



General Services Administration (GSA) Government  
Wide Contract  
Contract # 47QTCA21D00BQ

**Multiple Award Schedule**

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## 2. Contact Details

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 for GSA Advantage! is: [GSAAdvantage.gov](http://GSAAdvantage.gov).

Schedule for Group	Multiple Award Schedule Multiple Award Schedule:  54151 - Software Maintenance Services 54151S - IT Professional Services 518210C - Cloud and Cloud-Related IT Professional Services 541430 - Graphic Design Services 541611 - Management and Financial Consulting, Acquisition and Grants Management Support, and Business 541990TAD - Technical/Application Development Support (TADS)
Contract Number	47QTCA21D00BQ
DUNS	003972180
TIN	27-1074973

For more information on ordering from Federal Supply Schedules, click on the FSS Schedules button at [fss.gsa.gov](http://fss.gsa.gov).

Contract Period	June 30, 2021 through June 29, 2026
Contractor	Ark Infotech LLC 12410 Milestone Center Dr. Suite 600 Germantown, MD 20876
Business Size	Small Business
Telephone	(301) 200-7997
Web Site	<a href="http://www.arkinfotech.com">www.arkinfotech.com</a>
Contracts Ordering Point of Contact	Raj Natarajan (301) 200-997 <a href="mailto:rajeshn@arkinfotech.com">rajeshn@arkinfotech.com</a>
Authorized Negotiator	<a href="mailto:rajeshn@arkinfotech.com">rajeshn@arkinfotech.com</a> Direct: (301) 200-7997 Cell (301) 257-7475   <a href="mailto:rajeshn@arkinfotech.com">rajeshn@arkinfotech.com</a>

**SIN(S):**

SIN 54151S IT Professional Services  
SIN 518210C Cloud and Cloud-Related IT Professional Services

**BUSINESS SIZE:** Certified 8(a) Small Business

**ABOUT THE COMPANY:**

Ark Infotech LLC is an Amazon AWS certified consulting partner providing services to small/mid-size business, corporations, state and federal government agencies to solve their IT infrastructure problems and provide to end-to-end solutions in application development, consulting, and re-engineering across all major technologies.

FEDERAL SUPPLY SCHEDULE 47QTCA21D00BQ

**CUSTOMER INFORMATION**

**1a Awarded SINs:**

SIN 54151S IT Professional Services  
SIN 518210C Cloud and Cloud-Related IT Professional Services

**1b Lowest Priced Item Quality Assurance Engineer:** \$81.11

**2 Maximum Order:** \$1,000,000

**3 Minimum Order:** \$100

**4 Scope of Delivery:** Point on Service

**5 Point of Production:** United States

**6 Discounts:** 0

**7 Volume Discounts:** 0

**8 Prompt Payment:** 2%, 10 days

**9a Government Purchase**

**Cards:** Government Purchase Cards must be accepted at or below the micro-purchase threshold.

**9b**

Contract will not accept the Government Commercial Credit Card above the micro-purchase threshold, with no additional discount extended to the government for its use.

**10 Foreign Items:** None

**11 Delivery Time:** As agreed

**12 FOB:** Destination for Domestic Delivery including Alaska, Hawaii and Puerto Rico

**13 Ordering Address:** Same as Contractor address

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](http://fss.gsa.gov/schedules))

**14 Payment Address:** Same as Contractor address

**15 Warranty:** 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):** N/A

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

**24b Section 508 Compliance for EIT:** N/A

**25 DUNS Number:** 003972180

**26 SAM Registration:** Yes (Cage: 6ZX55)

### 3. Customer Information

#### 3.a Awarded Special Item Numbers (SIN)

##### SIN 54151S IT Professional Services

IT Professional Services and/or labor categories for database planning and design; systems analysis, integration, and design; programming, conversion and implementation support; network services, data/records management, and testing.

##### SIN 518210C 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

- \* All phases of program or project management, from planning to closeout.
- \* Operational/administrative business support services in order to carry out program objectives.

