tactis

GSA Contract Holder

General Services Administration
Federal Acquisition Service
Authorized Federal Supply Schedule FSS 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 are available through GSA Advantage!, a menu-driven database system. The INTERNET address for GSA Advantage! is:
GSAAdvantage.gov

Multiple Award Schedule
Federal Supply Group: Professional Services
FSC/PSC Code: R408, DA01

Contract #47QRAA18D00F9
For more information on ordering go to the following website: https://www.gsa.gov/schedules

Contract Period: Sept. 7, 2018 – Sept. 6, 2028
(Contract Offering/Pricing current through Mod PS-0032 - effective 10/23/23)

TACTIS, LLC
2030 8th ST NW, Unit 505
Washington, DC 20001
Telephone: 301-526-8255
www.tactis.com
E-mail: todd.coen@tactis.com
Contract Administration Contact: Todd Coen
Business Size: Small Business
SBA Certified HubZone

CUSTOMER INFORMATION:

1a. **Table of Awarded Special Item Numbers (SINs):**

SIN	Recovery	State/Local	SIN Description
541430	541430RC	N/A	**Graphic Design Services**: Planning, designing, and managing the production of visual communication in order to convey specific messages or concepts, clarify complex information, or project visual identities. Services may include services like the design of printed or digital materials, packaging, advertising, signage systems, and corporate identification (logos).
541511	541511RC	N/A	**Web Based Marketing**: Encompasses a variety of strategies and techniques utilized to promote products, brands, or services via the internet, including services like search engine optimization, social media marketing, email marketing, content marketing, paid media and advertising, web analytics, and web design and development.
54151S	54151SRC	N/A	**IT Technology Professional Services**: Writing, modifying, testing, and supporting software to meet the needs of a particular customer. Typical services include: Custom application software programming services, custom computer program or software development, custom computer software analysis and design services, custom computer software programming services, and custom computer software support services
541611	541611RC	N/A	**Project Management Support:** Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services
541613	541613RC	N/A	**Marketing Consulting Services**: Provide operating advice and assistance to organizations on marketing issues, such as developing marketing objectives and policies, sales forecasting, new product development and pricing, licensing and franchise planning, and marketing planning and strategy. This includes internet or web-based marketing strategies as a part of broader marketing consultancy.
541810	541810RC	N/A	**Advertising Services**: Creating advertising campaigns and placing such advertising in periodicals, newspapers, radio, television, digital, or other media. These establishments are organized to provide a full range of services including advice, creative services, account management, production of advertising material, media planning, and buying
541810ODC	541810ODCRC	N/A	**Other Direct Costs for Marketing and Public Relations Services**: Additional expenses incurred in the process of executing marketing and public relations campaigns beyond the core services provided. These costs are specific to the project or campaign and can vary depending on the specific requirements and strategies employed. Examples include printing and production costs, media placement fees, photography and videography expenses, event expenses, digital marketing expenses, market research and surveys, translation and localization services, and other software and technology costs.
541910	541910RC	N/A	**Market Research and Analysis Services**: Systematically gathering, recording, tabulating, and presenting marketing and public opinion data. These activities may involve the collection of information from various sources, such as surveys, opinion polls, focus groups, interviews, and other methods. The collected data is then analyzed and interpreted to provide insights and recommendations to clients, which can be used for marketing, strategic planning, product development, public relations, or other purposes.
561422	561422RC	N/A	**Automated Contact Center Solutions (ACCS):** Telemarketing Bureaus and Other Contact Centers
OLM	OLMRC	OLMSTLOC	Order Level Materials

1b. **Lowest Price Item and Model:** Not Applicable

1c. **Hourly Rates:** See Labor Descriptions and Hourly Rates below

2. **Maximum Order:** $1,000,000/Order - All SIN's (except 54151S and 561422)
$ 500,000/Order - SIN's 54151S and 561422

3. **Minimum Order:** $100

4. **Geographic Coverage (delivery area):** Domestic

5.   **Point(s) of Production (city, county, state):** Not Applicable

6.   **Basic Discount:** Prices shown herein are net, discounts deducted.

7.   **Volume Discount:** None

8.   **Prompt Payment Terms:** Net 30 days (Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.)

9.   **Foreign Items (list by country of origin):** None

10a.   **Time of Delivery:** Specified in task order.
10b.   **Expedited Delivery:** Contact Contractor.
10c.   **Overnight and 2-day Delivery:** Contact Contractor.
10d.   **Urgent Requirements:** Contact Contractor.

11.   **F.O.B. points(s):** Destination

12a.   **Ordering Address(es):**   Tactis, LLC
2030 8th ST NW Unit 505
Washington, DC 20001

12b.   **Ordering Procedures:**   See Federal Acquisition Regulation (FAR) 8.405-3.

13.   **Payment Address(es):**   Tactis, LLC
2030 8th ST NW Unit 505
Washington, DC 20001

14.   **Warranty Provision:** Contractor's standard commercial warranty terms and conditions.

