

SYNCADD

General Services Administration
Federal Supply Service
Authorized Federal Supply Schedule Price List

Multiple Award Schedule (MAS)

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

Contract Number: 47QTCA20D00A4
Federal Supply Group: Information Technology
Miscellaneous
FSC/PSC Codes: DA01, DB10, 0000

Prices Shown Herein are Net (Discount Deducted)

Contractor: **SYNCADD Systems, Inc.**
Contract Period: May 15, 2020 – May 14, 2025
Address: 677 Ala Moana Blvd., Ste 901
Honolulu, HI 96813
Phone: 808-941-8286
Fax: 808-941-7173
Website: www.syncadd.com
Email: carrie.wyrick@syncadd.com

Contract Administrator: Carrie Wyrick

Business Size: Small Business, Woman Owned Small Business (WOSB)

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.GSA.gov.

*Pricelist Current Through Modification PS-0025, Effective 05 September 2024
Terms and Conditions are Current Through MAS Refresh 22*

Customer Information

1a. Table of Awarded Special Item Numbers with appropriate cross-reference to page numbers:

Special Item Number	Special Item Description	Service Description Page	Awarded Price Page
54151S/RC/STLOC	Information Technology Professional Services	5-10	11
518210C/RC/STLOC	Cloud and Cloud-Related IT Professional Services	12-17	17
OLM/RC/STLOC	Order-Level Materials (OLM)	Defined at Order Level	Defined at Order Level

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. N/A

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 "Awarded Labor Categories and Descriptions" (below) for each SIN.

2. Maximum Order:

Special Item Number	Maximum Order
54151S/RC/STLOC	\$500,000
518210C/RC/STLOC	\$500,000
OLM/RC/STLOC	\$250,000

3. Minimum Order: \$100

4. Geographic Coverage: FOB Destination for 50 states, Puerto Rico, Washington, DC, and U.S. Territories and Worldwide

5. Point of production: US

6. Discount from list prices or statement of net price: Prices shown herein are net prices

7. Quantity discounts: None

8. Prompt payment terms: 1.0% - 15 days. Net 30. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9. Foreign items: None

10a. Time of Delivery: As negotiated with ordering activity

10b. Expedited Delivery: Items available for expedited delivery are noted in this price list or negotiated at the task order level

10c. Overnight and 2-day delivery: Negotiated at the task order level

10d. Urgent Requirements: Please note the Urgent Requirements clause of this contract and negotiated at the task order level

11. F.O.B Points: Destination

12a. Ordering Address: SYNCADD Systems, Inc.
Attn: Carrie Wyrick
677 Ala Moana Blvd., Ste 901
Honolulu, HI 96813

12b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.

13. Payment address: SYNCADD Systems, Inc.
Attn: Accounts Payable
677 Ala Moana Blvd., Ste 901
Honolulu, HI 96813

14. Warranty provision: None

15. Export Packing Charges: N/A

16. Terms and conditions of rental, maintenance, and repair: N/A

17. Terms and conditions of installation: N/A

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: N/A

18b. Terms and conditions for any other services: N/A

19. List of service and distribution points: N/A

20. List of participating dealers: N/A

21. Preventive maintenance: N/A

22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): N/A

22b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contactor's website or other location.) The EIT standards can be found at: www.Section508.gov/

23. Unique Entity Identifier (UEI) number: LKKTLLPQKKD5

24. Notification regarding registration in System for Award Management (SAM) database: SYNCADD Systems, Inc. is registered in the SAM Database.

SIN 54151S Awarded Labor Categories and Descriptions

Consistent with SYNCADD’s Professional Compensation Plan and hiring practices, relevant/related experience can be substituted for education, and education for experience. The table below provides SYNCADD’s education/experience substitution guidelines.

