery Methodology

One failure in traditional projects is their inability to adjust based on new insights, new technology or changes in customer need. These changes are inevitable, so the agile approach is designed to respond to change. Agile removes inflexibility and replaces it with adaptive, consistent delivery that meets your needs.

It starts with proven Agile Project Management assuring that each deliverable, large or small, is documented, tracked and completed to the customer's satisfaction. Each deliverable is turned into an Agile-Scrum Story. The Story describes what successful delivery is and assigns Points based the deliverable's complexity.

Points Based Pricing

SmartClte projects are priced via points. For SaaS products, we use a dollar for dollar conversion to purchase at GSA prices. For Services, we leverage an Agile-Scrum point complexity scale initially converted dollar for dollar to our GSA Cloud Labor Categories as a basis of estimate. The scale provides customers a means to exchange SmartClte credits for points based on the value of the service. Over time this method has proven to deliver more value to the client and accelerate the development process.

The point scale is based on a Fibonacci number scale of 1, 2, 3, 5, 8, 13 etc. This scale represents increasing complexity for any deliverable in a project or as a support item. The completed and approved deliverable is then deducted from the client SmartClte credits allotment. Points are determined by a combination of experience and Team-based assignment of complexity.

Labor Categories versus Points

Traditional methods of estimation take a guess of how many hours it may take and apply that to individual developers or labor categories. What if a resource changes during a task? This can lead to a myriad of problems including invalidating the original estimate. With points / complexity based estimating we allow labor categories to flex to the deliverable at the time of delivery. We also only bill for successfully delivered items, and there are no charges beyond the initial estimate.



SmartCite™ applies labor category multipliers to determine the value of points. These calculations give more experienced developers less time to complete a task.

Agile Methodology

Competitive Innovations uses the Agile Scrum Methodology to plan, implement and operate COTS software that meets requirements for a NIST 800-145 compliant solution. The Agile Scrum Method is an approach to project management that is utilized in software implementations and technical solutions delivery. The idea is a counter to traditional approaches of project implementation. Agile projects work much like a product on an assembly line. Each phase of the development is completed before the next phase begins.

The Agile Method assists teams in responding to the unpredictability of technical projects. It uses incremental, iterative work sequences that are known as sprints. A "sprint" is a period of time allocated for a particular phase of a project. Sprints are considered to be complete when the time period expires. There may be disagreements among the members of the team as to whether or not the development is satisfactory; however, there will be no more work on that particular phase of the project. The remaining phases of the project will continue to develop within their respective time frames.

Sprints contain and consist of the Sprint Planning, Daily Scrums, the development work, the Sprint Review/Testing, and the Sprint Retrospective/Approval.

The Agile Method ensures that value and quality are optimized throughout the implementation process. The use of iterative planning and feedback results in teams that can continuously align a delivered product that reflects the desired needs of a client. It easily adapts to changing requirements throughout the process by measuring and evaluating the status of a project.

Competitive Innovations' Cloud-Related IT Professional Services

Competitive Innovations is proposing the Cloud and Cloud Related Information Technology (IT) Professional Services labor categories listed below and described in more detail in the descriptions provided immediately after the table.



Competitive Innovations, LLC					
Rates for Contractor or Government Site					
GSA # GS-35F-0550N SIN 132-40 - Labor Category Title	Year 17: Award - 04/30/2020	Year 18: 05/01/2020 - 04/30/2021	Year 19: 05/01/2021 - 05/31/2022	Year 20: 05/01/2022 - 04/30/2023	Extension 1: 05/01/2023 - 10/31/2023
Subject Matter Expert - Cloud Computing III	\$ 362.70	\$369.95	\$377.35	\$384.90	\$392.60
Subject Matter Expert - Cloud Computing II	\$ 294.69	\$300.58	\$306.59	\$312.72	\$318.97
Subject Matter Expert - Cloud Computing I	\$ 226.69	\$231.22	\$235.84	\$240.56	\$245.37
Microsoft Cloud Principal Consultant	\$ 340.03	\$346.83	\$353.77	\$360.85	\$368.07
Microsoft Cloud Consultant	\$ 317.36	\$323.71	\$330.18	\$336.78	\$343.52
Cloud Solutions Architect III	\$ 294.69	\$300.58	\$306.59	\$312.72	\$318.97
Cloud Solutions Architect II	\$ 244.82	\$249.72	\$254.71	\$259.80	\$265.00
Cloud Solutions Architect I	\$ 204.02	\$208.10	\$212.26	\$216.51	\$220.84
Cloud Program Executive	\$ 294.69	\$300.58	\$306.59	\$312.72	\$318.97
Cloud Program Manager	\$ 249.36	\$254.35	\$259.44	\$264.63	\$269.92
Cloud Project Manager	\$ 199.49	\$203.48	\$207.55	\$211.70	\$215.93
Cloud Task Manager	\$ 154.15	\$157.23	\$160.37	\$163.58	\$166.85
Cloud Engineer III	\$ 204.02	\$208.10	\$212.26	\$216.51	\$220.84
Cloud Engineer II	\$ 158.68	\$161.85	\$165.09	\$168.39	\$171.76
Cloud Engineer I	\$ 113.34	\$115.61	\$117.92	\$120.28	\$122.69
Cloud DevOps Technical Professional IV	\$ 208.55	\$212.72	\$216.97	\$221.31	\$225.74
Cloud DevOps Technical Professional III	\$ 181.35	\$184.98	\$188.68	\$192.45	\$196.30
Cloud DevOps Technical Professional II	\$ 136.01	\$138.73	\$141.50	\$144.33	\$147.22
Cloud DevOps Technical Professional I	\$ 99.74	\$101.73	\$103.76	\$105.84	\$107.96
Cloud DepOps Functional Analyst IV	\$ 167.75	\$171.11	\$174.53	\$178.02	\$181.58
Cloud DepOps Functional Analyst III	\$ 145.08	\$147.98	\$150.94	\$153.96	\$157.04
Cloud DepOps Functional Analyst II	\$ 108.81	\$110.99	\$113.21	\$115.47	\$117.78
Cloud DevOps Functional Analyst I	\$ 81.61	\$83.24	\$84.90	\$86.60	\$88.33
Cloud Support Team Leader	\$ 131.48	\$134.11	\$136.79	\$139.53	\$142.32
Cloud Support Analyst III	\$ 119.69	\$122.08	\$124.52	\$127.01	\$129.55

