

Authorized Federal Supply Schedule Price List

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BANNER QUALITY MANAGEMENT INC.

Multiple Award Schedule

CONTRACT # 47QTCA21D003V

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

Contract Period: January 1, 2021- January 5, 2026

Special Item Number (SIN) 54151S Information Technology Professional Services



4615 Sheppard Manor Drive Ellicott City, Maryland 21042

Website: www.bgmi.com

Contract POC
Cynthia Carter, Director of Proposal Management
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Contract Administrator
Gail Hall, Vice President of Corporate Administration
713-927-4806
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Business Size: Small Business Type: 8(a), WOSB, EDWOSB



CUSTOMER INFORMATION

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded prices.

| SIN | SIN Description |
|--------|--|
| 54151S | Information Technology Professional Services |

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price.

| SIN | Labor Category | Min. Education* | Min. Years Exp. | GSA Rate | Unit of Issue |
|--------|---|---------------------|-----------------------|-------------|------------------|
| 54151S | Application Administrator | Bachelors | 10 | \$84.32 | Hourly |
| 54151S | Application Developer / Programmer 1 | High School | 0 | \$32.01 | Hourly |
| 54151S | Application Developer / Programmer 2 | Bachelors | 0 | | Hourly |
| 54151S | Application Developer / Programmer 3 | Bachelors | 4 | | Hourly |
| 54151S | Business Analyst 1 | Bachelors | 4 | \$48.88 | Hourly |
| 54151S | Computer Security Systems Specialist 1 | Bachelors | 0 | \$67.96 | Hourly |
| 54151S | Data Analyst 1 | Bachelors | 2 | \$45.82 | Hourly |
| 54151S | Database Administrator 2 | Bachelors | 6 | \$67.96 | Hourly |
| 54151S | Database Administrator 3 | Bachelors | 10 | \$83.25 | Hourly |
| 54151S | Documentation Specialist 1 | Bachelors | 3 | \$34.82 | Hourly |
| 54151S | Engineer 1 | Bachelors | 3 | \$58.57 | Hourly |
| 54151S | Engineer 2 | Bachelors | 6 | | Hourly |
| 54151S | Engineer 3 | Bachelors | 9 | \$83.15 | Hourly |
| 54151S | Functional Analyst 1 | Bachelors | 6 | \$40.64 | Hourly |
| 54151S | Functional Analyst 2 | Bachelors | 10 | \$48.88 | Hourly |
| 54151S | Hardware / Network Installation Technician 1 | High School | 0 | | Hourly |
| 54151S | Hardware / Network Installation Technician 2 | High School | 4 | \$38.22 | Hourly |
| 54151S | Information Engineer 1 | Bachelors | 2 | \$67.96 | Hourly |
| 54151S | Information Engineer 2 | Bachelors | 5 | \$76.47 | Hourly |
| 54151S | Instructional System Designer 1 | Bachelors | 5 | \$61.41 | Hourly |
| 54151S | Instructional System Designer 2 | Bachelors | 10 | \$65.11 | Hourly |
| 54151S | Instructional System Designer 3 | Bachelors | 20 | \$68.95 | Hourly |
| 54151S | Multimedia Designer 2 | Bachelors | 5 | \$45.95 | Hourly |
| 54151S | Multimedia Designer 3 | Bachelors | 10 | \$47.81 | Hourly |
| 54151S | Program Administration Specialist 1 | Associates | 2 | \$36.53 | Hourly |
| 54151S | Program Administration Specialist 2 | Associates | 4 | \$46.59 | Hourly |
| 54151S | Program Manager | Masters | 15 | \$112.16 | |
| 54151S | Programmer Web Based Developer 2 | Bachelors | 5 | | Hourly |
| 54151S | Programmer Web Based Developer 3 | Bachelors | 10 | | Hourly |
| 54151S | <u> </u> | | 2 | | Hourly |
| 54151S | Project Coordinator 3 | Bachelors Bachelors | 10 | | Hourly |
| 54151S | Project Manager 4 | Bachelors | 10 | | Hourly |
| 54151S | Project Scheduler / Planner | Bachelors | 7 | \$52.73 | |
| 54151S | Software Engineer 2 | Bachelors | 4 | | Hourly |
| 54151S | Software Engineer 3 | Bachelors | 8 | | Hourly |