Degree	Relevant Work Experience Substitution	Related Education and Experience Substitution
High School and Certification	None	A Minimum of 3 specialty or college-level courses in related field may be a substitute for 1 year of work experience
Associate	2 years of work experience may be substituted for an Associate Degree	A Bachelor’s Degree may be a substitute for 2 years of work experience; A Technical Certification may be a substitute for 1 year of work experience
Bachelor’s	4 years of work experience may be substituted for a Bachelor’s Degree	An Associate Degree plus 2 years of work experience may be substituted for a Bachelor’s Degree
Master’s	Not Applicable	A Master’s Degree may be a substitute for 2 years of work experience

The following labor category descriptions define the minimum qualifications for the proposed labor categories. For each of the following, specified degrees must be in recognized technical, engineering, scientific, managerial, business, or other related discipline, and technical certifications must be from an accredited university or nationally recognized certificate program.

Architect (I, II, and III)

Duties: Support Applications, Systems, and/or Databases. Design and define system architecture for new or existing complex computer systems, applications, and/or databases. Determine systems specifications, input/output processes, and working parameters for hardware/software compatibility and maintenance of system security. Coordinate design of subsystems and integration of total system. Identify, analyze, and resolve program support deficiencies. Develop and recommend corrective actions. Provide technical guidance for database administrators and programmers.

Qualifications:

Level I: Bachelor’s Degree and 4 years of related experience

Level II: Bachelor’s Degree and 7 years of related experience

Level III: Bachelor’s Degree and 10 years of related experience

Analyst (I, II, and III)

Duties: Perform tasking/analysis in support of Business, Business Systems, Geospatial (GIS), and/or Planning Systems. Obtain, review, and analyze relevant information on existing business processes, business/planning systems, or workflows. Apply process improvement, reengineering methodologies, risk analysis, needs assessment(s), QA/QC, and business principles. Conduct relevant research and document findings and areas of opportunities for process improvement. Develop and define program/project plans; monitor and report performance; perform complex analysis and reporting.

Qualifications: Possess good communication skills and fundamental troubleshooting/evaluation abilities.

Level I: Bachelor's Degree and 2 years of related experience

Level II: Bachelor's Degree and 3 years of related experience

Level III: Bachelor's Degree and 5 years of related experience

Data Technician (I and II)

Duties: Provide basic field data collection, surveying, mapping and/or conducts field surveys where dimensions of facilities are collected/verified with laser measuring devices. Perform geospatial data development to include field data collection and verification. Conduct field surveys using latest technologies; develop and maintain data within CADD and GIS; provide technical support to customers; and work with Data Specialists or GIS/CADD Specialists to ensure accuracy in the data capture process.

Qualifications:

Level I: High School and Certification (CAD Certificate or GIS Certification) and 1 year of related experience

Level II: High School and Certification (CAD Certificate or GIS Certification) and 3 years of related experience

CADD/GIS Specialist (I, II, and III)

Duties: Provide basic field data collection, surveying, mapping and/or conducts field surveys where dimensions of facilities are collected/verified with laser measuring devices. Use GIS, CADD, and automated mapping systems to create geospatial databases and mapping products; provide spatial analysis, data modeling, and/or end user support; create documentation on data and workflows; convert data between CADD and GIS; develop metadata; conduct testing of geospatial applications; and perform QA/QC on data, processes and workflows. Help manage and administer enterprise-level GIS. Adhere to Spatial Data Standards for Facilities Infrastructure and Environment (SDSFIE) and metadata requirements.

Qualifications: Must have experience with CADD software, have an understanding of surveying techniques and procedures, have good communication skills, be able to produce GIS maps and perform data entry, work as a team to meet deadlines, have an understanding of SDSFIE, metadata, data structures, and relevant regulations and policies, and be able to develop simple CADD drawings in applicable software.

