



**GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST**

**MULTIPLE AWARD SCHEDULE
FSC GROUP MAS**

Mission Critical Partners, LLC
690 Gray's Woods Blvd
Port Matilda, PA 16870
Phone-814-862-7911
Contract Administrator: Patrick Duffy
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www.MCP911.com

Contract Number: GS-35F-0410X

Period Covered by Contract: May 31, 2011 through May 30, 2026

Price List is current through Modification #0038, effective May 20, 2021

Business Size:
Small Business

For more information on ordering from Federal Supply Schedule click on the FSS Schedules button at fss.gsa.gov. On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSA Advantage!™, a menu-driven database system. The INTERNET address for GSA Advantage!™ is: <http://www.GSAAdvantage.gov>.



- 1a. Table of awarded the special item number with appropriate cross-reference to item descriptions and awarded price.
Special Item No.54151S/RC/STOLC Information Technology Professional Services
Special Item No.OLM/RC/STOLC 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 Sheet
- 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.
Skill category descriptions begin on page 24
2. Maximum order. *Special Item No.54151S: \$500,000*
Special Item No.OLM: \$250,000
3. Minimum order. *\$50*
4. Geographic coverage. *Domestic and Overseas delivery.*
5. Point of production. *Same as company address*
6. Discount from list prices or statement of net price. *Government prices are net*
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. *None*
- 10a. Time of delivery. *As negotiated on the task order level.*
- 10b. Expedited Delivery. The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price lists that have expedited delivery.



As negotiated on the task order level

- 10c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery.

As negotiated on the task order level

- 10d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery.

As negotiated on the task order level

11. F.O.B. point. *Not Applicable*

- 12a. Ordering address. *Same as company address. The following telephone number can be used by ordering activities to obtain technical and/or ordering assistance: 888-862-7911*

- 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. *Same as company address*

14. Warranty provision. *Not Applicable*

15. Export packing charges, if applicable. *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*



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- 22a. Special attributes such as environmental attributes. *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/.
<http://www.mcp911.com>
- 23. Data Universal Number System (DUNS) number. *005239265*
- 24. Notification regarding registration in SAM.gov database. *CAGE Code: 5K7N5*



**FSC/PSC CLASS D301 ADP FACILITY MANAGEMENT
Facility and Technology Design and Integration**

Mission Critical Partners (MCP) brings more than 25 years of experience in planning, designing and integrating mission critical technology and operations into new and renovated facilities. Our team applies that hands-on experience with Call Centers, Emergency Operations Centers (EOCs), Fusion Centers and Call Centers to develop the solution that best fits the client's needs. We are familiar with the requirements of mission critical facility architectural and engineering design and are highly qualified to manage the many complexities that arise with each building project. We also apply our understanding of all elements of the facility construction including site development, electrical, mechanical, structural, security and technology to coordinate systems install, acceptance, training and operational transition.

The focus of every project is to optimize the functional use of the building and space for operational integrity. We work closely with the client to develop the technology solutions, migration schedule and operations floor layout.

Our services include:

Facility Planning and Programming

- Hazard vulnerability assessment
- Spatial allocation
- Adjacency requirements
- Workstation design and orientation
- Power, HVAC, security and structural requirements
- System redundancy and diversity
- Infrastructure requirements
- Tower location and path studies
- Continuity of operations

Design Solutions

- Architectural coordination
- Low voltage and data cable management
- Rack, cable tray, pathway and conduit
- All mission critical systems (CAD/RMS, CPE and telephony, logging, video walls, workstations, consoles and interfaces, security, network and tower)
- Procurement support (RFP development, vendor proposal review/recommendation/selection/negotiation)
- Punch list development
- Acceptance testing

Facility Construction Coordination (project management, system install coordination, contract resolution, systems acceptance and commissioning, training, scheduling, migration/transition planning)



FSC/PSC CLASS D302 ADP SYSTEMS DEVELOPMENT SERVICES

Mission Critical Partners (MCP) leverages expertise and consulting services to assist clients in maximizing the opportunities for implementation of broadband ecosystem networks that meet critical needs. Two decades invested in life safety communications has equipped our team to navigate the complex broadband issues.