15.   **Export Packaging Charges (if applicable):** Not Applicable

16.   **Terms and conditions of rental, maintenance, and repair (if applicable)**: Not Applicable

17.   **Terms and conditions of installation, (if applicable):** Not Applicable

18a.   **Terms and conditions of repair parts (if applicable):** Not Applicable
18b.   **Terms and conditions of for any other services (if applicable):** Not Applicable

19.   **List of service and distribution points (if applicable):** Not Applicable

20.   **List of participating dealers (if applicable):** Not Applicable

21.   **Preventive maintenance (if applicable):** Not Applicable

22a.   **Special Environmental Attributes:** None
22b.   **Section 508 Compliance:** Not Applicable

23.   **Unique Entity Identifier (UEI) Number:** PDMJREMF5ED6

24.   **System for Award Management (SAM) Completed:** Yes

LABOR CATEGORY DESCRIPTIONS

SIN	Labor Category	Description	Education	Min. Years Exp.
54151S, 541430, 541511, 541613, 541810, 541910	508 Compliance Specialist	Responsible for the coordination and completion of all 508 compliance. Familiar with standard concepts ,practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager.	Bachelors	2 years
54151S, 541430, 541511, 541613, 541810, 541910	Account Executive	Oversees and manages all aspects of client account, including client contact, creative coordination, media production, and accounting. Reports to senior staff.	Bachelors	2 years
54151S, 541430, 541511, 541613, 541810, 541910	Administrative Assistant	Provides administrative and clerical support for clients and staff. Duties may include word processing, research, proofreading, editing, copying and binding, maintaining department/client files, expense reports, and coordinating events/meetings. Working knowledge of applicable software applications.	Associates	3 Years
54151S, 541430, 541511, 541613, 541810, 541910	Art Director	Specializes in development and concept of client's project. Is proficient in and familiar with all multi-media applications and materials. Provides supervision to junior staff.	Bachelors	3 Years
54151S, 541430, 541511, 541613, 541810, 541910	Beta Tester I	Responsible for managing and completing the testing of specific websites and/or functionality. Uses insights for the front end of the project and the customer needs to help plan elements for much later testing - equipment needs, personnel needs etc. Involved in design reviews and more detailed test planning, as well as customer planning for beta tests and reviews of user documentation.	Associates	1 Year
541611, 561422	Business Analyst	The Business Analyst will work with Operations to integrate performance reporting across multiple platforms leading to situational awareness and process improvement. The Business Analyst requires extensive, advanced excel skills (i.e. pivot tables, graphing, Visual Basic coding, macro coding, ODBC interfaces), experience with ETL processes, coding and tools, experience with a major reporting suite I.e. Tableau.	Bachelors	3 Years
541430, 541511 541613, 541810 541910	Communications Consultant	Monitors progress of already written and approved five year strategic outreach plan and makes recommendations for adjustments.	Bachelors	2 years
541430, 541511 541613, 541810 541910	Communications Director	Assists in developing communications materials to build brand and product awareness through targeted media campaigns. Engages in advertising planning and placement for all media, both offline and online. Works under some supervision.	Bachelors	5 Years

541430, 541511 541613, 541810 541910	Contract Administrator	Responsible for contract scope of work and budget compliance with client, government personnel, and/or other contractors. Works under supervision.	Associates	2 years
54151S, 541430, 541511, 541613, 541810, 541910	Creative Director	Implements print and multimedia design projects, as well as animation and illustration. May design marketing materials, direct mail campaigns, and Web pages. Works under some supervision.	Bachelors	4 Years
541611, 561422	Customer Service Representative (CSR)**	Responsible for using the contact center hardware and software to respond to incoming and outgoing contacts for the customer. Contacts could include calls, emails, chats, web inquires or emails. Follow scripts when required handling customer concerns on different topics. Navigate and use software, scripts, and tools appropriately. Provide excellent customer service in accordance with the contract service levels and company standards. Escalate inquires to higher tiers of support as required.	High School	0 Years
54151S, 541430, 541511, 541613, 541810, 541910	Data Entry	Implements database management techniques and marketing communications processes. Experience developing sales lead management programs for organizations.	Bachelors	2 years
54151S, 541430, 541511, 541613, 541810, 541910	Designer I	This position is responsible for reviewing, analyzing and modifying web applications. Working closely with a manager or business analyst to develop the best solutions. Has knowledge of commonly used concepts, practices and procedures used in the web development environment. Relies on experience and judgment to plan, prioritize and complete assigned tasks. Works under the supervision of the project manager.	Bachelors	3 Years
54151S, 541430, 541511, 541613, 541810, 541910	Developer I	This position is responsible for reviewing, analyzing, and modifying web applications, including coding, testing, debugging, and deploying to support the organizations web applications. Works closely with manager or business analyst to develop best solutions. Has knowledge of commonly used concepts, practices and procedures used in the web development environment. Relies on experience and judgment to plan; prioritize and complete assigned tasks. Works under the supervision of the project manager.	Bachelors	3 Years
541611, 561422	Director	Provides corporate program oversight and interfaces directly with program personnel to ensure full program results and compliance for quality, service and budget. Provides management and technical direction of projects ensuring maximum effectiveness in the use of resources for the timely completion of projects. Coordinates efforts and provides leadership in industry meetings. Provides internal planning, guidance and management structure for tracking accomplishment of work assigned. Exercises independent judgment as well as a high level of analytical skill in solving complex and unusual managerial, technical and administrative problems. May act as Program Manager for complex or large-scale programs.	Bachelors	10 years

