



**GSA Federal Acquisition Service
Contractor T&Cs/Pricelist**

SCHEDULE TITLE: MULTIPLE AWARD SCHEDULE (MAS)

- CATEGORY 518210C - CLOUD AND CLOUD-RELATED IT PROFESSIONAL SERVICES
- CATEGORY 54151HEAL - HEALTH INFORMATION TECHNOLOGY SERVICES
- CATEGORY 54151S - INFORMATION TECHNOLOGY PROFESSIONAL SERVICES
- CATEGORY 541930 - TRANSLATION AND INTERPRETATION SERVICES
- CATEGORY OLM - ORDER-LEVEL MATERIALS (OLM)

Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

Note 2: Offerors and Agencies are advised that the MAS – Multiple Award Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents.

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Contract Number: 47QTCA18D002H
Period Covered by Contract: November 19, 2017 – November 18, 2022

General Services Administration
Federal Acquisition Service

Pricelist current through Modification # 0006, dated September 10, 2020.

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Acquisition Service’s Home Page via the Internet at <http://www.fss.gsa.gov/>

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INFORMATION FOR ORDERING ACTIVITIES APPLICABLE TO ALL CATEGORIES

SPECIAL NOTICE TO AGENCIES: Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Acquisition Service. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage![™] on-line shopping service (www.gsaadvantage.gov). The catalogs/pricelists, GSA Advantage![™] and the Federal Acquisition Service Home Page (www.fss.gsa.gov) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micropurchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

1. GEOGRAPHIC SCOPE OF CONTRACT:

Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

Overseas delivery is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

Offerors are requested to check one of the following boxes:

- The Geographic Scope of Contract will be domestic and overseas delivery.
- The Geographic Scope of Contract will be overseas delivery only.
- The Geographic Scope of Contract will be domestic delivery only.

2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:

1690 Roberts Blvd, Suite 104
Kennesaw, GA 30144

Contractor must accept the credit card for payments equal to or less than the micro-purchase for oral or written orders under this contract. The Contractor and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold (See GSAR 552.232-79 Payment by Credit Card). In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance:

T: (855) 426-8076
U: (855) 426-8076

3. LIABILITY FOR INJURY OR DAMAGE

The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

4. STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279:

Block 9: G. Order/Modification Under Federal Schedule

Block 16: Data Universal Numbering System (DUNS) Number: 965538346

Block 30: Type of Contractor – B

- A. Small Disadvantaged Business
- B. Other Small Business
- C. Large Business
- G. Other Nonprofit Organization
- L. Foreign Contractor

Block 31: Woman-Owned Small Business - NO

Block 36: Contractor's Taxpayer Identification Number (TIN): 27-3905056

4a. CAGE Code: 67HH0

4b. Contractor has registered with the Central Contractor Registration Database.

5. FOB DESTINATION

6. DELIVERY SCHEDULE

a. TIME OF DELIVERY: The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

CATEGORY	DELIVERY TIME (Days ARO)
	_____ Days TBD @ Task Order Level

b. URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

7. DISCOUNTS: Prices shown are NET Prices; Basic Discounts have been deducted.

- a. Prompt Payment: Net 30 Days from receipt of invoice or date of acceptance, whichever is later.
- b. Quantity none
- c. Dollar Volume: There will a 1% discount for prices at the \$300,000 and above.
- d. Government Educational Institutions Same
- e. Other none

8. TRADE AGREEMENTS ACT OF 1979, as amended:

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING:

10. Small Requirements: The minimum dollar value of orders to be issued is \$100.00.

11. MAXIMUM ORDER (All dollar amounts are exclusive of any discount for prompt payment.)

- a. The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:
Special Item Number 132-51 - Information Technology Professional Services

12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS

Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

- a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
- b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS

REQUIREMENTS: ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.

13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS):

Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS): Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and

Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Acquisition Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2003)

- (a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- (b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- (c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

- (k) Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES: Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See 52.212-4)

16. GSA ADVANTAGE!

GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

- (1) Manufacturer;
- (2) Manufacturer's Part Number; and
- (3) Product categories.

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is <http://www.gsaadvantage.gov>

17. PURCHASE OF OPEN MARKET ITEMS

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, **only if-**

- (1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
- (2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

- (1) Time of delivery/installation quotations for individual orders;
- (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a

product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.

(3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

19. OVERSEAS ACTIVITIES

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

NOT OFFERED

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

20. BLANKET PURCHASE AGREEMENTS (BPAs)

The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

21. CONTRACTOR TEAM ARRANGEMENTS

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Industrial Funding Fee and Sales Reporting, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

22. INSTALLATION, DEINSTALLATION, REINSTALLATION

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall receive less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under CATEGORY 132-8 or 132-9.

23. SECTION 508 COMPLIANCE.

I certify that in accordance with 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), FAR 39.2, and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT)

Accessibility Standards (36 CFR 1194) General Services Administration (GSA), that all IT hardware/software/services are 508 compliant:

Yes X

No _____

The offeror is required to submit with its offer a designated area on its website that outlines the Voluntary Product Accessibility Template (VPAT) or equivalent qualification, which ultimately becomes the Government Product Accessibility Template (GPAT). Section 508 compliance information on the supplies and services in this contract are available at the following website address (URL): www.ctex-inc.com

The EIT standard can be found at: www.Section508.gov/.

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order –

(a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and

(b) The following statement:

This order is placed under written authorization from _____ dated _____. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

25. INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997)(FAR 52.228-5)

(a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.

(b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—

(1) For such period as the laws of the State in which this contract is to be performed prescribe; or

(2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

(c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

26. SOFTWARE INTEROPERABILITY.

Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

27. ADVANCE PAYMENTS

A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)

TERMS AND CONDITIONS APPLICABLE TO CATEGORY 54151S - INFORMATION TECHNOLOGY PROFESSIONAL SERVICES
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1. SCOPE

- a. The prices, terms and conditions stated under CATEGORY 54151S - INFORMATION TECHNOLOGY PROFESSIONAL SERVICES apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

(a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

(1) Cancel the stop-work order; or

(2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

(1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

(2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

The Inspection of Services–Fixed Price (AUG 1996) (Deviation 1 – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (May 2001) (Deviation 1 – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Deviation – Dec 2007) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Professional Services.

9. INDEPENDENT CONTRACTOR

All IT Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

—Contractor^l means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

—Contractor and its affiliates^l and —Contractor or its affiliates^l refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An —Organizational conflict of interest^l exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor's or its affiliates' objectivity in performing contract work.

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (OCT 2008) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (OCT 2008) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

- (1) The offeror;
- (2) Subcontractors; and/or
- (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

14. INCIDENTAL SUPPORT COSTS

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices.

TERMS AND CONDITIONS APPLICABLE TO CATEGORY 518210C - CLOUD AND CLOUD-RELATED IT PROFESSIONAL SERVICES

1. SCOPE

The prices, terms and conditions stated under CATEGORY 518210C - CLOUD AND CLOUD-RELATED IT PROFESSIONAL SERVICES apply exclusively to Cloud Computing Services within the scope of this Information Technology Schedule.

This CATEGORY provides ordering activities with access to technical services that run in cloud environments and meet the NIST Definition of Cloud Computing Essential Characteristics. Services relating to or impinging on cloud that do not meet all NIST essential characteristics should be listed in other CATEGORIES.

The scope of this CATEGORY is limited to cloud capabilities provided entirely as a service. Hardware, software and other artifacts supporting the physical construction of a private or other cloud are out of scope for this CATEGORY. Currently, an Ordering Activity can procure the hardware and software needed to build on premise cloud functionality, through combining different services on other MAS CATEGORIES

Sub-categories in scope for this CATEGORY are the three NIST Service Models: Software as a Service (SaaS), Platform as a Service (PaaS), and Infrastructure as a Service (IaaS). Offerors may optionally select a single sub-category that best fits a proposed cloud service offering. Only one sub-category may be selected per each proposed cloud service offering. Offerors may elect to submit multiple cloud service offerings, each with its own single sub-category. The selection of one of three sub-categories does not prevent Offerors from competing for orders under the other two sub-categories.

See service model guidance for advice on sub-category selection.

Sub-category selection within this CATEGORY is optional for any individual cloud service offering, and new cloud computing technologies that do not align with the aforementioned three sub-categories may be included without a sub-category selection so long as they comply with the essential characteristics of cloud computing as outlined by NIST.

See Table 1 for a representation of the scope and sub-categories.

Table 1: Cloud Computing Services CATEGORY Description	Sub-Categories ¹
<ul style="list-style-type: none"> ● Commercially available cloud computing services ● Meets the National Institute for Standards and Technology (NIST) definition of Cloud Computing essential characteristics ● Open to all deployment models (private, public, community or hybrid), vendors specify deployment models 	<p>1. Software as a Service (SaaS): Consumer uses provider’s applications on cloud infrastructure. Does not manage/control platform or infrastructure. Limited application level configuration may be available.</p> <p>2. Platform as a Service (PaaS): Consumer deploys applications onto cloud platform service using provider-supplied tools. Has control over deployed applications and some limited platform configuration but does not manage the platform or infrastructure.</p> <p>3. Infrastructure as a Service (IaaS): Consumer provisions computing resources. Has control over OS, storage, platform, deployed applications and some limited infrastructure configuration, but does not manage the infrastructure.</p>

2. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character.

a. Acceptance Testing

Any required Acceptance Test Plans and Procedures shall be negotiated by the Ordering Activity at task order level. The Contractor shall perform acceptance testing of the systems for Ordering Activity approval in accordance with the approved test procedures.

b. Training

If training is provided commercially the Contractor shall provide normal commercial installation, operation, maintenance, and engineering interface training on the system. Contractor is responsible for indicating if there are separate training charges.

c. Information Assurance/Security Requirements

The contractor shall meet information assurance/security requirements in accordance with the Ordering Activity requirements at the Task Order level.

d. Related Professional Services

The Contractor is responsible for working with the Ordering Activity to identify related professional services and any other services available on other CATEGORIES that may be associated with deploying a complete cloud solution. Any additional substantial and ongoing professional services related to the offering such as integration, migration, and other cloud professional services are out of scope for this CATEGORY.

e. Performance of Cloud Computing Services

The Contractor shall respond to Ordering Activity requirements at the Task Order level with proposed capabilities to Ordering Activity performance specifications or indicate that only standard specifications are offered. In all cases the Contractor shall clearly indicate standard service levels, performance and scale capabilities.

The Contractor shall provide appropriate cloud computing services on the date and to the extent and scope agreed to by the Contractor and the Ordering Activity.

f. Reporting

The Contractor shall respond to Ordering Activity requirements and specify general reporting capabilities available for the Ordering Activity to verify performance, cost and availability.

In accordance with commercial practices, the Contractor may furnish the Ordering Activity/user with a monthly summary Ordering Activity report.

3. RESPONSIBILITIES OF THE ORDERING ACTIVITY

The Ordering Activity is responsible for indicating the cloud computing services requirements unique to the Ordering Activity. Additional requirements should not contradict existing CATEGORY or MAS Terms and Conditions. Ordering Activities should include (as applicable) Terms & Conditions to address Pricing, Security, Data Ownership, Geographic Restrictions, Privacy, SLAs, etc.

Cloud services typically operate under a shared responsibility model, with some responsibilities assigned to the Cloud Service Provider (CSP), some assigned to the Ordering Activity, and others shared between the two. The distribution of responsibilities will vary between providers and across service models. Ordering activities should engage with CSPs to fully understand and evaluate the shared responsibility model proposed. Federal Risk and Authorization

Management Program (FedRAMP) documentation will be helpful regarding the security aspects of shared responsibilities, but operational aspects may require additional discussion with the provider.

a. Ordering Activity Information Assurance/Security Requirements Guidance

- (1) The Ordering Activity is responsible for ensuring to the maximum extent practicable that each requirement issued is in compliance with the Federal Information Security Management Act (FISMA) as applicable.

(2) The Ordering Activity shall assign a required impact level for confidentiality, integrity and availability (CIA) prior to issuing the initial statement of work. The Contractor must be capable of meeting at least the minimum security requirements assigned against a low-impact information system in each CIA assessment area (per FIPS 200) and must detail the FISMA capabilities of the system in each of CIA assessment area.

(3) Agency level FISMA certification, accreditation, and evaluation activities are the responsibility of the Ordering Activity. The Ordering Activity reserves the right to independently evaluate, audit, and verify the FISMA compliance for any proposed or awarded Cloud Computing Services.

(4) The Ordering Activity has final responsibility for assessing the FedRAMP status of the service, complying with and making a risk-based decision to grant an Authorization to Operate (ATO) for the cloud computing service, and continuous monitoring. A memorandum issued by the Office of Management and Budget (OMB) on Dec 8, 2011 outlines the responsibilities of Executive departments and agencies in the context of FedRAMP compliance.

