

GENERAL SERVICES ADMINISTRATION

FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST



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

MULTIPLE AWARD SCHEDULE

FEDERAL SUPPLY GROUP

Professional Services

CLASS

D304, D399, R499

CONTRACT NUMBER

47QRAA20D000H

CONTRACT PERIOD

October 23, 2019 through October 22, 2029

CONTRACTOR

Portland Webworks
5 Milk Street 2nd Fl, Portland, ME 04101
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info@portlandwebworks.com

CONTRACTOR'S ADMINISTRATION SOURCE

Evan Rosenfield
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BUSINESS SIZE

Small Business

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VENDOR BACKGROUND



Portland Webworks has been in business delivering website development services since 1999. We offer customers a robust suite of consulting, planning, design, development, implementation, maintenance and sustainment services. Our custom solutions emphasize outstanding quality of user experience, compelling design, compatibility, interoperability, sustainability, extensibility and standards compliance.



We routinely operate in the government space under the emergent brand name of GovWebworks (www.govwebworks.com). This represents a natural evolution in our corporate identity, given our team's long and reputable history of successful performance with government departments and agencies throughout the continental United States. Under this new moniker, we provide many government partners with access to industry-leading creative and technical professionals. Our personnel deliver fresh perspective and innovative ideas, making it possible for our customers to realize their mission-critical communication, engagement and service objectives through implementation of enterprise-grade, feature rich websites and portals that deliver spectacular citizen and administrator experiences – always within a responsible budget and with low risk exposure.

WHAT WE DO

Under the MAS schedule, our company will offer the following services:

- 1 Digital Design for Websites, Portals and Other Interactive Web Products**
Initial conceptualization, consultation, discovery and planning; followed by intensive design, prototyping, and user testing.
- 2 Implementation, Maintenance and Sustainment**
Technical development, legacy content migration, routine hosting support; patching and updates to keep systems, sites and platforms running, operable, optimized and compliant.
- 3 Enhancements and Updates**
Additional post-launch design, development and customization, introducing creative features, capabilities and extensions.
- 4 Mentoring and Support**
Technical support, creative and artistic assistance as needed; peer-to-peer knowledge and skills transfer, encouraging customers towards greater autonomy.
- 5 Strategic Consultation**
Professional recommendations and advisement, addressing matters of content strategy, modern digital product aesthetics, and how web technologies can be leveraged to the greatest effect to improve user experience, communications and audience engagement.

OUR VALUE PROPOSITION

User-Centered Design Expertise

We have earned many awards for our work on public-facing websites and portals that serve large and incredibly diverse user communities. Our processes place maximum emphasis on user experience and citizen engagement. We validate our approach through extensive user research and testing, enabling our customers to proceed with confidence.

Drupal Specialization

We work primarily with Drupal, an extremely reputable open source content management platform that has been widely adopted across the state and federal government IT landscape. Through a variety of signature system enhancements, we make the lives of system administrators and content contributors much easier, and help our customers to extract maximum value from this highly regarded technology.

Agile

Our methods are conducive to total project transparency, enabling clients to observe, monitor, redirect and re-prioritize efforts on demand. We present customers with tangible progress at two week intervals. Our tools eliminate the traditional barriers between the project team and the stakeholders, so that ongoing conversation can occur throughout the entire project life cycle.

Deep Discovery

We invest extra time up front to gain a better understanding of requirements and meaningful milestones. We emphasize full-team engagement, deploying our team members to establish key relationships, building trust, confidence and consensus among product owners, stakeholders, and technical staff. This gives us the capacity to design and engineer responsible websites and interactive products that anticipate needs and that “nail it” from the start.

Rapid Prototyping

We validate intentions and project direction by quickly producing functional proofs of concept that enable interactive testing, feedback and effective evaluation of alternatives; This helps to avoid expensive mistakes, assuring that each project can remain aligned to its true mission.

Advanced Technical Proficiencies

Our website products often incorporate powerful, rich and fully customized application functionality. We have been working in the software development industry for more than 20 years, and have completed numerous major application modernization and integration projects. We can handle the most complex and sophisticated technical requirements without breaking stride, applying the latest industry-embraced best practices.

Accessibility and Compatibility

Part of the mission of “meeting clients where they are” means ensuring that all different types of users can use and benefit from our solutions. Our solutions work across a broad spectrum of devices, meeting WCAG and 508 accessibility requirements.

Proven Team Resourcing

With Portland Webworks, what you see is exactly what you get. Unlike many larger consultancy shops that tend to assemble their assigned staff only on a temporary, project-by-project basis, we rely primarily on a longstanding, core team of experts, each of whom have, on average, more than decade of experience. We operate as a relatively small, highly cohesive, integrated task force that can be productive from day one. Our customers can always expect superior collaboration and immediate productivity from our team – blending exceptional creativity with the best and most sensible technology innovations, low-risk industry protocols and highly standardized operating procedures.