54151S, 541430, 541511, 541613, 541810, 541910	Director of Digital Services	Responsible for computer and digital media playback support for both internal and external customers. Following established processes and developing improvements to those processes. Works in teams to ensure a high level of customer support and high quality products.	Bachelors	2 years
54151S, 541430, 541511, 541613, 541810, 541910	Email Specialist	Supports, monitors, tests and troubleshoots hardware and software problems pertaining to LAN. Recommends and schedules repairs. Provides end users support for all LAN-based applications. Installs and configures workstations. Assist users with hardware and software problems. Ability to maintain email server, email accounts and user mailboxes.	Associates	2 years
541611, 561422	Finance Support	The finance director support the processes and systems related to timekepping, payroll, benefits, and accounting. Establishes and maintains accounts. Supports all timekeeping issues, corrections, and audits. Ensures all employees have the correct charge accounts and montors and audits timecards for completness and accuracy. Primary interface for timekeeping to the CFO and all external contacts.	Bachelors	2 years
54151S, 541430, 541511, 541613, 541810, 541910	Graphic Designer	Assists senior staff members in design and development of posters, exhibits, publications, photos, graphic designs, brochures, reports and other outreach materials. Designs and develops presentations, partner templates, kiosks, speeches, and fact sheets. Coordinates production process of all printed and interactive pieces. Works under some supervision.	Bachelors	2 years
541611, 561422	Help Desk Agent	Provides technical and program support to customers via omni-channel communication. Manages and resolves support tickets and provide all documentation required for help desk system. Required to meet technical training requirements, service levels for technical and customer service skills.	High School	2 years
541611, 561422	HR Generalist	Responsible for performing HR-related duties on a professional level and works closely with operations management in supporting MissionSide employees. This position carries out responsibilities in the following functional areas: benefits administration, employee relations, performance management, onboarding, policy implementation, payroll, affirmative action and employment law compliance. When the contract requirements or headcount requires dedicated, direct support these HR Generalists are added on a direct charge basis to support the Human Resources group.	Bachelors	2 years
541611, 561422	HR Recruiter	Responsible for supporting programs by recruiting staff for our operational location. This direct charge position is required when contract requirements or staffing levels required a dedicated recruiting staff to meet the requirements.	Bachelors	2 years
54151S, 541430, 541511, 541613, 541810, 541910	Illustrator	Creates, designs, and illustrates across all mediums, including original drawings. Works with clients and project team members. Position carries specialized and advanced drawing and media skills.	Bachelors	2 years
541611, 561422	Instructional Designer	Focuses on the application and support of Learning Design, which includes the implementation of various approaches and strategies for incorporating instructional technology across diverse academic programs and disciplines.	Bachelors	2 years

54151S, 541430, 541511, 541613, 541810, 541910	Internet Marketing Consultant	Provides support to the marketing manager in day to day project activities	Associates	1 Year
541611, 561422	IT Security	Install software, such as firewalls, to protect computer networks. Information security analysts plan and carry out security measures to protect an organization's computer networks and systems.	Bachelors	2 years
541611, 561422	Labor Hours Specialist	Direct support of the timekeeping and budgeting process. Establishes the baseline labor budget for operations. Assigns the budget and associated charge account information to the operations staff. Monitors charges daily for compliance. Processes corrections as required. Includes extensive reporting and analysis. Contract and customer specific support that is dedicated to an individual contract or task order.	Bachelors	2 years
541611, 561422	Lead Customer Service Representative **	Responsible for using the contact center hardware and software to respond to incoming and outgoing contacts for the customer. Contacts could include calls, emails, chats, web inquires or emails. Follow scripts when required handling customer concerns on different topics. Navigate and use software, scripts, and tools appropriately. Provide excellent customer service in accordance with the contract service levels and company standards. Escalate inquires to higher tiers of support as required.	High School	1 year
541611, 561422	Lead Trainer**	Conducts all contact center training activities. Trains contact center staff on the use and application of hardward and software tools. This includes the development and maintenance of training materials. All training is customer and contract specific training. This includes training on the use of all contract specific hardware and software. Includes training on workflow and form creation as required. Conducts all refresh training and training on new or modified procedures. The Lead Trainer supports advanced training topics and assists in the management of the training staff.	High School	2 years
54151S, 541430, 541511, 541613, 541810, 541910	Marketing Manager	Supervises day-to-day project marketing activities and team members. Responsible for keeping tasks on schedule and within budget. Organizes efforts with client, team members, and others.	Bachelors	4 Years
54151S, 541430, 541511, 541613, 541810, 541910	Network Administrator	Configures, troubleshoots and maintains network systems. Tracks network statistics such as bandwidth utilization, errors and outages. Assists in configuration management and network security. Reviews daily message traffic for required actions and responses. Maintains quality assurance through customer feedback. Develops test procedures and plans for network enhancements.	Bachelors	3 Years
54151S, 541430, 541511, 541613, 541810, 541910	Network Architect I	Plans, installs, configures, monitors and maintains various infrastructure projects involving various operating systems. Maintains directories, exchange, SCOM, SCCM, SharePoint, SQL servers, computer/ communication networks, hardware, security and system software. Designs, develops and implements disaster recovery plans, backup plans and system management. Uses Windows, UNIX, Linux Servers, AD, VMware,VPN, Remedy, JAVA, .Net, LAN/WAN, etc. Requires at least ten (10) or more years of experience.	Bachelors	10 years

