



# QFlow Systems

GENERAL SERVICES ADMINISTRATION  
Federal Supply Service  
Authorized Federal Supply Schedule Price List

## QFlow Systems, LLC

9317 Manchester Rd  
Rock Hill, MO 63119  
(P) 314-968-9906 (F) 314-968-0670  
<https://www.qflow.com>

Contract Administrator: Timothy D Koehler, [tim.koehler@qflow.com](mailto:tim.koehler@qflow.com)

**Schedule Title: Multiple Award Schedule**  
**Federal Supply Group: Information Technology**

Contract Number: **47QTCA22D000Q**  
Period Covered by Contract: **October 12, 2021 through October 11, 2026**  
Business Size: Small Business

Pricelist current through Modification #**PO-0001** dated **October 12, 2021**.

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>.

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at [GSA.gov](http://GSA.gov).

**CUSTOMER INFORMATION:**

**1. Awarded Special Item Number(s):**

SIN	Description
54151S & 54151SRC	Information Technology Professional Services
OLM & OLMRC	Order-Level Materials

- 1b.** Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract: See page 5.
- 1c.** Descriptions of all corresponding commercial job titles with experience, functional responsibility and education are provided beginning on page 6.
- 2. Maximum Order:** For SIN 54151S - \$500,000  
For SIN OLM - \$250,000
- 3. Minimum Order:** \$100
- 4. Geographic Coverage:** Worldwide
- 5. Point of Production:** N/A
- 6. Prices Shown Herein are Net** (discount deducted) Other special discounts: Government Educational Institutions are offered the same discounts as other Government customers.
- 7. Quantity Discount:** None
- 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
- 10. Time of Delivery:** QFlow Systems, LLC shall deliver or perform services in accordance with the terms negotiated in an agency's order.
- 10b. Expedited Delivery:** Consult with Contractor
- 10c. Overnight/2-Day Delivery:** Consult with Contractor
- 10d. Urgent Requirements:** Consult with Contractor
- 11. FOB Point:** Destination

**12a. Ordering Address:** QFlow Systems, LLC.  
9317 Manchester Road  
St. Louis, MO 63119

**12b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs) are found in Federal Acquisition Regulation (FAR) 8.405-3.**

**13. Payment Address:** QFlow Systems, LLC.  
9317 Manchester Road  
St. Louis, MO 63119

**14. Warranty Provisions:** Contractor's Standard 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

**18. Terms and conditions of repair parts:** Not applicable

**28a. 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. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants:**  
Not applicable

**22b.** QFlow Systems, LLC has Section 508 compliance information. The EIT standards can be found at:  
<http://www.section508.gov>

**23. Unique Entity Identifier (UEI) Number:** 832220417

**24.** QFlow Systems, LLC is registered in the System for Award Management (SAM) database.



# QFlow Systems

**GSA HOURLY RATES  
SIN 54151S**

SIN	Labor Category	10/12/21	10/12/22	10/12/23	10/12/24	10/12/25
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		10/11/22	10/11/23	10/11/24	10/11/25	10/11/26
54151S	Database Administrator	\$192.44	\$195.14	\$197.87	\$200.64	\$203.45
54151S	Enterprise Application Architect	\$216.50	\$219.53	\$222.60	\$225.72	\$228.88
54151S	IT Customer Success Manager	\$168.39	\$170.75	\$173.14	\$175.56	\$178.02
54151S	IT Customer Success Specialist	\$72.17	\$73.18	\$74.20	\$75.24	\$76.29
54151S	Program Manager II	\$240.55	\$243.92	\$247.34	\$250.80	\$254.31
54151S	Project Manager	\$136.97	\$138.88	\$140.83	\$142.80	\$144.80
54151S	Subject Matter Expert	\$216.50	\$219.53	\$222.60	\$225.72	\$228.88
54151S	Systems Analyst/Programmer I	\$113.71	\$115.30	\$116.92	\$118.56	\$120.22
54151S	Systems Analyst/Programmer II	\$137.24	\$139.16	\$141.11	\$143.09	\$145.09
54151S	Systems Analyst/Programmer III	\$192.44	\$195.14	\$197.87	\$200.64	\$203.45
54151S	Systems Engineer I	\$120.28	\$121.96	\$123.67	\$125.40	\$127.16
54151S	Systems Engineer II	\$137.24	\$139.16	\$141.11	\$143.09	\$145.09
54151S	Technical Writer	\$60.94	\$61.79	\$62.66	\$63.53	\$64.42