Level I: Bachelor's Degree and 0 years of related experience

Level II: Bachelor's Degree and 3 years of related experience

Level III: Bachelor's Degree and 8 years of related experience

CADD/GIS Technician (I, II, and III)

Duties: Use GIS, CADD, and automated mapping systems to create geospatial databases and mapping products; provide spatial analysis, data modeling, and/or end user support; convert data between CADD and GIS; develop metadata and adhere to spatial data standards; and perform QA/QC on data, processes and workflows.

Qualifications:

Level I: High School and Certification (CAD Certificate or GIS Certification) and 1 year of related experience

Level II: High School and Certification (CAD Certificate or GIS Certification) and 5 years of related experience

Level III: High School and Certification (CAD Certificate or GIS Certification) and 7 years of related experience

CADD/GIS Manager

Duties: Manage the administration and implementation of domestic and international field survey projects. Facilitate team members with the collection of accurate data necessary to support Real Property facilities management and/or geospatially-related activities. Provide training and oversight to team members to ensure consistency and accuracy in the data collection process. Coordinate all survey activities with the customer and team members. Process field measurements and convert data to formats usable by drafting staff. Verify the accuracy and completeness of field data.

Qualifications:

Level I: Bachelor's Degree plus 5 years of related experience

Database Administrator (I, II, and III)

Duties: Design, create, implement, administer, and maintain complex databases in a client/server environment with respect to access methods, access time, device allocation, validation checks, organization, protection, security, documentation, and statistical methods. Apply knowledge and experience with database technologies, development methodologies, and front-end/back-end programming languages, and data standards such as Spatial Data Standards for Facilities Infrastructure and Environment (SDSFIE) and FGDC regulated metadata. Perform database programming and support systems design. Maintain database dictionaries; provide overall monitoring of standards and procedures, database administration and integration of systems through database design.

Qualifications:

Level I: Bachelor's Degree plus 2 years of related experience

Level II: Bachelor's Degree plus 5 years of related experience

Level III: Bachelor's Degree plus 8 years of related experience

Network/Systems Administrator (I and II)

Duties: Provide all activities related to systems administration and network acquisition, installation, maintenance, and usage. Manage network/systems performance; troubleshoot network problems and maintains security. Ensure security procedures are implemented and enforced. Install, maintain, configure, and ensure the integrity of all network/system software. Establish and implement network/systems policies, procedures, and standards and ensure conformance with information systems, customer objectives, and long-term requirements of the organization. Familiarity with DoD security requirements preferred.

Qualifications:

Level I: Bachelor's Degree plus 2 years of related experience

Level II: Bachelor's Degree plus 5 years of related experience

Quality Assurance Specialist/Manager (I and II)

Duties: Manage the quality assurance/quality control (QA/QC) processes for data products and procedures, which includes identifying strategic long-term and near-term QA/QC goals for geospatial documentation, data collection, conversion, and maintenance. Develop methodology for efficient conformance with identified quality assurance plans (QAP). Conduct audits and reviews, analyze data and documentation, and develop quality standards. Participate in formal and informal reviews, examine and evaluate the QA process, and recommend enhancements and modifications. Ensure data standards are being followed through the QA/QC process.

Qualifications:

Level I: Bachelor's Degree and 2 years of related experience

Level II: Bachelor's Degree and 5 years of related experience

Task Manager

Duties: Manage staff, implementation, budget, schedule, and quality adherence for a specific task or tasks. Serve as focal point with customer and work directly with project and program managers and site leads. Provide technical and strategic direction and identify and resolve technical problems.

Qualifications:

Level I: Bachelor's Degree and 4 years of related experience

Project Manager

Duties: Responsible for program, schedule, and financial management; developing project plans and delivery schedules; directing day-to-day activities; monitoring project performance; developing and reviewing methodologies, deliverables, technical reports, and contractual documentation; managing resources, subcontractors, and procurement activities; identifying and mitigating risk; communicating with stakeholders ensuring customer goals/objectives are being met and customer satisfaction remains high; preparing proposals, determining level of effort estimates; validating invoices; providing monthly status reports and program reviews; serving as primary customer contact; and ensuring quality and timely delivery of all contractual items.