Labor Category Descriptions - Cloud and Cloud-Related IT Professional Services

Subject Matter Expert - Cloud Computing III

Functional Responsibilities: Provides thought leadership related to current and future customer plans with regard to complex Cloud computing solutions. Applies information Cloud computing information technology expertise and/or industry focus expertise in fulfilling the interpreted customer specification. Confers with client management to understand or develop the client’s strategic business goals, assists in the development and formulation of appropriate strategies and leads teams and client interaction from workflow design to Cloud solution delivery.

Minimum Education/Experience: Bachelor’s Degree or higher in Engineering, Computer Science, Business Administration, Cybersecurity, Information Technology or appropriate field of study, plus twelve (12) or more years of directly related experience. Industry experience in the relevant subject matter. Highly experienced in the industry with regard to Cloud Computing Topics across manufacturers’ (Microsoft Azure, Amazon Web Services, Google Cloud etc.) and technical disciplines (Cyber Security including FedRAMP and FISMA, Cloud Architecture, DevOps, Enterprise Architecture etc.). Recognized in the professional community as an “expert” in the specialty area being addressed. Substantial experience in assisting clients to develop, implement and operate strategic plans and concepts. Demonstrated relevant functional experience in one or more areas applicable to the assignment.

Subject Matter Expert - Cloud Computing II

Functional Responsibilities: Provides thought leadership related to current and future customer plans with regard to complex Cloud computing solutions. Applies information Cloud computing information technology expertise and/or industry focus expertise in fulfilling the interpreted customer specification. Confers with client management to understand or develop the client's strategic business goals, assists in the development and formulation of appropriate strategies and leads teams and client interaction from workflow design to Cloud solution delivery.

Minimum Education/Experience: Bachelor's Degree or higher in Engineering, Computer Science, Business Administration, Cybersecurity, Information Technology or appropriate field of study, plus eight (8) or more years of directly related experience. Industry experience in the relevant subject matter. Highly experienced in the industry with regard to Cloud Computing Topics across manufacturers' (Microsoft Azure, Amazon Web Services, Google Cloud etc.) and technical disciplines (Cyber Security including FedRAMP and FISMA, Cloud Architecture, DevOps, Enterprise Architecture etc.). Recognized in the professional community as an "expert" in the specialty area being addressed. Substantial experience in assisting clients to develop, implement and operate strategic plans and concepts. Demonstrated relevant functional experience in one or more areas applicable to the assignment.

Subject Matter Expert - Cloud Computing I

Functional Responsibilities: Provides thought leadership related to current and future customer plans with regard to complex Cloud computing solutions. Applies information Cloud computing information technology expertise and/or industry focus expertise in fulfilling the interpreted customer specification. Confers with client management to understand or develop the client's strategic business goals, assists in the development and formulation of appropriate strategies and leads teams and client interaction from workflow design to Cloud solution delivery.

Minimum Education/Experience: Bachelor's Degree or higher in Information Technology, Computer Science, Business Administration, Cybersecurity, Engineering or appropriate field of study, plus four (4) or more years of directly related experience. Information technology industry experience in the relevant subject matter. Highly experienced in the industry with regard to Cloud Computing Topics across manufacturers' (Microsoft Azure, Amazon Web Services, Google Cloud etc.) and technical disciplines (Cyber Security including FedRAMP and FISMA, Cloud Architecture, DevOps, Enterprise Architecture etc.). Recognized in the professional community as an "expert" in the specialty area being addressed. Substantial experience in assisting clients to develop, implement and operate strategic plans and concepts. Demonstrated relevant functional experience in one or more areas applicable to the assignment.

Microsoft Cloud Principal Consultant

Functional Responsibilities: Proficient with Microsoft Cloud-based products using the Microsoft Solutions framework to lead technical teams in planning, modernizing and either migrating complex technical environments from legacy to Cloud platforms or architecting and deploying new enterprise Cloud implementations. Experience delivering Microsoft consulting services for business solutions for either professional services companies or Microsoft directly. Expert level technical skills and experience with Microsoft Cloud products including Microsoft Azure, Microsoft Office 365, Microsoft Dynamics, Microsoft Data Analytics / PowerBI, Azure Active Directory, Teams and others.

Minimum Education/Experience: Bachelor's degree or higher in Information Technology, Computer Science, Business Administration, Cybersecurity, Engineering or appropriate field of study and 10 years of information technology experience.

Microsoft Cloud Consultant

Functional Responsibilities: Proficient with Microsoft Cloud-based products using the Microsoft Solutions framework to support (as a senior technical resource) technical teams in planning, modernizing and either migrating complex technical environments from legacy to Cloud platforms or architecting and deploying new enterprise Cloud implementations. Experience delivering Microsoft consulting services for business solutions for either professional services companies or Microsoft directly. Expert level technical skills and experience with Microsoft Cloud products including Microsoft Azure, Microsoft Office 365, Microsoft Dynamics, Microsoft Data Analytics / PowerBI, Azure Active Directory, Teams and others.