| SIN | Labor Category | Min. Education* | Min. Years Exp. | GSA Rate | Unit of Issue |
|--------|------------------------------|--------------------|-----------------------|-------------|------------------|
| 54151S | Software Engineer 4 | Bachelors | 12 | \$99.17 | Hourly |
| 54151S | Standardization Specialist 1 | Associates | 3 | \$43.74 | Hourly |
| 54151S | Subject Matter Expert 1 | Bachelors | 12 | \$84.96 | Hourly |
| 54151S | Subject Matter Expert 2 | Bachelors | 12 | \$92.39 | Hourly |
| 54151S | Subject Matter Expert 3 | Bachelors | 16 | \$99.82 | Hourly |
| 54151S | Subject Matter Expert 4 | Bachelors | 20 | \$114.69 | Hourly |
| 54151S | System Administrator 1 | Bachelors | 0 | \$58.62 | Hourly |
| 54151S | Systems Engineer 1 | Bachelors | 4 | \$58.62 | Hourly |
| 54151S | Systems Engineer 2 | Bachelors | 8 | \$73.28 | Hourly |
| 54151S | Systems Engineer 3 | Bachelors | 12 | \$87.93 | Hourly |
| 54151S | Technical Writer 1 | Bachelors | 0 | \$34.15 | Hourly |
| 54151S | Technical Writer 3 | Bachelors | 10 | \$56.05 | Hourly |
| 54151S | Technical Specialist 1 | Bachelors | 3 | \$44.66 | Hourly |
| 54151S | Technical Specialist 2 | Bachelors | 5 | \$55.32 | Hourly |
| 54151S | Technical Specialist 3 | Bachelors | 10 | \$65.34 | Hourly |
| 54151S | Training Specialist 1 | Bachelors | 3 | \$36.53 | Hourly |
| 54151S | Training Specialist 2 | Bachelors | 6 | \$50.98 | Hourly |
| 54151S | Video Producer 1 | Bachelors | 0 | \$34.94 | Hourly |
| 54151S | Video Producer 2 | Bachelors | 5 | \$55.50 | Hourly |

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

SERVICE DESCRIPTIONS

| Service | Description |
|---|--|
| Application Administrator | Manage user accounts and system settings/controls, produce reports, and create custom reporting to satisfy inquiries from specific custom application. Provide testing of new attributes and changes in the application. Collaborate with developers to provide feedback and solutions for application modification to support customer needs. Provide metrics reporting from application. |
| Application Developer / Programmer 1 | Assists with the analysis of information requirements. Aids in the evaluation of problems with workflow, organization, and planning and helps develop appropriate corrective action. Works under close supervision. |
| Application Developer / Programmer 2 | Participates in the design of software tools and subsystems to support reuse and domain analysis. Assists in the interpretation of software requirements and design specifications to code and integrate and test software components. Works under general supervision |
| Application Developer / Programmer 3 | Participates in the design of software tools and subsystems to support reuse and domain analysis. Assists in the interpretation of software requirements and design specifications to code and integrate and test software components. Works independently. |