54151S, 541430, 541511, 541613, 541810, 541910	PMP Project Manager	Coordinates and monitors and monitors status of projects. Prepares status reports and briefs account team members, clients or others. Participates in the day to day activities for the project.	Bachelors	5 years
54151S, 541430, 541511, 541613, 541810, 541910	Program Manager I	The Program Manager I has oversight of the purpose and status of all projects in a Program and can provide oversight to support project-level activity. This role will support compliance needs in a large scale, rapidly changing environment which is subject to operational practices that require high levels of availability and minimal cost, while meeting the needs of a robust program. Prepares reports, responds to inquiries. Leads and directs the work of others. A wide degree of creativity and latitude is required with at least five (5) years of experience.	Bachelors	5 years
54151S, 541430, 541511, 541613, 541810, 541910	Program Manager II	The Program Manager II has oversight of the purpose and status of all projects in a Program and can use this oversight to support project-level activity to ensure the overall program goals are likely to be met, possibly by providing a decision-making capacity that cannot be achieved at project level or by providing the Project Manager with a program perspective when required, or as a sounding board for ideas and approaches to resolving project issues that have program impacts. Typically in a program, there is a need to identify and manage cross-project dependencies and often the PMO (Program or Project Management Office) may not have sufficient insight of the risk, issues, requirements, design or solution to be able to usefully manage these. Relies on extensive experience and judgment to plan and accomplish goals. Leads and directs the work of others. A wide degree of creativity and latitude is required with nine (9) or more years of related experience.	Masters	9 years
541611, 561422	Program Manager/Ops Director	Provides direct program oversight and interfaces directly with program personnel to ensure full program results and compliance. Exercises independent judgment as well as a high level of analytical skill in solving complex and unusual managerial, technical and administrative problems. Ultimately responsible for project planning, execution and performance. Provides management and technical direction of projects ensuring maximum effectiveness in the use of resources for the timely completion of projects. Coordinates efforts and provides leadership in industry meetings. Provides internal planning, guidance and management structure for tracking accomplishment of work assigned. Performs day-to-day management of overall contract support operations possibly involving multiple projects and groups of personnel at multiple locations. Organizes, directs and coordinates the planning and production of all contract support activities. Demonstrates written and oral communication skills. Establishes and alters (as necessary) corporate management structure to direct effective contract support activities.	Bachelors	8 Years
541611, 561422	Project Lead	Technical and management support for the planning and execution of major projects. Participates in project planning and project execution. Supports the identification of project critical success factors; the development of project milestones, schedule, budget and baseline; and project execution.	Bachelors	2 Years

54151S, 541430, 541511, 541613, 541810, 541910	Project Manager	Coordinates and monitors status of client projects. Prepares status reports and briefs for account team members, clients or others. Participates in the day-to-day activities of the project. Reports to senior staff	Bachelors	2 Years
54151S, 541430, 541511, 541613, 541810, 541910	Project Manager I	Responsible for planning and executing a project, working closely with other project staff. Drafts input to status reports for the client and works with program management team,in planning and executing a project. May supervise some project support staff.	Bachelors	2 Years
54151S, 541430, 541511, 541613, 541810, 541910	Project Manager II	Responsible for planning a executing a project, working closely with other project staff. Drafts input to status reports for the client and works with program management team, in planning and executing a project. May supervise some project support staff.	Bachelors	5 years
54151S, 541430, 541511, 541613, 541810, 541910	Project Manager III	Responsible for the coordination and completion of projects. Oversees all aspects of the projects, setting deadlines, assigning responsibilities and monitoring progress of the overall program. Prepares reports, responds to inquiries. Performs a variety of tasks, while leading and directing the work of others. A wide degree of creativity and latitude is required.	Bachelors	10 years
54151S, 541430, 541511, 541613, 541810, 541910	Quality Assurance Manager	Responsible for planning and executing a project, working closely with other project staff. Drafts input to status reports for the client and works with program management team, in planning and executing a project. May supervise some project support staff.	Bachelors	7 years
541611, 561422	Quality Assurance**	Use of hardware and software tools to monitors contacts handled by the CSRs in accordance with the service level requirements of each task order and contract. Ensures performance standards are being met. Provides feedback and coaching to the CSRs. Provides reporting and metrics to management and the customer.	High School	2 Years
541611, 561422	Quality Operations Manager	Manages teams of quality operations and auditors. This role will include support for all certifications maintained by the site and will provide analytical support to operations teams related to quality. Performs quality calibration and audit the auditor functions.	Bachelors	8 Years
541611, 561422	Quality Supervisor	Manages a team of quality specialists. Ensures the assigned quality audits are done properly in line with calibrated results. Coaches and develops staff to ensure consistent results.	Bachelors	5
54151S, 541430, 541511, 541613, 541810, 541910	Research Consultant	Supports the production team members by conducting research as assigned. Has knowledge of film/video technical sources, library, Web and research tools, databases, etc. Works	Associates	1 Year