## Labor Category Descriptions

### Database Administrator

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#### **Functional Responsibilities:**

- Provide database support to all members of the project team.
- Oversee database analysis, conversion loads, reorganizations, verifications, and recoveries.
- Analyze and determine informational needs and elements, data relationships and attributes, proposed manipulation, data flow, storage requirements, data output, and reporting capabilities.
- Define logical attributes and inter-relationships and design data structures to accommodate database production, storage, maintenance, and accessibility.
- Test applications utilizing database management software or general programming software.
- Install, implement, and support highly complex systems within the user base.
- Review logical and physical design of existing databases and make recommendations for modifications to ensure optimum operation efficiency.
- Monitor the production operational databases for the purpose of identifying problems of database availability and efficiency.

**Minimum Education:** Bachelor's Degree.

**Minimum Experience:** Five (5) years of relevant experience.

### Enterprise Application Architect

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#### **Functional Responsibilities:**

- Participate in the analysis, design, and integration of information systems and Commercial-Off-The-Shelf (COTS) software.
- Develop the overall vision that underlies the projected solution and transforms that vision through execution into the solution.
- Participate at the time of project inception and contribute to the Functional Analysis of developing the initial requirements and remain involved throughout the duration of the project.
- Architect, design, and develop integrated solutions to achieve client and company business goals.
- Lead others in the definition of project scope, plans, and deliverables including cost projections and proposed implementation dates.
- Provide high-level architectural expertise to managers and technical staff.
- Lead projects through the Software development process or SDLC, and perform in a variety of different roles in that life cycle.
- Share and communicate orally and in writing, to executive staff, business sponsors, and technical resources in clear concise language.

**Minimum Education:** Bachelor's Degree.

**Minimum Experience:** Seven (7) years of relevant experience.

## **IT Customer Success Manager**

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### **Functional Responsibilities:**

- Has overall responsibility for customer success staff and the proactive activities to ensure customers receive maximum benefit from delivered solutions.
- Coordinate with internal and external customers to gain an understanding of their business requirements.
- Assign personnel to various operations and directs their activities; reviews and evaluates their work and prepares performance reports.
- Ability to communicate orally and in writing and experience interfacing with customers and handling sensitive issues.
- Creates and manages escalation procedures and ensures service levels are maintained.
- Documents, tracks, and monitors customer questions and problems to ensure resolution in a timely manner.
- Identifies, researches, and resolves complex technical problems.
- Relies on extensive experience and judgment to plan and accomplish goals.
- Performs a variety of tasks. A wide degree of creativity and latitude is expected.

**Minimum Education:** Associate's Degree.

**Minimum Experience:** Five (5) years of relevant experience.

## **IT Customer Success Specialist**

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### **Functional Responsibilities:**

- Perform proactive activities to ensure customers receive maximum benefit from delivered solutions.
- Work with internal and external customers to gain an understanding of their business requirements.
- Ability to communicate orally and in writing and experience interfacing with customers and handling sensitive issues.
- Provide first line of support services for Imaging and Document Management Systems including all hardware and software components.
- Documents, tracks, and monitors customer questions and problems to ensure resolution in a timely manner.
- Identify, research, and resolve complex technical problems.
- Perform a variety of tasks. A wide degree of creativity and latitude is expected.

**Minimum Education:** Associate's Degree.

**Minimum Experience:** One (1) year of relevant experience.

## **Program Manager II**

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### **Functional Responsibilities:**

- Organize, direct, and manage system development projects, involving multiple, and complex and inter-related project tasks.
- Manage and coordinate activities of multiple project teams to ensure success.
- Manage and maintain customer partnership and serves as single point of contact for senior levels of the customer organization for project schedules, pricing, and issue resolution.
- Meet with customer to formulate and review task plans and deliverable items. Ensure conformance with program task schedules and costs.

**Minimum Education:** Bachelor's Degree.

**Minimum Experience:** Ten (10) years of relevant experience.

## **Project Manager**

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### **Functional Responsibilities:**

- Manage system development projects.
- Work with customers to understand business requirements.
- Coordinate activities of the project team to ensure success of systems integration projects.
- Serve as single point of contact for customers for project schedules, project documentation, project activities, pricing and invoices, and other issue resolution.
- Develop functional requirements and create functional specifications as needed.
- Implement QFS' comprehensive project methodology and operating procedure for application development projects.
- Perform Quality Assurance (QA) checks on project deliverables.
- Ensure project deadlines and milestones are met.