| Service | Description |
|---------------------------------------|---|
| Business Analyst 1 Computer Security | Assists in the formulation and definition of systems scopes and objectives, and business processes through research and fact-finding combined with an understanding of applicable business systems, processes and industry requirements. Develops or modifies moderately complex business systems. Assists in performing analysis of business and user needs, documents requirements, and revising existing systems as necessary. Works under close supervision. Analyzes and defines security requirements. Designs, develops, engineers, |
| Systems Specialist 1 | and implements solutions. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs. Performs risk analyses which also includes risk assessment. Works under close supervision. |
| Data Analyst 1 | Assess data systems and programs in support of ad-hoc and standing management or customer requests; Create programs, methodologies, and files for analyzing and presenting data; Examine data quality, applications, and functions; Research new data sources and analytical tools; Use and support database applications and analytical tools; Works under close supervision. |
| Database Administrator 2 | Analyze database requirements of assigned projects. Analyze and determine information needs and elements, database relationships and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities. Apply knowledge of database management systems to coordinate maintenance and changes to databases. Test and implement changes or new database designs. Write logical and physical database descriptions, including location, space, access method, and security requirements. Provide direction to programmers and analysts as required to affect changes to database management systems. Provide answers to database questions. Knowledge of and ability to monitor databases and to analyze and organize data and apply new technology designs and programs. Works under general supervision. |
| Database Administrator 3 | Analyze database requirements of assigned projects. Analyze and determine information needs and elements, database relationships and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities. Apply knowledge of database management systems to coordinate maintenance and changes to databases. Test and implement changes or new database designs. Write logical and physical database descriptions, including location, space, access method, and security requirements. Provide direction to programmers and analysts as required to affect changes to database management systems. Provide answers to database questions. Knowledge of and ability to monitor databases and to analyze and organize data and apply new technology designs and programs. Works independently. |
| Documentation Specialist 1 | Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel. Works under close supervision. |
| Engineer 1 | Implements principles, techniques and processes. Decides appropriate tests to evaluate, debug and check systems. Documents the result of complex analysis and design tasks. May design moderately complex systems; assists in developing standards and techniques. Works under close supervision. |



| Service | Description |
|---|--|
| Engineer 2 | Implements principles, techniques and processes. Decides appropriate tests to evaluate, debug and check systems. Documents the result of complex analysis and design tasks. May design moderately complex systems; assists in developing standards and techniques. Works under general supervision. |
| Engineer 3 | Implements principles, techniques and processes. Decides appropriate tests to evaluate, debug and check systems. Documents the result of complex analysis and design tasks. May design complex systems; assists in developing standards and techniques. Works independently. |
| Functional Analyst 1 | Analyze user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task. Works independently. |
| Functional Analyst 2 | Analyze user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task. May supervise or mentor other team members. |
| Hardware / Network Installation Technician 1 | Provide support in the assistance, maintenance, and monitoring of the company's computer systems. Track all documentation of hardware failure, installation, repair, and replacement. Works under close supervision. |
| Hardware / Network Installation Technician 2 | Organizes and directs hardware installations on site surveys. Assesses and documents current site network configuration and user requirements. Analyzes and develops new hardware requirements and prepares specifications for hardware acquisitions. Coordinates post installation operations and maintenance support. Works under general supervision. |
| Information Engineer 1 | Applies business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assists in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open systems architecture objectives. Works under close supervision. |
| Information Engineer 2 | Applies business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assists in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open systems architecture objectives. Works under general supervision. |
| Instructional System Designer 1 | Works with Subject Matter Experts to develop training materials, typically following the ADDIE process (Analysis, Design, Develop, Implement, Evaluate). Works under close supervision. |



| Service | Description |
|--|--|
| Instructional System Designer 2 | Designs, modifies, develops, and writes training courses and related materials. Also supports and assists with appropriate learning management system applications & integration. Participates in the testing process through course review and analysis. Works independently. |
| Instructional System Designer 3 | Oversees the designing, modifying, developing, writing and implementing training courses and related materials. Determines the current state and needs of the learner, defining the end goal of instruction, and creating the appropriate "intervention" to assist in the transition. Also leads in the usage of the appropriate learning management system applications & integration. Evaluates the testing process through course review and analysis. May supervise or mentor other team members. |
| Multimedia Designer 2 | Design or create graphics to meet specific commercial or promotional needs, such as packaging, displays, or logos. May use a variety of mediums to achieve artistic or decorative. Under general direction, designs and builds web pages using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special-effects elements. Contributes to the design group's efforts to enhance the look and feel of the organization's online offerings. Designs the website to support the organization's strategies and goals relative to external communications. Requires understanding of web-based technologies and thorough knowledge of HTML, PhotoShop, Illustrator, and/or other design-related applications. Works independently. |
| Multimedia Designer 3 | Design or create graphics to meet specific commercial or promotional needs, such as packaging, displays, or logos. May use a variety of mediums to achieve artistic or decorative. Under general direction, designs and builds web pages using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special-effects elements. Contributes to the design group's efforts to enhance the look and feel of the organization's online offerings. Designs the website to support the organization's strategies and goals relative to external communications. Requires understanding of web-based technologies and thorough knowledge of HTML, PhotoShop, Illustrator, and/or other design-related applications. May supervise or mentor other team members. |
| Program Administration Specialist 1 | Assists in the preparation of management plans and reports. Coordinates schedules to facilitate completion of proposals, contract deliverables, task order review, briefing/presentations, and IPR preparation. Performs analysis, development, and review of program administrative operating procedures. Works under close supervision. |
| Program Administration Specialist 2 | Assists in the preparation of management plans and reports. Coordinates schedules to facilitate completion of proposals, contract deliverables, task order review, briefing/presentations, and IPR preparation. Performs analysis, development, and review of program administrative operating procedures. Works independently. |