54151S, 541430, 541511, 541613, 541810, 541910	Senior Graphic Designer	Defines and determines style, technique and medium best suited to produce desired effects. Designs appropriate graphics to be used in material to promote technologies and/or programs. Creates and produces graphic designs for Web pages, multimedia, 3-D modeling, animation, database management and other applications. Expert in all software programs related to graphic design. Serves as primary director of development of creative templates, printed materials, interactive materials (DVDs/CD ROMS, video and audio).	Bachelors	3 Years
54151S, 541430, 541511, 541613, 541810, 541910	Senior System Administrator	Plans, installs, configures various infrastructures involving Windows & UNIX systems. Maintains Active Directory, Exchange, SCOM, SCCM, SharePoint, SQL servers, computer/communication networks, hardware, security and system software. Designs, develops and implements disaster recovery plans, backup plans and system management. Uses Windows, UNIX, Linux Servers, AD, VMware, VPN, Remedy, Java, .net, LAN/WAN.	Masters	2 Years
54151S, 541430, 541511, 541613, 541810, 541910	Senior Web Designer	Creates and produces graphic designs for Web pages, multimedia, 3-D modeling, animation, database management, and other applications using the most advanced technology. Skilled expert in all software programs related to graphic design. Works independently and provides supervision to junior staff.	Bachelors	6 Years
54151S, 541430, 541511, 541613, 541810, 541910	Senior Web Developer	Programming experience in all database applications, database environments including system integration and low level driver development.	Bachelors	6 Years
541611, 561422	Site Quality Manager	Manages the quality operations and certification programs at a site. This includes oversite of quality analysts and monitors and implementation of quality standards as defined for the program. Works with other site leadership to ensure program initiatives are implemented to improve customer satisfaction and the customer experience. Reviews and documents performance anomalies and issues and tracks to resolution.	Bachelors	10 Years
54151S, 541430, 541511, 541613, 541810, 541910	SME Web Developer	Performs highly complex analysis, design, development, testing and debugging of computer software in support of distinct product hardware (computers or other electrical/electronic devices) or technical service lines of business.	Bachelors	8 Years
54151S, 541430, 541511, 541613, 541810, 541910	Software Engineer I	Works independently to develop technical designs and specifications for software products and systems. Researches and integrates design strategies, product specifications, development schedules and user expectations into product capabilities. Provides technical leadership to lower-level engineers or supervise and direct a team. Uses software development technologies and tools to build, test, evaluate and maintain product modules, components, and subsystems. Requires a minimum of seven (7) years of relevant experience.	Bachelors	5 Years
54151S, 541430, 541511, 541613, 541810, 541910	Software Engineer II	Defines and implements IT quality assurance practices and procedures. Analyzes discrepancies in service or performance and makes recommendations for product or service updates. Familiar with a variety of the field's concepts, practices, and procedures. Performs a variety of tasks.A wide degree of creativity and latitude is expected. Typically reports to head of a unit/department.	Bachelors	7 years