MCP improves public safety and homeland security through roadmaps for transitioning to Emergency Service Internet Protocol Networks (ESInet). The technology:

- Allows first responders to send and receive video and data.
- Reduces costs through interagency collaboration.
- Helps support opportunities to acquire additional funding required for operating expenses.
- Promotes innovation in the development and deployment of next-generation networks, applications and alert systems.
- Promotes cyber security and critical infrastructure survivability to increase user confidence, trust and adoption of broadband communications.
- Promotes shared resource allocation on common network platforms.

As a foundation for a project's success, MCP drives meaningful government and civic engagements with representatives in support of local efforts to deploy broadband technologies. We also help entities understand and follow policies and standards to maximize incentives for national priorities in health care, public education and economic opportunity.

To ensure value for the client's investment, MCP collects and analyzes benchmarks. We then provide comprehensive reviews of wholesale competition rules, make recommendations that include innovative approaches to FCC changes, and ensure efficient collaborative allocation and use of government-owned and government-influenced assets.

MCP's broadband services include a consultative, holistic approach to Next Generation (IP-centric) emergency service networks, features, and functions:

- Governance development
- Network gap analysis
- Network architecture design
- Request for Proposal (RFP) development
- Financial analysis and modeling
- Vendor implementation oversight
- Network operations framework development with an IT Infrastructure Library (ITIL) emphasis
- Broadband security gap analysis



FSC/PSC CLASS D306 ADP SYSTEMS ANALYSIS SERVICES

Forensics and Systems Analysis

Mission Critical Partners’ proven advocacy skills for our clients are the crux of our forensics services. Forensics analysis can be used to locate the root cause(s) of a system failure, verify receipt of full value on a contract or purchase, and assist in a formal court determination of facts.

By establishing current conditions and benchmarking against recognized communications best practices, the MCP team develops a practical solution set for improvement in service delivery. Our team provides change agent services for sustainable organizational recovery. Each forensic engagement involves a comprehensive three-step investigation:

- (1) Data Gathering and Fact Finding
- (2) Analysis and Perspective
- (3) Findings and Recommendations

Contract Compliance

MCP represents our clients’ interests by executing a logical information gathering process to understand contract objectives and then performing a methodical review of documents and responsibilities. If we find discrepancies, MCP recommends a corrective course of action. We establish a plan with milestones, metrics, communications, assigned responsibilities and manage client risk to maximize return on investment.

Invoice Forensic Review

MCP has a knowledge base in tariff structure and telecommunications invoicing that often reveals overpayment for services. The MCP team specializes in network, routing, database and fee collection. Applying our forensics skills, we generate findings and recommendations for cost recovery and negotiate settlements on behalf of our clients at little financial risk to the client.

Incident Forensics

MCP provides assessment services to define and mitigate risk. Any system can have components (or technicians) that do not perform as intended, potentially resulting in a loss of life or property. In a pre-event environment, our team evaluates call routing, switching, database integrity, system performance, operating guidelines, and training for service optimization. Post-event, MCP assesses equipment or process failures to define causal effects. We understand the high visibility of any event where system or human error negatively impacts reliable service, and we offer improvement recommendations without prejudice.

Systems Analysis

Systems analysis, design and implementation are other key services MCP provides. In today’s mission critical environment, the various technologies and applications used to manage risk are integrated with one another in the successful operational environment, and no one system stands alone. By understanding the need for high-reliability, low-risk performance in the 24/7 world, MCP applies our extensive knowledge of technology, telecommunications, policy, operations, and accountability to achieve success on behalf of the client.