| Service | Description |
|-------------------------------------|---|
| Program Manager | Serves as the contractor's single contract manager and shall be the contractor's authorized interface with the Government Contracting Officer (CO), the contract level Contracting Officer's Representative (COR), government management personnel and customer agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. Shall be responsible for the overall contract performance and shall not serve in any other capacity under this contract. |
| Programmer Web Based Developer 2 | Uses Flash, HTML5 and JavaScript to develop web-based applications for interactive mobile and online e-learning courses and user websites. Employ existing site layout/user interface from provided design concepts by using standard HTML5/Flash practices. Works independently. |
| Programmer Web Based Developer 3 | Responsible for developing, testing, implementing, and maintaining web-based applications (HTML, CSS, JQuery, and JavaScript) utilizing the Microsoft development stack including ASP.NET and MVC. Troubleshoots system problems and issues and looks for ways to improve the application. Has knowledge of commonly-used concepts, practices, and procedure. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. Typical duties include designing, developing, and testing web-based applications; diagnosing and fixing bugs found by quality assurance testers; and increasing online exposure through search engine optimization best practices. May supervise or mentor other team members. |
| Project Control Specialist 1 | Support all financial management and administrative activities, such as budgeting, manpower and resource planning, and financial reporting. Performs complex evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues, which would require a report and recommend solutions. Develops work breakdown structures, prepare charts, tables, graphs, and diagrams to assist in analyzing problems. Works under close supervision. |
| Project Coordinator 3 | Support all financial management and administrative activities, such as budgeting, manpower and resource planning, and financial reporting. Performs complex evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues, which would require a report and recommend solutions. Develops work breakdown structures, prepare charts, tables, graphs, and diagrams to assist in analyzing problems. Works independently. |
| Project Manager 4 | Responsible for assisting in all aspects of project performance (i.e., technical, contractual, administrative, financial). Supervises personnel involved in all aspects of project activity, organizes and assigns responsibilities to subordinates, oversees the successful completion of all assigned tasks, establishes and maintains technical and financial reports to show progress to Division management and customers, and maintains customer contacts to ensure conformity to all contractual obligations. Exercises independent judgment, as well as a high level of analytical skill, in solving non-routine technical, administrative, and managerial problems. Responsible for all aspects of project performance and assists in the overall direction to all project level activities and personnel. |



| Service | Description |
|--------------------------------|--|
| Project Scheduler / Planner | Coordinate with customer to create a Project Work Breakdown Structure (WBS), identify work packages, develop task list, and activities schedule. Input the activities just described into a Project Scheduling Tool. Update schedules so that reports displaying estimated vs. actual dates of activities can be generated. Integrate schedules of projects into an Integrated Master Schedule. Provide outputs that effectively and accurately communicate project status for team members, the customers and project stakeholders. Publish updated milestone schedules as appropriate to customer web site and other appropriate venues. Certified Associate in Project Management (CAPM) or Project Management Professional (PMP) Certification is desirable. Work independently. |
| Software Engineer 2 | Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with the Project and/or Program Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives. Works under general supervision. |
| Software Engineer 3 | Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with the Project and/or Program Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives. Works independently. |
| Software Engineer 4 | Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with the Project and/or Program Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives. May supervise or mentor other team members. |
| Standardization Specialist 1 | Provides technical support in the evaluation of prime objectives names, data elements, and other objects. Evaluated proposed objects and their attributes. Ensures that proposed object definitions are clear, concise, technically correct, and that they represent singular concepts. Ensures that the values of object attributes and domains are accurate and correct. Ensures that the proposed objects are consistent with data and process models. Works under close supervision. |



