GENERAL SERVICES ADMINISTRATION

Federal Acquisition Service
Authorized Federal Supply Schedule Price List

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through **GSA** *Advantage*!™, a menu-driven database system. The INTERNET address for **GSA** *Advantage*!™ is: **http://www.GSAAdvantage.gov.**

Schedule for – Information Technology (IT) Professional Services
Federal Supply Schedule IT70
Contract Number: 47QTCA18D00KT
For more information on ordering from Federal Supply Schedules
click on the FSS Schedules button at http://www.gsa.gov/schedules-ordering
Contract Period: September 18, 2018 through September 17, 2023

Contractor:	HIGHERECHELON, INC
	101 Lowe Avenue SE, STE 3B, Huntsville, Al 35801-4220
Business Size:	Small, Veteran Owned, Service-Disabled Business

In accordance with 13 C.F.R. 121.404, the Contractor is ineligible to participate in any RFQ that is set aside for small business where the subject contract's awarded size status for the preponderance NAICS designated in the RFQ is "other than small".

Telephone:	(256) 763-1931
Extension:	
FAX Number:	(703)-224-8001
Web Site:	www.the-he.com
E-mail:	joe.ross@higherechelon.com
Contract Administration:	Donald Ross

CUSTOMER INFORMATION:

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

SIN	SIN Description
132-51	Information Technology Professional Services
132-100	Ancillary Supplies and/or Services

1b.   Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

SIN 132-51 – Business System/Proc Analyst I $68.29

SIN 132-100 Customer Svc & Support Tech I $75.36

1c. **If the Contractor is proposing hourly rates a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item.** See below for labor categories and pricing.

2. **Maximum Order:** $500,000

3. **Minimum Order:** $100.00

4. **Geographic Coverage (delivery Area):**

Sin	Scope
132 51	**P – 50 States, DC, Puerto Rico**
132 100	**P – 50 States, DC, Puerto Rico**

5. **Point(s) of production (city, county, and state or foreign country):** Same as company address

6. **Discount from list prices or statement of net price:** Government net prices (discounts already deducted). See Attachment.
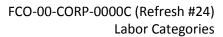
7. **Quantity discounts:**

  1% for orders over $500,000.00

8. **Prompt payment terms:** Net 30 days

9a. **Notification that Government purchase cards are accepted up to the micro-purchase threshold:** Yes

9b. **Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold:** will accept over $3,000

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

11a. **Time of Delivery (Contractor insert number of days):** Specified on the Task Order

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

11c. **Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery:** Contact Contractor

11d. **Urgent Requirements. The Contractor will note in its price list the "Urgent Requirements" clause of its contract and advise agencies that they can also contact the Contractor's representative to effect a faster delivery:** Contact Contractor
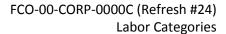
12. **F.O.B Points(s):** Destination

13a. **Ordering Address(es):** Same as Contractor

13b. **Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).**

14. **Payment address(es):** Same as company address

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

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

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

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

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

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

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

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

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

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

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

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

25. **Data Universal Numbering System (DUNS) number:** 832344639

26. **Notification regarding registration in Central Contractor Registration (CCR) database:** Registered

27. **Final Pricing:**

The rates shown below include the Industrial Funding Fee (IFF) of 0.75%.

Labor Categories

SERVICE PROPOSED (e.g. Job Title/Task)	PRICE OFFERED TO GSA (including IFF) - Year 1	PRICE OFFERED TO GSA (including IFF) - Year 2	PRICE OFFERED TO GSA (including IFF) - Year 3	PRICE OFFERED TO GSA (including IFF) - Year 4	PRICE OFFERED TO GSA (including IFF) - Year 5
Applications Architect II	$133.46	$136.53	$139.67	$142.88	$146.17
Applications Architect III	$145.87	$149.23	$152.66	$156.17	$159.76
Business System/Proc Analyst I	$67.08	$68.62	$70.20	$71.81	$73.46
Business System/Proc Analyst II	$79.45	$81.28	$83.15	$85.06	$87.02
Business System/Proc Analyst VII	$127.33	$130.26	$133.26	$136.32	$139.46
IT Management Consultant III	$91.52	$93.62	$95.77	$97.97	$100.22
Principle IT Management Consultant I	$154.12	$157.66	$161.29	$165.00	$168.80
Principal Technical Consultant	$217.62	$222.63	$227.75	$232.99	$238.35
System Technical Consultant	$145.08	$148.42	$151.83	$155.32	$158.89
IT Technician IV	$93.30	$95.45	$97.65	$99.90	$102.20
IT Technician VII	$105.53	$107.96	$110.44	$112.98	$115.58
Senior IT Manager	$132.51	$135.56	$138.68	$141.87	$145.13
Program Manager V	$152.23	$155.73	$159.31	$162.97	$166.72
Programmer/Developer I	$83.15	$85.06	$87.02	$89.02	$91.07
Programmer/Developer IV	$178.93	$183.05	$187.26	$191.57	$195.98
Senior SW Engineer / Analyst IX	$125.12	$128.00	$130.94	$133.95	$137.03
Web Designer	$88.52	$90.56	$92.64	$94.77	$96.95
Customer Svc & Support Tech I	$73.72	$75.42	$77.15	$78.92	$80.74
Customer Svc & Support Tech III	$129.64	$132.62	$135.67	$138.79	$141.98