**Minimum Education:** Bachelor's Degree.

**Minimum Experience:** Seven (7) years of relevant experience.

## **Subject Matter Expert**

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### **Functional Responsibilities:**

- Serve as Subject Matter Expert (SME), possessing in-depth knowledge of a particular area, such as business, computer science, engineering, mathematics, or the related sciences.
- Provide technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation, and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation.
- Participate, as needed, in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases.
- Apply principles, methods, and knowledge of the functional area of capability to difficult and narrowly defined technical problems to arrive at automated solutions.
- Explain recommendations to decision-makers in terms that permit decisions.
- Perform studies and analyses on subjects within the technical scope of work.

**Minimum Education:** Bachelor's Degree.

**Minimum Experience:** Seven (7) years of relevant experience.

## **Systems Analyst/Programmer I**

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### **Functional Responsibilities:**

- Work with customers and project team members to understand business requirements.
- Assist in the development of functional requirements and creation of functional specifications.
- Assist in the development and documentation of technical system design for applications.
- Perform logical database normalization and design.
- Design, develop, test, and document application program modules.
- Meet project deadlines for assigned tasks.
- Follow QFlow Systems' development methodology and project practices.

**Minimum Education:** Bachelor's Degree.

**Minimum Experience:** One (1) to three (3) years of relevant experience.



## **Systems Analyst/Programmer II**

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### **Functional Responsibilities:**

- Coordinate with internal and external customers to gain an understanding of their business requirements.
- Analyze and define customers' functional requirements and create functional specifications design documents.
- Develop and document the technical systems design for applications.
- Supervise development and testing of application program modules.
- Develop, test, and document complex application program modules.
- Provide management reports and updates on project status.
- Install and set-up applications, tools, and project-related technologies.
- Perform as project team leader on system implementation projects.

**Minimum Education:** Bachelor's Degree.

**Minimum Experience:** Two (2) to five (5) years of relevant experience.

## **Systems Analyst/Programmer III**

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### **Functional Responsibilities:**

- Coordinate with internal and external customers to gain an understanding of their business requirements.
- Analyze and define customers' functional requirements and create functional specifications design documents.
- Lead the development of the technical systems design for applications.
- Lead the development, testing, and documentation of complex application program modules.
- Provide management reports and updates on project status.
- Install and set-up applications, tools, and project-related technologies.
- Perform as project team leader on system implementation projects.

**Minimum Education:** Bachelor's Degree.

**Minimum Experience:** Eight (8) years of relevant experience.

## **Systems Engineer I**

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### **Functional Responsibilities:**

- Assist with requirements studies for Document Management and Records Management Systems.
- Assist with the design, install, and configuration of Imaging, Document Management, and/or Records Management Systems.
- Provide first line of support maintenance services for Imaging and Document Management Systems including all hardware and software components.
- Follow QFlow Systems' proven development methodology and project practices.

**Minimum Education:** Bachelor's Degree.

**Minimum Experience:** Two (2) years of relevant experience.

## **Systems Engineer II**

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### **Functional Responsibilities:**

- Survey technical infrastructures and make recommendations regarding enterprise-wide systems and network architectures to meet organization-wide requirements.
- Coordinate the delivery, installation, and configuration of hardware, operating systems, software, and network components for enterprise-wide systems.
- Perform requirements studies for Document Management and Records Management Systems.
- Design, install, and configure Imaging, Document Management, and/or Records Management Systems.
- Provide first line of support maintenance services for Imaging and Document Management Systems including all hardware and software components.
- Follow QFlow Systems' proven development methodology and project practices.

**Minimum Education:** Bachelor's Degree.

**Minimum Experience:** Five (5) years of relevant experience.

## **Technical Writer**

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### **Functional Responsibilities:**

- Develop user, reference, and procedure manuals for computer systems.
- Design and maintain written style guides and templates for various documents.
- Assist in the development of functional specification documents.
- Follow QFS development methodology and project practices.
- Provide management reports and updates on project status.

**Minimum Education:** Bachelor's Degree.

**Minimum Experience:** One (1) year of relevant experience.

### Experience & Degree Substitution Equivalencies

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Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

#### Equivalent Degree

Associate's

Bachelor's

Master's

Doctorate

#### Experience

High School/GED + 2 years relevant experience

Associate's degree + 2 years relevant experience or High School/GED + 4 years relevant experience

Bachelor's + 2 years relevant experience or

Associate's degree + 4 years relevant experience

or High School/GED + 6 years of relevant experience

Master's + 2 years relevant experience or Bachelor's + 4 years or

Associate's + 6 years relevant experience or High School/GED + 8 years relevant experience