(5) Ordering activities are responsible for determining any additional information assurance and security related requirements based on the nature of the application and relevant mandates.

b. Deployment Model

If a particular deployment model (Private, Public, Community, or Hybrid) is desired, Ordering Activities are responsible for identifying the desired model(s). Alternately, Ordering Activities could identify requirements and assess Contractor responses to determine the most appropriate deployment model(s).

c. Delivery Schedule

The Ordering Activity shall specify the delivery schedule as part of the initial requirement. The Delivery Schedule options are found in Information for Ordering Activities Applicable to All Special Item Numbers.

d. Interoperability

Ordering Activities are responsible for identifying interoperability requirements. Ordering Activities should clearly delineate requirements for API implementation and standards conformance.

e. Performance of Cloud Computing Services

The Ordering Activity should clearly indicate any custom minimum service levels, performance and scale requirements as part of the initial requirement.

f. Reporting

The Ordering Activity should clearly indicate any cost, performance or availability reporting as part of the initial requirement.

g. Privacy

The Ordering Activity should specify the privacy characteristics of their service and engage with the Contractor to determine if the cloud service is capable of meeting Ordering Activity requirements. For example, a requirement could be requiring assurance that the service is capable of safeguarding Personally Identifiable Information (PII), in accordance with NIST SP 800-1224 and OMB memos M-06-165 and M-07-166. An Ordering Activity will determine what data elements constitute PII according to OMB Policy, NIST Guidance and Ordering Activity policy.

h. Accessibility

The Ordering Activity should specify the accessibility characteristics of their service and engage with the Contractor to determine the cloud service is capable of meeting Ordering Activity requirements. For example, a requirement could require assurance that the service is capable of providing accessibility based on Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d).

i. Geographic Requirements

Ordering activities are responsible for specifying any geographic requirements and engaging with the Contractor to determine that the cloud services offered have the capabilities to meet geographic

requirements for all anticipated task orders. Common geographic concerns could include whether service data, processes and related artifacts can be confined on request to the United States and its territories, or the continental United States (CONUS).

j. Data Ownership and Retrieval and Intellectual Property

Intellectual property rights are not typically transferred in a cloud model. In general, CSPs retain ownership of the Intellectual Property (IP) underlying their services and the customer retains ownership of its intellectual property. The CSP gives the customer a license to use the cloud services for the duration of the contract without transferring rights. The government retains ownership of the IP and data they bring to the customized use of the service as spelled out in the FAR and related materials.

General considerations of data ownership and retrieval are covered under the terms of Schedule 70 and the FAR and other laws, ordinances, and regulations (Federal, State, City, or otherwise). Because of considerations arising from cloud shared responsibility models, ordering activities should engage with the Contractor to develop more cloud-specific understandings of the boundaries between data owned by the government and that owned by the cloud service provider, and the specific terms of data retrieval.

In all cases, the Ordering Activity should enter into an agreement with a clear and enforceable understanding of the boundaries between government and cloud service provider data, and the form, format and mode of delivery for each kind of data belonging to the government.

The Ordering Activity should expect that the Contractor shall transfer data to the government at the government's request at any time, and in all cases when the service or order is terminated for any reason, by means, in formats and within a scope clearly understood at the initiation of the service. Example cases that might require clarification include status and mode of delivery for:

- Configuration information created by the government and affecting the government's use of the cloud provider's service.
- Virtual machine configurations created by the government but operating on the cloud provider's service.
- Profile, configuration and other metadata used to configure SaaS application services or PaaS platform services.

The key is to determine in advance the ownership of classes of data and the means by which Government owned data can be returned to the Government.

k. Service Location Distribution

The Ordering Activity should determine requirements for continuity of operations and performance and engage with the Contractor to ensure that cloud services have adequate service location distribution to meet anticipated requirements. Typical concerns include ensuring that:

(1) Physical locations underlying the cloud are numerous enough to provide continuity of operations and geographically separate enough to avoid an anticipated single point of failure within the scope of anticipated emergency events.

(2) Service endpoints for the cloud are able to meet anticipated performance requirements in terms of geographic proximity to service requestors.

Note that cloud providers may address concerns in the form of minimum distance between service locations, general regions where service locations are available, etc.

l. Related Professional Services

Ordering activities should engage with Contractors to discuss the availability of limited assistance with initial setup, training and access to the services that may be available through this CATEGORY.

Any additional substantial and ongoing professional services related to the offering such as integration, migration, and other cloud professional services are out of scope for this CATEGORY. Ordering activities should consult the appropriate GSA professional services schedule.

TERMS AND CONDITIONS APPLICABLE TO CATEGORY 54151HEAL - HEALTH INFORMATION TECHNOLOGY SERVICES

Vendor suitability for offering services through the new Health IT CATEGORY must be in accordance with the following laws and standards when applicable to the specific task orders, including but not limited to:

- Health Information Technology for Economic and Clinical Health Act of 2009 (HITECH)
- The Health Insurance Portability and Accountability Act of 1996 (HIPAA)
- National Institute of Standards and Technology (NIST) Federal Information Processing Standards (FIPS) and Special Publications
- Federal Information Security Management Act (FISMA) of 2002

1. SCOPE

- a. The labor categories, prices, terms and conditions stated under Special Item Number 132-56 Health Information Technology Services apply exclusively to Health IT Services within the scope of this Information Technology Schedule.
- b. This CATEGORY is limited to Health IT Services only. Software and hardware products are out of scope. Hardware and software can be acquired through different Special Item Numbers on IT Schedule 70 (e.g. 132-32, 132-33, 132-8).
- c. This CATEGORY provides ordering activities with access to Health IT services.
- d. Health IT Services provided under this CATEGORY shall comply with all Healthcare certifications and industry standards as applicable at the task order level.
- e. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. ORDER

- a. Agencies may use written orders, Electronic Data Interchange (EDI) orders, Blanket Purchase Agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

3. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity. All Contracts will be fully funded.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

- d. Any Contractor travel required in the performance of Health IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts. All travel will be agreed upon with the client prior to the Contractor's travel.

4. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS --COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I – OCT 2008)(DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

5. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

6. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite Health IT Services.

7. INDEPENDENT CONTRACTOR

All Health IT Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

8. ORGANIZATIONAL CONFLICTS OF INTEREST

- a. Definitions.
- “Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.
- “Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.
- An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor's or its affiliates' objectivity in performing contract work.
- b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require

restrictions, are provided at FAR 9.508.

9. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for Health IT Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

10. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

11. INCIDENTAL SUPPORT COSTS

Incidental support costs are not considered part of the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

12. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

13. DESCRIPTION OF HEALTH IT SERVICES AND PRICING

- a. The Contractor shall provide a description of each type of Health IT Service offered under Special Item Numbers 132-56 Health IT Services and it should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.
- b. Pricing for all Health IT Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE: Commercial Job Title: Health IT

Subject Matter Expert Minimum Experience:

Ten (10) years.

Functional Responsibilities: Significant information technology consulting and clinical information system strategy and implementation experience. Experienced in client engagements representing a wide array of activities, related to professional information technology projects, in a healthcare/clinical environment, including strategic planning related to information technology systems and/or software, governance, process design/ redesign, clinical content development, and communications and training strategies for information technology solutions.

Minimum Education: Medical Doctor or Doctor of Osteopathic Medicine.

PRICELIST

CATEGORY	Service Proposed	Prices offered to GSA (including IFF)
54151S	Information Engineer - Senior	\$147.04
54151S	Information Engineer III	\$135.58
54151S	Information Engineer II	\$118.39
54151S	Information Engineer I	\$95.48
54151S	Computer Systems Analyst - Senior	\$118.39
54151S	Computer Systems Analyst III	\$106.94
54151S	Computer Systems Analyst II	\$92.62
54151S	Computer Systems Analyst I	\$80.20
54151S	Web Designer III	\$111.71
54151S	Web Designer II	\$85.94
54151S	Web Designer I	\$80.20
54151S	Administrative Specialist III	\$64.93
54151S	Administrative Specialist II	\$61.11
54151S	Administrative Specialist I	\$46.79
54151S	Program Manager III	\$147.04
54151S	Program Manager II	\$141.31
54151S	Program Manager I	\$122.21
54151S	Systems Administrator III	\$112.67
54151S	Systems Administrator II	\$70.65
54151S	Systems Administrator I	\$64.93
54151S	Systems Engineer - Senior	\$155.63
54151S	Systems Engineer III	\$123.17
54151S	Systems Engineer II	\$106.94
54151S	Systems Engineer I	\$92.14
54151S	Security Analyst III	\$113.73
54151S	Security Analyst II	\$95.24
54151S	Security Analyst I	\$85.23
54151S	Network Engineer III	\$126.03
54151S	Network Engineer II	\$122.21
54151S	Network Engineer I	\$105.03
54151S	Database Administrator III	\$114.57
54151S	Database Administrator II	\$105.03
54151S	Database Administrator I	\$100.25
54151S	Help Desk Specialist III	\$87.84
54151S	Help Desk Specialist II	\$68.74
54151S	Help Desk Specialist I	\$52.51
54151S	Software Developer - Senior	\$146.08
54151S	Software Developer III	\$119.35
54151S	Software Developer II	\$109.81
54151S	Software Developer I	\$100.25
54151S	Functional Analyst III	\$129.85
54151S	Functional Analyst II	\$109.81
54151S	Functional Analyst I	\$97.38

54151S	Subject Matter Expert III	\$120.60
54151S	Subject Matter Expert II	\$110.96
54151S	Subject Matter Expert I	\$96.48
518210C	Cloud Architect III	\$194.17
518210C	Cloud Architect II	\$171.06
518210C	Cloud Architect I	\$129.45
518210C	Cloud Software Engineer/Analyst III	\$164.68
518210C	Cloud Software Engineer/Analyst II	\$130.69
518210C	Cloud Software Engineer/Analyst I	\$103.03
518210C	Cloud Administrator III	\$184.28
518210C	Cloud Administrator II	\$138.45
518210C	Cloud Administrator I	\$129.85
54151HEAL	Health IT Senior Technical Writer/Editor	\$84.23
54151HEAL	Health IT Technical Writer/Editor	\$71.79
54151HEAL	Health IT Technical Analyst	\$89.97
54151HEAL	Health IT Sr. Oracle Database Developer	\$76.57
54151HEAL	Health IT Sr. Database Warehouse/ BI Developer	\$129.22
54151HEAL	Health IT Data Architect II	\$110.08
54151HEAL	Health IT Data Architect III (Data Warehouse)	\$121.56
54151HEAL	Health IT GIS Application Sr.	\$82.32
54151HEAL	Health IT Sr. Business (Management) Analyst/Business Support Specialist	\$107.20
54151HEAL	Health IT Sr. Business (Processing Re-Engineering Specialist)	\$114.86
54151HEAL	Health IT Communication Specialist	\$112.95
54151HEAL	Health IT Sr. Consultant (Customer Relation)	\$140.71
54151HEAL	Health IT Program Manager	\$109.46
54151HEAL	Health IT Sr. Program Manager	\$130.60
54151HEAL	Health IT Program Analyst	\$100.36
54151HEAL	Health IT Subject Matter Expert I	\$97.23
54151HEAL	Health IT Subject Matter Expert II	\$111.79
54151HEAL	Health IT Subject Matter Expert III	\$121.52
54151HEAL	Health IT Project Manager Sr.	\$161.78
54151HEAL	Health IT Project Manager II	\$138.88
54151HEAL	Health IT Project Manager I	\$115.97
54151HEAL	Health IT Information Engineer, Sr.	\$125.06
54151HEAL	Health IT Database Analyst, Sr.	\$86.58
54151HEAL	Health IT Database Engineer, Sr.	\$164.91
54151HEAL	Health IT Applications Engineer, Principal	\$155.95
54151HEAL	Health IT Applications Engineer Manager	\$135.24
54151HEAL	Health IT Applications Engineer, Staff	\$114.53
54151HEAL	Health IT Information Security Engineer, Sr.	\$115.90
54151HEAL	Health IT Information Security Engineer, Staff	\$94.73
54151HEAL	Health IT Software Developer, Staff	\$90.34
54151HEAL	Health IT Software Developer, Sr	\$177.19
54151HEAL	Health IT SME	\$163.91
54151HEAL	Health IT Training Specialist I	\$59.35