Education Equivalents:

- PhD reduces required years of experience by 7 years for labor categories requiring Bachelor's degrees or by 2 years for labor categories requiring Masters
- Master's degree reduces required years of experience by 5 years for labor categories requiring Bachelor's degrees
- Add 4 years of required experience to labor categories requiring Bachelor's degree where the candidate only has a High School diploma

INFORMATION TECHNOLOGY SERVICES

Commercial Labor Category	Minimum/ General Experience and Years of Experience	Functional Responsibility	Educational Requirements
Application Architect II	**14**	The Application Architect 2 may plan, design, develop, redesign or enhance, install, or implement various technology products, or enhance computer programs. This individual applies knowledge of software and programming to develop and test computer systems and produce the necessary outcome for clients. The Application Architect may draft technical white papers to better understand the technology behind them, and to provide instructions that help the client better understand the nature and applications of a specific product. Level 2 performs varied and difficult tasks yet has less autonomy than Level 3.	**Bachelors**
Application Architect III	**15**	The Application Architect 3 may plan, design, develop, redesign or enhance, install, or implement various technology products, or enhance computer programs. This individual applies knowledge of software and programming to develop and test computer systems and produce the necessary outcome for clients. The Application Architect may draft technical white papers to better understand the technology behind them, and to provide instructions that help the client better understand the nature and applications of a specific product. Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.	**Bachelors**
Business System/ Process Analyst I	**0**	The BS/PA I may provide knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. The BS/PA uses available computer systems resources and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution. In addition, the Business System/Process Analyst may: • Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated in project progress • Determine and document user requirements for business processes and abide by those requirements for future projects • Reviews and analyzes information, forecasts, methods,	**Bachelors**

Commercial Labor Category	Minimum/ General Experience and Years of Experience	Functional Responsibility	Educational Requirements
		schedules, systems, processes and procedures • Provides expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis Level 1 performs more routine aspects of the position and is supervised by higher levels.	
Business System/ Process Analyst II	2	The BS/PA 2 may provide knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. The BS/PA uses available computer systems resources and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution. In addition, the BS/PA may: • Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated in project progress • Determine and document user requirements for business processes and abide by those requirements for future projects • Reviews and analyzes information, forecasts, methods, schedules, systems, processes and procedures • Provides expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis Level 2 performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 7.	**Bachelors**
Business System/ Process Analyst VII	12	The BA/PA 7 may provide knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. The BS/PA uses available computer systems resources and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution. In addition, the Business Analyst may: • Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated in project progress • Determine and document user requirements for business processes and abide by those requirements for future	**Bachelors**

Commercial Labor Category	Minimum/ General Experience and Years of Experience	Functional Responsibility	Educational Requirements
		projects	
		• Reviews and analyzes information, forecasts, methods, schedules, systems, processes and procedures	
		• Provides expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis	
		Level 7 is competent in subject matter and concepts and may lead individuals assisting in the work.	
IT Management Consultant III	**3**	IT Management Consultant III apply their skills in such areas as IT systems development, knowledge of IT business processes, technical background or supervisory capacity to implement business solutions. For example, Consultants may perform tasks such as: • Develop functional and technical information system designs • Work with business integration analysts in the development of software designs, computer programming, system testing or training curricula • Work with business process redesign teams in the development of new business process architectures • Perform workflow analyses • Design and manage databases	**Bachelors**