Qualifications:

Level I: Bachelor's Degree and 5 years of related experience

Program Manager, Sr. Program Manager

Duties: Oversee the operational planning, establishment, execution, and evaluation of a multifaceted program/project typically consisting of a set of closely related subprojects or associated activities. Provide technical and strategic direction to project team(s) and assists with the day-to-day management, planning, and production of the overall contract/task order support operations. Act as primary customer contact for program activities. Work directly with Task, Site, and Project Managers in effectively managing the fiscal, operational, administrative, performance, production standards, schedule adherence, resource planning, risk management, and human resources components of the program. Assess project issues and develop resolutions to meet productivity, quality, and customer -satisfaction goals and objectives. Participate in the negotiation of contract and contract changes. Coordinate the preparation of proposals, business plans, proposal work statements and specifications, operating budgets and financial terms/conditions of contract. Develop new business or expands the product line with the customer. Establish milestones and monitors adherence to master plans and schedules, identifies program problems and obtains solutions, such as allocation of resources or changing contractual specifications. Ensure quality and timely delivery of all contractual items. PMP Certification preferred.

Qualifications: Experience managing either large and/or complex projects, or multiple projects simultaneously.

Program Manager: Bachelor's Degree and 5 years of related experience

Senior Program Manager: Bachelor's Degree and 8 years of related experience

Programmer/Analyst (I, II, and III)

Duties: Write, test, and maintain applications. Design, code, test, debug, and document software programs, including web-based applications and tools, and perform system analysis activities. Formulate/define system scope and objectives based on user needs, research, and fact finding. Perform system analysis and requirements management. Devise or modify procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results.

Prepare detailed specifications from which programs will be written. Analyze and revise existing system logic difficulties and documentation as necessary.

Qualifications:

Level I: Bachelor’s Degree and 2 years of related experience

Level II: Bachelor’s Degree and 5 years of related experience.

Level III: Bachelor’s Degree and 8 years of related experience.

Subject Matter Expert (I, II, and III)

Duties: Use functional area expertise gained through direct industry experience to provide specialized support to the project team. Provide technical direction and guidance, visioning, business practice and methodology advice, strategy assessment, and planning and technical consulting. Act in a consulting or advisory capacity and coordinate resolutions to highly complex problems or tasks. Strong expertise in industry issues and trends preferred.

Qualifications:

Level I: Bachelor’s Degree and 7 years of related experience

Level II: Bachelor’s Degree and 10 years of related experience

Level III: Bachelor’s Degree and 15 years of related experience

Functional Lead (I and II)

Duties: Use functional lead expertise gained through direct industry experience to assess the operational and functional baseline of organizational components. Works with senior managers and executives to provide industry vision and strategic direction with regards to their functional component. Leads their respective component of the overall project and retains overall responsibility for performance including cost, schedule, deliverables and contractual compliance. Provides the interface to the customer and other project leaders.

Qualifications:

Level I: Bachelor’s Degree and 4 years of related experience

Level II: Bachelor’s Degree and 6 years of related experience

Technical Operations/Helpdesk (I, II, and III)

Duties: Plan, direct, and monitor information systems operations and maintenance, test and evaluation, hardware and software support, help desk administration and support, and systems programming. Monitor and respond to complex technical hardware and software problems using testing tools and techniques. Provide internal analysis and support to ensure proper escalation during outages or periods of degraded system performance. Design the computing infrastructure, providing technical assistance and consulting to the customer user group. Integrate and manage different technologies and services into a heterogeneous environment.

Qualifications:

Level I: Associate Degree and 2 years of related experience

Level II: Associate Degree and 5 years of related experience

Level III: Associate Degree and 7 years of related experience

Technical Writer

Duties: Write, rewrite and/or edit technical documents such as technical procedure manuals, user manuals, programming manuals, service manuals, operational specifications, and related technical publications to communicate clearly and effectively technical specifications and instructions to a wide range of audiences. Acquire subject knowledge by interviewing product developers, observing

performance of production methods, referring to technical specifications, blueprints, engineering illustrations, and trade journals. Oversee preparation of illustrative materials, selecting drawings, sketches, diagrams and charts. Conduct quality review of materials.