54151HEAL	Health IT Training Specialist II	\$70.35
54151HEAL	Health IT Training Specialist III	\$72.27
54151HEAL	Health IT Training Specialist IV	\$107.78
54151HEAL	Health IT Network Specialist I	\$40.79
54151HEAL	Health IT Network Specialist II	\$63.69
54151HEAL	Health IT Network Specialist III	\$86.60
54151HEAL	Health IT Network Administrator	\$62.30
54151HEAL	Health IT Network Administrator	\$67.80
54151HEAL	Health IT Network Administrator	\$108.11
54151HEAL	Health IT Database Administrator I	\$96.20
54151HEAL	Health IT Database Administrator II	\$100.78
54151HEAL	Health IT Database Administrator III	\$109.94
54151HEAL	Health IT Help Desk Specialist I	\$50.39
54151HEAL	Health IT Help Desk Specialist II	\$65.97
54151HEAL	Health IT Help Desk Specialist II	\$84.29
54151HEAL	Health IT Systems Administrator I	\$62.30
54151HEAL	Health IT Systems Administrator II	\$67.80
54151HEAL	Health IT Systems Administrator III	\$108.11
54151HEAL	Health IT Specialist I	\$85.24
54151HEAL	Health IT Specialist II	\$108.14
54151HEAL	Health IT Specialist III	\$131.05
541930	General Reader Services	\$172.28

LABOR CATEGORIES

CATEGORY 54151S - Information Technology Professional Services

Labor Categories	Job Description	Education	Experience
Information Engineer - Senior	Functional Responsibility: Applies business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives. Provides daily supervision and direction to staff. Must demonstrate the ability to work independently or under only general direction.	Minimum Education:• Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline OR • Master's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline OR • PhD in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus six years of general experience is required of which at least five years must be specialized OR • Thirteen years of general experience of which at least eleven years are specialized, a degree is not required.	Minimum/General Experience: Minimum of ten year's experience, of which at least eight years must be specialized. Specialized experience, in information systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. The following experience is also required: demonstrated experience in the implementation of information engineering projects; systems analysis, design and programming using CASE and IE tools and methods, systems planning, business information planning and business analysis.
Information Engineer III	Functional Responsibility: Applies business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives. Provides daily supervision and direction to staff. Must demonstrate the ability to work independently or under only general direction.	Minimum Education:• Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline OR • Master's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline OR • Eight years of general experience of which at least six years are specialized, a degree is not required.	Minimum/General Experience: Minimum of eight year's experience, of which at least six years must be specialized. Specialized experience, in information systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. The following experience is also required: demonstrated experience in the implementation of information engineering projects; systems analysis, design and programming using CASE and IE tools and methods, systems planning, business information planning and business analysis.
Information Engineer II	Functional Responsibility: Applies business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information systems daily procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives. Provides daily supervision and direction to staff. Must demonstrate the ability to work independently or under only general direction.	Minimum Education:• Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline OR • Master's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline OR • Six years of general experience of which at least four years are specialized, a degree is not required.	Minimum/General Experience: Minimum of six year's experience, of which at least four years must be specialized. Specialized experience, in information systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. The following experience is also required: demonstrated experience in the implementation of information engineering projects; systems analysis, design and programming using CASE and IE tools and methods, systems planning, business information planning and business analysis.
Information Engineer I	Functional Responsibility: Applies business process improvement practices to re-engineer	Minimum Education:• Bachelor's degree in Computer Science,	Minimum/General Experience: Minimum of four year's experience,

	methodologies/principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives. Provides daily supervision and direction to staff. Must demonstrate the ability to work independently or under only general direction.	Information Systems, Engineering, Business, or other related scientific or technical discipline OR • Four years of general experience of which at least two years are specialized, a degree is not required.	of which at least two years must be specialized. Specialized experience, in information systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. The following experience is also required: demonstrated experience in the implementation of information engineering projects; systems analysis, design and programming using CASE and IE tools and methods, systems planning, business information planning and business analysis.
Computer Systems Analyst - Senior	Functional Responsibility: Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with the Project and/or Program Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives. Provides daily supervision and direction to support staff.	Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline OR • Master's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline OR • PhD in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus six years experience which five years be specialized OR • Thirteen years experience which eleven years are specialized, a degree is not required.	Minimum ten years experience, of which at least eight years must be specialized. Specialized experience includes: analysis and design of business applications on complex systems for large-scale computers, data base management, use of programming languages such as Ada, COBOL, 4GL and/or DBMS.
Computer Systems Analyst III	Functional Responsibility: Analyzes and develops computer software possessing a wide range of capabilities, including numerous engineering, business and records management functions. Develops plans for automated information systems from project inception to conclusion. Analyzes user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze downtimes, analyze proposed system modifications, upgrades and new COTS. Analyzes the problem and the information to be processed. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions.	Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline OR • Master's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline OR • Masters in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline OR • Eight years of general experience of which six years are specialized, a degree is not required	∴ Minimum of eight years experience, of which at least six years must be specialized. Specialized experience includes: analysis and design of business applications on complex systems for large-scale computers, including three years experience in data base management concepts, use of the programming languages such as Ada, COBOL, 4GL and/or DBMS. Knowledge of current storage and retrieval methods, one year of systems analysis experience designing technical applications on computer systems and demonstrated ability to formulate specifications for computer programmers to use in coding, testing and debugging of computer programs. General experience includes increasing responsibilities in information systems design and management. Must demonstrate the ability to work independently or under only general direction on requirements that are moderately complex to analyze, plan, program and implement
Computer Systems Analyst II	Functional Responsibility: Analyzes and develops computer software possessing a wide range of capabilities, including numerous engineering, business and records management functions. Develops plans for automated	Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline OR • Master's degree in	∴ Minimum of six years experience, of which at least four years must be specialized. Specialized experience includes: analysis and design of business applications on complex

	<p>information systems from project inception to conclusion. Analyzes user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze downtimes, analyze proposed system modifications, upgrades and new COTS. Analyzes the problem and the information to be processed. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions.</p>	<p>Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline OR</p> <ul style="list-style-type: none"> • Six years of general experience of which four years are specialized, a degree is not required 	<p>systems for large-scale computers, including three years experience in data base management concepts, use of the programming languages such as Ada, COBOL, 4GL and/or DBMS. Knowledge of current storage and retrieval methods, one year of systems analysis experience designing technical applications on computer systems and demonstrated ability to formulate specifications for computer programmers to use in coding, testing and debugging of computer programs. General experience includes increasing responsibilities in information systems design and management. Must demonstrate the ability to work independently or under only general direction on requirements that are moderately complex to analyze, plan, program and implement</p>
Computer Systems Analyst I	<p>Functional Responsibility: Analyzes and develops computer software possessing a wide range of capabilities, including numerous engineering, business and records management functions. Develops plans for automated information systems from project inception to conclusion. Analyzes user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze downtimes, analyze proposed system modifications, upgrades and new COTS. Analyzes the problem and the information to be processed. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions.</p>	<p>Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline OR • Master's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline OR</p> <ul style="list-style-type: none"> • Four years of general experience of which two years are specialized, a degree is not required 	<p>1. Minimum of four years experience, of which at least two years must be specialized. Specialized experience includes: analysis and design of business applications on complex systems for large-scale computers, including three years experience in data base management concepts, use of the programming languages such as Ada, COBOL, 4GL and/or DBMS. Knowledge of current storage and retrieval methods, one year of systems analysis experience designing technical applications on computer systems and demonstrated ability to formulate specifications for computer programmers to use in coding, testing and debugging of computer programs. General experience includes increasing responsibilities in information systems design and management. Must demonstrate the ability to work independently or under only general direction on requirements that are moderately complex to analyze, plan, program and implement</p>
Web Designer III	<p>Functional Responsibilities: Develop and maintain programmatic interfaces and dynamic modules within a website.</p>	<p>Minimum Education: •A college degree with formal computer training or graduation from an accredited computer training school</p>	<ul style="list-style-type: none"> •8 years experience in target area; AND • 8 years of experience with Intel based PCs and Windows; AND • 8 years of cumulative experience with CGI scripting, Perl/Java/C++ programming AND/OR ActiveX; AND • 8 years experience developing client- server applications; AND • 8 years experience with text searching and retrieval tools; AND • 8 years experience using the WWW, Netscape Navigator, and MS Internet Explorer; AND • 8 years of experience of e-mail, FTP, dial-up communications, and at least one HTML generating package like MS Front Page.
Web Designer II	<p>Functional Responsibilities: Develop and maintain programmatic interfaces and dynamic</p>	<p>Minimum Education: •A college degree with formal computer</p>	<ul style="list-style-type: none"> •5 years experience in target area; AND • 5 years of experience with

	modules within a website.	training or graduation from an accredited computer training school	Intel based PCs and Windows; AND • 5 years of cumulative experience with CGI scripting, Perl/Java/C++ programming AND/OR ActiveX; AND • 5 years experience developing client- server applications; AND • 5 years experience with text searching and retrieval tools; AND • 5 years experience using the WWW, Netscape Navigator, and MS Internet Explorer; AND • 5 years of experience of e-mail, FTP, dial-up communications, and at least one HTML generating package like MS Front Page.
Web Designer I	Functional Responsibilities: Develop and maintain programmatic interfaces and dynamic modules within a website.	Minimum Education: •A college degree with formal computer training or graduation from an accredited computer training school	•3 years experience in target area; AND • 3 years of experience with Intel based PCs and Windows; AND • 3 years of cumulative experience with CGI scripting, Perl/Java/C++ programming AND/OR ActiveX; AND • 3 years experience developing client- server applications; AND • 3 years experience with text searching and retrieval tools; AND • 3 years experience using the WWW, Netscape Navigator, and MS Internet Explorer; AND • 3 years of experience of e-mail, FTP, dial-up communications, and at least one HTML generating package like MS Front Page.
Administrative Specialist III	Functional Responsibility: Directly supports Program Manager or Project Manager by maintaining personnel and other files; prepares correspondence, schedules and coordinates travel. Assists in the preparation of presentation graphics and supports the development of contract deliverables and reports by developing and updating graphic presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics generated with automated tools and the deliverable documents.	• A Bachelor's plus a minimum of Six years experience in office administration and developing graphic/artistic presentations for publications and documents (preferably technical documentation); OR • An Associate's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus one year general experience. Note: This category must be incidental to and used solely to support professional services, and cannot be purchased separately.	Minimum/General Experience: Six years experience in office administration and developing graphic/artistic presentations for publications and documents (preferably technical documentation). At minimum, three year of specialized experience using commercial automated word processing (e.g., WordPerfect, Word), graphics systems (Harvard, Freelance, etc.), and desktop publishing systems.
Administrative Specialist II	Functional Responsibility: Directly supports Program Manager or Project Manager by maintaining personnel and other files; prepares correspondence, schedules and coordinates travel. Assists in the preparation of presentation graphics and supports the development of contract deliverables and reports by developing and updating graphic presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics generated with automated tools and the deliverable documents.	• A high school diploma plus a minimum of Four years experience in office administration and developing graphic/artistic presentations for publications and documents (preferably technical documentation); OR • An Associate's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus one year general experience. Note: This category must be incidental to and used solely to support professional services, and cannot be purchased separately.	Minimum/General Experience: Four years experience in office administration and developing graphic/artistic presentations for publications and documents (preferably technical documentation). At minimum, two year of specialized experience using commercial automated word processing (e.g., WordPerfect, Word), graphics systems (Harvard, Freelance, etc.), and desktop publishing systems.
Administrative Specialist I	Functional Responsibility: Directly supports Program Manager or Project Manager by	• A high school diploma plus a minimum of two years experience in	Minimum/General Experience: Two years experience in office

	maintaining personnel and other files; prepares correspondence, schedules and coordinates travel. Assists in the preparation of presentation graphics and supports the development of contract deliverables and reports by developing and updating graphic presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics generated with automated tools and the deliverable documents.	office administration and developing graphic/artistic presentations for publications and documents (preferably technical documentation); OR • An Associate's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus one year general experience. Note: This category must be incidental to and used solely to support professional services, and cannot be purchased separately.	administration and developing graphic/artistic presentations for publications and documents (preferably technical documentation). At minimum, one year of specialized experience using commercial automated word processing (e.g., WordPerfect, Word), graphics systems (Harvard, Freelance, etc.), and desktop publishing systems.
Program Manager III	Functional Responsibility: Manages substantial contract support operations involving multiple projects. Organizes, directs, and coordinates planning and production of all contract support activities. Must have demonstrated communications skills at all levels of management. Serves as the contractor's authorized interface with the Contracting Officer's Technical Representative (COTR), government management personnel, and client agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinate personnel. Responsible for overall contract performance. Under stringent time frames, assembles and recruits as necessary to perform assigned tasks. Demonstrated capability in the overall management of multi-task contracts of the size, type, and complexity as described in the Task Order.	Minimum Education: • A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus eight years of information technology experience; OR • A Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus six years of IT experience; OR • A PhD in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus four years of IT • Thirteen years experience, a degree is not required.	Minimum/General Experience: Minimum of eight years information technology experience. Experience includes increasing responsibilities in information systems design and management.
Program Manager II	Functional Responsibility: Manages substantial contract support operations involving multiple projects. Organizes, directs, and coordinates planning and production of all contract support activities. Must have demonstrated communications skills at all levels of management. Serves as the contractor's authorized interface with the Contracting Officer's Technical Representative (COTR), government management personnel, and client agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinate personnel. Responsible for overall contract performance. Under stringent time frames, assembles and recruits as necessary to perform assigned tasks. Demonstrated capability in the overall management of multi-task contracts of the size, type, and complexity as described in the Task Order.	Minimum Education: • A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus six years of information technology experience; OR • A Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus six years of IT experience; OR • Ten years experience, a degree is not required.	Minimum/General Experience: Minimum of six years information technology experience. Experience includes increasing responsibilities in information systems design and management.
Program Manager I	Functional Responsibility: Manages substantial contract support operations involving multiple projects. Organizes, directs, and coordinates planning and production of all contract support activities. Must have demonstrated communications skills at all levels of management. Serves as the contractor's	Minimum Education: • A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus three years of information technology experience; OR •	Minimum/General Experience: Minimum of three years information technology experience. Experience includes increasing responsibilities in information systems design and management.