Commercial Labor Category	Minimum/ General Experience and Years of Experience	Functional Responsibility	Educational Requirements
Principle IT Management Consultant I	16	Provides IT research, evaluations, studies, analyses, scenarios/simulations, reports, business policy and regulation development assistance, strategy formulation, and expert witness services. Provides IT support services and survey services, using a variety of methodologies, including survey planning, design, and development; survey administration; data validation and analysis; reporting, and stakeholder briefings.	**Bachelors**
Principal Technical Consultant	20	Principal Technical Consultant may develop, run tests on, implement, or maintain operating system and related software. The Principal Technical Consultant establish and implement standards for computer operations for compatibility between hardware and software, according to specifications and parameters. This individual troubleshoots and/or resolves software, operating system, and networking problems. The Principal Technical Consultant schedules, performs, and/or monitors system backups and/or, when necessary, performs data recoveries. Principal Technical Consultant is competent in subject matter and concepts and may lead individuals assisting in the work.	**Bachelors**
System Technical Consultant	12	System Technical Consultant may develop, run tests on, implement, or maintain operating system and related software. The System Technical Consultant establish and implement standards for computer operations for compatibility between hardware and software, according to specifications and parameters. This individual troubleshoots and/or resolves software, operating system, and networking problems. The System Technical Consultant schedules, performs, and/or monitors system backups and/or, when necessary, performs data recoveries. System Technical Consultant performs more routine aspects of the position and is supervised by higher levels.	**Bachelors**
IT Technician IV	4	Provides engineering and technical expertise to a project, in the areas of software development, network management, hardware configuration, web design, or testing. Works independently and as a part of a team to achieve the project objectives. Participates in planning processes (agile, waterfall, project planning, etc.)	**Bachelors**
IT Technician VII	7	Provides engineering and technical expertise to a project, in the areas of software development, network management, hardware configuration, web design, or testing. Works independently and as a part of a team to achieve the project objectives. Participates in planning processes (agile, waterfall, project planning, etc.)	**Bachelors**

Commercial Labor Category	Minimum/ General Experience and Years of Experience	Functional Responsibility	Educational Requirements
Senior IT Manager	**11**	Provides management and technical expertise for a program or multiple projects. Participates in planning and directs others in support of the project goals. Responsible for meeting timelines, adhering to budgets and achieving overall contractual objectives.	**Bachelors**
Program Manager V	**20**	Provides management and technical expertise for a program or multiple projects. Participates in planning and directs others in support of the project goals. Responsible for meeting timelines, adhering to budgets and achieving overall contractual objectives.	**Bachelors**
Programmer/Developer I	**3**	The Programmer 1 is responsible for activities such as program design, coding, testing, debugging or documentation. This individual has technical knowledge and responsibility of all phases of applications systems analysis and programming and understands the business or function for which application is designed. The Programmer may • Write programs according to specifications, which may be provided by Engineers, technical architects, or other computer scientists • Update, repair, modify and expand existing computer programs	**Bachelors**
Programmer/Developer VI	**10**	The Programmer 4 is responsible for activities such as program design, coding, testing, debugging or documentation. This individual has technical knowledge and responsibility of all phases of applications systems analysis and programming and understands the business or function for which application is designed. The Programmer may • Write programs according to specifications, which may be provided by Engineers, technical architects, or other computer scientists • Update, repair, modify and expand existing computer programs	**Bachelors**
Senior Software Engineer / Analyst IX	**12**	Performs engineering tasks to achieve the project mission. Works on design and implementation, independently or supervising a team	**Bachelors**

Commercial Labor Category	Minimum/ General Experience and Years of Experience	Functional Responsibility	Educational Requirements
Web Designer	**6**	The Web Designer may design, plan, or execute the design and layout for Internet sites and web pages, which may include combining text with sounds, pictures, graphics, and video-clips. The Web Designer may: • Question or communicate with clients to assess their needs, discuss requirements, and clarify their goals for establishing a website. • Meet with clients on a regular basis to evaluate and modify site as it seems appropriate and keeps them informed of project progress. • Design custom-tailored plan for a proposed site using combination of graphic and written material and modifies proposal as necessary until the client is satisfied. • Design, maintain, and update information and digitized images, banners, bullets, charts, image maps, and other graphics to enhance appearance of site and keep the content and graphics current. • Maintain site appearance by developing and enforcing content and display standards.	**Bachelors**
Customer Service and Support Technician I	**1**	The Customer Service and Support Technician 1 may perform some of the following tasks: • Answers inquiries by clarifying desired information; researching, locating, and providing information • Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems • Fulfills requests by clarifying desired information; completing transactions; forwarding requests • Maintains call center database by entering information and document customer interaction • Updates job knowledge by participating in educational opportunities and knowledge management • Answers inquiries by clarifying desired information; researching, locating, and providing information • Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved	**Bachelors**

11

Commercial Labor Category	Minimum/ General Experience and Years of Experience	Functional Responsibility	Educational Requirements
		problems	
		• Fulfills requests by clarifying desired information; completing transactions; forwarding requests	
		• Maintains call center database by entering information and document customer interaction	
		• Updates job knowledge by participating in educational opportunities and knowledge	
		• Develops appropriate reporting requirements by supervisor or manager	
		• Handles Subject Matter Expert inquiries and assist other team members	
		• Assists in the training of new-hires and assist in quality	
		Level 1 performs more routine aspects of the position and is supervised by higher levels.	
Customer Service and Support Technician III	**15**	The Customer Service and Support Technician 3 may perform some of the following tasks: • Answers inquiries by clarifying desired information; researching, locating, and providing information • Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems • Fulfills requests by clarifying desired information; completing transactions; forwarding requests • Maintains call center database by entering information and document customer interaction • Updates job knowledge by participating in educational opportunities and knowledge management • Answers inquiries by clarifying desired information; researching, locating, and providing information • Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems • Fulfills requests by clarifying desired information; completing transactions; forwarding requests	**Bachelors**

Commercial Labor Category	Minimum/ General Experience and Years of Experience	Functional Responsibility	Educational Requirements
		• Maintains call center database by entering information and document customer interaction • Updates job knowledge by participating in educational opportunities and knowledge management • Develops appropriate reporting requirements by supervisor or manager • Handles Subject Matter Expert inquiries and assist other team members • Assists in the training of new-hires and assist in quality Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.	