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Our expertise in systems services includes:

- Network Services
- Systems Convergence and Integration
- Microwave and Wireless Broadband
- Fiber Optic Network
- Computer Aided Dispatch (CAD)
- Records Management
- Customer Premise Equipment (CPE)
- Routers
- Switches
- Data management
- Mobile Data
- Applications
- Radio
- Punch List Development
- Acceptance Testing



FSC/PS CLASS D307 AUTOMATED INFORMATION SYSTEM SERVICES

Technology Design and Integration

Mission Critical Partners (MCP) bring more than 25 years of experience in planning, designing and integrating mission critical technology and operations into new and renovated facilities. We are familiar with the requirements of mission critical technology architecture and engineering design and are highly qualified to manage the many complexities that arise with each project. We also apply our understanding of all elements of systems deployment including site development, electrical, mechanical, structural, security and technology to coordinate systems install, acceptance, training and operational transition.

The focus of every project is to optimize the functional use of the systems for operational integrity. We work closely with the client to develop the technology solutions, migration schedule and operations floor layout.

Our services include:

Planning and Programming

- Hazard vulnerability assessment
- Spatial allocation
- Adjacency requirements
- Workstation orientation
- Power, HVAC, security and structural requirements
- System redundancy and diversity
- Infrastructure requirements
- Tower location and path studies

Design Solutions

- Architectural coordination
- Low voltage and data cable management
- Rack, cable tray, pathway and conduit
- All mission critical systems (CAD/RMS, CPE and telephony, logging, video walls, workstations, consoles and interfaces, security, network and tower)
- Procurement support (RFP development, vendor proposal review/recommendation/selection/negotiation)
- Computer Aided Dispatch
- Mobile Data
- Records Management
- Telephony
- Network
- Broadband
- Data systems

System Implementation Coordination (project management, system install coordination, contractor resolution, systems acceptance and commissioning, training, scheduling, migration/transition planning)

Migration and Transition Services (project management, scheduling, vendor coordination, cutover support, decommissioning services)



Next Generation Services

The Mission Critical Partners (MCP) staff has extensive experience with planning, designing, procuring, negotiating and implementing all Next Generation call delivery and processing elements. As stated throughout the industry, Next Generation is a journey. Simply put, the systems and user environment will continually evolve with new technologies, processes and expectations.

The MCP project team lays out a clear Master Plan that recognizes the impact NG has on all aspects of the user operations, budgets, planning, training, and ability to deliver service. As Next Generation drivers, MCP helps elected officials, managers, stakeholders and funding agencies understand the NG impact upon all systems including technology, human, policy and funding.

The MCP approach is to establish a thorough understanding of the environment unique to each PSAP or region. This includes funding models, system life-cycle analysis, objectives, incident processing approach, network resources, and governance opportunities. While many firms simply want to discuss call delivery, MCP develops a plan for incident processing, incident dispatch and data management. MCP develops a comprehensive Master Plan for the agency or region and a conceptual design to NG deployment. The Master Plan considers all options and establishes timely deployment by incrementally upgrading technology and recommending policy, funding and governance modifications.

The MCP team is experienced in:

- Master Planning
 - Capital Plan
 - Operational Impact
 - Schedule and Governance
- Design
- Procurement (Network, telephony)
- Network Services
- Systems Convergence and Integration
- Microwave & Wireless Broadband
- Computer Aided Dispatch (CAD)
- ESInet Core Functions
- Records Management
- Customer Premise Equipment
- Routers
- Switches
- Mobile Data
- Applications
- Punch List Development
- Acceptance Testing
- Implementation Project Management
- IP Networks
- ESInet

MCP partners with clients to understand your objectives, resources, and constraints. We then work shoulder-to-shoulder to develop and execute the path to NG success.