OUR VALUE PROPOSITION (continued)

Partnership-Driven Adaptability

We are a highly flexible and collaborative partner. We are able to accept direction, yet we are also able to step into the gap to push projects forward with effective leadership and facilitation. We routinely work in conjunction with executive teams, IT departments, and communications staff, always with acute sensitivity to matters of institutional identity and existing branding. We are committed to building longer-term relationships, and work in a way that cultivates and engenders trust, mutual respect, transparency, accountability, and a sense of operational partnership.

Security

Although it isn't the only thing we do, we have considerable experience working with PII and FTI. We have experience delivering solutions on FEDRAMP certified infrastructure from leading providers like AWS. We accomplish our development work in environments that are compliant with NIST standards (800-171, 800- 53).

Low Risk, End-to-end Support

We have reliable resources in place to provide robust support for solution rollout and beyond. Our offerings can encompass manual quality assurance on all pages, content strategy, artistic review, periodic design refresh, user training, routine technical assistance and troubleshooting, as well as hosting and maintenance.

Holistic Content Strategy

We have many years of experience working on massive-volume content undertakings. We provide our customers with access to proprietary tools that provide insightful perspective, helping our customers to systematically assess the quality of their materials, so that content can be more effectively re-aligned with audience needs and mission priorities. Our distinctive toolset supports expeditious re-engineering of information architecture, and can also provide assistance with migration planning.

I-FSS-600 CLAUSES

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

SIN	DESCRIPTION
54151S	Information Technology (IT) Professional Services
541511	Web Based Marketing
541430	Graphic Design
OLM	Order Level Materials

- 1b **Lowest Priced Model Number and Price for Each SIN**
Not Applicable, Services Only

- 1c **Listed on Page 5**

- 2 **Maximum order**
\$500,000

NOTE TO ORDERING ACTIVITIES: *If the best value selection places your order over the Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contractor for a better price. The contractor may (1) offer a new price for this requirement (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404.

- 3 **Minimum order**
\$100

- 4 **Geographic coverage**
Domestic and Overseas

- 5 **Point(s) of production**
N/A (Services Only)

- 6 **Discount from list prices**
GSA Net Prices are shown on the attached GSA Pricelist. Negotiated discount has been applied.

- 7 **Quantity discounts**
None

- 8 **Prompt payment terms**
None

- 9 **Foreign items (list items by country of origin)**
None

- 10a **Time of delivery**
N/A (Services Only)

- 10b **Expedited Delivery**
N/A (Services Only)

- 10c **Overnight and 2-day delivery**
N/A (Services Only)

- 11 **Urgent Requirements**
N/A (Services Only)

- 12 **F.O.B. point**
Destination

- 13 **Ordering address**
Same as contractor

- 14 **Ordering procedures**
Ordering activities shall use the ordering procedures described in Federal Acquisition Regulation 8.405-3 when placing an order or establishing a BPA for supplies or 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).

- 15 **Payment address**
Same as contractor

- 16 **Warranty provision**
N/A for services

- 17 **Export packing charges**
N/A

- 18 **Terms and conditions of rental, maintenance, and repair (if applicable)**
As applicable

- 19 **Terms and conditions of installation (if applicable)**
As applicable

- 20 **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable)**
As applicable

- 21 **Terms and conditions for any other services (if applicable)**
As applicable

- 22 **List of service and distribution points (if applicable)**
N/A

- 23 **List of participating dealers (if applicable)**
N/A

- 24 **Preventive maintenance (if applicable)**
N/A

- 25 **Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants)**
Not applicable

- 26 **Section 508 Compliance for Electronic and Information Technology (EIT)**
As applicable

- 27 **Unique Entity ID (UEI) number**
MH7PTX9TPB86

- 28 **Notification regarding registration in System for Award Management (SAM) database.**
Contractor has an Active Registration in the SAM database.

Labor Categories Pricing

Rates include the GSA IFF. On-site services at customer facilities could potentially be arranged upon request, at the same rates. Any such on-site offering would be at Portland Webwork's discretion on a case-by-case basis.