BEST RATE (LOWEST PRICE) PRICE AND SKILL / EXPERIENCE MATRIX

1. Provide as many of your best (lowest priced) contracts, as necessary, for comparison with labor rates being offered to the government. Rates offered to the government should not be higher than your BEST (LOWEST) RATES under any contract shown. Also, if any of your government contracts carry a security clearance, GSA should be offered that same security clearance. USE AS MANY COLUMNS AS YOU NEED TO SHOW YOUR BEST CONTRACTS.
2. If any of these contracts are based on dollar volume, please indicate the dollar, volume (On a Separate Sheet) and the rates the volumes are based on.
3. Blending of rates is not allowed. Provide the lowest hourly rates at which any labor category has been sold. Insert the name and contract number of the Government/ Commercial contract. Please note whether you are a subcontractor or prime. If you are a subcontractor, make sure you show your subcontractor rate s, not the prime rates.

    •   Make sure you state what the degree is in (computer science, engineering, liberal arts and whether it is a Bachelors or Associates. In Addition, if there are any labor categories that the minimum educational level is a certificate in a specific area, please state the area of certification.

    •   Insert your commercial rate and provide a copy of your commercial catalog or pricelist. An effective date should be printed on the catalog or pricelist. If you don't have or publish a printed commercial pricelist make a statement to that affect and provide the page(s) from the contracts (commercial or government) established above that reflect each labor category and the agreed to rate(s).

Education/Experience Substitution:

Labor Category	Min Edu	Min Exp	PhD	Masters	Bachelors	Associate	High School
Senior Trainer	Masters	15	13		20	22	24
Trainer	Bachelors	1	0	0		3	5
Senior Engineer / Analyst XI	Bachelors	15	8	10		N/A	N/A
Senior Engineer / Analyst IX	Bachelors	12	5	7		N/A	N/A
Senior Engineer / Analyst VIII	Bachelors	10	3	5		N/A	N/A
Program Manager	Bachelors	20	13	15		22	24
Technician VII	Bachelors	7	0	2		9	11
Technician IV	Bachelors	4	0	0		6	8
Technician III	Bachelors	3	0	0		5	7
Technician II	Bachelors	2	0	0		4	6
Technician I	Bachelors	1	0	0		3	5
Technical Specialist IV**	High School	3	10	12	7	5	
Technical Specialist III**	High School	2	9	11	6	4	
Technical Specialist II**	High School	1	8	10	5	3	
Technical Specialist I**	High School	0	7	9	4	2	
Intermediate Trainer	Bachelors	6	0	1		8	10
Engineer 01	Bachelors	0	0	0		N/A	N/A
Engineer 03	Bachelors	3	0	0		N/A	N/A
Engineer 04	Bachelors	4	0	0		N/A	N/A
Engineer 05	Bachelors	5	0	0		N/A	N/A
Senior Engineer/Analyst X	Bachelors	14	7	9		N/A	N/A
Senior Manager	Bachelors	11	4	6		13	15
Manager	Bachelors	3	0	0		5	7
Junior Manager	Bachelors	1	0	0		3	5
Associate II	Bachelors	3	0	0		5	7
Senior Technical Staff II	Bachelors	14	7	9		16	18
Test Engineer 01	Bachelors	2	0	0		N/A	N/A
Senior Test Engineer IX	Bachelors	12	5	7		N/A	N/A
Senior Test Engineer X	Bachelors	14	7	9		N/A	N/A
Management Consultant I	Bachelors	1	0	0		3	5
Management Consultant II	Bachelors	2	0	0		4	6

Management Consultant III	Bachelors	3	0	0		5	7
Principal Management Consultant I	Masters	16	14		21	23	25
Business Specialist I	Bachelors	0	0	0		2	4
Business Specialist II	Bachelors	2	0	0		4	6
Business Specialist VII	Bachelors	12	5	7		14	16
Business Specialist VIII	Bachelors	15	8	10		17	19
Senior Manager IV	Bachelors	15	8	10		17	19
Senior Technical Staff VII	Masters	10	8		15	17	19
Principal Management Consultant VII	Masters	22	20		25	27	29