Minimum Education/Experience: Bachelor's degree or higher in Information Technology, Computer Science, Business Administration, Cybersecurity, Engineering or appropriate field of study and seven (7) plus years of information technology experience.

Cloud Solutions Architect III

Functional Responsibilities: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies. Architects Cloud solution(s) with a focus on current technologies including, but not limited to Platform as a Service (PaaS): Microsoft Azure or Amazon Web Services (AWS) and Kentico web content management system as Software as a Service (SaaS) on PaaS. Demonstrate Cloud technical knowledge necessary to play a vital role in the architecture, design, configuration and implementation of production, staging, testing, quality assurance and development of Cloud Infrastructures running in 24x7 environments. Capable of analyzing, evaluating and synthesizing Cloud solutions. As requested, performs enterprise architecture and engineering analysis of web-based front-end and downstream backend applications. Recommends, implements and delivers Cloud strategies and solutions, aligned with business objectives, with a focus on Cloud migrations, operations and support. Designs, implements and optimizes Cloud modernization plans using methodologies and techniques to modernize mass application movements into the Cloud including implementation of Azure, AWS Kentico within large regulated enterprise environments in compliance with applicable regulations (i.e. FedRamp, FISMA etc.). Engages with customers as a part of a team and/or in a leadership role to identify needs, provide recommendations, implement recommendations and monitor and refine on-going operations.

Minimum Education/Experience: Cloud manufacturer (i.e. Microsoft, AWS, Google, Kentico, Cloud+ etc.) and Cyber Security industry (i.e. Security+, CISSP, C-CISO, CEH, FedRamp etc.) training required with Certification preferred. Five years of relevant information technology industry experience plus Associates degree or applicable Certifications.

Cloud Solutions Architect II

Functional Responsibilities: Guides and supports users in formulating requirements, advises alternative approaches, and conducts feasibility studies. Architects Cloud solution(s) with a focus on current technologies including, but not limited to Platform as a Service (PaaS): Microsoft Azure or Amazon Web Services (AWS) and Kentico web content management system as Software as a Service (SaaS) on PaaS. Demonstrate Cloud technical knowledge necessary to play a vital role in the architecture, design, configuration and implementation of production, staging, testing, quality assurance and development of Cloud Infrastructures running in 24x7 environments. Capable of analyzing, evaluating and synthesizing Cloud solutions. As requested, performs enterprise architecture and engineering analysis of web-based front-end and downstream backend applications. Recommends, implements and delivers Cloud strategies and solutions, aligned with business objectives with a focus on Cloud migrations, operations and support. Designs, implements and optimizes Cloud modernization plans using methodologies and techniques to modernize mass application movements into the Cloud including implementation of Azure, AWS Kentico within large regulated enterprise environments in compliance with applicable regulations (i.e. FedRamp, FISMA etc.). Engages with customers as part of a team and/or in a leadership role to identify needs, provide recommendations, implement recommendations and monitor and refine on-going operations.

Minimum Education/Experience: Cloud manufacturer (i.e. Microsoft, AWS, Google, Kentico, Cloud+ etc.) and Cyber Security industry (i.e. Security+, CISSP, C-CISO, CEH, FedRamp etc.) training required with Certification preferred. Four years of relevant information technology industry experience plus Associates degree or applicable Certifications.

Cloud Solutions Architect I

Functional Responsibilities: Supports users in formulating requirements, advises alternative approaches, conducts feasibility studies. Architects Cloud solution(s) with a focus on current technologies including, but not limited to Platform as a Service (PaaS): Microsoft Azure or Amazon Web Services (AWS) and Kentico web content management system as Software as a Service (SaaS) on PaaS. Demonstrate Cloud technical knowledge necessary to play a vital role in the architecture, design, configuration and implementation of production, staging, testing, quality assurance and development of Cloud Infrastructures running in 24x7 environments. Capable of analyzing, evaluating and synthesizing Cloud solutions. As requested, performs enterprise architecture and engineering analysis of web-based front-end and downstream backend applications. Recommends, implements and delivers Cloud strategies and solutions, aligned with business objectives with a focus on Cloud migrations, operations and support. Designs, implements and optimizes Cloud modernization plans using methodologies and techniques to modernize mass application movements into the Cloud including implementation of Azure, AWS Kentico within large regulated enterprise environments in compliance with applicable regulations (i.e. FedRamp, FISMA etc.). Engages with customers as part of a team to identify needs, provide recommendations, implement recommendations and monitor and refine on-going operations.

Minimum Education/Experience: Cloud computing (i.e. Microsoft, AWS, Google, Kentico, Cloud+ etc.) and Cyber Security (i.e. Security+, CISSP, C-CISO, CEH, FedRamp etc.) training required with Certification preferred. Five years of relevant information technology experience plus Associates degree or applicable Certifications.

Cloud Program Executive

Functional Responsibilities: Oversees design, architecture, implementation and delivery of Cloud engagements, program managers and Cloud professional teams responsible for: assessing Cloud solutions, preparing for Cloud solutions, refactoring legacy solutions for Cloud migration, migrating legacy or other systems to Cloud solutions, delivering Cloud DevOps, developing new Cloud-based applications and/or providing management/governance for Cloud solutions. Coordinates with senior-level management and/or Federal agency/customer executives. Plans, organizes, and oversees work efforts; assigns and allocates resources; supervises personnel, ensures quality management of resources and Cloud computing client engagements.

Minimum Education/Experience: Master's Degree or higher in Engineering, Computer Science, Business Administration, Cybersecurity, Information Technology or appropriate field of study, plus 15 years of relevant information technology industry professional experience. Cloud computing (i.e. Microsoft, AWS, Google, Kentico, Cloud+ etc.), Cyber Security (i.e. Security+, CISSP, CEH, FedRamp etc.) and Project Management (ITIL, PMP, Agile etc.) training required with Certification preferred.