#	SIN(s)	Awarded Labor Category	Location	Year 5	Year 6	Year 7	Year 8
1	54151S, 541511	Accessibility Consultant / 508 Specialist	Contractor	\$134.66	\$139.78	\$145.09	\$150.60
2	54151S	Big Data Architect / Engineer	Contractor	\$164.58	\$170.84	\$177.33	\$184.07
3	54151S	Business Analyst I	Contractor	\$124.69	\$129.42	\$134.34	\$139.45
4	54151S	Business Analyst II	Contractor	\$134.66	\$139.78	\$145.09	\$150.60
5	541511, 541430, 54151S	Content Consultant	Contractor	\$134.66	\$139.78	\$145.09	\$150.60
6	54151S	Content Specialist / Content Strategist / Writer	Contractor	\$130.92	\$135.90	\$141.07	\$146.43
7	54151S	Cybersecurity Engineer	Contractor	\$154.61	\$160.48	\$166.58	\$172.91
8	54151S, 541511	Data Analyst / Business Intelligence Professional	Contractor	\$144.63	\$150.13	\$155.83	\$161.75
9	54151S	Database Administrator	Contractor	\$144.63	\$150.13	\$155.83	\$161.75
10	54151S	DevOps Engineer	Contractor	\$134.66	\$139.78	\$145.09	\$150.60
11	54151S	Graphic Designer	Contractor	\$134.66	\$139.78	\$145.09	\$150.60
12	54151S	Project Manager I	Contractor	\$124.69	\$129.42	\$134.34	\$139.45
13	54151S	Project Manager II	Contractor	\$134.66	\$139.78	\$145.09	\$150.60
14	541511, 5414340, 54151S	Quality and Compliance Analyst	Contractor	\$134.66	\$139.78	\$145.09	\$150.60
15	54151S	Quality Assurance Engineer I	Contractor	\$124.69	\$129.42	\$134.34	\$139.45
16	54151S	Quality Assurance Engineer II	Contractor	\$134.66	\$139.78	\$145.09	\$150.60
17	54151S	Scrum Master / Agile Coach	Contractor	\$134.66	\$139.78	\$145.09	\$150.60
18	54151S	Software Developer	Contractor	\$134.66	\$139.78	\$145.09	\$150.60
19	54151S	Solution Support Technician / Senior System Admin	Contractor	\$124.69	\$129.42	\$134.34	\$139.45
20	54151S	Subject Matter Expert	Contractor	\$184.53	\$191.55	\$198.82	\$206.38
21	54151S	Technical Architect / Lead Solution Engineer	Contractor	\$149.62	\$155.30	\$161.21	\$167.34
22	54151S, 541511	Trainer	Contractor	\$134.66	\$139.78	\$145.09	\$150.60
23	541511, 541430, 54151S	UX Consultant	Contractor	\$134.66	\$139.78	\$145.09	\$150.60
24	54151S	UX Designer	Contractor	\$134.66	\$139.78	\$145.09	\$150.60
25	541511, 541430, 54151S	Visual/Interactive Artist	Contractor	\$134.66	\$139.78	\$145.09	\$150.60
26	541511, 541430, 54151S	Web Developer	Contractor	\$134.66	\$139.78	\$145.09	\$150.60
27	541511, 541430, 54151S	Web Marketing and Design Manager	Contractor	\$134.66	\$139.78	\$145.09	\$150.60

DESCRIPTION OF PROFESSIONAL SERVICES

Accessibility Consultant / 508 Specialist

MINIMUM/GENERAL EXPERIENCE

5 Years. Should include at least 1 year prior experience in a position with concentrated accessibility compliance and remediation responsibilities. Other years of experience may be devoted towards work on digital products/platforms with WCAG, ADA and/or 508 compliance obligations. A relevant industry certification (ex. DHS Trusted Tester, International Association of Accessibility Professionals) is preferred but not required.

FUNCTION RESPONSIBILITY

Provides consultation regarding accessibility obligations and best practices; Escalates attention to accessibility interests during solution design; Leads and supports the testing of emergent and deployed solutions to assure compliance with prevailing accessibility standards; Assists with hands-on remediation where compliance deficiencies have been identified; Maintains any necessary accessibility issue log(s); Contributes to established accessibility-related knowledge base(s); Recommends and advocates for accessibility-related improvements and enhancements; Prepares all required VPAT documentation; Coordinates the scheduling of compliance auditing efforts/activities; Supports the compilation and administration of accessibility audit documentation.

MINIMUM EDUCATION

Bachelor's Degree in Relevant Field. Potential examples include, but are not limited to, Communications, English, Linguistics, Liberal Arts, Web Development, and other domain-specific areas relevant to the project at hand.

Big Data Architect / Engineer

MINIMUM/GENERAL EXPERIENCE

4 Years General IT + 2 years Big Data.

FUNCTION RESPONSIBILITY

Plans, develops, maintains, supports, monitors, and analyses large data systems, including but not limited to massive enterprise databases, data lakes, data warehouse systems and data marts. Troubleshoots and tunes data platforms. Conducts research into new data applications and determines viability for adoption. Assists in conceiving solution architectures and establishing development standards. May work with cloud platforms/resources and/or technologies like Kubernetes, Spark, BigQuery, Hadoop, or similar.

MINIMUM EDUCATION

Bachelor's Degree in Relevant Technical Field. Potential examples include, but are not limited to, Information Technology, Computer Science, Software Development/Programming, Networking.

Business Analyst (I and II)

MINIMUM/GENERAL EXPERIENCE

I - 1 Year; II – 4 Years. Should also possess a high-level, cross-cutting grasp of IT best practices, particularly with regard to system architecture, service management, integration, interoperability, data structure, application development and maintenance operations, analytics and visualization, and infrastructure/cloud/network design and management.

FUNCTION RESPONSIBILITY

Conducts activities that help with identification, articulation, and clarification of contract scope. Researches, reviews, documents, and assesses business objectives, needs, processes, and procedures. Translates findings into modern system specifications and validates solution requirements. Recommends process improvements as appropriate. Advises, supports, and informs certain Project Management activities, including but not limited to resource and budget planning. Provides consultation regarding project direction and major decisions, based on a grounded, deep and detailed understanding of solution requirements. Monitors project progress. Recommends potential enhancements relative to prevailing team processes that are used to accomplish design, development, testing, verification and validation, documentation, and implementation. Assists with compilation of the project backlog. Contributes to and supports development of project deliverables as needed.