#### 3.b Pricing

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

Labor Categories	Base Year Rates
Program Manager	\$123.84
System Architect	\$122.16
Web Developer	\$86.00
Business Intelligence Dashboard Engineer	\$102.61
System Engineer 4	\$107.50
System Engineer 5	\$112.39
SharePoint Developer	\$107.50
Software Developer	\$92.84
Application Developer	\$86.00
Subject Matter Expert (SME)	\$115.32
Quality Assurance Engineer	\$81.11
Cloud Engineer	\$109.45
Administrative Assistant I	\$37.90
Administrative Assistant II	\$42.56
Administrative Assistant III	\$47.62

**Rates for all Option Years are escalated 2.5%**

Labor Categories	Option Year 1	Option Year 2	Option Year 3	Option Year 4
Program Manager	\$126.94	\$130.11	\$133.36	\$136.69
System Architect	\$125.21	\$128.34	\$131.55	\$134.84
Web Developer	\$88.15	\$90.35	\$92.40	\$94.71
Business Intelligence Dashboard Engineer	\$105.18	\$107.81	\$110.51	\$113.27
System Engineer 4	\$110.19	\$112.94	\$115.76	\$118.65
System Engineer 5	\$115.20	\$118.08	\$121.03	\$124.06
SharePoint Developer	\$110.19	\$1212.94	\$110.51	\$113.27
Software Developer	\$95.16	\$97.54	\$99.98	\$102.48
Application Developer	\$88.15	\$90.15	\$92.40	\$94.71
Subject Matter Expert (SME)	\$118.20	\$121.16	\$124.19	\$127.29
Quality Assurance Engineer	\$83.14	\$86.32	\$88.48	\$90.69
Cloud Engineer	\$112.19	\$114.99	\$117.86	\$120.81
Administrative Assistant I	\$38.85	\$39.82	\$40.82	\$41.84
Administrative Assistant II	\$43.62	\$44.71	\$45.83	\$46.98
Administrative Assistant III	\$48.81	\$50.03	\$51.28	\$52.56

Service Contract Act (SCA) Matrix		
SCA Eligible Contract Labor Category <sup>1</sup>	SCA Equivalent Code Title	WD Number
Administrative Assistant I	01020 - Administrative Assistant	2015-4281, Rev 13
Administrative Assistant II	01052 - Data Entry Operator II	2015-4281, Rev 13
Administrative Assistant III	01313 - Secretary III	2015-4281, Rev 13

The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the indicated (\*\*) SCA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e. nationwide).

### **3.c Labor Category Descriptions**

#### **PROGRAM AND PROJECT MANAGEMENT**

These ARK positions are responsible for the management and administration of contracts. They administer operations and projects effort by managing project costs, schedules, tasks, risks, and resources. They provide strategic planning services, track and report on task status, and ensure that quality assurance measures and standards are applied to all aspects of project work. The program management specialist can supplement an existing organization or provide complete project fulfillment in concert with other functional areas.

#### **ARK-70-100 PROJECT MANAGER**

- **Functional Responsibility:** Performs day-to-day management of assigned delivery order. Administers and reports status of project costs, scope, schedule, resources, and issues. Organizes, directs, and coordinates planning and production of all contract support activities.
- **Experience:** Minimum years of experience for performance of this service are 3 years. May substitute education for experience.
- **Education:** Bachelor's degree or equivalent certifications in Business Administration, Accounting, Human Resources, Science, Management Information Systems, Communications, Biomedical, Management Science, Computer Science, Engineering, or Information Technology or program related field from an accredited university in a related field. May substitute experience for education.

#### **ENTERPRISE, MISSION AND INFORMATION TECHNOLOGY (IT) SOLUTIONS ARCHITECTURE AND ENGINEERING**

These ARK systems specialists provide services such as research, requirements analysis, process analysis, architecture determination, software design, programming, testing, and implementation. The systems architect can supplement an existing organization or provide complete project fulfillment in concert with other functional areas.

#### **ARK-70-101 SYSTEMS ARCHITECT**

- **Functional Responsibility:** Supports planning, development and implementation of IT strategic plans, Enterprise, Segment and major Solutions Architectures that link the organizations' business mission, strategy, processes, and information to its IT strategy.
- **Experience:** Minimum years of experience for performance of this service are 3 years. May substitute education for experience.
- **Education:** Bachelor's degree or equivalent certifications in Business Administration, Accounting, Human Resources, Science, Management Information Systems, Communications, Biomedical, Management Science, Computer Science, Engineering, or Information Technology or task related field from an accredited university in a related field. May substitute experience for education.