Cloud Program Manager

Functional Responsibilities: Manages technically complex Cloud computing programs involving multiple projects. Cloud computing programs typically include: assessing Cloud solutions, preparing for Cloud solutions, refactoring legacy solutions for Cloud migration, migrating legacy or other systems to Cloud solutions, delivering Cloud DevOps, developing new Cloud-based applications and/or providing management/governance for Cloud solutions or related activities. Organizes, directs, and coordinates planning and production of all contract support activities. Has demonstrated communications skills at all levels of management. Serves as the contractor's authorized interface with the Contracting Officer's Technical Representative (COTR), government management personnel, and client agency representatives. Responsible for formulating and enforcing work



standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinate personnel. Responsible for overall contract performance. Under stringent time frames, assembles and recruits as necessary to perform assigned tasks. Demonstrated capability in technical performance plus the overall management of multi-task contracts of the size, type, and complexity within scope of a particular task order.

Minimum Education/Experience: Bachelor's Degree or higher in Engineering, Computer Science, Business Administration, Cybersecurity, Information Technology or appropriate field of study, plus twelve (12) years of information technology industry professional experience. Cloud computing (i.e. Microsoft, AWS, Google, Kentico etc.), Cyber Security (i.e. Security+, CISSP, C-CISO, CEH, FedRamp etc.) and Project Management (ITIL, PMP etc.) training required with Certification preferred.

Cloud Project Manager

Functional Responsibilities: Manages, leads and coordinates the implementation of Cloud project strategies and Cloud computing tasks using Agile Development practices in order to accomplish the stated objectives on schedule. Serves as the coach / technical leader responsible for implementing and managing agile Cloud computing projects. The Project Manager is responsible for providing feedback, advice and guidance to agile project teams to ensure high performance and consistent success. Supervises one or more and/or acts as a "Scrum Master" that brings experience in the management of "user stories", the prioritization of stories in the Cloud project backlog, management of Sprint Planning, Sprint Review and Sprint Retrospective activities and facilitates daily standup meetings of the Cloud team, technology experts and product owners to implement successful strategies. Cloud computing tasks typically include: assessing Cloud solutions, preparing for Cloud solutions, refactoring legacy solutions for Cloud migration, migrating legacy or other systems to Cloud solutions, delivering Cloud DevOps, developing new Cloud-based applications and/or providing management / governance for Cloud solutions or related activities. Collaborates with team members for each assigned tasks/stories, assists with functional and technical assignments and reports to management. Anticipates problems and works to mitigate the anticipated problems.

Minimum Education/Experience: Bachelor's degree or higher in Engineering, Computer Science, Business Administration, Cybersecurity, Information Technology or appropriate field of study, plus seven (7) years of information technology industry professional experience. Cloud computing (i.e. Microsoft, AWS, Google, Kentico, Cloud+ etc.), Cyber Security (i.e. Security+, CISSP, C-CISO, CEH, FedRamp etc.) and Project Management (ITIL, PMP, Agile etc.) training required with Certification preferred.

Cloud Task Manager

Functional Responsibilities: Leads and coordinates the implementation of Cloud project strategies and computing tasks using Agile Cloud Development practices in order to accomplish the stated objectives on schedule. In the role of Scrum Master brings experience in the management of "user stories", the prioritization of stories in the Cloud project backlog, management of Sprint Planning, Sprint Review and Sprint Retrospective activities and facilitate daily standup meetings of the Cloud team, technology experts and product owners to implement successful strategies. Cloud computing tasks typically include: assessing Cloud solutions, preparing for Cloud solutions, refactoring legacy solutions for Cloud migration, migrating legacy or other systems to Cloud solutions, delivering Cloud DevOps, developing new Cloud-based applications and/or providing management / governance for Cloud solutions or related activities. Collaborates with team members for each assigned tasks/stories, assists with functional and technical assignments and reports to management. Anticipates problems and works to mitigate the anticipated problems.

Minimum Education/Experience: Bachelor's degree or higher in Information Technology, Computer Science, Business Administration, Cybersecurity, Engineering or appropriate field of study and three (3) years of information technology industry experience. Cloud computing (i.e. Microsoft, AWS, Google, Kentico, Cloud+ etc.), Cyber Security (i.e. Security+, CISSP, C-CISO, CEH, FedRamp etc.) and Project Management (ITIL, PMP, Agile etc.) training required with Certification preferred.

Cloud Engineer III

Functional Responsibilities: Provides knowledge in design, architecture, development and administration of Cloud computing technologies and information systems. Monitors existing Cloud configurations and operations for structural and process integrity. Oversees the development, deployment and system administration of Cloud technologies. Designs, implements and maintains Cloud information/cyber security, disaster recovery and other systems to ensure data security, integrity and compliance. Develops custom scripts and processes to reduce the need for human intervention in routine tasks (i.e. data migration etc.), code / integration testing and process improvement. Provide technical direction and assistance to functional and support staff. Evaluates and resolves complex Cloud network related problems. Level III is proficient in the subject matter and concepts and capable of leading other individuals on a project team.

Minimum Education/Experience: Bachelor's degree or higher in Information Technology, Computer Science, Business Administration, Cybersecurity, Engineering or appropriate field of study and five (5) years of information technology experience. Cloud computing (i.e. Microsoft, AWS, Google, Kentico, Cloud+ etc.) and Cyber Security (i.e. Security+, CISSP, C-CISO, CEH, FedRamp etc.) training required with Certification preferred.

