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 (MAS)
Information Technology Category

Contract Number: 47QTCA22D003S

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.

Contract Period: January 25, 2022 – January 24, 2027

LUCH TECHNOLOGIES, LLC
10 Woods Creek DR
Suwanee, Georgia 30024-8207
Phone: 678-701-8828
Email: dborrero@luchtech.io
Website: https://luchtechnologies.com/
Contract Administration Source: Diana Borrero

Business Size: EDWOSB

CUSTOMER INFORMATION

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

SIN	Description
54151S	Information Technology Professional Services
OLM	Order-Level Materials (OLM)

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. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply. **See Price List**

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. **See Price List**

2. Maximum order. **$500,000 (SIN 54151S); $250,000 (SIN OLM)**

3. Minimum order. **$100**

4. Geographic coverage. **Domestic**

5. Point(s) of production. **Suwanee, Georgia**

6. Discount from list prices or statement of net price. **Prices shown are NET Prices; Basic Discounts have been deducted.**

7. Quantity discounts. **single purchase order $200k-$249,999 additional .25%; single purchase order $250k+ additional 1%**

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

9. Foreign items. **None**

10a. Time of delivery. **As negotiated with Ordering Activity**

10b. Expedited Delivery. **Contact Contractor**

10c. Overnight and 2 day delivery. **Contact Contractor**

10d. Urgent Requirements. **Contact Contractor**

11. F.O.B. point(s). **Destination**

12a. Ordering address(es). **Same as contractor address**

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). **Same as contractor address**

14. Warranty provision. **Standard Commercial Warranty**

15. Export packing charges. **Not Applicable**

16. Terms and conditions of rental, maintenance, and repair. **Not Applicable**

17. Terms and conditions of installation. **Not Applicable**

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices. **Not Applicable**

18b. Terms and conditions for any other services. **Not Applicable**

19. List of service and distribution points. **Not Applicable**

20. List of participating dealers. **Not Applicable**

21. Preventive maintenance. **Not Applicable**

22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). **Not Applicable**

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/. **Not Applicable**

23. Unique Entity Identifier (UEI) number. **HDW8KLA6ZKR9**

24. Notification regarding registration in System for Award Management (SAM) database. **Registered**

GSA PRICING

SIN	Labor Category	GSA Price
54151S	IT Help Desk Tier 2	$42.24
54151S	IT Systems Administrator	$75.91
54151S	IT Data Security Analyst	$118.80
54151S	IT Security Architect	$117.50
54151S	IT Network/Cloud Engineer	$102.94
54151S	IT Systems Engineer	$95.82
54151S	IT Senior Systems Engineer	$124.56
54151S	IT Project Manager	$102.94
54151S	IT Senior Project Manager	$133.82
54151S	IT Program Manager	$113.30
54151S	IT Director	$133.04
54151S	IT Chief Technology Officer	$172.21
54151S	IT Chief Information Officer	$193.41
54151S	IT Hardware Analyst	$69.60
54151S	IT Mainframe Systems Programmer	$62.64
54151S	IT Help Desk Tier 3	$53.73
54151S	IT Senior Sharepoint Consultant	$128.77
54151S	IT Sharepoint Consultant	$99.05
54151S	IT Senior IT Training Specialist	$84.58
54151S	IT Training Specialist	$65.06
54151S	IT Database Manager	$120.74
54151S	IT Database Administrator	$103.91
54151S	IT Technical Writer	$62.80
54151S	IT QA Associate/Analyst	$70.57
54151S	IT QA/Testing Manager	$92.74