## **SUBJECT MATTER EXPERTS**

An expert in the subject matter that is the foundation of the solution being implemented. More than Program Management, these senior advisors work directly with senior and decision makers, providing advanced program analysis and advisory services to ensure that programmatic and technical solutions evolve in line with strategic and operational objectives and promote best-value achievement of information, data, reporting, and financial targets. The subject matter expert may also provide subject matter expertise and planning in support of executive, regulatory, and legislative government initiatives.

### **ARK-70-102 SUBJECT MATTER EXPERT**

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- **Functional Responsibility:** Provides independent analysis and recommendations to executive-level leadership on functional and technical matters affecting programmatic or technical solutions within their areas of expertise.
- **Experience:** Minimum years of experience for performance of this service are 3 years. May substitute education for experience.
- **Education:** Bachelor's degree or equivalent certifications in Business Administration, Accounting, Human Resources, Science, Management Information Systems, Communications, Biomedical, Management Science, Computer Science, Engineering, or Information Technology or program related field from an accredited university in a related field. May substitute experience for education.

### **IT AND SYSTEMS DEVELOPMENT/ENGINEERING AND PROGRAM-SPECIFIC RESEARCH, REQUIREMENTS AND DESIGN ANALYSIS, SYSTEMS DEVELOPMENT, QUALITY ASSURANCE AND TESTING, USER SUPPORT**

Serves as a member of a project team with duties including requirements, best practices, data analysis, database design, data reporting requirements (including business intelligence and data architecture and warehousing analysis), data mining, network and security design, software and web design and programming, web site and applications or web intranet design, scientific analysis, imaging, bioinformatics or clinical informatics, data analysis and visualization, research and laboratory support, financial systems, security, content development and management, user interface and interactive graphics design, system compliance, evaluation and communications support, systems testing and quality assurance, and system implementation (including system operations and maintenance activities).

### **ARK-70-103 SYSTEMS ENGINEER – LEVEL 5**

- **Functional Responsibility:** Supports planning, development and implementation of IT and software applications Solutions Architectures that link the organizations' business mission, strategy, processes, and information to its IT strategy. Leads projects within their area of specialty or serves as a senior member of a project team. Duties include leading systems business case development, requirements and data analysis, database design, network design, software or web applications programming, testing, and implementation.
- **Experience:** Minimum years of experience for performance of this service is 7 years, or equivalent combination of education and experience.



- **Education:** Bachelor's degree or equivalent certifications in Business Administration, Accounting, Human Resources, Science, Management Information Systems, Communications, Biomedical, Management Science, Computer Science, Engineering, or Information Technology or program related field from an accredited university in a related field. May substitute experience for education.

#### **ARK-70-104 SYSTEMS ENGINEER – LEVEL 4**

- **Functional Responsibility:** Leads projects within their area of specialty or serves as a senior member of a project team. Duties include leading systems business case development, requirements and data analysis, database design, network design, software or web applications programming, testing, and implementation.
- **Experience:** Minimum years of experience for performance of this service is 5 years, or equivalent combination of education and experience.
- **Education:** Bachelor's degree or equivalent certifications in Business Administration, Accounting, Human Resources, Science, Management Information Systems, Communications, Biomedical, Management Science, Computer Science, Engineering, or Information Technology or program related field from an accredited university in a related field. May substitute experience for education.

#### **ARK-70-105 WEB SOFTWARE DEVELOPER**

- **Functional Responsibility:** Working aside web software designers and web developers or independently, the web software developer leads and manages the development, tests, debugs, and implements web site or portal software code for a website or portal. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Integrates web applications with backend relational databases. Researches, tests, builds, and coordinates the integration of new products per production, government and industry compliance standards, and client requirements.
- **Experience:** Minimum years of experience for performance of this service is 7 years. May substitute education for experience.
- **Education:** Bachelor's degree or equivalent certification in Management Information Systems, Computer Sciences, Engineering, Business Administration or related field from an accredited university. May substitute experience for education.

#### **ARK-70-106 BUSINESS INTELLIGENCE (BI)/ DASHBOARD DESIGNER**

- **Functional Responsibility:** Responsible for design and development of business intelligence visualization, user interface and reporting related analysis, or extract/transform/load (ETL) data, or responsible for designing and implementing solution using third-party or inhouse reporting tools, or On-Line Analytical Processing (OLAP) decision support software support, or modelling metadata, building reports and interactive dashboards, or designing info graphics, or administering software and tools. Aids other graphics designers, developers and analysts.