FSC/PSC CLASS D308 PROGRAMMING SERVICES

MCP brings more than 25 years of experience in planning, designing and integrating mission critical technology and operations into new and renovated facilities. Our team applies that hands on experience with 24x7 operations supporting clients such as Public Safety Answering Points (PSAPs), Emergency Operations Centers (EOCs), Fusion Centers and Call Centers to develop the solution that best fits the client's needs. We are familiar with the requirements of mission critical architecture and engineering design and are highly qualified to manage the many complexities that arise with each building project. We also apply our understanding of all elements of the facility construction including site development, electrical, mechanical, structural, security and technology to coordinate systems install, acceptance, training and operational transition.

The focus of every project is to optimize the operations via functional use of technology and spatial integrity. We work closely with the client to develop the technology solutions, migration schedule and operations floor layout.

Our services include:

Facility Planning and Programming

- Hazard vulnerability assessment
- Spatial allocation
- Adjacency requirements
- Workstation orientation
- Power, HVAC, security and structural requirements
- System redundancy and diversity
- Infrastructure requirements
- Tower location and path studies

Design Solutions

- Architectural coordination
- Low voltage and data cable management
- Rack, cable tray, pathway and conduit
- All mission critical systems (CAD/RMS, CPE and telephony, logging, video walls, workstations, consoles and interfaces, security, network and tower
- Procurement support (RFP development, vendor proposal review/recommendation/selection/negotiation)

Technology Program Management and Coordination (project management, system install coordination, contractor resolution, systems acceptance and commissioning, training, scheduling, migration/transition planning)

Migration and Transition Services (project management, scheduling, vendor coordination, cutover support, decommissioning services)



FCS/PSC CLASS D310 ADP BACKUP AND SECURITY SERVICES

Sustainable Communications Services

Public Safety and Life Safety professionals lead the readiness efforts of local, county, state and federal government through planning and organization. Mission Critical Partners (MCP) supports managers with expertise in emergency operations, incident command, and the planning and systems designated to support operational integrity while minimizing risk.

The MCP team provides communications support services by following a disciplined, well-organized approach for realizing county, regional and statewide interoperability objectives.

Our service profile and expertise include:

- Communications Planning
 - Master Plans
 - TICP Plans
 - Interoperability
- Hazard Vulnerability Assessments
 - Infrastructure
 - Towers/Shelters/Connectivity
 - Security
 - Facility
 - Procedures and Operating Guidelines
 - Training
- Interoperability
 - Assessment
 - Planning
 - Design
 - Procurement Support
 - Vendor Negotiation
 - Project Management and Implementation
- Integration
 - Voice and Data
 - Resource Management Applications
 - GIS
 - Security Systems
 - Video Display
 - Public Notification
 - Alert and Warning Systems
- EOC Facility
 - Programming and Planning
 - Design Services



FSC/PSC CLASS D311 ADP DATA CONVERSION SERVICES

Data Conversion Services

Mission Critical Partners (MCP) staff cumulatively brings more than 50 years of experience in the management and operation of Public Safety Answering Points (PSAPs), Emergency Operations Centers (EOCs) and emergency call centers – and their related automated systems. Management of these automated systems includes data conversion and database management expertise. The integration of mission critical data into and among these [potentially] disparate automated systems requires an expertise in data conversion and database management. MCP is familiar with industry standards and recommended best practices that pertain to data conversion and database management, and has the ability to assure that data conversion-related tasks are completed in accordance with these standards and best practices, but within the realities of today’s operational environment.

Our experience in data conversion tells us that the single most important focus during these tasks is one of accountability – accountability of all involved parties. By establishing current conditions against industry standards and recommended best practices, MCP is able to forge a reasonable data conversion plan that is actionable and implementable with the involved parties and vendors. Benchmarks are identified, and timetables established, recognized, agreed-upon – and enforced. Further, the integrity of the converted data is paramount. Accordingly, appropriate quality assurance procedures are identified and implemented by the appropriate vendors – along with the necessary cross-validation processes.