Qualifications:

Level I: Associate Degree and 2 years of related experience

Training Specialist (I and II)

Duties: Develop and deliver training programs in support of complex products, procedures, or customer requirements. Establish and/or review course content and objectives. Design and develop interactive courseware for customer training. Ensure the integrity of task analysis, training requirements, training hierarchies, instruction materials, and evaluation plans. Convert written material and training requirements to interactive courseware. Interact with customer and subject matter experts to ensure technical accuracy of instructional content. Administer tests.

Qualifications:

Level I: Bachelor’s Degree and 2 years of related experience

Level II: Bachelor’s Degree and 5 years of related experience

Manager (I, II, and III)

Duties: Responsible for managing one or more team(s) of varying size and complexity. Directly facilitates provision of professional services by coordinating with customers, clients, and other stakeholders; managing tasks; monitoring performance; managing quality of services and deliverables; ensuring cost and schedule targets are met; identifying and mitigating risks; coordinating and conducting training if/when necessary; generating ad-hoc and recurring status reporting; supporting progress/status reviews; and providing evaluations of, and plans of action for, value-added initiatives.

Qualifications:

Level I: Bachelor’s Degree and 3 years of related experience

Level II: Bachelor’s Degree and 5 years of related experience

Level III: Bachelor’s Degree and 7 years of related experience

SIN 54151S Awarded Pricing

Labor Category Title	Awarded Price
Architect I	\$123.51
Architect II	\$141.16
Architect III	\$167.63
Analyst I	\$85.90
Analyst II	\$111.15
Analyst III	\$126.46
Data Technician I	\$52.33
Data Technician II	\$61.75
CADD/GIS Specialist I	\$90.37
CADD/GIS Specialist II	\$105.85
CADD/GIS Specialist III	\$123.51
CADD/GIS Technician I	\$65.96
CADD/GIS Technician II	\$79.41
CADD/GIS Technician III	\$97.04
CADD/GIS Manager	\$104.96
Database Administrator I	\$119.50
Database Administrator II	\$152.38
Database Administrator III	\$167.62
Network/Systems Administrator I	\$97.04
Network/Systems Administrator II	\$132.33
Quality Assurance Specialist/Manager I	\$114.69
Quality Assurance Specialist/Manager II	\$132.33
Task Manager	\$128.96
Project Manager	\$76.25
Program Manager	\$100.62
Sr. Program Manager	\$151.08
Programmer/Analyst I	\$98.59
Programmer/Analyst II	\$114.29
Programmer/Analyst III	\$164.09
Subject Matter Expert I	\$132.33
Subject Matter Expert II	\$158.81
Subject Matter Expert III	\$173.33
Functional Lead I	\$174.01
Functional Lead II	\$190.57
Technical Operations/Helpdesk I	\$79.41
Technical Operations/Helpdesk II	\$97.04
Technical Operations/Helpdesk III	\$114.69
Technical Writer	\$50.11
Training Specialist I	\$82.96
Training Specialist II	\$114.69
Manager I	\$131.25
Manager II	\$164.08
Manager III	\$205.11

SIN 518210C Scope

SIN 518210C 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.

The following cloud computing services are offered by SYNCADD under the scope of this SIN:

- Infrastructure as a Service (IaaS): Consumer provisions computing resources. Has control over OS, storage, platform, deployed applications and some limited infrastructure configuration, but does not manage the infrastructure.
- Platform as a Service (PaaS): Consumer deploys applications onto cloud platform service using provider-supplied tools. Has control over deployed applications and some limited platform configuration but does not manage the platform or infrastructure.
- Software as a Service (SaaS): Consumer uses provider’s applications on cloud infrastructure. Does not manage/control platform or infrastructure. Limited application-level configuration may be available.