	<p>authorized interface with the Contracting Officer's Technical Representative (COTR), government management personnel, and client agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinate personnel. Responsible for overall contract performance. Under stringent time frames, assembles and recruits as necessary to perform assigned tasks. Demonstrated capability in the overall management of multi-task contracts of the size, type, and complexity as described in the Task Order.</p>	<p>• four years experience, a degree is not required.</p>	
Systems Administrator III	<p>Functional Responsibility: Manages the operation of business systems that may be mainframe-, minor client/server-based. Troubleshoots computer-related problems and, as necessary, contacts appropriate service representatives to resolve systems problems. Installs hardware and software, as needed. Performs backups, database administration, and file recovery. Optimizes system operation and resource utilization and performs system-capacity analysis and planning. Provides assistance to users in accessing and using business systems. May provide direction to lower-level systems administrators.</p>	<p>Minimum Education: • A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus six years of experience, of which at least four years must be specialized experience in administering computer systems; OR • A Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus four years of specialized Experience; OR • Nine years general experience of which six years is specialized, a degree is not required.</p>	<p>Minimum/General Experience: Nine years of experience, of which at least six years must be specialized experience in administering computer systems.</p>
Systems Administrator II	<p>Functional Responsibility: Manages the operation of business systems that may be mainframe-, minor client/server-based. Troubleshoots computer-related problems and, as necessary, contacts appropriate service representatives to resolve systems problems. Installs hardware and software, as needed. Performs backups, database administration, and file recovery. Optimizes system operation and resource utilization and performs system-capacity analysis and planning. Provides assistance to users in accessing and using business systems. May provide direction to lower-level systems administrators.</p>	<p>Minimum Education: • A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus four years of experience, of which at least three years must be specialized experience in administering computer systems; OR • Six years general experience of which three years is specialized, a degree is not required.</p>	<p>Minimum/General Experience: Four years of experience, of which at least three years must be specialized experience in administering computer systems.</p>
Systems Administrator I	<p>Functional Responsibility: Manages the operation of business systems that may be mainframe-, minor client/server-based. Troubleshoots computer-related problems and, as necessary, contacts appropriate service representatives to resolve systems problems. Installs hardware and software, as needed. Performs backups, database administration, and file recovery. Optimizes system operation and resource utilization and performs system-capacity analysis and planning. Provides assistance to users in accessing and using business systems. May provide direction to lower-level systems administrators.</p>	<p>Minimum Education: • A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus three years of experience, of which at least two years must be specialized experience in administering computer systems; OR • four years general experience of which two years is specialized, a degree is not required.</p>	<p>Minimum/General Experience: four years of experience, of which at least two years must be specialized experience in administering computer systems.</p>
Systems Engineer - Senior	<p>Functional Responsibility: Applies information technology skills in the analysis, specification, development, integration, and acquisition of systems. Ensures systems and applications are compliant with applicable standards specified in</p>	<p>Minimum Education: • A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus ten years</p>	<p>Minimum/General Experience: Twelve years of experience in assignments involving complex systems, at least ten years of specialized experience in</p>

	<p>task orders. Tests and installs COTS products and applications, and integrates them into the client's environment. Provides on-site support for minor requirements that do not meet functional specifications; modifies programs to be compliant with specifications. Assignments are generally complex in nature and may be in support of one or more of the following disciplines: communications engineering, electronic engineering, communications security, network analysis, ECM/ECCM, interoperability analysis, system standards, military operations, program analysis, programming, cost analysis. May have knowledge of document imaging, document management, and workflow COTS systems (e.g., InfoImage, Paragon). May function as team leader for less experienced systems engineers.</p>	<p>of specialized experience; OR • A Master's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus eight years of specialized experience. • Twelve years of general information technology experience and at least Ten years of specialized experience, a degree is not required.</p>	<p>communications engineering, electronic engineering, communications security, network analysis, ECM/ECCM, interoperability analysis, system standards, military operations, program analysis, programming, cost analysis.</p>
Systems Engineer III	<p>Functional Responsibility: Applies information technology skills in the analysis, specification, development, integration, and acquisition of systems. Ensures systems and applications are compliant with applicable standards specified in task orders. Tests and installs COTS products and applications, and integrates them into the client's environment. Provides on-site support for minor requirements that do not meet functional specifications; modifies programs to be compliant with specifications. Assignments are generally complex in nature and may be in support of one or more of the following disciplines: communications engineering, electronic engineering, communications security, network analysis, ECM/ECCM, interoperability analysis, system standards, military operations, program analysis, programming, cost analysis. May have knowledge of document imaging, document management, and workflow COTS systems (e.g., InfoImage, Paragon). May function as team leader for less experienced systems engineers.</p>	<p>Minimum Education: •A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus seven years of specialized experience; OR • A Master's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus six years of specialized experience. • Ten years of general information technology experience and at least six years of specialized experience, a degree is not required.</p>	<p>Minimum/General Experience: Ten years of experience in assignments involving complex systems, at least six years of specialized experience in communications engineering, electronic engineering, communications security, network analysis, ECM/ECCM, interoperability analysis, system standards, military operations, program analysis, programming, cost analysis.</p>
Systems Engineer II	<p>Functional Responsibility: Applies information technology skills in the analysis, specification, development, integration, and acquisition of systems. Ensures systems and applications are compliant with applicable standards specified in task orders. Tests and installs COTS products and applications, and integrates them into the client's environment. Provides on-site support for minor requirements that do not meet functional specifications; modifies programs to be compliant with specifications. Assignments are generally complex in nature and may be in support of one or more of the following disciplines: communications engineering, electronic engineering, communications security, network analysis, ECM/ECCM, interoperability analysis, system standards, military operations, program analysis, programming, cost analysis. May have knowledge of document imaging, document management, and workflow COTS systems (e.g., InfoImage, Paragon). May function as team leader for less experienced systems engineers.</p>	<p>Minimum Education: •A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus five years of specialized experience; OR • A Master's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus two years of specialized experience. • Eight years of general information technology experience and at least five years of specialized experience, a degree is not required.</p>	<p>Minimum/General Experience: Five years of experience in assignments involving complex systems, at least three years of specialized experience in communications engineering, electronic engineering, communications security, network analysis, ECM/ECCM, interoperability analysis, system standards, military operations, program analysis, programming, cost analysis.</p>
Systems Engineer I	<p>Functional Responsibility: Applies information technology skills in the analysis, specification, development, integration, and acquisition of systems. Ensures systems and applications are</p>	<p>Minimum Education: •A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific</p>	<p>Minimum/General Experience: Four years of experience in assignments involving complex systems, at least two years of specialized experience</p>

	compliant with applicable standards specified in task orders. Tests and installs COTS products and applications, and integrates them into the client's environment. Provides on-site support for minor requirements that do not meet functional specifications; modifies programs to be compliant with specifications. Assignments are generally complex in nature and may be in support of one or more of the following disciplines: communications engineering, electronic engineering, communications security, network analysis, ECM/ECCM, interoperability analysis, system standards, military operations, program analysis, programming, cost analysis. May have knowledge of document imaging, document management, and workflow COTS systems (e.g., InfoImage, Paragon). May function as team leader for less experienced systems engineers.	or technical discipline plus three years of specialized experience; OR • A Master's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus two years of specialized experience. • five years of general information technology experience and at least three years of specialized experience, a degree is not required.	in communications engineering, electronic engineering, communications security, network analysis, ECM/ECCM, interoperability analysis, system standards, military operations, program analysis, programming, cost analysis.
Security Analyst III	Functional Responsibility: Analyzes and defines security requirements and designs, develops, engineers, and implements solutions. Performs risk analysis and security audit services, developing analytical reports as required. May be required to perform in one or more of the following areas: AIS risk assessment methods and procedures; security of system software generation; security of computer hardware; operating system utility/support software; disaster recovery and contingency planning; telecommunications security; development of AIS security policies and procedures.	Minimum Education: •A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus five years of experience in information technology with at least three years of specialized experience; OR • A Master's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus two years of specialized experience; OR • Eight years of general information technology experience and at least five years of specialized experience, a degree is not required.	Minimum/General Experience: Five years of experience in information technology, of which at least three years of specialized experience in system engineering and/or design, design assurance or testing for INFOSEC products and system computer networking technology.
Security Analyst II	Functional Responsibility: Under general supervision, analyzes and evaluates hardware and software solutions to meet the user s systems analysis and/or systems integration requirements. Coordinates with user to identify data availability, report requirements, and systems design problems. Defines system objectives and prepares system design specifications to meet user requirements and to satisfy interface problems. Assists with preparation of status reports and presentations. May provide direction to lower level systems analysts.	Minimum Education: •A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus four years of experience, of which at least the last two year must be specialized experience; OR • Seven years of general information technology experience and at least four years of specialized experience, a degree is not required.	Minimum/General Experience: Four years of experience, of which at least the last two year must be specialized in: analysis and design of business applications on complex systems, data base management, use of programming languages, and/or DBMS.
Security Analyst I	Functional Responsibility: Assists more experienced analysts in analyzing and defining security requirements. Assists in performing risk analysis and security audit services and in developing analytical reports. May assist in performing in one or more of the following areas: AIS risk assessment methods and procedures; security of system software generation; security of computer hardware; operating system utility/support software; disaster recovery and contingency planning; telecommunications security; development of AIS security policies and procedures.	Minimum Education: •A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus two years of experience; OR • A Master's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline; OR • Four years of general information technology experience and at least three years of specialized experience, a degree is not required.	Minimum/General Experience: Two years of experience in information technology, and knowledge in system engineering and/or design, design assurance or testing for INFOSEC products and system computer networking technology.
Network Engineer III	Functional Responsibility: Evaluates communication hardware and software, troubleshoot LAN/MAN/WAN and other network related problems, provides technical	An associates degree in Electrical Engineering, Information Science, Information Systems, Computer Science, Physics, Math, or other	Minimum/General Experience: 8 years experience and 4+ year performing in target environment or educational and experience

	expertise for performance and configuration of networks. Performs general LAN/MAN/WAN administration, provides technical leadership in the integration and test of complex large-scale computer integrated networks. Schedules conversations and cutovers. Oversees network control center. Supervises maintenance of systems. Coordinates with all responsible users and sites. Supervises staff	related technical discipline; and 5 years experience performing in target environment; OR • A Bachelor's degree in Electrical Engineering, Information Science, Information Systems, Computer Science, Physics, Math, or other related technical discipline; and 4 years experience performing in target environment; OR • A Master's degree in Electrical Engineering, Information Science, Information Systems, Computer Science, Physics, Math, or other related technical discipline; and 3 years experience performing in target environment; OR • 8 years experience and 4+ year performing in target environment, a degree is not required	combination noted in the minimum education section
Network Engineer II	Functional Responsibility: Applies advanced networking concepts in the analysis, study, and design of data networks. Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Plans installations, transitions, and cutovers of network components and capabilities. May review existing network designs and capabilities with the goal of making refinements, reducing operating overhead, enhancing network throughput, and improving current network topologies. May provide task direction to less experienced network engineers	Minimum Education: •A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus three years of information technology experience; OR • A Master's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline; OR • Seven years of general information technology experience and at least four years of specialized experience, a degree is not required.	Minimum/General Experience: Five years of experience in information technology, of which at least three year of specialized experience in protocol analysis, communication network system design and maintenance, and knowledge of communication protocols (i.e. TCP/IP, X.25, X.400, X.500).
Network Engineer I	Functional Responsibility: Applies advanced networking concepts in the analysis, study, and design of data networks. Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Plans installations, transitions, and cutovers of network components and capabilities. May review existing network designs and capabilities with the goal of making refinements, reducing operating overhead, enhancing network throughput, and improving current network topologies. May provide task direction to less experienced network engineers	Minimum Education: •A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus three years of information technology experience; OR • A Master's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline; OR • Five years of general information technology experience and at least three years of specialized experience, a degree is not required.	Minimum/General Experience: Three years of experience in information technology, of which at least one year of specialized experience in protocol analysis, communication network system design and maintenance, and knowledge of communication protocols (i.e. TCP/IP, X.25, X.400, X.500).
Database Administrator III	Functional Responsibility: Design, development, testing and implementation for health IT database systems. Supports the integration of health IT enterprise applications. Provides database administration, design, support and enhancements. Adheres to policies, procedures, standards and guidelines as required. Assesses system to monitor and maintain data integrity, normalization and integration of application tables and application performance. Provides technical support in all facets of database administration including performance tuning, synchronization, user and developer access and security. Maintains data mapping documents,	Bachelor's degree in Computer Science or related field or equivalent	8 years of related experience