541611, 561422	Sr. Operations Manager	Manages operations of a site. Ensures that all teams receive operational guidance and that operational effectiveness metrics are attained. Ensures teams meet service level agreements. Interfaces with workforce optimization team. May act as client liaison in absence of Sr. Site Manager.	Bachelors	7 years
54151S, 541430, 541511, 541613, 541810, 541910	Subject Matter Expert II	Works under limited supervision to develop technical designs and specifications for software products. Researches and integrates design strategies, product specifications, development schedules, and user expectations into product capabilities. Provides technical leadership to lower-level engineers. Builds, tests, evaluates and maintains product modules, components, and subsystems. Requires a minimum of five (5) years of experience in researching, developing and integrating design strategies, product specifications, and development schedules for the development and implementation of complex software systems.Also serves as a technical resource for lower-level engineers.	Bachelors	10 years
541611, 561422	Supervisor	Supervise the work of contact center staff to ensure adherence to quality standards, deadlines, and proper procedures, correcting errors or problems as needed. Ensure all hardware and software tools are being used correctly by the staff. Interview and recommend hiring and promotion of contact center staff, through partnering with Human Capital. Evaluate employees' job performance and recommend appropriate personnel action, including disciplinary action, performance improvement plans, and termination through partnering with Human Capital. Discuss job performance concerns with employees to identify causes and issues and work closely with the Human Capital on resolving problems. Ensure compliance with company Wage & Hour policy. Provide support and identify training needs and development opportunities, through weekly coaching sessions with direct reports. Perform operational tasks to assure project and program service level requirements and goals are met, including analyzing direct reports' quality performance and trending call types, and providing coaching on a regular basis.	High School	2 years
54151S, 541430, 541511, 541613, 541810, 541910	System Administrator	Runs and maintains network and server infrastructure including all peripherals. Provides full technical support. Ongoing site optimization, domain name management and receipt of and staging management or 3rd code. Stages code in test and prod environments. Assists in website testing. Creates test data and setup. Database admin and backup while testing.	Bachelors	3 Years
541611, 561422	Technical Writer	Assists in collecting and organizing information for preparation of user manuals, training materials, installation guides, proposals and reports. Edits functional descriptions, system specifications, user manuals, special reports and any other customer deliverables and documents. Assists in performing financial and administrative functions. Must demonstrate the ability to work independently or under only general direction.	High School	1 Year
54151S, 541430, 541511, 541613, 541810, 541910	Technical Writer II	Applies technical writing skills to direct marketing for technical industry. Skilled in creating promotional materials for high-tech firms to introduce new services and products. Works under supervision on assigned tasks.	Associates	1 Year

54151S, 541430, 541511, 541613, 541810, 541910	Traffic Manager	Manages daily activities including budgets, status reports, and creative and media processes.	Bachelors	2 years
541611, 561422	Trainer**	Conducts all contact center training activities. Trains contact center staff on the use and application of hardward and software tools. This includes the development and maintenance of training materials. All training is customer and contract specific training. This includes training on the use of all contract specific hardware and software. Includes training on workflow and form creation as required. Conducts all refresh training and training on new or modified procedures	High School	1 Year
541611, 561422	Training Manager	Training Manager is responsible for the management of the Customer Solution Center and ensures the learning and performance solutions created are impactful, engaging, and are aligned with organizational and departmental priorities. This role will oversee the consistent design, development, implementation and evaluation across all delivered learning and performance solutions. The Senior Training Manager will oversee, coach and develop the Customer Service Trainers team.	Bachelors	3 Years
54151S, 541430, 541511, 541613, 541810, 541910	Translation Services / Translator	Responsible for translating written material to a different language. Carries extensive knowledge of and proficiency in languages.	Bachelors	3 Years
54151S, 541430, 541511, 541613, 541810, 541910	Usability Expert	Identifies evaluation needs and methods. Ensures usability work is complete for all project features. Creates feature usability plans with designers. Provides objective usability support through planning, arranging, moderate, and analyzing usability evaluations. Responsible for usability lab facilities and environment. Benchmarks studies of competitor products.	Bachelors	3 Years
54151S, 541430, 541511, 541613, 541810, 541910	User Experience I	Creates and assists in the creation of the "user experience" for websites, intranets,andWeb applications. This includes devising clear interaction strategies in sync with business and user goals, developing navigation and site structure, organizing content and advocating the rights of real people as "users". Leads and assists with usability assessments and tests of interactive systems.	Bachelors	3 Years
54151S, 541430, 541511, 541613, 541810, 541910	User Experience II	Provides expert consultation and support to a functional technical area of a project. Develops solutions to complex projects. Works closely with project team, particularly senior and management staff, to identify the best solutions to various development,maintenance and implementation problems.	Bachelors	7 years
541430, 541511 541613, 541810 541910	Web Designer	Creates and supervises art and graphic designs, including graphics for print publication, website design, web user interface, mobile interface, interactivity, flash and animation. Can supervise and provide Section 508 Compliance, adherence to style guides and web standards, cross browser compatibility and web design best practices. Works with Creative Director and other designers to ensure designs are consistent with vision and themes.	Bachelors	3 Years