All cloud computing services offered by SYNCADD under this SIN meet the following characteristics:

- Commercially available cloud computing services
- Meets the National Institute for Standards and Technology (NIST) definition of Cloud Computing essential characteristics
- Open to all deployment models (private, public, community or hybrid), subject to SYNCADD specified deployment models for services offered (if applicable)

SIN 518210C Description of Cloud Computing Services and Pricing

The information provided below is designed to assist in qualifying the cloud computing services offered by SYNCADD and provide complete descriptions.

Pricing for cloud-computing related IT professional services is as established within this MAS Schedule Pricelist. In addition to standard pricing requirements, all pricing models have the core capability to meet the NIST Essential Cloud Characteristics, while allowing alternate variations at the task order level at agency discretion, pursuant to the guidance on NIST Essential Characteristics.

The following table summarizes SYNCADD’s provided description requirements for services proposed under the Cloud Computing Services (i.e IaaS, etc.), including the NIST essential cloud characteristics, service models, and deployment models. All mandatory and optional (if provided) description requirements have been completed and are adequate according to evaluation criteria. SYNCADD specific definitions of cloud computing characteristics and models or significant variances from the NIST essential

characteristics or models are not in the scope of this SIN and may be procured through SIN 54151S. The only applicable cloud characteristics, service model/subcategories and deployment models for this SIN are drawn from the NIST 800-145 special publication. All services offered under this SIN substantially satisfy the essential characteristics of cloud computing as documented in the NIST Definition of Cloud Computing SP 800-145.

#	Description Requirement	Response
1	NIST Characteristic: On-demand self-service	SYNCADD offers cloud-computing related IT professional services only. As such, we attest that the required on-demand self-service characteristics are provided by the cloud service providers (CSPs) we offer services in support of. Ordering activities are directly provisioned services by the CSPs without requiring Contractor intervention. This characteristic is typically implemented via a service console or programming interface for provisioning.
1	NIST Characteristic: Broad Network Access	SYNCADD offers cloud-computing related IT professional services only. As such, we attest that the required broad network access characteristics are provided by the CSPs we offer services in support of. Ordering activities access services over standard agency networks. Service can be accessed and provisioned using standard devices such as browsers, tablets and mobile phones.
1	NIST Characteristic: Resource Pooling	SYNCADD offers cloud-computing related IT professional services only. As such, we attest that the required resource pooling characteristics are provided by the CSPs we offer services in support of. Pooling distinguishes cloud services from offsite hosting. Pooling distinguishes cloud services from simple offsite hosting. Ordering activities draw resources from a common pool maintained by our CSPs. Resources may have general characteristics such as regional location but are dynamically allocated to ordering activities via automated means in accordance with the standard practices of the CSPs.
1	NIST Characteristic: Rapid Elasticity	SYNCADD offers cloud-computing related IT professional services only. As such, we attest that the required rapid elasticity characteristics are provided by the CSPs we offer services in support of. The rapid provisioning and de-provisioning of our CSPs are commensurate with demand.
1	NIST Characteristic: Measured Service	SYNCADD offers cloud-computing related IT professional services only. As such, we attest that the required measured service characteristics are provided by the CSPs we offer services in support of. Measured service is understood as a reporting requirement that enables an Ordering Activity to control their use in cooperation with self-service.
2	Deployment Method: Public Cloud	The cloud infrastructure is provisioned for open use by the general public. It may be owned, managed, and operated by a business, academic, or government organization, or some combination thereof. It exists on the premises of the cloud provider.

NIST essential cloud characteristics, as referenced and defined in the table above, provide a consistent metric for whether a service is eligible for inclusion in this SIN. It is understood that due to legislative,

funding, and other constraints, that government entities cannot always leverage a cloud service to the extent that all NIST essential characteristics are commercially available. For the purposes of the Cloud SIN, meeting the NIST essential characteristics is determined by whether each essential capability of the commercial service is available for the service, whether or not the Ordering Activity actually requests or implements the capability.