- **Experience:** Minimum years of experience for performance of this service is 3 years. May substitute education for experience.
- **Education:** Bachelor's degree or equivalent certification in Business Administration, Science, Management Information Systems, Communications, Graphic Arts, Media, Biomedical, Management Science, Computer Science, Engineering, or Information Technology or program related field from an accredited university. May substitute experience for education.

### **ARK-70-107 QUALITY ASSURANCE SPECIALIST**

- **Functional Responsibility:** Establishes and maintains a process for evaluating software and associated documentation. Determines the resources required for quality control. Maintains the level of quality throughout the software life cycle. Conducts formal and informal reviews at pre-determined points throughout the development life cycle. Provides daily supervision and direction to support staff. Other Duties of a Quality Assurance Specialist include comparing documents page-by-page to ensure consistency and conformance to the requirements, analysing documents for optical storages and establishing compliance matrix to meet customer deliverables while ensuring that standard procedures are maintained.
- **Experience:** Minimum years of experience for performance of this service is 5 years. May substitute education for experience.
- **Education:** Bachelor's degree or equivalent certification in Business Administration, Science, Management Information Systems, Communications, Graphic Arts, Media, Biomedical, Management Science, Computer Science, Engineering, or Information Technology or program related field from an accredited university. May substitute experience for education.

### **ARK-70-108 WEB DEVELOPR**

- **Functional Responsibility:** Working aside web software designers and web developers or independently, the web software developer leads and manages the development, tests, debugs, and implements web site or portal software code for a website or portal. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Integrates web applications with backend relational databases. Researches, tests, builds, and coordinates the integration of new products per production, government and industry compliance standards, and client requirements.
- **Experience:** Minimum years of experience for performance of this service is 3 years. May substitute education for experience.
- **Education:** Bachelor's degree or equivalent certification in Management Information Systems, Computer Sciences, Engineering, Business Administration or related field from an accredited university. May substitute experience for education.

### **ARK-70-109 CLOUD ENGINEER**

- **Functional Responsibility:** Install, configure and upgrade and enhancements to software/hardware/network systems. May be responsible for assisting in the designs of data

contingency plans or data disaster recovery plan. Contribute to and advise on the planning, design and implementation of system engineering projects. Experience working in Cloud technologies including but not limited to Amazon AWS, Microsoft Azure and Google Cloud.

- **Experience:** Minimum years of experience for performance of this service is 2 years. May substitute education for experience.
- **Education:** Bachelor's degree or equivalent certification in Business Administration, Science, Management Information Systems, Communications, Graphic Arts, Media, Biomedical, Management Science, Computer Science, Engineering, or Information Technology or program related field from an accredited university. May substitute experience for education.

#### **ARK-70-110 SHAREPOINT DEVELOPER**

- **Functional Responsibility:** Builds and configures SharePoint websites using web UI or SharePoint Designer and develops code for SharePoint. Assists in project development, defining technical requirements and developing solutions; on-going support for applications; and designing and customizing SharePoint solutions. Develops applications around the core concepts of business process management, collaboration, business intelligence or enterprise content management. Plans and implements software version upgrade releases; troubleshoots and debugs SharePoint sites.
- **Experience:** Minimum years of experience for performance of this service is 4 years. May substitute education for experience.
- **Education:** Bachelor's degree or equivalent certification in Business Administration, Science, Management Information Systems, Communications, Graphic Arts, Media, Biomedical, Management Science, Computer Science, Engineering, or Information Technology or program related field from an accredited university. May substitute experience for education.

#### **ARK-70-111 APPLICATION DEVELOPER**

- **Functional Responsibility:** With support and supervision, translate requirements into software specifications and detailed design documents. Design, develop, test and implement software entities in different languages, using different development methodologies, on different platforms, in different environments. An Application Developer works under the direct oversight of more experienced developers and analysts and is expected to be able to complete these tasks with ongoing technical support and with guidance
- **Experience:** Minimum years of experience for performance of this service is 1 years. May substitute education for experience.
- **Education:** Bachelor's degree or equivalent certification in Business Administration, Science, Management Information Systems, Communications, Graphic Arts, Media, Biomedical, Management Science, Computer Science, Engineering, or Information Technology or program related field from an accredited university. May substitute experience for education.