Cloud Engineer II

Functional Responsibilities: Provides knowledge in design, architecture, development and administration of Cloud computing technologies and information systems. Monitors existing Cloud configurations and operations for structural and process integrity. Oversees the development, deployment and system administration of Cloud technologies. Designs, implements and maintains Cloud information/cyber security, disaster recovery and other systems to ensure data security, integrity and compliance. Develops custom scripts and processes to reduce the need for human intervention in routine tasks (i.e. data migration etc.), code / integration testing and process improvement. Provides technical direction and assistance to functional and support staff. Level II performs more varied and difficult tasks compared to Level I yet has less autonomy than higher levels.

Minimum Education/Experience: Bachelor's degree or higher in Information Technology, Computer Science, Business Administration, Cybersecurity, Engineering or appropriate field of study and two (2) years of information technology industry experience. Cloud computing (i.e. Microsoft, AWS, Google, Kentico, Cloud+ etc.) and Cyber Security (i.e. Security+, CISSP, C-CISO, CEH, FedRamp etc.) training required with Certification preferred.

Cloud Engineer I

Functional Responsibilities: Provides knowledge in design, architecture, development and administration of Cloud computing technologies and information systems. Monitors existing Cloud configurations and operations for structural and process integrity. Oversees the development, deployment and system administration of Cloud technologies. Designs, implements and maintains Cloud information/cyber security, disaster recovery and other systems to ensure data security, integrity and compliance. Develops custom scripts and processes to reduce the need for human intervention in routine tasks (i.e. data migration etc.), code / integration testing and process improvement. Provides technical direction and assistance to functional and support staff. Level I performs more routine aspects of the position and is supervised by higher level professionals.

Minimum Education/Experience: Associate's degree or higher in Information Technology, Computer Science, Business Administration, Cybersecurity, Engineering or appropriate field of study and one (1) year of information technology experience. Cloud computing (i.e. Microsoft, AWS, Google, Kentico etc.) and Cyber Security industry (i.e. Security+, CISSP, Network+, C-CISO, CEH, FedRamp etc.) training required with Certification preferred.

Cloud DevOps Technical Professional IV

Functional Responsibilities: Provides technical advice, guidance, services and solutions as a member of the Cloud Computing products, services and solutions delivery team. Assignments typically include: development (programming, scripting etc.), selection, configuration/operation, integration, implementation, development, system administration, maintenance, upgrades of Cloud-based platforms. Background includes training, specialized knowledge, expertise and/or certifications with one or several Cloud-based products and/or related tools and technical services such as: Kentico Software (SmartCite web CMS / SaaS), Microsoft Azure (PaaS), Microsoft Office 365, Microsoft Teams, Data Analytics using PowerBI, Cloud databases or other Cloud technologies specific to client requirements. Develops and applies advanced methods in the configuration, customization and maintenance of Cloud-based information technology solutions to meet business requirements.

Minimum Education/Experience: Bachelor's degree or higher in Information Technology, Computer Science, Business Administration, Cybersecurity, Engineering or appropriate field of study and eight (8) plus years of relevant information technology experience. Cloud computing (i.e. Microsoft, AWS, Google, Kentico, Cloud+ etc.) and Cyber Security (i.e. Security+, CISSP, Network+, C-CISO, CEH, FedRamp etc.) training required with Certification preferred.

Cloud DevOps Technical Professional III

Functional Responsibilities: Provides technical advice, guidance, services and solutions as a member of the Cloud Computing products, services and solutions delivery team. Assignments typically include: development (programming, scripting etc.), selection, configuration/operation, integration, implementation, development, system administration, maintenance, and upgrades of Cloud- based platforms. Background includes training, specialized knowledge, expertise and/or certifications with one or several Cloud based products and/or related tools and technical services such as: Kentico Software (SmartCite web CMS / SaaS), Microsoft Azure (PaaS), Microsoft Office 365, Microsoft Teams, Data Analytics using PowerBI, Cloud databases or others Cloud technologies specific to client requirements. Develops and applies advanced methods in the configuration, customization and maintenance of Cloud-based information technology solutions to meet business requirements.

Minimum Education/Experience: Bachelor's degree or higher in Information Technology, Computer Science, Business Administration, Cybersecurity, Engineering or appropriate field of study and five (5) plus years of relevant information technology experience. Cloud computing (i.e. Microsoft, AWS, Google, Kentico, Cloud+ etc.) and Cyber Security (i.e. Security+, CISSP, Network+, C-CISO, CEH, FedRamp etc.) training required with Certification preferred.

Cloud DevOps Technical Professional II

Functional Responsibilities: Provides technical advice, guidance, services and solutions as a member of the Cloud Computing products, services and solutions delivery team. Assignments typically include: development (programming, scripting etc.), selection, configuration/operation, integration, implementation, development, system administration, maintenance, and upgrades of Cloud- based platforms. Background includes training, specialized knowledge, expertise and/or certifications with one or several Cloud based products and/or related tools and technical services such as: Kentico Software (SmartCite web CMS / SaaS), Microsoft Azure (PaaS), Microsoft Office 365, Microsoft Teams, Data Analytics using PowerBI, Cloud databases or others Cloud technologies specific to client requirements. Develops and applies advanced methods in the configuration, customization and maintenance of Cloud- based information technology solutions to meet business requirements.

Minimum Education/Experience: Bachelor's degree or higher in Information Technology, Computer Science, Business Administration, Cybersecurity, Engineering or appropriate field of study and three (3) plus years of



relevant information technology experience. Cloud computing (i.e. Microsoft, AWS, Google, Kentico, Cloud+ etc.) and Cyber Security (i.e. Security+, CISSP, Network+, C-CISO, CEH, FedRamp etc.) training required with Certification preferred.