SIN 518210C Responsibilities of the Contractor

SYNADD shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work this character.

a. Acceptance Testing

Any required Acceptance Test Plans and Procedures shall be negotiated by the Ordering Activity at the Task Order level. SYNCADD shall perform acceptance testing of the systems for Ordering Activity approval in accordance with the approved test procedures.

b. Training

Training, if requested by the Ordering Activity, shall be performed under SIN 54151S, or by the CSPs we offer cloud-computing related IT professional services in support of.

c. Information Assurance/Security Requirements

SYNCADD shall meet information assurance/security requirements in accordance with the Ordering Activity requirements at the Task Order level.

d. Related Professional Services

SYNADD is responsible for working with the Ordering Activity to identify related professional services and any other services available on other SINS sold by SYNCADD that may be associated with deploying a complete cloud solution. Any additional substantial and ongoing professional services related to the offering such as integration, migration, and other cloud professional services are out of scope for this SIN.

e. Performance of Cloud Computing Services

SYNCADD shall respond to Ordering Activity requirements at the Task Order level with proposed capabilities to Ordering Activity performance specifications or indicate that only standard specifications are offered. In all cases, SYNCADD shall clearly indicate standard service levels, performance, and scale capabilities.

SYNADD shall provide appropriate cloud computing services on the date and to the extent and scope agreed to by SYNCADD and the Ordering Activity.

f. Reporting

SYNCADD shall respond to Ordering Activity requirements and specify general reporting capabilities available for the Ordering Activity to verify performance, cost, and availability. In accordance with the commercial practices, SYNCADD may furnish the Ordering Activity/user with a monthly summary Ordering Activity report.

SIN 518210C Awarded Labor Categories and Descriptions

Consistent with SYNCADD’s Professional Compensation Plan and hiring practices, relevant/related experience can be substituted for education, and education for experience. The table below provides SYNCADD’s education/experience substitution guidelines.

Degree	Relevant Work Experience Substitution	Related Education and Experience Substitution
High School and Certification	None	A Minimum of 3 specialty or college-level courses in related field may be a substitute for 1 year of work experience
Associate	2 years of work experience may be substituted for an Associate Degree	A Bachelor’s Degree may be a substitute for 2 years of work experience; A Technical Certification may be a substitute for 1 year of work experience
Bachelor’s	4 years of work experience may be substituted for a Bachelor’s Degree	An Associate Degree plus 2 years of work experience may be substituted for a Bachelor’s Degree
Master’s	Not Applicable	A Master’s Degree may be a substitute for 2 years of work experience

The following labor category descriptions define the minimum qualifications for the proposed labor categories. For each of the following, specified degrees must be in recognized technical, engineering, scientific, managerial, business, or other related discipline, and technical certifications must be from an accredited university or nationally recognized certificate program.

Cloud - Architect (I, II, and III)

Duties: Support Applications, Systems, and/or Databases. Design and define system architecture for new or existing complex computer systems, applications, and/or databases. Determine systems specifications, input/output processes, and working parameters for hardware/software compatibility and maintenance of system security. Coordinate design of subsystems and integration of total system. Identify, analyze, and resolve program support deficiencies. Develop and recommend corrective actions. Provide technical guidance for database administrators and programmers.

Qualifications:

Level I: Bachelor’s Degree and 4 years of related experience

Level II: Bachelor’s Degree and 7 years of related experience

Level III: Bachelor’s Degree and 10 years of related experience

Cloud - Database Administrator (I, II, and III)

Duties: Design, create, implement, administer, and maintain complex databases in a client/server environment with respect to access methods, access time, device allocation, validation checks, organization, protection, security, documentation, and statistical methods. Apply knowledge and experience with database technologies, development methodologies, and front-end/back-end programming languages, and data standards such as Spatial Data Standards for Facilities Infrastructure and Environment (SDSFIE) and FGDC regulated metadata. Perform database programming and support systems design. Maintain database dictionaries; provide overall monitoring of standards and procedures, database administration and integration of systems through database design.