LABOR CATEGORY DESCRIPTIONS

Labor Category	Description	Minimum Education	Minimum Years of Experience
IT Help Desk Tier 2	Under general supervision serves as a member of an enterprise Information Technology Help Desk staff providing technical expertise and effective customer service to ensure the prompt identification, prioritization, logging, tracking, and resolution of Service Incidents and Requests. Serves as a primary point of contact for all customer issues and queries relating to technology concerns. Uses listening, communications, and technical knowledge skills to meet customer requests and resolve customer or service technology issues. May interact with engineers (e.g., Network, System, SAP, etc.) and/or applications development to restore service and/or identify and correct core technology problems. Simulates or recreates user problems in the system in order to resolve operating difficulties. Recommends and implements systems modifications to reduce user incidents. Ensures that all events are properly coordinated, monitored, logged, tracked and resolved appropriately. May perform administration of help desk software.	Bachelors	2
IT Systems Administrator	Possesses and applies a comprehensive knowledge in LAN administration. Offers well-developed leadership skills inclusive of other LAN administrators on the team with less experience. He/she leads the effort to design, test install, implement and maintain computer networks. In addition he/she operates computer networks, identifies and solves problems, and handles restart/recover, additions, deletions and modification.	Bachelors	6
IT Data Security Analyst	Responsible for ensuring enterprise, guest and team member information stored on computers or networks is not disclosed to unwanted parties or modified inadvertently, and creates and maintains security systems. Repairs damage of compromised data and manages incident recovery measures. Responsibilities include installation and maintenance of security software, instructing computer users on security and ensuring networks are free of breaches. May also assist with programming, systems analysis and telecommunications as needed.	Bachelors	5

Labor Category	Description	Minimum Education	Minimum Years of Experience
IT Security Architect	Responsible for designing, building, testing and implementing security systems within an organization's IT network. A Security Architect is expected to have a thorough understanding of complex IT systems and stay up to date with the latest security standards, systems and authentication protocols, as well as best practice security products. Reviewing current system security measures and recommending and implementing enhancements. Conducting regular system tests and ensuring continuous monitoring of network security. Developing project timelines for ongoing system upgrades. Ensuring all personnel have access to the IT system limited by need and role. Establishing disaster recovery procedures and conducting breach of security drills. Promptly responding to all security incidents and providing thorough post-event analyses	Bachelors	5
IT Network/Cloud Engineer	Performs analysis, planning, design, engineering, implementation management, and support of communications systems to include local, wide, and metropolitan area networks and information technology infrastructure, e.g., fiber optic cable, copper cable, and FDDI. Documents the existing information technology architectures for campuses and enterprises, assists in the design of target architectures, and assists in devising migration strategies to achieve the target architectures. Estimates the cost of implementation of target architectures to include installation and allied support construction.	Bachelors	3
IT Systems Engineer	Responsible for managing and monitoring all installed systems and infrastructure. Installs, configures, tests and maintains operating systems, application software and system management tools. The System engineer proactively ensures the highest levels of systems and infrastructure availability; therefore requires a thorough understanding of the information system development lifecycle, as well as planning and estimating experience required on complex design and development projects. Works with developers to implement fixes for system issues or optimization of the current infrastructure. Serves as a liaison with IT vendors and peers as needed to troubleshoot.	Bachelors	6

Labor Category	Description	Minimum Education	Minimum Years of Experience
IT Senior Systems Engineer	Study and understand system requirements and communicate this information effectively with team members. Supports development and implementation of new technologies within a large systems environment by advising on design concepts, implementation strategies and deployment timelines. Coordinates with engineers, software developers and systems analysts to design effective solutions that meet requirements for functionality and integration with existing components. Manage development, testing and deployment of software and other computer systems technologies to ensure compliance with operational requirements for security, performance, reliability and scalability. Oversee lower-level IT personnel to facilitate well-organized and efficient planning and implementation of computer systems. Create thorough documentation records of design specifications and instructional manuals as necessary to enable all computer systems personnel and end users to interact correctly and effectively with hardware and software systems	Bachelors	10
IT Project Manager	Provides overall technical direction and project management of the analysis, design, and implementation of corporate applications for Information Technology solutions. Information Technology Projects may include the development of new software applications, modifications to existing applications, or integration with existing applications. Ensures efficient use of personnel and technology equipment assigned to projects.	Bachelors	4
IT Senior Project Manager	Provides overall direction and project management of the analysis, design, and implementation of corporate applications. Projects may include the development of new applications, modifications to existing applications, or integration with existing applications. May oversee junior project managers and complex, multi-level projects.	Bachelors	8
IT Program Manager	Plans, directs, coordinates, and controls technical and administrative activities for an entire Information Technology program. Develops and implements program strategy and tactics. Develops cost, technical, and schedule baselines and controls the program accordingly. Establishes individual performance criteria and oversees performance and hiring of required staff needed to manage program. Monitors technical program tasks and regularly	Bachelors	6