Cloud DevOps Technical Professional I

Functional Responsibilities: Provides technical advice, guidance, services and solutions as a member of the Cloud Computing products, services and solutions delivery team. Assignments typically include: development (programming, scripting etc.), selection, configuration/operation, integration, implementation, development, system administration, maintenance, and upgrades of Cloud- based platforms. Background includes training, specialized knowledge, expertise and/or certifications with one or several Cloud based products and/or related tools and technical services such as: Kentico Software (SmartClte web CMS / SaaS), Microsoft Azure (PaaS), Microsoft Office 365, Microsoft Teams, Data Analytics using PowerBI, Cloud databases or others Cloud technologies specific to client requirements. Develops and applies advanced methods in the configuration, customization and maintenance of Cloud- based information technology solutions to meet business requirements.

Minimum Education/Experience: Associate's degree or higher in Information Technology, Computer Science, Business Administration, Cybersecurity, Engineering or appropriate field of study and one (1) plus years of relevant information technology experience. Cloud computing (i.e. Microsoft, AWS, Google, Kentico, Cloud+ etc.) and Cyber Security (i.e. Security+, CISSP, Network+, C-CISO, CEH, FedRamp etc.) training required with Certification preferred.

Cloud DevOps Functional Analyst IV

Functional Responsibilities: Directs and participates as a team member and capable of leading others in the creation and implementation of appropriate Cloud computing project strategies, plans, Agile stories and other deliverables. Applies process improvement and reengineering methodologies and principles to process modernization projects. Provides group facilitation, interviewing and training. Cloud computing tasks typically include: assessing Cloud solutions, preparing for Cloud solutions, refactoring legacy solutions for Cloud migration, migrating legacy or other systems to Cloud solutions, delivering Cloud DevOps, developing new Cloud-based applications and/or providing management / governance for Cloud solutions or related activities. Directs others and produces Cloud computing deliverables in areas such as quality assurance, technical writing, requirements documentation, usability testing, data migration, content strategy, data analytics and other functional assignments as a part of a team.

Minimum Education/Experience: Bachelor's degree or higher in Information Technology, Computer Science, Business Administration, Cybersecurity, Engineering or appropriate field of study and eight (8) plus years of relevant information technology experience. Cloud computing (i.e. Microsoft, AWS, Google, Kentico, Cloud+ etc.) and Cyber Security (i.e. Security+, CISSP, Network+, C-CISO, CEH, FedRamp etc.) training required with Certification preferred.

Cloud DevOps Functional Analyst III

Functional Responsibilities: Participates as a team member and occasional leader in the creation and implementation of appropriate Cloud computing project strategies, plans, Agile stories and other deliverables. Applies process improvement and reengineering methodologies and principles to process modernization projects. Provides group facilitation, interviewing and training. Cloud computing tasks typically include: assessing Cloud solutions, preparing for Cloud solutions, refactoring legacy solutions for Cloud migration, migrating legacy or other systems to Cloud solutions, delivering Cloud DevOps, developing new Cloud based applications and/or providing management / governance for Cloud solutions or related activities. Produces, as part of Cloud computing deliverables related to quality assurance, technical writing, requirements documentation, usability testing, data migration, content strategy, data analytics and other functional assignments as a part of a team.



Minimum Education/Experience: Bachelor's degree or higher in Information Technology, Computer Science, Business Administration, Cybersecurity, Engineering or appropriate field of study and five (5) plus years of relevant information technology experience. Cloud computing (i.e. Microsoft, AWS, Google, Kentico, Cloud+ etc.) and Cyber Security (i.e. Security+, CISSP, Network+, C-CISO, CEH, FedRamp etc.) training required with Certification preferred.

Cloud DevOps Functional Analyst II

Functional Responsibilities: Participates as a team member in the creation and implementation of appropriate Cloud computing project strategies, plans, Agile stories and other deliverables. Applies process improvement and reengineering methodologies and principles to process modernization projects. Provides group facilitation, interviewing and training. Cloud computing tasks typically include: assessing Cloud solutions, preparing for Cloud solutions, refactoring legacy solutions for Cloud migration, migrating legacy or other systems to Cloud solutions, delivering Cloud DevOps, developing new Cloud-based applications and/or providing management / governance for Cloud solutions or related activities. Within the context of an agile team, supports and produces Cloud computing related deliverables related to quality assurance, technical writing, requirements documentation, usability testing, data migration, content strategy, data analytics and other functional assignments as a part of a team.

Minimum Education/Experience: Associate's degree or higher in Information Technology, Computer Science, Business Administration, Cybersecurity, Engineering or appropriate field of study and three (3) plus years of relevant information technology experience. Cloud computing (i.e. Microsoft, AWS, Google, Kentico, Cloud+ etc.) and Cyber Security (i.e. Security+, CISSP, Network+, C-CISO, CEH, FedRamp etc.) training required with Certification preferred.

Cloud DevOps Functional Analyst I

Functional Responsibilities: Under direction, participates as a team member in the creation and implementation of appropriate Cloud computing project strategies, plans, Agile stories and other deliverables. Applies process improvement and reengineering methodologies and principles to process modernization projects. Provides group facilitation, interviewing and training. Cloud computing tasks typically include: assessing Cloud solutions, preparing for Cloud solutions, refactoring legacy solutions for Cloud migration, migrating legacy or other systems to Cloud solutions, delivering Cloud DevOps, developing new Cloud-based applications and/or providing management / governance for Cloud solutions or related activities. Assists with and produces Cloud computing related deliverables related to quality assurance, technical writing, requirements documentation, usability testing, data migration, content strategy, data analytics and other functional assignments as a part of a team.