Systems that may be involved with data conversion and/or database management services include (but are not limited to) the following:

- 9-1-1 Systems
 - Customer Premise Equipment (CPE)
 - Location Databases
 - Automatic Number Identification (ANI)
 - Automatic Location Identification (ALI)
 - Master Street Address Guide (MSAG)
- Next Generation 9-1-1 (NG9-1-1) Features, Functions, and Applications
 - Emergency Services Routing Proxy (ESRP)
 - Border Control Function (BCF)
 - Emergency Call Routing Function (ECRF)
 - Location to Service Translation (LoST) [for bid/query response]
 - Legacy Network Gateway (LNG)
 - Presence Information Data Format – Location Object (PIDF-LO) [using existing ALI network]
 - IP Network Components (routers, firewalls, domain servers, etc.)
- Geographic Information Systems (GIS)



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- Computer Aided Dispatch (CAD) Systems
 - Incident Data
 - Response Tables
 - Geo-Files
 - Radio Interface(s)
- Records Management Systems (RMS)
- Jail Management Systems (JMS)
- Mobile Data Systems (MDS)
 - Field Report Writing
- Automatic Vehicle Location (AVL)
- Resource Management
- Intelligent Transportation Systems



FSC/PSC CLASS D313 ADP COMPUTER AIDED DESIGN/MFG SERVICES

Technology Design and Integration

Mission critical partners (mcp) staff brings more than 25 years of experience in planning, designing and integrating mission critical technology and operations into new and renovated facilities. Our team applies that hands on experience with public safety answering points (psaps), emergency operations centers (eocs), fusion centers and call centers to develop the solution that best fits the client's needs. We are familiar with the requirements of mission critical facility architectural and engineering design and are highly qualified to manage the many complexities that arise with each building project. We also apply our understanding of all elements of the facility construction including site development, electrical, mechanical, structural, security and technology to coordinate systems install, acceptance, training and operational transition.

The focus of every project is to optimize the functional use of the building and space for operational integrity. We work closely with the client to develop the technology solutions, migration schedule and operations floor layout.

Our services include:

Design Solutions

- Computer aided drafting and design
- Architectural coordination
- Low voltage and data cable management
- Rack, cable tray, pathway and conduit
- Distribution panels/patch panels
- All mission critical systems (CAD/RMS, CPE and telephony, logging, video walls, workstations, consoles and interfaces, security, network and tower)
- Procurement support (RFP development, vendor proposal review/recommendation/selection/negotiation)

Facility Planning and Programming

- Hazard vulnerability assessment
- Spatial allocation
- Adjacency requirements
- Workstation orientation
- Power, HVAC, security and structural requirements
- System redundancy and diversity
- Infrastructure requirements
- Tower location and path studies

Facility construction program management (project management, system install coordination, contractor resolution, systems acceptance and commissioning, training, scheduling, migration/transition planning)

Migration and transition services (project management, scheduling, vendor coordination, cutover support, decommissioning services)



FSC/PSC CLASS D316 TELECOMMUNICATION NETWORK MANAGEMENT SERVICES

BROADBAND DEPLOYMENT

Mission Critical Partners (MCP) leverages expertise and consulting services to assist clients in maximizing the opportunities for implementation of wide area and local area networks. Over two decades of progressive staff experience invested in life safety communications has equipped our team to navigate the complex broadband issues.

MCP improves public safety and homeland security through roadmaps for transitioning to shared networks that operate in the highly demanding 24x7 environment. The technology:

- Allows users to send and receive video and data.
- Reduces costs through interagency collaboration.
- Helps support opportunities to acquire additional funding required for operating expenses.
- Promotes innovation in the development and deployment of Next Generation 9-1-1 and emergency alert systems.
- Promotes cyber security and critical infrastructure survivability to increase user confidence, trust and adoption of broadband communications.

As a foundation for a project's success, MCP blends meaningful government and civic engagements with representatives in support of local efforts to deploy broadband technologies. We also help stakeholders recognize and follow policies and standards to maximize incentives for national priorities in health care, public education and economic opportunity.