Labor Category	Description	Minimum Education	Minimum Years of Experience
	briefs client management orally and in writing, concerning problems encountered and accomplishments related to the IT solution. Responsible for keeping time and budget commitments for the company.		
IT Director	Possesses and applies a comprehensive knowledge of Information Technology to the completion of difficult assignments. Functions as a senior technical authority on a given project, serving as a primary decision maker for technology solution decisions. Responsible for providing technical leadership during crucial, early phases of an IT initiative, focusing particularly on requirements gathering, technology selection, and initial systems design. Understands the information system development lifecycle, as well as planning and estimating experience required on complex IT design and development projects. May oversee junior level IT members during projects. Reviews progress with management and operates with full latitude for actions or decisions not reviewed with management as an Information Technology Subject Matter Expert.	Bachelors	10
IT Chief Technology Officer	Responsible for overseeing the development and dissemination of technology for external customers, vendors, and other clients to help improve and increase business. They may also deal with internal IT operations if a company is small and doesn't have a chief information officer. Also responsible for providing technical leadership during crucial, early phases of an information technology initiative, focusing particularly on requirements gathering, technology selection, and initial systems design. Requires a complete understanding and mastery of the information system development lifecycle, as well as planning and estimating experience required on complex design and development projects. May train junior level personnel in technical complexities of assigned work. Provides technical management and direction for problem definition, analysis and requirements development and implementation for complex systems in the subject matter area. Recognized for achievements and technical expertise in subject matter.	Bachelors	10

Labor Category	Description	Minimum Education	Minimum Years of Experience
IT Chief Information Officer	Responsible for technologies that run the company's internal operations and business procedures. The CTO is responsible for technologies that grow the business externally, implementing services and products that serve clients and customers. Responsibilities include planning, coordinating and managing enterprise deployment of technology platforms throughout an entire organization. Functions as the most senior technical authority on a given project, serving as the final gate-keeper for all critical technology decisions. Must be familiar expert in such areas as Active Directory, PKI, Exchange Server, Windows 2000/XP. Also responsible for providing technical leadership during crucial, early phases of an information technology initiative, focusing particularly on requirements gathering, technology selection, and initial systems design. Requires a complete understanding and mastery of the information system development lifecycle, as well as planning and estimating experience required on complex design and development projects. May train junior level personnel in technical complexities of assigned work.	Bachelors	15
IT Hardware Analyst	Serves as a Senior member of an enterprise Information Technology Help Desk staff providing technical leadership and effective customer service to ensure the prompt identification, prioritization, logging, tracking, and resolution of Service Incidents and Requests. Serves as a primary point of contact for all customer issues and queries. Uses listening, communications, and technical skills to meet customer requests and resolve customer or service issues. Coordinates technical support with higher levels of support. Ensures that all events are properly coordinated, monitored, logged, tracked and resolved appropriately. May perform customization and administration of help desk software. May supervise one or more Help Desk or Junior Help Desk Specialists.	Bachelors	4
IT Mainframe Systems Programmer	Serves as a member of an enterprise Information Technology Help Desk staff by providing technical expertise and effective customer service to ensure the prompt identification, prioritization, logging, tracking, and resolution of all Service Incidents and Requests. Serves as a primary point of contact for all customer issues and queries. Uses listening, communications, and technical	Bachelors	2