54151S, 541430, 541511, 541613, 541810, 541910	Web Developer I	Experience in formatting documents in HTML, implementation and presentation of web sites, knowledge of basic client and server types used on the Internet; familiarity with text editing and graphics development programs; familiarity with multiple computer operating systems. Has extensive knowledge of application and system software and standards used to develop and implement web sites, including programming languages and CGI , Open Database Connectivity (OBDC). Performs HTML editing, development of creative concepts for online projects. May assist with Internet training classes.	Bachelors	2 Years
54151S, 541430, 541511, 541613, 541810, 541910	Web Developer II	Responsible for completing the testing of specific web sites and/or functionality. Uses insights for the front-end of the project and the customer needs to help plan elements for later testing. Needs to be involved during the project in design reviews and more detailed test planning, as well as customer planning for beta tests, and reviews of user documentation	Bachelors	3 Years
54151S, 541430, 541511, 541613, 541810, 541910	Webmaster	Supports all activities related to electronic marketing services. Maintains programming and development for Websites, applications and usability testing. Works with team leads and graphic designers to construct layout and web solutions. Upgrades hardware and software through administering of services, troubleshooting, management of equipment and logs and monitoring of website performance.	Bachelors	5 Years
541611, 561422	WFO Site Specialist **	Work Force Optimization Site Specialists. Use of contact center software tools and processes to manage the scheduling of the contact center operations. Create and provide revolving analytics data of call/web chat arrival patterns, agent efficiency analysis, statistical analysis of the agents and call center performance. Analyze reports and query database from WFM Software. Determine Agent Adherence to schedule and agent performance. Create and design Ad hoc reports for data pertaining to agent scheduling, call volumes, Web Chat Volume, Agent -Performance Metrics.	High School	1 year
54151S, 541430, 541511, 541613, 541810, 541910	Writer / Editor	Provides all writing, editing, proofreading and creative conception as requested, for any of the following materials: reports, news releases, fact sheets, Web site text, and public speaking scripts.	Bachelors	3 Years

Education Equivalency:

Education/Experience	Equivalency
High School Degree	• A High School Diploma and (4) years of additional experience equals a bachelor's degree. A High School Diploma and (2) years of additional experience equals and associate degree. • A High School Diploma and the completion of (2) years of additional higher education, which may or may not have resulted in a degree, may be counted as a year of experience.
Associate degree	• Associate degree can be substituted for (2) years of related experience. An Associate Degree and (4) years of related experience can be substituted for a bachelor's degree.
Bachelor's Degree	• A Bachelor's Degree and (2) years of additional experience equals a master's degree. A Bachelor's degree can be substitute for (4) years of related experience.
Master's Degree	• A Master's Degree can be substituted for (8) years of related experience. A Master's Degree and (4) years of related experience can be substituted for a Doctorate degree.
Doctorate Degree	• A Doctorate Degree may be substituted for (4) years of experience with master's degree or (6) years with a bachelor's degree. A Doctorate Degree may be substituted for (12) years of related experience.
Note: *Relevant professional certifications and unique experience in specializing or emerging technologies may be substituted for (1) year of experience. Experience recognized in any relevant experience, both management and non-management, for the labor category.*	

Tactis, LLC - GSA Rates w/IFF

	Year 6 - 9/7/23 - 9/6/24	Year 7 - 9/7/24 - 9/6/25	Year 8 - 9/7/25 - 9/6/26	Year 9 - 9/7/26 - 9/6/27	Year 10 - 9/7/27 - 9/6/28
508 Compliance Specialist	$107.77	$110.46	$113.22	$116.05	$118.95
Account Executive	$171.94	$176.24	$180.64	$185.16	$189.78
Administrative Assistant	$55.08	$56.46	$57.87	$59.32	$60.81
Art Director	$175.53	$179.92	$184.41	$189.03	$193.75
Beta Tester I	$102.59	$105.16	$107.79	$110.48	$113.24
Business Analyst	$130.05	$133.30	$136.63	$140.05	$143.56
Communications Consultant	$110.39	$113.15	$115.98	$118.88	$121.85
Communications Director	$181.04	$185.56	$190.20	$194.95	$199.83
Contract Administrator	$80.68	$82.69	$84.76	$86.87	$89.05
Customer Service Representative (CSR)**	$33.78	$34.63	$35.50	$36.38	$37.29
Creative Director	$149.03	$152.76	$156.57	$160.49	$164.50
Data Entry	$83.45	$85.53	$87.67	$89.86	$92.11
Designer I	$118.17	$121.12	$124.15	$127.25	$130.44
Developer I	$146.53	$150.20	$153.95	$157.80	$161.75
Director	$223.86	$229.45	$235.18	$241.07	$247.09
Director of Digital Services	$240.73	$246.74	$252.91	$259.23	$265.71
Email Specialist	$137.55	$140.99	$144.51	$148.13	$151.84