Qualifications:

Level I: Bachelor’s Degree plus 2 years of related experience

Level II: Bachelor’s Degree plus 5 years of related experience

Level III: Bachelor’s Degree plus 8 years of related experience

Cloud - Network/Systems Administrator (I and II)

Duties: Provide all activities related to systems administration and network acquisition, installation, maintenance, and usage. Manage network/systems performance; troubleshoot network problems and maintains security. Ensure security procedures are implemented and enforced. Install, maintain, configure, and ensure the integrity of all network/system software. Establish and implement network/systems policies, procedures, and standards and ensure conformance with information systems, customer objectives, and long-term requirements of the organization. Familiarity with DoD security requirements preferred.

Qualifications:

Level I: Bachelor’s Degree plus 2 years of related experience

Level II: Bachelor’s Degree plus 5 years of related experience

Cloud - Programmer/Analyst (I, II, and III)

Duties: Write, test, and maintain applications. Design, code, test, debug, and document software programs, including web-based applications and tools, and perform system analysis activities. Formulate/define system scope and objectives based on user needs, research, and fact finding. Perform system analysis and requirements management. Devise or modify procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Prepare detailed specifications from which programs will be written. Analyze and revise existing system logic difficulties and documentation as necessary.

Qualifications:

Level I: Bachelor’s Degree and 2 years of related experience

Level II: Bachelor’s Degree and 5 years of related experience.

Level III: Bachelor’s Degree and 8 years of related experience.

Cloud - Functional Lead (I and II)

Duties: Use functional lead expertise gained through direct industry experience to assess the operational and functional baseline of organizational components. Works with senior managers and executives to provide industry vision and strategic direction with regards to their functional component. Leads their respective component of the overall project and retains overall responsibility for performance including cost, schedule, deliverables and contractual compliance. Provides the interface to the customer and other project leaders.

Qualifications:

Level I: Bachelor’s Degree and 4 years of related experience

Level II: Bachelor’s Degree and 6 years of related experience

Cloud - Technical Operations/Helpdesk (I, II, and III)

Duties: Plan, direct, and monitor information systems operations and maintenance, test and evaluation, hardware and software support, help desk administration and support, and systems programming. Monitor and respond to complex technical hardware and software problems using testing tools and techniques. Provide internal analysis and support to ensure proper escalation during outages or periods of degraded system performance. Design the computing infrastructure, providing technical assistance and

consulting to the customer user group. Integrate and manage different technologies and services into a heterogeneous environment.

Qualifications:

Level I: Associate Degree and 2 years of related experience

Level II: Associate Degree and 5 years of related experience

Level III: Associate Degree and 7 years of related experience

SIN 518210C Awarded Pricing

Labor Category Title	Awarded Price
Cloud - Architect I	\$123.51
Cloud - Architect II	\$141.15
Cloud - Architect III	\$167.64
Cloud - Database Administrator I	\$119.51
Cloud - Database Administrator II	\$152.38
Cloud - Database Administrator III	\$167.62
Cloud - Network/Systems Administrator I	\$97.04
Cloud - Network/Systems Administrator II	\$132.33
Cloud - Programmer/Analyst I	\$98.59
Cloud - Programmer/Analyst II	\$114.29
Cloud - Programmer/Analyst III	\$164.09
Cloud - Functional Lead I	\$174.01
Cloud - Functional Lead II	\$190.58
Cloud - Technical Operations/Helpdesk I	\$79.40
Cloud - Technical Operations/Helpdesk II	\$97.04
Cloud - Technical Operations/Helpdesk III	\$114.69