MINIMUM EDUCATION

Bachelor's Degree in Relevant Field. Potential examples include, but are not limited to, Business Administration, Project Management, Technology, Communications, Computer Science, Web Development, Software Development/Engineering, and other domain-specific areas relevant to the project at hand.

Content Consultant

MINIMUM/GENERAL EXPERIENCE

4 years. Should be familiar with industry standard word processing software and collaborative writing tools.

FUNCTION RESPONSIBILITY

Cultivates a grounded and evidence-justified perspective of a web marketing or design project's requirements, needs and ideal outcomes; Accomplishes interviews and focus groups with client stakeholders, as well as designated external stakeholders; Supports content auditing and analysis as needed; Provides input and recommendations regarding content architecture; Prepares wireframes and interactive prototypes; Conducts audience/user research and testing; Prepares reports analyzing research and test findings; Advocates for end users and stakeholders; Maintains ongoing awareness of prevailing best practices and conventions of website design.

MINIMUM EDUCATION

Bachelor's Degree in Relevant Field. Potential examples include, but are not limited to, Communications, English, Linguistics, Liberal Arts, Web Development, and other domain-specific areas relevant to the project at hand.

Content Specialist / Content Strategist / Writer

MINIMUM/GENERAL EXPERIENCE

4 Years. Preferred to have at least 1 year of previous experience working with digital communications products and projects (websites, web applications, other software). Should be familiar with industry standard word processing software and collaborative writing tools. Must have outstanding writing skills.

FUNCTION RESPONSIBILITY

The Content Specialist will be capable of mobilizing, directing, leading, coordinating, facilitating, and/or supporting content preparation initiatives that are specifically associated with website, web application, and/or other software development projects. Assigned duties may include everything from content assessment and auditing, to writing and editing of web and software content, to migration planning and execution. Where applicable, assists with rationalization of website/software content scope for the purpose of developing and redeveloping information architecture and overall content organization schemes. Other key duties of the position might potentially include consultation and mentoring with regard to SEO and editorial calendars, and/or advisement with regard to other industry best practices pertaining to content preparation and management. May be called upon to conduct targeted subject research (ex. SME interviews and/or reviews of available literature). May also support preparation of other IT contract documentation, including but not limited to training materials that would facilitate the proper use and operation of final IT project deliverables.

MINIMUM EDUCATION

Bachelor's Degree in Relevant Field. Potential examples include, but are not limited to, Communications, English, Linguistics, Liberal Arts, Web Development, and other domain-specific areas relevant to the project at hand.

Cybersecurity Engineer

MINIMUM/GENERAL EXPERIENCE

7 Years. Also should have a relevant security certification (ex. CEH, CISM, CISSP, CompTia, OSCP)

FUNCTION RESPONSIBILITY

Performs and/or assists with security audits, risk analyses, application-level vulnerability tests, and security code reviews. Develops and implements technical solutions to help mitigate security vulnerabilities. Conducts research to anticipate and identify new attack vectors.

MINIMUM EDUCATION

Bachelor's Degree in Relevant Technical Field. Potential examples include, but are not limited to, Information Technology, Computer Science, Software Development/Engineering, Web Development, Networking.

Data Analyst / Business Intelligence Professional

MINIMUM/GENERAL EXPERIENCE

5 Years. Should include at least 3 years of concentrated experience with analytics reporting, query building, and/or statistical methods.

FUNCTION RESPONSIBILITY

Works with stakeholders to understand business processes and objectives; Provides insights, suggestions and recommendations relative to plausible data schema specifications, best practices and viable enhancements; Creates and generates necessary queries and reports; Assists with interpretation of available metrics and analytics; Monitors agreed performance benchmarks/trends; Facilitates data-driven decision making.

MINIMUM EDUCATION

Bachelor's Degree in Relevant Field. Potential examples include, but are not limited to, Math, Statistical Science, Computer Science, and other domain-specific areas relevant to the project at hand.

Database Administrator

MINIMUM/GENERAL EXPERIENCE

8 Years.

FUNCTION RESPONSIBILITY

Oversees and/or administers one or more databases being used in a solution's architecture. Continuously monitors, analyzes, and assesses a project's evolving database requirements, especially with respect to data structure, hardware and software configurations, and access protocols. Supports solution planning with respect to database needs. Prepares documentation of physical, functional, data security and data backup/recovery specifications. Coordinates and accomplishes configuration changes and installations of new, revised or updated database infrastructure and resources. Conducts research into new tools and determines viability for adoption.

MINIMUM EDUCATION

Bachelor's Degree in Relevant Technical Field. Potential examples include, but are not limited to, Information Technology, Computer Science, Software Development/Engineering, Web Development, Networking.

DevOps Engineer

MINIMUM/GENERAL EXPERIENCE

5 Years.

FUNCTION RESPONSIBILITY

Plans, deploys, configures, and maintains server environments, software development team infrastructure, and other platforms, resources, systems, and tools that are integral to customer-requested solutions. This may include, but will under no circumstances be limited to, solution engineering/consultation, management of virtualized/cloud server environments, setup and administration of host application servers, implementation and configuration of development tools, automation of essential development team processes, and enforcement of security posture. Monitors servers and other resources on a continuous basis to ensure continuity of operations. As needed, supports administration of server operating systems (ex. Linux). May also be called upon to provide network engineering, and general database and data warehouse administration (ex. MySQL, PostgreSQL, MS SQL, Hadoop, Oracle, etc.).