Minimum Education/Experience: Associate's degree or higher in Information Technology, Computer Science, Business Administration, Cybersecurity, Engineering or appropriate field of study and one (1) plus years of relevant information technology experience. Cloud computing (i.e. Microsoft, AWS, Google, Kentico, Cloud+ etc.) and Cyber Security (i.e. Security+, CISSP, Network+, C-CISO, CEH, FedRamp etc.) training required with Certification preferred.

Cloud Support Team Leader

Functional Responsibilities: Directs and leads one or more Cloud support teams that provide technical and administrative support for customers and technical teams assessing Cloud solutions, preparing for Cloud solutions, refactoring legacy solutions for Cloud migration, migrating legacy or other systems to Cloud solutions, DevOps, developing and/or maintaining new Cloud-based applications and/or providing management / governance for Cloud solutions. Typical assignments may include: the review of work products for correctness, training development and delivery, customer support and communication, quality assurance and testing,



configuration management, content administration, data migration, program reporting, monitoring and documentation support. Communicates with team members and customers, diagnoses problems, documents findings, recommends and/or implements solutions, and provides follow-up. Has experience and understanding of Cloud computing technical team environment, technologies and industry standard tools.

Minimum Education/Experience: Bachelor’s degree or higher in Information Technology, Computer Science, Business Administration, Cybersecurity, Engineering or appropriate field of study and five (5) plus years of relevant information technology experience. Cloud computing (i.e. Microsoft, AWS, Google, Kentico, Cloud+ etc.) and Cyber Security / information technology (i.e. Security+, Network+, A+, FedRamp etc.) training required with Certification preferred.

Cloud Support Analyst III

Functional Responsibilities: Provides technical and administrative support for customers and technical teams assessing Cloud solutions, preparing for Cloud solutions, refactoring legacy solutions for Cloud migration, migrating legacy or other systems to Cloud solutions, DevOps, developing and/or maintaining new Cloud-based applications and/or providing management / governance for Cloud solutions. Typical assignments may include: the review of work products for correctness, training development and delivery, customer support and communication, quality assurance and testing, configuration management, content administration, data migration, program reporting, monitoring and documentation support. Communicates with team members and customers, diagnoses problems, documents findings, recommends and/or implements solutions, and provides follow-up. Has experience and understanding of Cloud computing technical team environment, technologies and industry standard tools.

Minimum Education/Experience: Associate’s degree or higher in Information Technology, Computer Science, Business Administration, Cybersecurity, Engineering or appropriate field of study and four (5) plus years of relevant information technology experience. Cloud computing (i.e. Microsoft, AWS, Google, Kentico, Cloud+ etc.) and Cyber Security / information technology (i.e. Security+, Network+, A+, FedRamp etc.) training required with Certification preferred.

Education and Experience Substitutions for Cloud Related Professional Services Labor Categories:

Minimum Degree	Equivalent Substitutions for Education and Experience
Associates	2 years' experience
Bachelor's	4 years' experience; or Associates degree plus 2 years' experience
Master's	6 years' experience; or Bachelor's degree plus 2 years' experience
PhD/Doctorate	8 years' experience; or Master's degree plus 2 years' experience; or Bachelor's degree plus 4 years' experience



SECTION 8 -- COMPETITIVE INNOVATIONS, 132-100 Ancillary Supplies and/or Services

Ancillary Supplies and/or Services - Ancillary supplies and/or services are support supplies and services which are not within the scope of any other SIN on this schedule. These supplies and/or services may only be ordered in conjunction with or in support of supplies and/or services purchased under another SIN(s) in this solicitation to provide a solution to a customer requirement. This SIN may be used for orders and blanket purchase agreements that involve work or a project that is solely associated with the supplies and/or services purchased under this schedule. This SIN EXCLUDES purchases that are exclusively for supplies and/or services already available under another schedule and is limited to information technology (IT) products and/or services.

Special Instructions: The work performed under this SIN shall be associated with existing SINs that are part of this schedule. Ancillary supplies and/or services shall not be the primary purpose of the work ordered, but be an integral part of the total solution offered. Ancillary supplies and/or services may only be ordered in conjunction with or in support of supplies and/or services purchased under another SIN in this schedule. Contractors may be required to provide additional information to support a determination that their proposed ancillary supplies and/or services are commercially offered in support of one or more SINs under this schedule.

Competitive Innovations has labor categories associated with SIN 132-40 and SIN 132-51 under this schedule that are not the primary purpose of the work ordered but an integral part of the total solution offered. The labor categories noted below are available under special item number 132-100 with orders placed under SIN 132-40:

132-100 Ancillary Supplies and/or Service in support of SIN 132-40 Cloud and Cloud Related IT Professional Services (Available under SIN 132-100 in support of SIN 132-40 task orders)

Competitive Innovations, LLC					
Rates for Contractor or Government Site					
GSA # GS-35F-0550N SIN 132-100 - Labor Category Title	Year 17: Award - 04/30/2020	Year 18: 05/01/2020 - 04/30/2021	Year 19: 05/01/2021 - 05/31/2022	Year 20: 05/01/2022 - 04/30/2023	Extension 1: 05/01/2023 - 10/31/2023
Cloud Support Analyst II	\$ 92.49	\$94.34	\$96.23	\$98.15	\$100.11
Cloud Support Analyst I	\$ 65.29	\$66.60	\$67.93	\$69.29	\$70.68

Cloud Support Analyst II (Available under SIN 132-100 in support of SIN 132-40 task orders)

Functional Responsibilities: Provides technical and administrative support for customers and technical teams assessing Cloud solutions, preparing for Cloud solutions, refactoring legacy solutions for Cloud migration, migrating legacy or other systems to Cloud solutions, DevOps, developing and/or maintaining new Cloud-based applications and/or providing management / governance for Cloud solutions. Typical assignments may include: the review of work products for correctness, training development and delivery, customer support and communication, quality assurance and testing, configuration management, content administration, data migration, program reporting, monitoring and documentation support. Communicates with team members and customers, diagnoses problems, documents findings, recommends and/or implements solutions, and provides follow-up. Has experience and understanding of Cloud computing technical team environment, technologies and industry standard tools.