| Service | Description |
|-------------------------|--|
| Subject Matter Expert 1 | Initiates, supervises, and/or develops requirements from a project's inception to conclusion for complex programs; Provides strategic advice, technical guidance and expertise to program and project staff; Provides detailed analysis, evaluation and recommendations for improvements, optimization development, and/or maintenance efforts for client-specific or mission critical challenges/issues; Consults with client to define need or problem supervises studies and leads surveys to collect and analyze data to provide advice and recommend solutions. Provide support in the areas of Application Programming, Business Analysis, Data Analysis, Database Administration, Computer Security Systems, Data Science, ITSM Process Analysis and Design, System Engineering and Project Management. Works independently. |
| Subject Matter Expert 2 | Initiates, supervises, and/or develops requirements from a project's inception to conclusion for complex; Provides strategic advice, technical guidance and expertise to program and project staff; Provides detailed analysis, evaluation and recommendations for improvements, optimization development, and/or maintenance efforts for client-specific or mission critical challenges/issues; Consults with client to define need or problem supervises studies and leads surveys to collect and analyze data to provide advice and recommend solutions. Provide support in the areas of Application Programming, Business Analysis, Data Analysis, Database Administration, Computer Security Systems, Data Science, ITSM Process Analysis and Design, System Engineering and Project Management. Works independently and may supervise or mentor other team members. |
| Subject Matter Expert 3 | Initiates, supervises, and/or develops requirements from a project's inception to conclusion for complex; Provides strategic advice, technical guidance and expertise to program and project staff; Provides detailed analysis, evaluation and recommendations for improvements, optimization development, and/or maintenance efforts for client-specific or mission critical challenges/issues; Consults with client to define need or problem supervises studies and leads surveys to collect and analyze data to provide advice and recommend solutions May serve as a Task Leader, responsible for ensuring the quality and timeliness of services delivered. Provide support in the areas of Application Programming, Business Analysis, Computer Security Systems, Data Analysis, Database Administration, Data Science, ITSM Process Analysis and Design, System Administration, Cyber Security Architect and Engineering, System Engineering and Project Management. Works independently and may supervise or mentor other team members. |



| Banner Quality Management Inc. | |
|--------------------------------|--|
| Service | Description |
| Subject Matter Expert 4 | May augment or direct project teams. Provides high level functional and FIP systems analysis, design, integration, documentation, and implementation advice on exceptionally complex studies which require an expert knowledge of the subject matter for effective problem solution. Participates in all phases of study development with emphasis on the planning, analysis, documentation, and presentation phases. Applies higher level mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other physical sciences to arrive at automated solutions. Reviews and approves the design and preparation of technical documentation and reports. Prepares and delivers senior management presentations and briefings as required by the task order. May serve as a Task Leader, responsible for ensuring the quality and timeliness of services delivered. Provide support in the areas of Application Programming, Business Analysis, Data Analysis, Database Administration, Computer Security Systems, Data Science, ITSM Process Analysis and Design, System Engineering and Project Management. Works independently and may supervise or mentor other team members. |
| System Administrator 1 | Supervises and manages the daily activities of configuration and operation of business systems which may be mainframe, mini, or client/server based. Optimizes system operation and resource utilization and performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems. Works under close supervision. |
| Systems Engineer 1 | Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross functional requirements and interfaces. Evaluates analytical and systematical problems of work corrective action. Works under close supervision. |
| Systems Engineer 2 | Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross functional requirements and interfaces. Evaluates analytical and systematical problems of workflows, organization, and planning and develops appropriate corrective action. Works under general supervision. |
| Systems Engineer 3 | Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross functional requirements and interfaces. Evaluates analytical and systematical problems of workflows, organization, and planning and develops appropriate corrective action. Works independently. |
| Technical Writer 1 | Write and updates material for reports, manuals, briefs, proposal, instruction books, catalogs, training, and related technical and administrative publications concerned with work methods and procedures, and installation, operation, and maintenances. Works under close supervision. |
| Technical Writer 3 | Write and updates material for reports, manuals, briefs, proposal, instruction books, catalogs, training, and related technical and administrative publications concerned with work methods and procedures, and installation, operation, and maintenances. May supervise or mentor other team |