MINIMUM EDUCATION

Bachelor's Degree in Relevant Technical Field. Potential examples include, but are not limited to, Information Technology, Computer Science, Software Development/Engineering, Web Development, Networking.

Graphic Designer

MINIMUM/GENERAL EXPERIENCE

4 Years. This should include at least 2 years of previous experience in user interface design (websites, web applications, and/or other software products). Should be well-versed in all aspects of current visual design standards and trends. Should also be familiar with contemporary graphic design technologies and computer software packages that are used to produce and develop graphics, animations, videos, and/or other miscellaneous media files.

FUNCTION RESPONSIBILITY

Works on projects that result in production of website, web application and/or other software deliverables. Researches, prepares, contributes to, and maintains configuration control over an IT project's formalized design deliverables, particularly in relation to a contract's overarching software development, communications, and outreach-oriented objectives. The duties of this position will encompass everything ranging from preparation of prototypical interface layouts/wireframing, to speculation and recommendation of artistic components (for selection of colors, images, fonts, etc.), to creation of full blown art (screen mockups, icons, imagery, and completed interface appearance), to documentation of formalized project decisions (ex. style guides, pattern libraries). The Designer will furthermore be able to lead, coordinate, and facilitate collaborative processes that might surround such design activities, including but not limited to any required resource planning, research, reviews, iterative cycling, and vetting. Will be responsible for maintaining relationships with key peers in Marketing, Branding, PR and others. May also support design and visualization requirements for ongoing maintenance and sustainment of digital products and properties, including but not limited to websites, web applications, other types of software.

MINIMUM EDUCATION

Bachelor's Degree, Preferences for Degree in Artistic Field. Potential examples include, but are not limited to, Visual Arts, Graphic Design, Communications.

Project Manager (I and II)

MINIMUM/GENERAL EXPERIENCE

I - 2 Years; II – 4 Years. Qualifying years of experience must have been devoted to IT product/project management undertakings.

FUNCTION RESPONSIBILITY

Works exclusively on projects that result in production of website, web application and/or other software deliverables. Serves as a primary point of contact for the customer. Responsible for overall direction, leadership, facilitation, management, and coordination of efforts throughout the entire IT contract lifecycle. Interfaces and engages with key customer decision makers and stakeholders on a regular basis. Schedules and assigns duties to IT project team members as appropriate to accomplish work requirements. Provides day-to-day guidance to assigned personnel accordingly. Develops planning documents, work plans, schedules, estimates, instructions, standards, and other formal deliverables that may be needed as a part of IT contract operations. Monitors and keeps abreast of progress, budgets, expenditures, resourcing, accomplishments, challenges, and issues. Anticipates problems and identifies resolution and mitigation strategies. Reports in writing and orally to the government's technical representative.

MINIMUM EDUCATION

I – Bachelors; II - Bachelor's Degree. Degree must be in Relevant Field. Potential examples include, but are not limited to, Business Administration, Project Management, Communications, Computer Science, other Information Technology.

Quality and Compliance Analyst

MINIMUM/GENERAL EXPERIENCE

5 Years.

FUNCTION RESPONSIBILITY

Reviews products and outcomes from web marketing and design efforts; Assures that products are of a suitable professional quality, conforming to agreed contract standards, without errors and omissions; Also monitors compliance with regulatory standards (ex. 508); Leverages automated tools to support such efforts as needed; Reports perceived deficiencies to other team members.

MINIMUM EDUCATION

Bachelor's Degree in Relevant Field. Potential examples include, but are not limited to, Business Administration, Project Management, Communications, Computer Science, other Information Technology.

Quality Assurance Engineer (I and II)

MINIMUM/GENERAL EXPERIENCE

I -1 Year; II - 5 Years.

FUNCTION RESPONSIBILITY

Plans and accomplishes the necessary scope of testing to ensure that solutions deployed on behalf of a customer are fully compliant, functional in accordance with agreed standards, and free of bugs, errors, and defects. Plans and executes manual tests. Prepares and maintains custom code that would handle automated testing. Uses available tools and resources to accomplish solution scans and compliance audits. Documents problems. Coordinates fixes with developers, monitoring resolutions, and raising persistent issues to the attention of management. Makes recommendations and generally contributes to solution planning. The efforts and attentions of the Quality Assurance Engineer may be oriented to issues at the server, interface, application, database, and/or data tiers.

MINIMUM EDUCATION

Bachelor's Degree, Preference for Technical Field. Potential examples include, but are not limited to, Information Technology, Computer Science, Software Development/Engineering, Web Development.