Finance Support	$124.46	$127.58	$130.77	$134.04	$137.39
Graphic Designer	$103.76	$106.35	$109.01	$111.73	$114.52
Help Desk Agent	$91.19	$93.47	$95.81	$98.21	$100.66
HR Generalist	$85.58	$87.72	$89.91	$92.16	$94.47
HR Recruiter	$69.83	$71.58	$73.37	$75.20	$77.09
Illustrator	$121.89	$124.94	$128.06	$131.26	$134.55
Instructional Designer	$95.59	$97.97	$100.42	$102.93	$105.50
Internet Marketing Consultant	$137.55	$140.99	$144.51	$148.13	$151.84
IT Security	$162.28	$166.34	$170.50	$174.76	$179.13
Labor Hours Specialist	$66.69	$68.35	$70.07	$71.82	$73.61
Lead Customer Service Representative **	$47.67	$48.86	$50.08	$51.32	$52.60
Lead Trainer**	$84.66	$86.78	$88.95	$91.17	$93.45
Marketing Manager	$133.56	$136.90	$140.32	$143.83	$147.43
Network Administrator	$105.71	$108.35	$111.06	$113.84	$116.69
Network Architect I	$183.40	$187.98	$192.68	$197.49	$202.43
PMP Project Manager	$185.44	$190.08	$194.83	$199.70	$204.70
Program Manager I	$157.87	$161.82	$165.87	$170.03	$174.28
Program Manager II	$177.73	$182.18	$186.73	$191.40	$196.18
Program Manager/Ops Director	$159.60	$163.59	$167.68	$171.87	$176.16
Project Lead	$119.40	$122.38	$125.44	$128.57	$131.79
Project Manager	$125.84	$128.99	$132.21	$135.52	$138.90
Project Manager I	$99.25	$101.73	$104.27	$106.88	$109.55
Project Manager II	$109.66	$112.40	$115.21	$118.10	$121.05
Project Manager III	$121.01	$124.03	$127.13	$130.31	$133.56
Quality Assurance Manager	$140.87	$144.39	$148.00	$151.70	$155.49
Quality Assurance**	$62.52	$64.08	$65.68	$67.32	$69.01
Quality Operations Manager	$82.04	$84.09	$86.20	$88.35	$90.56
Quality Supervisor	$71.87	$73.66	$75.51	$77.39	$79.32
Research Consultant	$84.83	$86.94	$89.12	$91.35	$93.63
Senior Graphic Designer	$118.36	$121.32	$124.35	$127.47	$130.65
Senior System Administrator	$121.89	$124.94	$128.06	$131.26	$134.55
Senior Web Designer	$142.40	$145.95	$149.60	$153.34	$157.17
Senior Web Developer	$161.16	$165.19	$169.32	$173.55	$177.89
Site Quality Manager	$99.29	$101.77	$104.32	$106.93	$109.60
SME Web Developer	$199.80	$204.80	$209.91	$215.16	$220.54
Software Engineer I	$146.53	$150.20	$153.95	$157.80	$161.75
Software Engineer II	$156.94	$160.86	$164.88	$169.00	$173.22

Sr. Operations Manager	$111.83	$114.62	$117.48	$120.42	$123.44
Subject Matter Expert II	$177.73	$182.18	$186.73	$191.40	$196.18
Supervisor	$74.47	$76.33	$78.24	$80.19	$82.20
System Administrator	$105.71	$108.35	$111.06	$113.84	$116.69
Technical Writer	$87.34	$89.52	$91.76	$94.06	$96.40
Technical Writer II	$91.62	$93.90	$96.25	$98.66	$101.13
Traffic Manager	$137.56	$141.00	$144.52	$148.14	$151.85
Trainer**	$62.14	$63.69	$65.28	$66.91	$68.58
Training Manager	$132.13	$135.44	$138.82	$142.29	$145.84
Translation Services / Translator	$132.77	$136.08	$139.49	$142.97	$146.55
Usability Expert	$169.99	$174.25	$178.60	$183.06	$187.64
User Experience I	$130.46	$133.72	$137.07	$140.49	$144.01
User Experience II	$216.48	$221.89	$227.45	$233.13	$238.95
Web Designer	$115.69	$118.58	$121.54	$124.58	$127.70
Web Developer I	$127.62	$130.81	$134.09	$137.44	$140.88
Web Developer II	$161.64	$165.68	$169.82	$174.07	$178.42
Webmaster	$166.70	$170.87	$175.14	$179.53	$184.01
WFO Site Specialist **	$50.22	$51.48	$52.77	$54.09	$55.44
Writer / Editor	$98.25	$100.71	$103.22	$105.80	$108.45

Service Contract Labor Standards Matrix:

SCLS Matrix		
SCLS Eligible Labor Category/Fixed Price Service**	**SCLS Equivalent Code & Title**	**WD Number**
Customer Service Representative (CSR)**	01041 – Customer Service Representative I	2015-5427, Rev #21 12/27/2022
Lead Customer Service Representative**	01043 – Customer Service Representative III	2015-5427, Rev #21 12/27/2022
Lead Trainer**	15095 - Technical Instructor/Course Developer	2015-5427, Rev #21 12/27/2022
Quality Assurance**	01113 – General Clerk III	2015-5427, Rev #21 12/27/2022
Trainer**	15090 – Technical Instructor	2015-5427, Rev #21 12/27/2022
WFO Site Specialists**	01270 - Production Control Clerk	2015-5427, Rev #21 12/27/2022

The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes SCLS applicable labor categories. Labor categories and fixed price services marked with a (**) in this pricelist are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).