	<p>dictionaries and/or related design and engineering documentation. Has an understanding of health information systems requirements. Troubleshoots and resolves complex problems to ensure no disruption of mission-critical applications. Responsible for performance enhancements, normalization and maintaining tables. May supervise other Database Engineer/Administrators.</p>		
Database Administrator II	<p>Functional Responsibility: Design, support and enhancements. Adheres to policies, procedures, standards and guidelines as required. Assesses system to monitor and maintain data integrity, normalization and integration of application tables and application performance. Assists in database administration including performance tuning, synchronization, user and developer access and security. Assists in establishing and maintaining data mapping documents, dictionaries and/or related design documentation. Has an understanding of health information systems requirements. Troubleshoots and resolves problems to ensure no disruption of mission-critical applications. Assists in performance enhancements, normalization and maintaining tables.</p>	Bachelor's degree in Computer Science or related field or equivalent	6 years of related experience
Database Administrator I	<p>Functional Responsibility: Design, support and enhancements. Adheres to policies, procedures, standards and guidelines as required. Assesses system to monitor and maintain data integrity, normalization and integration of application tables and application performance. Assists in database administration including performance tuning, synchronization, user and developer access and security. Assists in establishing and maintaining data mapping documents, dictionaries and/or related design documentation. Has an understanding of health information systems requirements. Troubleshoots and resolves problems to ensure no disruption of mission-critical applications. Assists in performance enhancements, normalization and maintaining tables.</p>	Bachelor's degree in Computer Science or related field or equivalent	4 years of related experience
Help Desk Specialist III	<p>Functional Responsibility: Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email, trouble tickets Primescape Solutions, Inc. 31 and personal requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution and communication with end users. Familiar with a variety of the field's concepts, practices, and procedures regarding problem/incident identification and documentation, trouble ticket escalation, tiered technical resources, error/problem resolution, and knowledge/database repositories. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others.</p>	<p>Minimum Education: •A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus six years of information technology experience; Associate Degree in related area or comparable experience</p>	<p>Minimum/General Experience: Requires six years' experience in computer technology environment utilizing interpersonal skills.</p>
Help Desk Specialist II	<p>Functional Responsibility: Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email, trouble tickets Primescape Solutions, Inc. 31 and personal requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution and communication</p>	<p>Minimum Education: •A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus three years of information technology experience; Associate Degree in related area or comparable</p>	<p>Minimum/General Experience: Requires three years' experience in computer technology environment utilizing interpersonal skills.</p>

	with end users. Familiar with a variety of the field's concepts, practices, and procedures regarding problem/incident identification and documentation, trouble ticket escalation, tiered technical resources, error/problem resolution, and knowledge/database repositories. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others.	experience	
Help Desk Specialist I	Functional Responsibility: Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks and monitors the problem to ensure a timely resolution. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision.	Minimum Education: •A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus three years of information technology experience; Associate Degree in related area or comparable experience	Minimum/General Experience: Requires one year experience in computer technology environment utilizing interpersonal skills.
Software Developer - Senior	Functional Responsibility: Develops and applies advanced methods, theories, and research techniques in the evaluation and development of highly complex software applications and problems. Analyzes and studies complex system requirements. Designs software tools and subsystems to support software reuse and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques, and CASE tools. Estimates software development costs and schedules. Reviews existing programs and makes required refinements, reducing operating time, and improving current techniques. May provide daily supervision and direction to support staff.	Minimum Education: Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With a Master's degree (in the fields described in Minimum Education above); six years of specialized experience.	Minimum/General Experience: Ten years of experience in systems engineering with increasing responsibilities. At least eight years of specialized experience in use of structured analysis, design methodologies, design tools, and object oriented principles.
Software Developer III	Functional Responsibility: Performs development, design, and programming of applications software. Develops block diagrams and logic flow charts. Translates detailed design into computer software to produce the required product. Prepares required documentation including program-level and technical user-level documentation. Enhances software to reduce operating time or improve efficiency. Monitors task performance and schedules. May serve as technical lead. Responsible for task completion.	Minimum Education: •Bachelor's Degree in Computer Science, Information Systems Engineering, Business or other related discipline. With a Master's Degree, five years general experience in systems engineering or information systems engineering. With eight years general experience, a degree is not required.	Minimum/General Experience: Requires a minimum of seven years' experience in the design and development of applications software. Demonstrated ability to develop complex software to satisfy design objectives. Understanding of Web technology and development tools; operating systems; computer equipment; LAN/WAN fundamentals; TCP/IP communications fundamentals.
Software Developer II	Functional Responsibility: Performs development, design, and programming of applications software. Develops block diagrams and logic flow charts. Translates detailed design into computer software to produce the required product. Prepares required documentation including program-level and technical user-level documentation. Enhances software to reduce operating time or improve efficiency. Monitors task performance and schedules. May serve as technical lead. Responsible for task completion.	Minimum Education: •Bachelor's Degree in Computer Science, Information Systems Engineering, Business or other related discipline. With a Master's Degree, five years general experience in systems engineering or information systems engineering. With eight years general experience, a degree is not required.	Minimum/General Experience: Requires a minimum of six years' experience in the design and development of applications software. Demonstrated ability to develop complex software to satisfy design objectives. Understanding of Web technology and development tools; operating systems; computer equipment; LAN/WAN fundamentals; TCP/IP communications fundamentals.
Software Developer I	Functional Responsibility: Performs development, design, and programming of applications software. Develops block diagrams and logic flow charts. Translates detailed design into computer software to produce the required product. Prepares required documentation including program-level and technical user-level	Minimum Education: •Bachelor's Degree in Computer Science, Information Systems Engineering, Business or other related discipline. With a Master's Degree, three years general experience in systems engineering or information systems	Minimum/General Experience: Requires a minimum of four years' experience in the design and development of applications software. Demonstrated ability to develop complex software to satisfy design objectives. Understanding of

	documentation. Enhances software to reduce operating time or improve efficiency. Monitors task performance and schedules. May serve as technical lead. Responsible for task completion.	engineering. With five years general experience, a degree is not required.	Web technology and development tools; operating systems; computer equipment; LAN/WAN fundamentals; TCP/IP communications fundamentals.
Functional Analyst III	Functional Responsibility: Guides users in defining actions or tasks and chronology of events associated with systems development or integration. Participates in Business Process Reengineering functions. Performs tradeoff studies and identification of deficiencies and solution candidates for problem areas. Develops risk and configuration management plans. Supports integration of new workflow management systems. Directs Functional Analyst I and II efforts. Serves as liaison between the contractual staff and the customer.	Minimum Education: Bachelors Degree in systems engineering, information technology, communications, systems functional analysis or related areas of expertise. Specific experience in functional decomposition of primary system functions and sub functions to determine actions/tasks required to satisfy client needs. Ability to identify all internal and external functional interfaces, special knowledge and skills, or unique requirements associated with system development and performance. Specific skills in defining, refining, and integrating functional architectures.	Minimum/General Experience: Nine years of experience in systems engineering with increasing responsibilities. At least six years of specialized experience in use of structured analysis, design methodologies, design tools, and object oriented principles.
Functional Analyst II	Functional Responsibility: Guides users in defining actions or tasks and chronology of events associated with systems development or integration. Participates in Business Process Reengineering functions. Performs tradeoff studies and identification of deficiencies and solution candidates for problem areas. Develops risk and configuration management plans. Supports integration of new workflow management systems. Directs Functional Analyst I and II efforts. Serves as liaison between the contractual staff and the customer.	Minimum Education: Bachelors Degree in systems engineering, information technology, communications, systems functional analysis or related areas of expertise. Specific experience in functional decomposition of primary system functions and sub functions to determine actions/tasks required to satisfy client needs. Ability to identify all internal and external functional interfaces, special knowledge and skills, or unique requirements associated with system development and performance. Specific skills in defining, refining, and integrating functional architectures.	Minimum/General Experience: Six years of experience in systems engineering with increasing responsibilities. At least four years of specialized experience in use of structured analysis, design methodologies, design tools, and object oriented principles.
Functional Analyst I	Functional Responsibility: Guides users in defining actions or tasks and chronology of events associated with systems development or integration. Participates in Business Process Reengineering functions. Performs tradeoff studies and identification of deficiencies and solution candidates for problem areas. Develops risk and configuration management plans. Supports integration of new workflow management systems. Directs Functional Analyst I and II efforts. Serves as liaison between the contractual staff and the customer.	Minimum Education: Bachelors Degree in systems engineering, information technology, communications, systems functional analysis or related areas of expertise. Specific experience in functional decomposition of primary system functions and sub functions to determine actions/tasks required to satisfy client needs. Ability to identify all internal and external functional interfaces, special knowledge and skills, or unique requirements associated with system development and performance. Specific skills in defining, refining, and integrating functional architectures.	Minimum/General Experience: Four years of experience in systems engineering with increasing responsibilities. At least 3 years of specialized experience in use of structured analysis, design methodologies, design tools, and object oriented principles.
Subject Matter Expert III	Serve as technical experts in areas relevant to a particular project. SMEs produce and/or review substantive and/or complex technical documentation reflecting detailed knowledge of technical areas as identified in the statement of work. Documentation subjects include, but are not limited to, systems design, system architecture, feasibility studies, and system specifications.	Bachelor's degree in Computer Science or related field or equivalent	9 years of related experience

Subject Matter Expert II	Serve as technical experts in areas relevant to a particular project. SMEs produce and/or review substantive and/or complex technical documentation reflecting detailed knowledge of technical areas as identified in the statement of work. Documentation subjects include, but are not limited to, systems design, system architecture, feasibility studies, and system specifications. Job	Bachelor's degree in Computer Science or related field or equivalent	7 years of related experience
Subject Matter Expert I	Serve as technical experts in areas relevant to a particular project. SMEs produce and/or review substantive and/or complex technical documentation reflecting detailed knowledge of technical areas as identified in the statement of work. Documentation subjects include, but are not limited to, systems design, system architecture, feasibility studies, and system specifications.	Bachelor's degree in Computer Science or related field or equivalent	5 years of related experience