Scrum Master / Agile Coach

MINIMUM/GENERAL EXPERIENCE

5 Years. All qualifying years of experience must be associated with IT projects.

FUNCTION RESPONSIBILITY

Works exclusively on projects that result in production of website, web application and/or other software deliverables. Leads, guides, facilitates, and coordinates Agile procedural activities, to include initial backlog preparation and grooming (epics and user stories), sprint planning, scrum meetings, sprint reviews, and sprint retrospectives. Provides essential mentoring, so as to ensure that all team members have a complete understanding of relevant Agile procedures and techniques being used. Assists with velocity estimation, and other types of performance monitoring and metric tracking/analysis. May also provide organizational consultation and planning for transformation.

MINIMUM EDUCATION

Bachelor's Degree, with Preference for Related Fields, such as Business Administration, Project Management, or Communications.

Software Developer

MINIMUM/GENERAL EXPERIENCE

5 Years.

FUNCTION RESPONSIBILITY

Applies industry best practices to plan, create, implement, deploy, integrate, and/or maintain software solutions. May accomplish engineering, technical architecture design, platform/system configuration, front-end and back-end coding/programming, and code testing/review. Implements and manages coding environments and code repositories. Possesses skills with one or more languages and/or libraries (ex. html, css, SASS, Javascript, Angular, React, Java, Ruby, Rails, PHP, .Net, C++, C#, F#). May also, or alternatively, be skilled with particular platforms or systems (ex. Oracle, Drupal, Salesforce, SAP, etc.). The solutions deployed by Developers might include, but will under no circumstances be limited to, websites, portals, interactive tools, web-based applications, mobile applications, custom code/object libraries, microservices and/or service-oriented architectures. Based on their advanced technical expertise, developers may furthermore provide expert analysis of functional/feature requirements, and/or technical consultation and advisement on an as needed basis.

MINIMUM EDUCATION

Bachelor's Degree in Relevant Technical Field. Potential examples include, but are not limited to, Information Technology, Computer Science, Software Development/Engineering, Web Development, Mathematics, Networking.

Solution Support Technician / Senior System Admin

MINIMUM/GENERAL EXPERIENCE

3 Hands-On Experience with Existing/Legacy Software Code and/or Infrastructure.

FUNCTION RESPONSIBILITY

This is a non-consultative, maintenance and support role. A Solution Support Technician / Senior System Administrator is deeply entrenched in the code, configurations, and infrastructure of an existing/legacy system or established industry-standard platform. Accomplishes adjustments to system configurations, and/or testing at any or all application tiers. The Support Technician might also accomplish certain "light weight" development tasks. Solution support technicians can also fulfill help-desk duties.

MINIMUM EDUCATION

Associate's Degree.

Subject Matter Expert

MINIMUM/GENERAL EXPERIENCE

9 Years. Background must be reflective of concentrated professional experience in a particular targeted technology, business/operational environment, or content domain.

FUNCTION RESPONSIBILITY

Works exclusively on projects that result in production of website, web application and/or other software deliverables. May provide technical, managerial, and/or analytical direction and insight, especially as would be necessary for problem definition, analysis, and requirements development. Where applicable, may provide consultation and insight relative to business processes and business logic that are relevant to the web or software project at hand. May also assist with hands-on technical development and/or preparation of specialized content and documentation. May inform and mentor project staff, and/or participate in strategy sessions, strategic assessments, and reviews to validate technical work products and outcomes. The subject matter expert will be capable of rendering advice and guidance as needed, and may be integrally involved with multiple aspects of an IT project, including but not limited to planning, analysis, development/execution, testing/validation, maintenance and sustainment, and/or documentation.

MINIMUM EDUCATION

Bachelors Degree in Related Field.

Technical Architect / Lead Solution Engineer

MINIMUM/GENERAL EXPERIENCE

8 Years.

FUNCTION RESPONSIBILITY

This is a specialized, consultative position that is applicable to complex system implementations. Analyzes the project requirements, goals and challenges. Advises and finalizes crucial design and planning decisions with respect to the logical and technical structure of necessary components and applications that will be part of the deployed solution. Explores solution alternatives. Ensures technical decisions are made in alignment with modern best practices and prevailing regulations. Identifies the simplest and most elegant system possible to accomplish the desired outcome for the customer. Develops and maintains necessary technical documentation/artifacts. Provides technical presentation of concepts to customer as needed. Advises project leadership with regard to timelines, milestones, scheduling and target dates. Shares approved plans with project team, and provides technical clarification and insight as needed. Researches and keeps current with trends and innovations in the industry. May assist with configuration and management of key items and epics in the project backlog. May also support development and maintenance of the solution roadmap.

MINIMUM EDUCATION

Bachelor's Degree in Relevant Technical Field. Potential examples include, but are not limited to, Information Technology, Computer Science, Software Development/Engineering, Web Development.

Trainer

MINIMUM/GENERAL EXPERIENCE

5 Years. Should include at least three years of experience in academic classroom instruction, professional seminar facilitation, customer training, or software product support.

FUNCTION RESPONSIBILITY

Works with stakeholders and decision makers to understand the community of users and their training needs; Leads and supports the coordination and planning of necessary training; Creates and maintains necessary training materials and instructional resources; Delivers live training sessions, both in person and virtually; Manages the library of training materials and instructional resources that are being made available to users; Supports help desk operations, working with individual users as needed to provide remedial tutelage, assistance and instruction.