Minimum Education/Experience: High School diploma and at least two (2) year of relevant information technology industry experience required. Cloud computing (i.e. Microsoft, AWS, Google, Kentico, Cloud+ etc.) and Cyber Security / information technology (i.e. Security+, Network+, A+, FedRamp etc.) training required with Certification preferred.



Cloud Support Analyst I (Available under SIN 132-100 in support of SIN 132-40 task orders)

Functional Responsibilities: Under supervision and direction provides technical and administrative support for customers and technical teams assessing Cloud solutions, preparing for Cloud solutions, refactoring legacy solutions for Cloud migration, migrating legacy or other systems to Cloud solutions, DevOps, developing and/or maintaining new Cloud-based applications and/or providing management / governance for Cloud solutions. Typical assignments may include: the review of work products for correctness, training development and delivery, customer support and communication, quality assurance and testing, configuration management, content administration, data migration, program reporting, monitoring and documentation support. Communicates with team members and customers, diagnoses problems, documents findings, recommends and/or implements solutions, and provides follow-up. Has experience and understanding of Cloud computing technical team environment, technologies and industry standard tools.

Minimum Education/Experience: High School diploma and information technology industry experience preferred. Cloud computing (i.e. Microsoft, AWS, Google, Kentico, Cloud+ etc.) and Cyber Security / information technology (i.e. Security+, Network+, A+, FedRamp etc.) training required with Certification preferred.

132-100 Ancillary Supplies and/or Service in support of SIN 132-51 IT Professional Services (Available under SIN 132-100 in support of SIN 132-51 task orders)

GSA GS-35F-0550N - Labor Category Title	SIN	Year 17: Award - 04/30/2020	Year 18: 05/01/2020 - 04/30/2021	Year 19: 05/01/2021 - 05/30/2022	Year 20: 05/01/2022 - 04/30/2023	Extension 1: 05/01/2023 - 10/31/2023
Web/Content Administrative Specialist	132-100	\$ 63.35	\$64.62	\$65.91	\$67.23	\$68.57

Web/Content Administrative Specialist

Provides administrative support, content administration and web data entry in support of teams and individual professionals. This includes, but is not limited to: documentation planning and support, project administration, web site data administration, content entry, general office support, executive secretarial support, human resource planning, event planning and administration, office relocation planning, etc.

Key Responsibilities:

- Specializes in coordinating, planning, administration and support related to technology and web related development teams
- Reports to project manager and task leaders working on under specific supervision
- Understands and provides documentation planning and support, project administration, general office support, executive secretarial support, human resource planning, event planning and administration, office relocation planning, etc. required

Job Requirements:

- High School degree and at least one year of professional experience in clerical and administrative roles.
- Working knowledge of internet browsers and software suites.

Note that the Web/Content Administrative Specialist is a supporting labor category (SIN 132-100), and therefore cannot be sold separately without at least one other professional labor category currently awarded.



SECTION 9—COMPETITIVE INNOVATIONS, 70-500 ORDER-LEVEL MATERIALS (OLMs) – SUBJECT TO CO-OPERATIVE PURCHASING

SIN 70-500 - Order-Level Materials (OLMs) - SUBJECT TO COOPERATIVE PURCHASING Order-Level Materials (OLMs) are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Federal Supply Schedule (FSS) contract or FSS blanket purchase agreement (BPA). OLMs are not defined, priced, or awarded at the FSS contract level. They are unknown before a task or delivery order is placed against the FSS contract or FSS BPA. OLMs are only authorized for inclusion at the order level under a Time-and-Materials (T&M) or Labor-Hour (LH) Contract Line Item Number (CLIN) and are subject to a Not To Exceed (NTE) ceiling price. OLMs include direct materials, subcontracts for supplies and incidental services for which there is not a labor category specified in the FSS contract, other direct costs (separate from those under ODC SINs), and indirect costs. OLMs are purchased under the authority of the FSS Program and are not "open market items."

Items awarded under ancillary supplies/services or other direct cost (ODC) SINs are not OLMs. These items are defined, priced, and awarded at the FSS contract level, whereas OLMs are unknown before an order is placed. Ancillary supplies/services and ODC SINs are for use under all order type CLINs (Fixed-Price (FP), T&M, and LH), whereas the Order-Level Materials SIN is only authorized for use under T&M and LH order CLINs.

The Order-Level Materials SIN is only authorized for use in direct support of another awarded SIN. Price analysis for OLMs is not conducted when awarding the FSS contract or FSS BPA; therefore, GSAR 538.270 and 538.271 do not apply to OLMs. OLMs are defined and priced at the ordering activity level in accordance with GSAR clause 552.238-82 Special Ordering Procedures for the Acquisition of Order-Level Materials. Prices for items provided under the Order-Level Materials SIN must be inclusive of the Industrial Funding Fee (IFF). The value of OLMs in a task or delivery order, or the cumulative value of OLMs in orders against an FSS BPA awarded under an FSS contract, cannot exceed 33.33%.

Competitive Innovations, LLC offers Order-Level Materials (OLM's) under this SIN as authorized by GSA for use in direct support of another awarded SIN (i.e. 132-51, 132-40, 132-34, 132-33, 132-50 etc.).