CATEGORY 518210C - Cloud And Cloud-Related It Professional Services

Labor Categories	Job Description	Education	Experience
Cloud Architect III	Provide technical leadership and adoption of Cloud technologies. Guide the design and implementation of cloud products. Align with the business on short-term and long-term objectives, and assist with the technologies to get them there. Maintain strong relationships with all levels of organizations. Stay on top of top business trends affecting key accounts and understand their competition. Research industry trends and make appropriate technical recommendations. Build reference architectures, frameworks, solutions, how-to articles, and prototypes for customers. Understand competitive landscape of cloud providers. Architect migration of workloads from traditional data centers to Public Cloud environments. Plan and coordinate with other Cloud Services teams. Review best practices around cloud architectures	Bachelor's degree in computer science or related engineering field	7-10 years of experience architecting modern cloud services across a broad range of technologies
Cloud Architect II	Creation, analysis, and review of assigned cloud and infrastructure architectures. Assists other architects to ensure the efficacy, integrity and security of assigned cloud and infrastructure architectures. Assist in defining/implementing for both hybrid and non-hybrid cloud solution. Ensure that all cloud solutions follow security and compliance controls. Partner with development and operations teams to develop practical automation solutions and custom modules. Troubleshoot automation issues and find practical solutions that move projects forward in a timely manner. Plan, organize, and control multiple responsibilities to achieve project objectives; technically guide projects through to completion. Ensure deliverables are completed within target timeframes and are consistently of high-quality. Work with teams to bring continuous improvement to processes and tools.. Helps in multiple complex or large-scale projects as assigned.	Bachelor's degree in Computer Science or engineering discipline	3-5+ years' experience designing, executing and supporting IT cloud solutions.
Cloud Architect I	Create a well-informed cloud strategy and manage the adaption process. Regularly evaluate cloud applications, hardware, and software. Develop and organize cloud systems. Work closely with IT security to monitor the organization's cloud privacy. Respond to technical issues in a professional and timely manner. Offer guidance in infrastructure movement techniques including bulk application transfers into the cloud. Identify the top cloud architecture solutions to successfully meet the strategic needs of the organization.	Bachelor's degree in Computer Science or engineering discipline	1-3 years of related cloud and infrastructure architecture experience
Cloud Software Engineer/Analyst III	Assist in the architecture, design, implementation, and lead public Cloud build (connectivity, network, security, containerization, monitoring). Automate infrastructure provisioning to standup servers, install software and applications. Research and consult on Cloud and hybrid cloud infrastructure and operational solutions. Provide guidance on security configurations and risk and compliance procedures (Identity Management, Network Configuration, Data Protection, Segregation of Duties). Manage storage, compute efficiency, and optimization activities, including evaluating configuration of compute size, storage solutions, and other service (network services, automation, and load balancing). Coordinate with engineering and architecture teams to ensure continuity of solutions. Advise on best practices for improving operational processes. Interpret enterprise class assessments (objectives, data collection, analysis, and reporting against objectives). Scripting code review and run book QA. Scripting of Desired Configuration Management (DCM) automations for deployment and enforcement. Assist during all BCP/DR (Business Continuity / Disaster Recovery) activities (test or otherwise)	Bachelor s degree in Engineering or related technical degree	7-10 years of experience in applicable technical area.
Cloud Software Engineer/Analyst II	Plan and deploy cloud resources to various Cloud networks. Planning, implementing, documenting, and administering configuration control procedures across multiple projects. Administering, maintaining, and troubleshooting source and change control repositories. Executing, verifying, and troubleshooting full software system builds. Defining, implementing, and documenting software deployment strategies and installation procedures. Archiving software versions and transferring them to other departments for release and distribution. Contributing to continuing process improvement of all software configuration management activities and procedures. Develop build scripts and tools for builds, using most	Bachelor s degree in Engineering or related technical degree	3-5 years of experience in applicable technical area.

	appropriate languages and technologies.		
Cloud Software Engineer/Analyst I	Build, scale, and maintain development and production infrastructure. Develop new systems and tools to improve the developer experience and engineering velocity. Help control and manage software baselines, deployments within development, and the customer release processes. Automate, develop, and perform software deployments for test environments for internally and externally developed software. Drive monitoring across environments and ensure reliability across an increasingly complex system. Work closely with technical teams to understand business needs, develop technical roadmaps, and implement solutions. Thrive in a fast-paced, agile environment and communicate on a technical level to both technical and non-technical stakeholders	Bachelor's degree in Engineering or related technical degree	1-3 years of experience in applicable technical area.
Cloud Administrator III	Designs and implements virtual hardware (instances) and applications (web containers, databases, etc.) on various Cloud platforms that are secure and reliable including disaster recovery architecture, operations and highly available server and network architecture. Participates in defining the infrastructure development lifecycle and collaborating to continuously improve the practice. Enables the infrastructure development lifecycle by mentoring junior engineers. Evaluates, and advises on the DevOps practice using continuous integration and experience with open source and DevOps tools. Leads the design, deployment and administration of the best possible cloud IT environment, with priority focus on usability, security and scalability. Leads complex projects with the Cloud Engineering team. Designs and develops highly available and scalable platforms with a focus on automating all phases of the process using scripting languages, software development, and automation platforms. Takes direction from Management, Engineering, Architecture, and senior staff. Mentors and trains Cloud Administrator I and II's. Stays current on the latest industry technologies, trends and strategies. Completes work in a timely manner while providing exceptional customer service. Evaluates functional and technical business requirements and transforms requirements into infrastructure solutions. Identifies improvements to the process for gathering and documenting requirements. Implements consistent delivery of requirements across all deployed systems. Designs and develops highly available and scalable platforms with a focus on automating all phases of the process using scripting languages, software development, and automation platforms. Collaborates with product teams, operations management and business stakeholders to optimize system feedback. Coordinates across teams to quickly develop concepts and participates in the evaluation. Influences teams that are developing and/or testing an innovation opportunity. Makes recommendations for improvements.	Bachelor's degree in Computer Science or related field	7-10 years of experience in applicable technical area.
Cloud Administrator II	Support, re-design/re-engineer existing on-prem network, servers and IT infrastructure. Maintain and build upon existing network and domain environments;. Design and implement new on-premises and cloud systems while implementing best practices and industry standards;. Work closely with application development and infrastructure teams on day-to-day tasks along with project planning and implementation;. Maintain familiarity with emerging technologies;. Work closely with team members and supervisors to develop & improve monitoring and alerting systems for all critical components of infrastructure;. Identify and drive opportunities to improve operational workflows;. Implementation of proactive monitoring, alerting, reporting and self-healing systems;. Solve problems relating to mission critical services and build automation to prevent problem recurrence;. Create and maintain custom scripts using PowerShell, python, and bash;. Create detailed documents and diagrams for all IT infrastructure.	Bachelor's degree in Computer Science or related field	3-5 years of experience in applicable technical area.
Cloud Administrator I	Own overall IT infrastructure including but not limited to Network Management, Information Security, and Cloud Infrastructure. Manage, track, research, communicate regarding and resolve incoming service requests from end users in a professional, timely, and accurate manner. Maintain Disaster Recovery Plan and manage periodic testing. Own monitoring the network firewall, assessing the functionality of the network routers, ensuring all Internet security software is updated regularly, developing and implementing company email policies in accordance with the IT Manager. Design and	Bachelor's degree in Computer Science or related field	1-3 years of experience in applicable technical area.

	execute test plans to ensure that business requirements are properly implemented. Help Desk/End User Troubleshooting and Support		
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CATEGORY 5415HEAL - Health Information Technology Services

Labor Categories	Job Description	Education	Experience
Health IT Senior Technical Writer/Editor	Works with management, technical personnel, authors, and subject matter experts to define documentation content, guidelines, specifications, and development schedules. Prepares required documentation in an appropriate format. Adheres to required configuration management or quality assurance standards of associated health IT projects. Analyzes the data and user requirements to ensure that documentation is clear, concise, and valid. Ensures that documents follow the appropriate style guide. Edit documents to ensure the quality and guidelines of the information is being captured.	Bachelors in related field	7 years of related experience
Health IT Technical Writer/Editor	Functional Responsibility: Researches, writes, edits, and proofreads technical data for use in documents or sections of documents such as manuals, procedures and specifications within the health IT field. Ensures technical documentation is accurate, complete, meets editorial and government specifications and adheres to standards for quality, graphics, coverage, format, and style. Assists in establishing style guidelines and standards for texts and illustrations or equivalent.	Bachelors in related field	5 years of related experience
Health IT Technical Analyst	Functional Responsibility: Works within the health IT departments/sources to research, collect, identify and report software or system requirements using interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, use cases, scenarios, business analysis, task and workflow analysis. Critically evaluates information gathered, reconcile conflicts; decomposes high-level information into detail functional and development or system requirements. Assist IT project managers with project plan, version scopes and timelines Work with development or systems team to implement requirements related to IT projects. Can solve more complex problems with minimal supervision.	Bachelors in related field	5 years of related experience
Health IT Sr. Oracle Database Developer	Functional Responsibility: Performs as Project Leader or Lead Developer. Provides supervision, training, and mentoring or Database Developers I and II, and other junior development staff members for health IT. Prepares and delivers presentations on technology concepts and options to the customer. May perform other duties as required. Provides programming support with relational database vendor specific development tools such as Oracle PL/SQL, Oracle Forms, etc. Expert in relational database concepts and SQL. Works closely with users, database administrators and database/application designers to develop a system that meets the functional and technical requirements as defined by the customer.	Bachelors in related field	7 years of related experience
Health IT Sr. Database Warehouse/ BI Developer	Functional Responsibility: Coordinates the data administration technical function for both data warehouse development and maintenance for the health IT department. Facilitates change control, problem management, and communication among data architects, programmers, analysts, and engineers. Establishes and enforces processes to ensure a consistent, well managed, and well-integrated data warehouse infrastructure. Analyzes and identifies data and metadata requirements. Defines user requirements and database design specifications. Designs, implements, and supports data warehousing requirements. Implements business rules via stored procedures, middleware, or other technologies. Provides product support and maintenance of the data warehouse. Performs data warehouse design and construction. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.	BA/BS degree in computer science or related field	7 years of related experience
Health IT Data Architect II	Functional Responsibility: Serves as the computing expert responsible for providing technical leadership and direction in supporting the application of sound software systems engineering concepts and practices for health IT. The Architect advises, participates, and supports health IT projects and teams in the technical analysis, design and development of large or complex mission critical systems and other enterprise computing solutions. These systems include medical records systems, health informatics, virtual health, information exchanges, and medical logistics systems. The Architect uses experience and knowledge in software engineering tools and techniques to help clients develop agency guidance for projects in testing and evaluation, software aspects of certification, and other software engineering subjects.	BA/BS degree in computer science or related field	7 years of related experience
Health IT Data Architect III (Data Warehouse)	Functional Responsibility: Serves as the computing expert responsible for providing technical leadership and direction in supporting the application of sound software systems engineering concepts and practices for health IT. The Architect advises, participates, and supports health IT projects and teams in	BA/BS degree in computer science or related field	10 years of related experience

	the technical analysis, design and development of large or complex mission critical systems and other enterprise computing solutions. These systems include medical records systems, health informatics, virtual health, information exchanges, and medical logistics systems. The Architect uses experience and knowledge in software engineering tools and techniques to help clients develop agency guidance for projects in testing and evaluation, software aspects of certification, and other software engineering subjects. May supervise others.		
Health IT GIS Application Sr.	Functional Responsibility: Investigate and resolve problems encountered in projects and, as appropriate, suggest modification to meet project objectives. Provide health technical training to internal and external customers in the use of GIS applications that may be utilized by non-technical emergency management specialists. Prepare health IT guidelines for the use of GIS and geospatial analysis techniques in an operations center for public health and medical emergency management activities. Leverage knowledge and experience pertaining to geography, GIS, environmental health, epidemiology, and emergency response to make programmatic recommendations impacting policy and operation procedure related to the effective employment of GIS within emergency response events and exercises. Triage unexpected production search engine behavior reported by customers, and decipher between query, data, and search engine problems. Deploy data quality improvements and repairs to test and production systems, conduct quality assurance, monitor production systems for successful deployment.	Bachelors in related field	8 years of related experience
Health IT Sr. Business (Management) Analyst/Business Support Specialist	Functional Responsibility: Reviews, analyzes, and evaluates Health IT business systems and user needs. Formulates systems to parallel overall business strategies. Writes detailed description of user needs, program functions, and steps required to develop or modify computer programs. Familiar with relational database concepts, and client- server concepts. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May supervise other Analysts.	Bachelors in related field	8 years of related experience
Health IT Sr. Business (Processing Re-Engineering Specialist)	Functional Responsibility: Apply business process improvement practices to re-engineer methodologies/principles and business process modernization projects for Health IT. Assist in the application of activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information systems procedures. Develop and apply organization-wide information models for use in designing and building integrated, shared software and database management systems and data warehouses. Follow Information Management guiding principles, cost savings, and open system architecture objectives	BA/BS degree in related field	7 years of related experience
Health IT Communication Specialist	Functional Responsibility: Works with management team to develop, execute and manage comprehensive strategic communications plans for Health IT. Reviews existing images, messages, strategies, plans, programs and/or "products" and communicates/delivers them through appropriate medium (e.g., print, broadcast, etc.). Prepares communication audits with recommendations, solutions for future projects and/or more successful outcomes. Manages multiple promotional/outreach and PR programs through detailed communication goals, targets and marketing messages. Reviews, revises or develops branding and promotional material and information kits to targeted populations, policymakers, and government agencies. Conducts follow-up evaluation of outreach efforts and event outcomes utilizing various resources (tracking sigma encoding, press clipping services, surveys, follow-up phone calls) to improve future outreach efforts.	BA/BS degree in related field	5 years of related experience
Health IT Sr. Consultant (Customer Relation)	Functional Responsibility: Professional providing general Health IT assistance to help customers achieve a specific solution related to the organization's utilization of information technology products and services. Demonstrates exceptional oral and written communication skills.	BA/BS degree in related field	7 years of related experience
Health IT Program Manager	Functional Responsibility: Manages substantial contract support operations involving multiple projects. Organizes, directs, and coordinates planning and production of all contract support activities. Must have demonstrated communications skills at all levels of management. Serves as the contractor's authorized interface with the Contracting Officer's Technical Representative (COTR), government management personnel, and client agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinate personnel. Responsible for overall contract performance. Under stringent time frames, assembles and recruits as necessary to perform assigned tasks. Demonstrated capability in the overall	Bachelor's degree in Computer Science or related field or equivalent	6 years of related experience