Labor Category	Description	Minimum Education	Minimum Years of Experience
	skills to meet customer requests and resolve customer or service issues. Coordinates technical support with higher levels of support.		
IT Help Desk Tier 3	Serves as a Senior member of an enterprise Information Technology Help Desk staff providing technical leadership and effective customer service to ensure the prompt identification, prioritization, logging, tracking, and resolution of Information Technology Service Incidents and Requests. Identifies, researches and resolves the most complex technical and system issues. Serves as a primary point of contact for all customer technology issues and software solution queries. Coordinates technical support with higher levels of IT support. Ensures that all technical events are properly coordinated, monitored, logged, tracked and resolved appropriately. May perform customization and administration of help desk software. May supervise one or more Help Desk or Junior Help Desk Specialists.	Bachelors	4
IT Senior Sharepoint Consultant	Plans, designs, implements, and supports information sharing and document collaboration processes utilizing Microsoft SharePoint and SharePoint related technologies. Provides subject matter expertise in implementing the technical infrastructure and business rules and governance for enterprise- deployments of SharePoint. May design and develop custom SharePoint applications and integrations using Microsoft design and development tools and third-party applications.	Bachelors	8
IT Sharepoint Consultant	Implements and supports information sharing and document collaboration processes utilizing SharePoint and SharePoint related technologies. Provides subject matter expertise in implementing the technical infrastructure and business rules and governance for enterprise- deployments of SharePoint. Provides systems and database administration support in a SharePoint sustainment role.	Bachelors	4
IT Senior IT Training Specialist	Develops and delivers training, outreach and facilitation programs in support of complex Information Technology systems and services. Works with clients to establish learning objectives, training platforms, and delivery channels. Evaluates the effectiveness of existing training	Bachelors	8

Labor Category	Description	Minimum Education	Minimum Years of Experience
	programs and exercises. Interacts with stakeholders and subject matter experts to ensure technical accuracy of instructional content. May oversee or perform the development of multi-media Computer Based Training (CBT) materials.		
IT Training Specialist	Develops and delivers training, outreach and facilitation programs in support of complex Information Technology systems and services. Works with clients to establish learning objectives, training platforms, and delivery channels. Evaluates the effectiveness of existing training programs and exercises. Interacts with stakeholders and subject matter experts to ensure technical accuracy of instructional content. May oversee or perform the development of multi-media Computer Based Training (CBT) materials.	Bachelors	4
IT Database Manager	Provides highly technical expertise in the use of relational and/or object- oriented database management systems. Proactively and retroactively resolves program and system problems through dumps and other debugging techniques. Provides data and storage management technical leadership and subject matter expertise to support critical projects. Defines file organization, indexing methods and security procedures for specific user applications. Specialized experience in designing DBMS architectures in client server and web-centric environments.	Bachelors	8
IT Database Administrator	Provides highly technical expertise in the use of relational and/or object- oriented database management systems. Proactively and retroactively resolves program and system problems through dumps and other debugging techniques. Supports deployment and support projects by providing database and data storage expertise. Defines file organization, indexing methods and security procedures for specific user applications.	Bachelors	4
IT Technical Writer	Writes a variety of information technology and technical articles, reports, brochures, and/or manuals for IT documentation for a wide range of uses. Coordinates the display of graphics and the production of the document used to support a technology solution.	Bachelors	2

Labor Category	Description	Minimum Education	Minimum Years of Experience
IT QA Associate/Analyst	Carries out procedures to ensure that all information systems, products and services meet minimum organization standards and end user requirements. Thoroughly tests software to ensure proper operation and freedom from defects. Documents and works to resolve all problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Performs workflow analysis and recommends quality improvements.	Bachelors	2
IT QA/Testing Manager	Carries out procedures to ensure that all information systems, products and services meet minimum organization standards and end user requirements. Thoroughly tests software to ensure proper operation and freedom from defects. Documents and works to resolve all problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Performs workflow analysis and recommends quality improvements.	Bachelors	2

Substitution Matrix	
Bachelor's Degree	Associate's Degree plus two years relevant experience, or HS Diploma/GED plus four years relevant experience.