To ensure value for the client's investment, MCP collects and analyzes benchmarks. We then provide comprehensive reviews of wholesale competition rules, make recommendations that include innovative approaches to FCC changes, and ensure efficient collaborative allocation and use of government-owned and government-influenced assets.

MCP's broadband services include a consultative, holistic approach to Next Generation (IP-centric) emergency service networks, features, and functions:

- Governance development
- Network gap analysis
- Network architecture design
- Request for Proposal (RFP) development
- Vendor implementation oversight
- Network operations framework development with an IT Infrastructure Library (ITIL) emphasis
- Broadband security gap analysis



FSC/PSC CLASS D399 OTHER ADP AND TELECOMMUNICATION SERVICES

Executive Consulting and Master Planning

Mission Critical Partners (MCP) partners with clients to develop customized technical and operational solutions for life safety communications. Our staff has extensive experience serving in public sector and public safety management roles and applies that depth of real world knowledge to advocating for our clients. Through our first-hand experience, we have earned the reputation for being accountable, prudent, persistent, progressive and reliable problem solvers.

We provide services that are initiated at a strategic level. An integral part of our executive level consulting is providing master planning services. Our team of policy specialists collaborates with clients to create comprehensive plans that help direct decision making in the public safety sector. In developing a strategic plan, we incorporate master planning, organizational structuring, hiring assistance, fiscal planning, operations, and technology and policy solutions.

By seeking to understand and assembling a strategy that serves as a guide, MCP is able to execute a comprehensive tactical approach that addresses all elements of the client's sphere of influence. Our team directs its collective energy on first understanding the full scope of our client's responsibility and the objectives. We evaluate the unique challenges that stand in the way of achieving success. We then mitigate those challenges by leveraging policy, human, technology and fiscal assets to develop a sustainable solution.

Our clients are responsible for delivering reliable service 24/7 to first responders and the public while operating with limited resources. In recognition of the need to achieve more with less, MCP works to put the client in a position to do more with more. This means structuring organizations, programs and projects for available grant funding through policy development, technology, and appropriate fiscal planning.

Our services include:

- Budget and Fiscal Planning
- Long-range Capital Planning
- Strategic and Technology Planning
- Grant Compliance
- Policy Development and Support
 - Master Planning
 - Governance
 - Organizational Development
- Systems Planning, Design, Implementation and Acceptance
- Systems Commissioning and Decommissioning



PROFESSIONAL LABOR CATEGORY DESCRIPTIONS APPLICABLE TO SINS 54151S

Labor Category Title: **Senior Program Manager**

Functional Responsibility:

Duties include but are not limited to-

- Manage large-programs requiring the assignment and tracking of schedules, issues, and resources. Provides guidance to senior project managers.
- Provides senior level project management of individual or major tasks.
- Directs the planning of projects, evaluates projects for state-of-the-art techniques, quality assurance and quality control.
- Oversees the planning, direction and coordination of project effort.
- Leads senior staff and clients with strategic budgeting, planning and scheduling.

Minimum/General Experience: Greater than ten years' experience in technology and/or telecommunications program management

Minimum Education: Bachelor's Degree (4 year) or Project Management Professional Certification.

Labor Category Title: **Program Manager**

Functional Responsibility:

Duties include but are not limited to-

- Manage -programs requiring the assignment and tracking of schedules, issues, and resources.
- Provides guidance to project managers, senior level project management of individual or major tasks.
- Directs the planning of projects, evaluates projects for state-of-the-art techniques, quality assurance and quality control.
- Oversees the planning, direction and coordination of project effort.
- Leads staff and clients with strategic budgeting, planning and scheduling.

Minimum/General Experience: Three to ten years' experience in technology program management.

Minimum Education: Associate Degree (2 year).