	management of multi-task contracts of the size, type, and complexity as described in the Task Order.		
Health IT Sr. Program Manager	Functional Responsibility: Manages substantial contract support operations involving multiple projects. Organizes, directs, and coordinates planning and production of all contract support activities. Must have demonstrated communications skills at all levels of management. Serves as the contractor s authorized interface with the Contracting Officer s Technical Representative (COTR), government management personnel, and client agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinate personnel. Responsible for overall contract performance. Under stringent time frames, assembles and recruits as necessary to perform assigned tasks. Demonstrated capability in the overall management of multi-task contracts of the size, type, and complexity as described in the Task Order.	Bachelor's degree in Computer Science or related field or equivalent	9 years of related experience
Health IT Program Analyst	Functional Responsibility: Analyzes and develops computer software possessing a wide range of capabilities, including numerous engineering, business, and record management duties. Develops plans for IT systems from project inception to conclusion. Analyzes the problem and the information to be processed. Defines the problem and develops system requirements and program specifications from which programmers prepare detailed flowcharts, programs, and tests. Closely coordinates with programmers to ensure proper implementation of program and system specifications. In conjunction with functional users, develops system alternative solutions.	Bachelor's degree in Computer Science or related field or equivalent	5 years of related experience
Health IT Subject Matter Expert I	Functional Responsibility: Serve as technical experts in areas relevant to a particular project. SMEs produce and/or review substantive and/or complex technical documentation reflecting detailed knowledge of technical areas as identified in the statement of work. Documentation subjects include, but are not limited to, systems design, system architecture, feasibility studies, and system specifications.	Bachelor's degree in Computer Science or related field or equivalent	9 years of related experience
Health IT Subject Matter Expert II	Functional Responsibility: Serve as technical experts in areas relevant to a particular project. SMEs produce and/or review substantive and/or complex technical documentation reflecting detailed knowledge of technical areas as identified in the statement of work. Documentation subjects include, but are not limited to, systems design, system architecture, feasibility studies, and system specifications. Job	Bachelor's degree in Computer Science or related field or equivalent	7 years of related experience
Health IT Subject Matter Expert III	Functional Responsibility: Serve as technical experts in areas relevant to a particular project. SMEs produce and/or review substantive and/or complex technical documentation reflecting detailed knowledge of technical areas as identified in the statement of work. Documentation subjects include, but are not limited to, systems design, system architecture, feasibility studies, and system specifications.	Bachelor's degree in Computer Science or related field or equivalent	5 years of related experience
Health IT Project Manager Sr.	Functional Responsibility: Must have experience managing Healthcare Information Technology related projects. Well-versed in healthcare IT life cycle project management methodologies, and clinical content creation. Experience in tracking costs, schedule, and performance progress. Additionally, will be able to identify and mitigate risks and create a structure and organization for the management of high-level complex healthcare IT provider/user environments and standardizations with emphasis on quantity, productivity, and consistency. PM will be able to direct corrective actions in any area of provider/user performance which falls below objectives. Ability to arrange assignment of responsibilities to other supporting provider/user facilities, business areas, and support functions. Have the knowledge to be able to monitor their performances.	Bachelor's Degree	Six/eight (6/9) years of related experience
Health IT Project Manager II	Functional Responsibility: Experienced in managing Healthcare Information Technology related projects. Must be well-versed in life cycle and project management methodologies. Experience in tracking healthcare IT costs, schedules, and performance progress. Additionally, will be able to identify and mitigate risks and create a structure and organization for the management of a medium level complex environment and standardizations with emphasis on quantity, productivity, and consistency. He/She must be able to direct corrective actions in any area where healthcare IT provider/user performance falls below objectives. The Project Manager II must be able to support the Senior Project Manager arrange assignment of responsibilities to other supporting healthcare provider/user facilities, business areas, and support functions. Have the knowledge to be able to monitor their performances.	Bachelor's Degree Computer Science, Systems, Business or related scientific/technical Discipline.	Three/five (3/5) years of related experience
Health IT Project Manager I	Functional Responsibility: Must be well-versed in life cycle and project management methodologies. Must have experience in tracking costs,	Bachelor's Degree Computer Science,	Two/four (2/4) years of related

	schedule, and performance progress. Additionally, will be able to identify and mitigate risks and create a structure and organization for the management of a low-level complex environment and standardizations with emphasis on quantity, productivity, and consistency. He/She must be able to direct corrective actions in any area where performance falls below objectives. The Project Manager I must be able to support the Senior Project Manager arrange assignment of responsibilities to other supporting other healthcare IT users and medical providers, business areas, and support functions.	Systems, Business or related scientific/technical Discipline.	experience
Health IT Information Engineer, Sr.	Assesses architecture and current hardware limitations, defines and designs system specifications, input/output processes and working parameters for hardware/software compatibility. Provides expert level consultation and technical services on all aspects of Information Security. Manages large-scale programs of national or international scope. Maintains senior affiliations with national and international organizations associated with information security. Performs a variety of complex tasks associated with information security ranging from the design of security components to complex architectures. Supervises the work of other engineers performing a variety of information security tasks.	Bachelor's degree in Computer Science, Management Information Systems or equivalent	Seven/nine years of related experience
Health IT Database Analyst, Sr.	Functional Responsibility: Provides experienced technical consulting in the definition, design, and creation of a database environment. Advises applications development staff and users on database solutions to business problems, data architectures, database management system facilities and capabilities, and the operation and tuning of databases. Ensures economic and efficient availability of data within adequate safeguards. Designs, implements, and maintains databases with respect to access methods, access time, batch processes, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Includes maintenance of database dictionaries, and integration of systems through database design. Develops and maintains expertise in use of automated tools for database design and implementation	Bachelor's degree in Computer Science, Management Information Systems or equivalent	Five/seven (5/7) years of related experience
Health IT Database Engineer, Sr.	Functional Responsibility: Is trained in system design and development skill as well as database-related skills. The Database Engineer's focus is database-centric, based on the understanding that the heart of every information system is the database, but with a solid view of how the database integrates and operates with other system components. Skills include defining data and database requirements, defining database design alternatives, designing logical data models, and designing physical databases. May be a skilled DBA, as is often the case, but in all cases understands advanced database concepts such as replication or parallel operations and knows when, from a system perspective, to apply them as part of the engineered solution. Will set up and test different design scenarios (or to direct these activities) early in the system development life cycle as part of the process of validating the suitability of proposed design alternatives. Test scenarios must generate sufficient performance data to support database design decisions	Bachelor's degree or equivalent	Five/ten (5/10) years of related experience
Health IT Applications Engineer, Principal	Functional Responsibility: Defines system scope and objectives for assigned projects. Establishes procedures to solve complex problems regarding system equipment capacity and limitations, operating time and output. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, and documents newly written programs. Performs at an advanced technical level and has complete understanding of all phases of applications systems analysis and programming activities. Directs, provides guidance, and monitors the performance of less experienced engineers. Responsible for quality assurance review of assigned project.	Bachelor's degree in Computer Science or related field or equivalent	Ten (10) years of related experience
Health IT Applications Engineer Manager	Functional Responsibility: Establishes procedures to solve complex problems regarding system equipment capacity and limitations, operating time and output. Prepares detailed specifications from which programs will be written and designs, codes, tests, debugs, and documents newly written programs. Diagrams information flow, showing source and distribution of all segments, processing elements, channels, and methods of entering corrections, and data retention requirements. Performs at an advanced technical level and has complete understanding of all phases of applications systems analysis and programming activities. Directs, provides guidance, and monitors the performance of less experienced engineers.	Bachelor's degree in Computer Science or related field or equivalent	Seven/nine years of related experience
Health IT Applications Engineer, Staff	Functional Responsibility: Establish procedures to solve complex problems regarding system equipment capacity and limitations, operating time and output. Prepare detailed specifications from which programs will be written and design, code, test, debug, and document newly written programs. Diagrams information flow, showing source and distribution of all segments, processing elements, channels, and methods of entering corrections, and data retention requirements. Perform at an advanced technical level on all phases	Bachelor's degree in Computer Science or related field or equivalent	Four/seven (4/7) years of related experience

	of applications systems analysis and programming activities. May be responsible for the completion of a phase of a project.		
Health IT Information Security Engineer, Sr.	Functional Responsibility: Assesses architecture and current hardware limitations, defines and designs system specifications, input/output processes and working parameters for hardware/software compatibility. Performs a variety of complex tasks associated with information security ranging from the design of security components to complex architectures. Supervises the work of other engineers performing a variety of information security tasks. Capable of independent program supervision.	Bachelor's degree in field mathematics, , computer engineering, computer science or equivalent	Four/seven (4/7) years of related experience
Health IT Information Security Engineer, Staff	Functional Responsibility: Assesses architecture and current hardware limitations, defines and designs system specifications, input/output processes and working parameters for hardware/software compatibility. Designs and conducts tests of designs and architectures. Leads and guides less experienced engineers. Capable of independent management of projects.	Bachelor's degree in field mathematics, , computer engineering, computer science or equivalent	Seven/nine (7/9) years of related experience
Health IT Software Developer, Staff	Functional Responsibility: Develops, codes, tests, and debugs new software or enhancements to existing software. Possesses a good understanding of business applications. Works with technical staff to understand and resolve software problems, resolves customer complaints with software and responds to suggestions for software modifications or enhancements. May be involved in the development of software user manuals and demonstrate software.	Bachelor's degree in Computer Science or related field or equivalent	Four/seven (4/7) years of related experience
Health IT Software Developer, Sr	Functional Responsibility: Performs as the technical expert with thorough understanding of the business application of an assigned project. Perform as a project lead with the responsibility for the instruction, assigning, direction, and monitoring of the performance of assigned software developers working on a specific project. Assist in the scheduling and coordinating of projects and may be involved in the design phase of a project. Work with customers and technical staff in the resolution of software problems and respond to suggestions for software modifications or enhancements. Participate in the development of software user manuals.	Bachelor's degree in Computer Science or related field or equivalent	Seven/ten (7/10) years of related experience
Health IT SME	Functional Responsibilities: Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Serves as subject matter expert, possessing in-depth knowledge of a particular Health IT area, such as business, computer science, engineering, mathematics, or the various sciences. Provides 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. Participates as needed in all phases of medical software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases. Applies principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated Health IT solutions.	Master's in related field	Five/ten (5/10) years of related experience
Health IT Training Specialist I	Functional Responsibility: Provides expertise in behavior and adult learning for the design and development of training programs. Assists project teams in identifying target audiences for training, defining learning objectives, establishing effective curricula and evaluating training sessions. Assists in the development of curricula, particularly with reference to scope, sequencing and pacing, for technical training. Assists in the design and development of self-teaching tutorials.	AA/AS in a related field	One (2) year of related experience.
Health IT Training Specialist II	Functional Responsibility: Provides expertise in behavior and adult learning for the design and development of training programs. Advises and assists project teams in identifying target audiences for training, defining learning objectives, establishing effective curricula and evaluating training sessions. Assists in the development of curricula, particularly with reference to scope, sequencing and pacing, for technical training. Assists in the design and development of self-teaching tutorials.	BA/BS in related field	Three (3) years of related experience.
Health IT Training Specialist III	Functional Responsibility: Provides expertise in behavior and adult learning for the design and development of training programs. Advises and assists project teams in identifying target audiences for training, defining learning objectives, establishing effective curricula and evaluating training sessions. Assists in the development of curricula, particularly with reference to scope, sequencing and pacing, for technical training. Assists in the design and development of self-teaching tutorials.	BA/BS in related field	Five (5) years of related experience