MINIMUM EDUCATION

Bachelor's Degree in Relevant Field. Potential examples include, but are not limited to, Communications, English, Linguistics, Liberal Arts, Web Development, and other domain-specific areas relevant to the project at hand.

UX Consultant

MINIMUM/GENERAL EXPERIENCE

4 Years.

FUNCTION RESPONSIBILITY

Cultivates a grounded and evidence-justified perspective of a web marketing or design project's requirements, needs and ideal outcomes; Accomplishes interviews and focus groups with client stakeholders, as well as designated external stakeholders; Supports content auditing and analysis as needed; Provides input and recommendations regarding content architecture; Prepares wireframes and interactive prototypes; Conducts audience/user research and testing; Prepares reports analyzing research and test findings; Advocates for end users and stakeholders; Maintains ongoing awareness of prevailing best practices and conventions of website design.

MINIMUM EDUCATION

Bachelor's Degree in Relevant Field. Potential examples include, but are not limited to, Information Technology, Human-Computer Interaction, Visual Arts, Graphic Design, Web Development, Psychology.

UX Designer

MINIMUM/GENERAL EXPERIENCE

4 Years. All qualifying years of experience must be in the IT domain, working on projects that result in production of websites, web applications, and/or other types of software with human user interfaces. Should be well-versed in all aspects of current visual design standards and trends, and be familiar with contemporary graphic design technologies and computer software packages that are regularly used to produce interactive prototypes. Additionally, should be familiar with contemporary software packages used to develop graphics, animations, videos, and/or other miscellaneous media files. Some experience with coding is preferred.

FUNCTION RESPONSIBILITY

Works exclusively on projects that result in production of website, web application and/or other software deliverables. Advises, informs, and directly contributes to a web or software project's critical design, feature, and functionality decisions. Accomplishes user and stakeholder research, requirements assessment, needs analysis, usability testing, and synthesis of results and findings. Prepares and articulates user personas, storyboards, use cases, scenarios, flowcharts, information architectures, conceptual ideas for interfaces, and other recommendations for product enhancements. Produces testable prototypes and interactive proofs of concept to validate assertions and ensure that the final products of a contract are capable of delivering maximally attractive, appealing, joyful, and friendly experiences to each prospective user and audience member. Leads, coordinates, facilitates, and participates in collaborative processes, including but not limited to any required resource planning, review sessions, and decision vetting. May also be called upon to produce and contribute to Testing Plans, Testing Scripts, and Testing Reports. Will be responsible for maintaining relationships with members of the design team and other project decision makers. The UX Designer may also contribute to coding, testing, and debugging interfaces and small applications.

MINIMUM EDUCATION

Bachelor's Degree, Preference for Technical or Artistic Field. Potential examples include, but are not limited to, Information Technology, Software Development/Engineering, Human-Computer Interaction, Visual Arts, Graphic Design, Web Development, Psychology.

Visual/Interactive Artist

MINIMUM/GENERAL EXPERIENCE

4 Years. Should also be familiar with contemporary graphic design technologies.

FUNCTION RESPONSIBILITY

Prepares creative for web marketing and graphic design assignments; Cultivates awareness of client visual styling/branding guidelines and preferences; Prepares high-fidelity artistic mockups; Makes pertinent recommendations relative to styling, formatting and layout; Finds required imagery, and makes any necessary arrangements to obtain usage authorizations; Manages and maintains a project's artistic libraries and archives; Facilitates and coordinates cycling and approvals for draft creative materials that are under consideration; Maintains ongoing awareness of prevailing aesthetic conventions, standards and trends.

MINIMUM EDUCATION

Bachelor's Degree in Relevant Field.

Web Developer

MINIMUM/GENERAL EXPERIENCE

5 Years.

FUNCTION RESPONSIBILITY

Works on web marketing and digital design projects; Translates intended designs and plans for audience/user experiences into fully-functional, web-based, interactive products and deliverables; Provides comprehensive solution engineering; Accomplishes any necessary setup, configuration and manipulation of relevant web tools and platforms, including but not limited to content management systems; Prepares functional code as needed; Accomplishes any necessary technical testing, deployment and implementation

MINIMUM EDUCATION

Bachelor's Degree in Relevant Field. Potential examples include, but are not limited to, Information Technology, Computer Science, Software Development/Engineering, Web Development.

Web Marketing and Design Manager

MINIMUM/GENERAL EXPERIENCE

4 Years.

FUNCTION RESPONSIBILITY

Works on contracts that have an emphasis on web marketing and graphic design; Serves as a primary client liaison; Manages, oversees and orchestrates activities of other assigned contract staff; Tracks and monitors contract progress; Assures that performance and progress remains in conformity with proposed schedules; Plans, forecasts and mobilizes required resources to accomplish assignments; Regulates and facilitates working group interactions, assuring that procedures conform to agreed methodologies and protocols.

MINIMUM EDUCATION

Bachelor's Degree in Relevant Field. Potential examples include, but are not limited to, Business Administration, Project Management, Communications, Advertising.