Labor Category Title: **Forensics Analyst**

Functional Responsibility:

Duties include but are not limited to-

- Analyze and evaluate customer's wired/wireless communications systems and related networks, applications and policies.
- Develop and maintain detailed scope of work documents; research and prepare detailed, accurate correspondence and reports.
- Assess and resolve program / project problems and issues..

Minimum/General Experience: Greater than five years of experience in telecommunications network project management, including design, developing specifications of and including installation and conversion of emergency network systems.

Minimum Education: Associate Degree (2-yr) or equivalent experience in telecommunications and technology services.

Labor Category Title: **Lead Policy Consultant**

Functional Responsibility:

Duties include but are not limited to-

- Perform telephony carrier analysis, trend monitoring and analysis.
- Provide legislative and regulatory policy support and development and/or fund management recommendations.
- Develop legislative, policy, and funding recommendations to be presented to state and federal legislators.

Minimum/General Experience: Ten years' successful and documented work experience in legislative and regulatory policy for telecommunications or utilities. Knowledge and understanding of cost recovery, tariffs, legislative and regulatory processes at the federal and state levels. Ability to examine and analyze income / revenue statements, balance sheets, and develop financial models for providers and government agencies.

Minimum Education: Bachelor's Degree (4-yr) or industry related certification or equivalent experience in field.

Labor Category Title: **Senior Project Manager**

Functional Responsibility:

Duties include but are not limited to-

- Manage large- scale projects requiring the tracking of schedules, issues, and resources. Provides guidance to fellow project managers.
- Provides senior level project management of individual or major tasks.
- Directs the planning of projects, evaluates projects for state-of-the- art techniques, quality assurance and quality control.
- Oversees the planning, direction and coordination of work activity.

Minimum/General Experience: Greater than five years' experience in technology and/or telecommunications project management.

Minimum Education: Bachelor's Degree (4 year) or Project Management Professional or industry related certification.



Labor Category Title: **Project Manager**

Functional Responsibility:

Duties include but are not limited to-

- Manage all phases of projects requiring the tracking of schedules, issues, and resources.
- Monitors project's progress, deliverables, quality assurance, and customer service.

Minimum/General Experience: One to three years' experience in project management of telecommunications or technical field, industry, and market being serviced. Related certifications and training documentation. Membership and participation in related affiliations and organizations is preferred.

Minimum Education: Associate Degree (2-yr) or industry related certification or equivalent experience in field.

Labor Category Title: **Senior Technology Specialist**

Functional Responsibility:

Duties include but are not limited to-

- Lead the application of engineering, consulting, design, define client goals and design solutions on behalf of client.
- Recommend alternatives to client.

Minimum/General Experience: Ten plus years' experience in systems assessment, design, procurement or implementation in the telecommunications or technical field, industry, and market being serviced. Related certifications and training documentation. Membership and participation in related affiliations and organizations is preferred.

Minimum Education: Bachelor's Degree (4-yr) or equivalent academic and experience in field.

Labor Category Title: **Technology Specialist II/III**

Functional Responsibility:

Duties include but are not limited to-

- Application of engineering, consulting, design, define client goals and design solutions on behalf of client.
- Recommend alternatives to client.

Minimum/General Experience: Five years' experience in technical or telecommunications field, industry, and market being serviced. Related certifications and training documentation. Membership and participation in related affiliations and organizations is preferred.

Minimum Education: Associate Degree (2 year), or equivalent experience in field.



Labor Category Title: **Technology Specialist I**

Functional Responsibility:

Duties include but are not limited to-

- Assess current condition, document findings, make recommendations, vendor oversight services.
- Develop punch-list, performance acceptance testing

Minimum/General Experience: One to three years' experience in technical or telecommunications field, industry, and market being serviced. Related certifications and training documentation. Membership and participation in related affiliations and organizations is preferred.

Minimum Education: Associate Degree (2 year), or equivalent experience in field. Or specific trade related training and certifications.