Health IT Training Specialist IV	Functional Responsibility : Provides expertise in behavior and adult learning for the design and development of training programs. Advises and assists project teams in identifying target audiences for training, defining learning objectives, establishing effective curricula and evaluating training sessions. Assists in the development of curricula, particularly with reference to scope, sequencing and pacing, for technical training. Assists in the design and development of self-teaching tutorials.	Master's in related field	Seven (7) years of related experience
Health IT Network Specialist I	Functional Responsibility: Sets up, configures, and supports internal and/or external networks. Develops and maintains all systems, applications, security, and network configurations. Troubleshoots network performance issues and creates and maintains a disaster recovery plan. Recommends upgrades, patches, and new applications and equipment. Provides technical support and guidance to users. Familiar with standard concepts, practices and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision.	Bachelor's degree	Four (4) years of experience
Health IT Network Specialist II	Functional Responsibility: Sets up, configures, and supports internal and/or external networks. Develops and maintains all systems, applications, security, and network configurations. Troubleshoots network performance issues and creates and maintains a disaster recovery plan. Recommends upgrades, patches, and new applications and equipment. Provides technical support and guidance to users. Familiar with a variety of the field's concepts, practices, and procedures. Performs a variety of tasks; may provide consultation on complex projects and is considered to be the top-level contributor/specialist.	Bachelor's degree	Six (6) years of experience
Health IT Network Specialist III	Functional Responsibility: Monitors local area network (LAN), wide area network (WAN), metropolitan area network (MAN), and servers. Provides batch monitoring, tape back-up, and restoration. Supports, installs, maintains, and troubleshoots all local area and wide area networking devices and related software for branch offices and internal and external networks. Sets up, configures, and supports internal and/or external networks. Develops and maintains all systems, applications, security, and network configurations. Troubleshoots network performance issues and creates and maintains a disaster recovery plan. Recommends upgrades, patches, and new applications and equipment. Provides technical support and guidance to users. Familiar with a variety of the field's concepts, practices, and procedures. Performs a variety of tasks; may provide consultation on complex projects and is considered to be the top-level contributor/specialist.	Bachelor's degree	Seven (7) years of experience
Health IT Network Administrator	Functional Responsibility: Designs, installs, maintain and coordinate the use of the network system. Evaluates hardware and software and peripheral equipment for simple networks. Manages network performance. Troubleshoots and resolves problems to ensure quality transmission service on the network. Maintains, creates/deletes user accounts, maintains and updates system security plans on most platforms. Administers network policies, procedures and standards. Enforces security procedures. Performs other duties as assigned which may require specific physical abilities	Bachelor's degree in Computer Science or Management Information Systems or equivalent	Three/five (3/5) years of related experience
Health IT Network Administrator	Functional Responsibility: Designs, installs, maintains and coordinates the use of the network system. Evaluates hardware and software and peripheral equipment for large, complex networks. Manages network performance. Troubleshoots and resolves complex problems to ensure quality transmission service on the network. Maintains user accounts, maintains and updates system security plans on all platforms. Implements and coordinates network policies, procedures and standards. Enforces security procedures. May supervise and schedule the Network Technician staff and trains users. Performs other duties as assigned which may require specific physical abilities	Bachelor's degree in Computer Science or Management Information Systems or equivalent	Five/seven (5/7) years of related experience
Health IT Network Administrator	Functional Responsibility: Serves as in-house expert to design, install, maintain and coordinate the use of the network system. Evaluates complex hardware and software and peripheral equipment for large, complex networks. Manages network performance. Troubleshoots and resolves complex problems to ensure quality transmission service on the network. Manages and maintains, create/deletes user accounts, maintains and updates system security plans on all platforms. Implements and manages network policies, procedures and standards. Enforces security procedures. Supervises and schedules the Network Technician staff and trains users. Performs other duties as assigned which may require specific physical abilities.	Bachelor's degree in Computer Science or Management Information Systems or equivalent	Seven/ten (7/10) years of related experience
Health IT Database Administrator I	Functional Responsibility: Design, support and enhancements. Adheres to policies, procedures, standards and guidelines as required. Assesses system to monitor and maintain data integrity, normalization and integration of application tables and application performance. Assists in database	Bachelor's degree in Computer Science or related field or equivalent	Three/five (3/5) years of related experience

	administration including performance tuning, synchronization, user and developer access and security. Assists in establishing and maintaining data mapping documents, dictionaries and/or related design documentation. Has an understanding of health information systems requirements. Troubleshoots and resolves problems to ensure no disruption of mission-critical applications. Assists in performance enhancements, normalization and maintaining tables.		
Health IT Database Administrator II	Functional Responsibility: Design, support and enhancements. Adheres to policies, procedures, standards and guidelines as required. Assesses system to monitor and maintain data integrity, normalization and integration of application tables and application performance. Assists in database administration including performance tuning, synchronization, user and developer access and security. Assists in establishing and maintaining data mapping documents, dictionaries and/or related design documentation. Has an understanding of health information systems requirements. Troubleshoots and resolves problems to ensure no disruption of mission-critical applications. Assists in performance enhancements, normalization and maintaining tables.	Bachelor's degree in Computer Science or related field or equivalent	Five/seven (5/7) years of related experience
Health IT Database Administrator III	Functional Responsibility: Design, development, testing and implementation for health IT database systems. Supports the integration of health IT enterprise applications. Provides database administration, design, support and enhancements. Adheres to policies, procedures, standards and guidelines as required. Assesses system to monitor and maintain data integrity, normalization and integration of application tables and application performance. Provides technical support in all facets of database administration including performance tuning, synchronization, user and developer access and security. Maintains data mapping documents, dictionaries and/or related design and engineering documentation. Has an understanding of health information systems requirements. Troubleshoots and resolves complex problems to ensure no disruption of mission-critical applications. Responsible for performance enhancements, normalization and maintaining tables. May supervise other Database Engineer/Administrators.	Bachelor's degree in Computer Science or related field or equivalent	Seven/ten (7/10) years of related experience
Health IT Help Desk Specialist I	Functional Responsibility: Ensures a timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution, and follow-up steps. Supervises operation of Health IT help desk and serves as focal point for customer concerns. Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Provides second-tier support to end users for either PC, server, or mainframe applications or hardware. Interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties.	AA/AS in a related field	Two/four (2/4) years of related experience and knowledge
Health IT Help Desk Specialist II	Functional Responsibility: Possesses and applies expertise on multiple complex work assignments. Ensures a timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution, and follow-up steps. Supervises operation of Health IT help desk and serves as focal point for customer concerns. Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Provides second-tier support to end users for either PC, server, or mainframe applications or hardware. Interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties.	Bachelors in related field	Four/seven (4/7) years of related experience and knowledge
Health IT Help Desk Specialist II	Functional Responsibility: May supervise. Ensures a timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution, and follow-up steps. Supervises operation of Health IT help desk and serves as focal point for customer concerns. Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Provides second-tier support to end users for either PC, server, or mainframe applications or hardware. Interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends Health IT systems modifications to reduce user problems.	Bachelors in related field	Seven/ten (7/10) years of related experience
Health IT Systems Administrator I	Functional Responsibility: Maintains data files and control procedures for a complex system of networked computers or for a single group of	Bachelor's degree in Computer Science or	Three/five (3/5) years of related

	microcomputers linked to a host workstation, or mainframe. Monitors system security and data integrity. Assigns passwords and monitors use of resources, backs up files as required and responds to management requests for information. Performs other duties as assigned which may require specific physical abilities	related field or equivalent	experience
Health IT Systems Administrator II	Functional Responsibility: Manages the operation of business systems that may be mainframe-, minor client/server-based. Maintains data files and control procedures for a complex system of networked computers or for a single group of microcomputers linked to a host workstation, or mainframe. Troubleshoots computer-related problems and, as necessary, contacts appropriate service representatives to resolve systems problems. Installs hardware and software, as needed. Performs backups, database administration, and file recovery. Optimizes system operation and resource utilization and performs system-capacity analysis and planning. Provides assistance to users	Bachelor's degree in Computer Science or related field or equivalent	Five/seven (5/7) years of related experience
Health IT Systems Administrator III	Functional Responsibility: Manages the operation of business systems that may be mainframe-, minor client/server-based. Maintains data files and control procedures for a complex system of networked computers or for a single group of microcomputers linked to a host workstation, or mainframe. Troubleshoots computer-related problems and, as necessary, contacts appropriate service representatives to resolve systems problems. Installs hardware and software, as needed. Performs backups, database administration, and file recovery. Optimizes system operation and resource utilization and performs system-capacity analysis and planning. Provides assistance to users	Bachelor's degree in Computer Science or related field or equivalent	Seven/ten (7/10) years of related experience
Health IT Specialist I	Functional Responsibility: Actively coordinate with team members and other service support groups to effectively resolve incidents and request. Solve incidents on standard systems and assist in providing Tier II support on exception or specialty systems, which may include, installs, configures, customizes, troubleshoots, upgrades, integrates, and maintains systems, software, workstations, printers, wireless devices and handheld devices. Monitor use of data files and regulate access to safeguard information in computer files. Coordinate implementation of computer system plan with establishment personnel and outside vendors.	Bachelors in related field	Three/five (3/5) years of related experience and knowledge
Health IT Specialist II	Functional Responsibility: Actively coordinate with team members and other service support groups to effectively resolve incidents and request. Solve incidents on standard systems and assist in providing Tier II support on exception or specialty systems, which may include, installs, configures, customizes, troubleshoots, upgrades, integrates, and maintains systems, software, workstations, printers, wireless devices and handheld devices. Monitor use of data files and regulate access to safeguard information in computer files. Coordinate implementation of computer system plan with establishment personnel and outside vendors.	Bachelors in related field	Six/eight (6/8) years of related experience and knowledge
Health IT Specialist III	Functional Responsibility: Actively coordinate with team members and other service support groups to effectively resolve incidents and request. Solve incidents on standard systems and assist in providing Tier III support on exception or specialty systems, which may include, installs, configures, customizes, troubleshoots, upgrades, integrates, and maintains systems, software, workstations, printers, wireless devices and handheld devices. Monitor use of data files and regulate access to safeguard information in computer files. Coordinate implementation of computer system plan with establishment personnel and outside vendors. Train team members and/or other users and promote security awareness to ensure system security and to improve server and network efficiency. Prepares detailed specifications and flow charts for implementation of new internal programs or modification to vendor software.	Bachelors in related field	Nine/ten (9/10) years of related experience

CATEGORY 541930 - Translation And Interpretation Services.

Labor Categories	Job Description	Education	Experience
General Reader Services	<p>On-Site General Interpreting Service* General Assignments requested with at least five (5) business days' notice, during hours of 8am – 6pm, M-F</p> <p>Standard Interpreter Standard Interpreters possess skills in a broad range of general interpreting assignments. Standard Interpreters are used in general assignments including, but not limited to, staff/business meetings, interviews, training courses, performance evaluations, and education classes. Provide documents spreadsheets, graphs, etc. aloud to visually impaired individuals. The readers read materials at high-level meetings, conferences, instructional seminars, and all other occasions where reading services are required. Reader reads a variety of work related, handwritten/printed materials for the visually impaired employees. Reader explains/describes for the visually impaired employees various visual aids such as graphs, charts, pictures, illustrations, etc., used to supplement written/printed text.</p> <p>Functional Responsibility: Responsible for providing sign language interpreting services to the client receiving services.</p> <p>*On site Interpreting all has 2 hour minimum, any assignment over 90 minutes requires 2 Interpreters</p>	A minimum of a Bachelor's Degree in relevant area. An additional four years of experience in the relevant area may be substituted for a Bachelor's Degree	Three or more years in interpreting services. Interpreters must have demonstrated proficiency in grammar and spelling.

USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

PREAMBLE

Certified Technical Experts, Inc. dba CTE provides commercial products and services to ordering activities. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

COMMITMENT

To actively seek and partner with small businesses.

To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact

Eugene Tinker, eugenetinker@ctex-inc.com, P: (334) 462-3909

BEST VALUE
BLANKET PURCHASE AGREEMENT
FEDERAL SUPPLY SCHEDULE

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and (Contractor) enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s) _____.

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

Signatures

Ordering Activity

Date

Contractor

Date

BPA NUMBER _____

**(CUSTOMER NAME)
BLANKET PURCHASE AGREEMENT**

Pursuant to GSA Federal Supply Schedule Contract Number(s) _____, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering activity):

(1) The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

MODEL NUMBER/PART NUMBER	*SPECIAL BPA DISCOUNT/PRICE
_____	_____
_____	_____
_____	_____

(2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____
_____	_____

(3) The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be _____.

(4) This BPA does not obligate any funds.

(5) This BPA expires on _____ or at the end of the contract period, whichever is earlier.

(6) The following office(s) is hereby authorized to place orders under this BPA:

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

(7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.

(8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);

- (e) Purchase Order Number;
- (f) Date of Purchase;
- (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
- (h) Date of Shipment.

(9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.

(10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

BASIC GUIDELINES FOR USING “CONTRACTOR TEAM ARRANGEMENTS”

Federal Supply Schedule Contractors may use —Contractor Team Arrangements (see FAR 9.6) to provide solutions when responding to a ordering activity requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions of the Federal Supply Schedule Contract. Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors. Customers should refer to FAR 9.6 for specific details on Team Arrangements. Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customer's needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules —Team Solution to meet the customer's requirement.
- Customers make a best value selection.