EDUCATION / EXPERIENCE NOTES

The labor category definitions in our Pricelist describe the functional responsibilities and corresponding minimum education and experience requirements for each labor category. These requirements are intended to be a guide to the types of experience and educational background that would be typical of personnel in each labor category.

The specified levels of education and experience are intended to reflect minimums only. Portland Webworks reserves the right, at its own discretion, to assign staff that exceed the specified education and experience levels.

Education and experience may be substituted for each other as shown below. The intent is that each year of relevant experience may be substituted for 1 year of education, and vice versa (1:1 tradeoff). In addition, certifications, professional licenses, and vocational technical training may be substituted for experience or education with the written approval of the ordering activity.

DEGREE	EXPERIENCE	OTHER
ASSOCIATES	2	RELEVANT VOCATIONAL OR TECHNICAL TRAINING
BACHELORS	4	RELEVANT PROFESSIONAL CERTIFICATION
MASTERS	6	RELEVANT PROFESSIONAL LICENSE

Years of experience for any candidate will be calculated in terms of time spent performing similar tasks and functions (ex. web developer might have experience planning applications, and/or preparing and reviewing code).

Education would be in a relevant domain, or in a discipline that would provide relevant professional skills (ex. For Web Marketing and Design Manager, acceptable degrees might include, but not be limited to, those in fields of program management, communication, or business administration; For Web Developer, acceptable degrees might include, but not be limited to, those in fields of computer science, or software engineering).

As is the case with other forms of education and training, it will similarly be possible for experience to be exchanged in place of professional certifications. This sort of exchange will be subject to consent from the customer, and will especially be an acceptable practice when dealing with projects involving well-established off-the-shelf solution platforms. As a general guideline, the intent would be to permit the exchange of one year of directly relevant professional experience and exposure to best practices for each 24 hours of training that would otherwise be required to achieve certification. The actual exchange rate would be agreed in writing with the customer on a case-by-case basis.

The chart on the next page more provides a more precise sense of the acceptable education and experience tradeoffs.

LABOR CATEGORY	MIN EDU	MIN EXP	PHD	MASTERS	BACHELORS	ASSOCIATES	HIGH SCHOOL
Accessibility Consultant / 508 Specialist	Bachelors	5	2	3	--	7	9
Big Data Architect / Engineer	Bachelors	6	3	4	--	8	10
Business Analyst I	Bachelors	1	0	0	--	3	5
Business Analyst II	Bachelors	4	1	2	--	6	8
Content Consultant	Bachelors	4	1	2	--	6	8
Content Specialist / Content Strategist / Writer	Bachelors	4	1	2	--	6	8
Cybersecurity Engineer	Bachelors	7	4	5	--	9	11
Data Analyst / Business Intelligence Professional	Bachelors	5	2	3	--	7	9
Database Administrator	Bachelors	8	5	6	--	10	12
DevOps Engineer	Bachelors	5	2	3	--	7	9
Graphic Designer	Bachelors	4	1	2	--	6	8
Project Manager I	Bachelors	2	0	0	--	4	6
Project Manager II	Bachelors	4	1	2	--	6	8
Quality and Compliance Analyst	Bachelors	5	2	3	--	7	9
Quality Assurance Engineer I	Bachelors	1	0	0	--	3	5
Quality Assurance Engineer II	Bachelors	5	2	3	--	7	9
Scrum Master / Agile Coach	Bachelors	5	2	3	--	7	9
Software Developer	Bachelors	5	2	3	--	7	9
Solution Support Technician / Senior System Admin	Associates	3	0	0	1	5	7
Subject Matter Expert	Bachelors	9	6	7	--	11	13
Technical Architect / Lead Solution Engineer	Bachelors	8	5	6	--	10	12
Trainer	Bachelors	5	2	3	--	7	9
UX Consultant	Bachelors	4	1	2	--	6	8
UX Designer	Bachelors	4	1	2	--	6	8
Visual/Interactive Artist	Bachelors	4	1	2	--	6	8
Web Developer	Bachelors	5	2	3	--	7	9
Web Marketing and Design Manager	Bachelors	4	1	2	--	6	8

LABOR CATEGORY	MIN EDU	MIN EXP	PHD	MASTERS	BACHELORS	ASSOCIATE	HIGH SCHOOL
Web Marketing and Design Manager	Bachelors	4	1	2	—	6	N/A
UX Consultant	Bachelors	4	1	2	—	6	8
Web Developer	Bachelors	5	1	3	—	7	9
Content Consultant	Bachelors	4	1	2	—	6	N/A
Visual/Interactive Artist	Bachelors	4	1	2	—	6	8
Quality and Compliance Analyst	Bachelors	5	1	3	—	7	9

TERMS AND CONDITIONS APPLICABLE TO MAS

Service Contract Labor Standards

The Service Contract Labor Standards (SCLS), formerly known as the Service Contract Act (SCA), is applicable to this contract as it applies to the entire Multiple Award Schedule and all services provided. While no specific labor categories have been identified as being subject to SCLS/SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCLS/SCA eligible labor categories. If and / or when the contractor adds SCLS/SCA labor categories to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS/SCA matrix identifying the GSA labor category titles, the occupational code, SCLS/SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.