| Service | Description |
|------------------------|---|
| | members. |
| Technical Specialist 1 | Responsible for ensuring the timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution and follow-up steps. Requires experience and understanding of MIS environment. Is able to resolve less complex problems immediately, while more complex problems are assigned to second level support or supervisor. Typically involves use of problem management database and help desk system. Work under close supervision |
| Technical Specialist 2 | Provides second-tier support to end-users for PC, server, mainframe applications, and hardware. Handles problems that the first-tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Works independently. |
| Technical Specialist 3 | Provides second-tier support to end-users for PC, server, mainframe applications, and hardware. Handles problems that the first-tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Reporting data, work group management, metrics. Responsibilities include studying, investigating, and conducting activities and analysis on different aspects of development and production. May supervise or mentor other team members. |
| Training Specialist 1 | Conducts the research necessary to develop and revise training courses. Develops and revises these courses and prepares appropriate training catalogs. Prepares instructor materials (course outline, background material, and training aids). Prepares student materials course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars. Works under close supervision. |
| Training Specialist 2 | Conducts the research necessary to develop and revise training courses. Develops and revises these courses and prepares appropriate training catalogs. Prepares instructor materials (course outline, background material, and training aids). Prepares student materials course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars. Works independently. |
| Video Producer 1 | Responsibilities include studying, investigating, and conducting activities and analysis on different aspects of development and production, including videography. Must be able to apply a wide range of concepts, practices, and procedures. Works under close supervision. |
| Video Producer 2 | Responsibilities include studying, investigating, and conducting activities and analysis on different aspects of development and production, including videography. Must be able to apply a wide range of concepts, practices, and procedures. Works independently. |
| *Note | Additional years of experience may be substituted for education. |



- 2. Maximum order: \$500,000.00
- 3. Minimum order: \$100
- 4. Geographic Coverage (delivery area): 48 States and Washington DC
- 5. Point(s) of production (city, county and State or foreign country) Same as company address
- 6. Discount from list prices or statement of net price: None
- 7. Quantity discounts: 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 items by country of origin): None
- 10a. Time of Delivery. Contact contractor for details.
- 10b. Expedited Delivery. Items available for expedited delivery are noted in this price list. Contact contractor for details.
- 10c. Overnight and 2-Day delivery: Contact contractor for details.
- 10d. Urgent Requirements: Contact contractor for details.
- 11. F.O.B. Point(s): Destination
- 12a. Ordering Address: Banner Quality Management Inc., 4615 Sheppard Manor Drive, Ellicott City, Maryland 21042
- 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(es): Banner Quality Management Inc., 4615 Sheppard Manor Drive, Ellicott City, Maryland 21042
- 14. Warranty provision. N/A
- 15. Export packing charges, if applicable. N/A
- 16. Terms and conditions of rental, maintenance, and repair (if applicable). N/A
- 17. Terms and conditions of installation (if applicable). N/A
- 18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). N/A
- 18b. Terms and conditions for any other services (if applicable). N/A
- 19. List of service and distribution points (if applicable).
- 20. List of participating dealers (if applicable). N/A



- 21. Preventive maintenance (if applicable). 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. contractor's website or other location.) The EIT standards can be found at: www.Section508.gov/.
- 23. Data Universal Number System (DUNS) number. 004343531
- 24. Notification regarding registration in System for Award Management (SAM) database. Banner Quality Management Inc. is registered and active in System for Award Management (SAM) database. Cage Code: **6XT74**