Labor Category Title: **Communications Specialist**

Functional Responsibility:

Duties include but are not limited to-

- Analyze and evaluate wired and wireless communications systems and related networks, applications and policies:
- Project lead responsibilities for tasks and assignments

Minimum/General Experience: Three to five years' experience in network communications/IT systems.

Minimum Education: Specialized field experience in telecommunications and technology services with vendor and trade related training courses.

Labor Category Title: **Planner**

Functional Responsibility:

Duties include but are not limited to-

- 9-1-1 planning work including plan revisions, operations, consulting, SOPs and staff analyses; performance and system management for emergency services; recommendations for the development, review and revision of management and administrative policies and procedures.
- Develop functional plans of systems and processes.

Minimum/General Experience: Minimum of three to five years' experience in telecommunications and public safety field. Skilled in the operation of PSAPs, understanding of communications and dispatch systems.

Minimum Education: Trade related certifications or equivalent experience in field.



Labor Category Title: **Operations Specialist II**

Functional Responsibility:

Duties include but are not limited to-

- Provide technical, operational, or management consulting services for clients, to lead with assigned project tasking, to assist project managers, and to assist with developing expanded client relationships or new business relationships.
- Provide assistance to the senior staff when asked to develop and enhance company service standards

Minimum/General Experience: Minimum five years' experience in operational integration and deployment of technical or telecommunications solutions, industry, and market being serviced. Related certifications and training documentation. Membership and participation in related affiliations and organizations is preferred.

Minimum Education: Associate Degree (2 year), trade related certifications or equivalent experience in field.

Labor Category Title: **Operations Specialist I**

Functional Responsibility:

Duties include but are not limited to-

- Provide technical, operational or management consulting services for clients, to assist project managers with specific assigned project tasking, and to assist with developing expanded client relationships

Minimum/General Experience: Minimum one to three years' experience in assessment of operational integration and deployment of technical or telecommunications solutions, industry, and market being serviced. Related certifications and training documentation. Membership and participation in related affiliations and organizations is preferred.

Minimum Education: Systems or trade related certifications or equivalent experience in field.

Labor Category Title: **Technical Writer**

Functional Responsibility:

Duties include but are not limited to-

- Provide quality assurance on projects and reports.
- Provide technical writing expertise.

Minimum/General Experience: Five years of relevant experience writing technical documents, proposals, reports, and articles. Knowledge and understanding of current technological developments/trends in the public and life safety industry. Knowledge of principles and techniques used in publishing and describing technical information to functional audiences. Proficiency of the English language, including the meaning and spelling of words, rules of composition, and grammar.

Minimum Education: Bachelor's Degree (4-yr) or equivalent experience in field.



Labor Category Title: **Support Specialist II**

Functional Responsibility:

Duties include but are not limited to-

- Provide technical support services for clients, assist project managers with specific assigned project tasks

Minimum/General Experience: Minimum of one to three years' experience in technical or telecommunications field, industry, and market being serviced. Related certifications and training documentation.

Minimum Education: Associate Degree (2 year), trade related certifications or equivalent experience in field.

Service Contract Act (SCA) Matrix

SCA Matrix		
SCA Eligible Contract Labor Category	SCA Equivalent Code - Title	WD Number
Technical Writer	30462 – Technical Writer II	15-2455

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



MissionCriticalPartners



**Mission Critical Partners, LLC
GSA Pricing**

MISSION CRITICAL PARTNERS INC.	
<u>Labor Category</u>	<u>Rate</u>
Senior Program Manager	\$228.86
Forensics Analyst	\$211.70
Program Manager	\$206.02
Senior Project Manager	\$194.55
Senior Technology Specialist	\$188.81
Operations Specialist II	\$188.81
Technology Specialist II/III	\$177.35
Operations Specialist I	\$177.35
Project Manager	\$171.71
Lead Policy Consultant	\$165.83
Technology Specialist I	\$165.22
Planner	\$147.47
Communications Specialist	\$138.34
Technical Writer**	\$110.00
Support Specialist II	\$87.37