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

MULTIPLE AWARD SCHEDULE
FSC GROUP MAS

Cherokee Nation Assurance, LLC
777 West Cherokee Street,
Catoosa, OK 74015
Phone: 918-430-3407
E-mail: josh.womack@cn-bus.com
Website: www.cherokee-cna.com

Contract Number: 47QTCA18D002L
Price List Current through Mass Modification A812, signed February 6, 2020
Period Covered by Contract: 11/20/2017 – 11/19/2022

Business Size: Small Disadvantaged, Minority-Owned, 8(a) Program Participant Business

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

1a. Table of awarded Special Item Numbers:
SIN 54151HEAL Health Information Technology Services
SIN 54151S Information Technology Professional Services
SIN OLM Order Level Materials

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract.
See Attached Pricelist

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided: See Attached Pricelist

2. Maximum order: $500,000.00

3. Minimum order: $100.00

4. Geographic coverage: The Geographic Scope of the Contract will be domestic and overseas.

5. Points of production: N/A

6. Discount from list prices or statement of net price: All pricing represents net prices, discount deducted.

7. Quantity discounts, single shipment to single location: None

8. Prompt payment terms: 0% - net 30 days from receipt of invoice or date of acceptance, whichever is later. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions

9a. The Government purchase cards are accepted at and below the micro-purchase threshold.

9b. The Government purchase cards are accepted above the micro-purchase threshold.

10. Foreign items: N/A

11b. Expedited Delivery: As negotiated on the task order level

11c. Overnight and 2-day delivery: As negotiated on the task order level

11d. Urgent Requirements: As negotiated on the task order level

12. F.O.B. point: Destination

13a. Ordering address: Same as contractor

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s), are found in Federal Acquisition Regulation (FAR) 8.405-3.
14. Payment address: *Same as contractor*

15. Warranty provision: *Standard Commercial Warranty*

16. Export packing charges: N/A

17. Terms and conditions of Government purchase card acceptance: *None*

18. Terms and conditions of rental, maintenance, and repair: N/A

19. Terms and conditions of installation: N/A

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: N/A

20a. Terms and conditions for any other services: N/A

21. List of service and distribution points: N/A

22. List of participating dealers: N/A

23. Preventive maintenance: N/A

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): N/A

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor’s website or other location.) The EIT standards can be found at: [www.Section508.gov](http://www.Section508.gov): N/A

25. Data Universal Number System (DUNS) number: 966247327

26. Technology Solutions Provider, Inc. is registered in the System for Award Management (SAM) database. Cage Code: 69VN3
Vendor suitability for offering services through the new Health IT SIN 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 54151HEAL Health Information Technology Services apply exclusively to Health IT Services within the scope of this Multiple Award Schedule.

   b. This SIN 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 the Multiple Award Schedule.

   c. This SIN provides ordering activities with access to Health IT services.

   d. Health IT Services provided under this SIN 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**

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 54151HEAL 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.
1. SCOPE
   a. The prices, terms and conditions stated under Special Item Number 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

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 (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” 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.

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 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIAITION 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 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIAITION 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 54151S 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, 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: System Engineer
      Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.
      Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.
      Minimum Education: Bachelor’s Degree in Computer Science
## GSA Pricing

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Labor Category Descriptions

Application Engineer I
Functional Responsibility: Provides system engineers services to support the delivery of a health information or medical research tool, solution or platform. Job functions may include systems architecture development; requirements development; concept development; systems design; system development and integration; test and evaluation; systems operation; construction; control of systems and components; integrated logistics support; configuration management.
Minimum Education: Must have a Bachelor’s degree
Minimum/General Experience: 2 years of experience

Application Engineer II
Functional Responsibility: Provides system engineer expertise and guidance to support the delivery of a health or medical research tool, solution or platform. Job functions may include assessment and analyses; technology planning; systems architecture development; requirements development; concept development; systems design; system development and integration; test and evaluation; systems operation; construction; control of systems and components; integrated logistics support; modeling and simulation; configuration management. Additionally, may lead teams or projects.
Minimum Education: Must have a Bachelor’s degree or higher
Minimum/General Experience: 7 years of experience

Desktop Support II
Functional Responsibility: Responsible for providing technical assistance and support related to health or medical research related desktop hardware or software or local network infrastructure. Responds to helpdesk tickets, install, configures and troubleshoot desktop system, workstation and servers and network. Other primary duties include; participating in the infrastructure and technology projects, conducting training programs for organization computer users and involved in trouble shooting and supporting service desk systems and servers.
Minimum Education: High School Degree or equivalent
Minimum/General Experience: 1 year of experience

Desktop Support III
Functional Responsibility: Responsible for managing the health or medical research related desk support operations and technical support staff and resources. Ensure details day-to-day IT delivery process and procedures are in place and followed by the team. Management of all day to day on-site deskside support teams. Accountable for providing analysis of issues and trends and any actions needed to mitigate those outage trends. Provide management reporting, as defined and mutually agreed. Assist in identifying new knowledgebase articles as appropriate. Establish Operating Level Agreements (“OLAs”) with other groups.
Minimum Education: Bachelor degree or equivalent experience
Minimum/General Experience: 2 years of experience
Data Architect
**Functional Responsibility:** Designs and documents logical and physical enterprise application and data warehouse databases for health or medical research solution, while also creating the related data transformation design specifications and supporting documentation; leading and coordinating cross-functional project teams to effectively communicate database design related activities with a wide range of technical, non-technical, and third-party team members. Other responsibilities to include data analysis and modeling planning, discussion and execution, Performing a variety of in-depth data analysis, data modeling, and data administration tasks on complicated datasets with potentially complex data integration scenarios

**Minimum Education:** Bachelor’s Degree or equivalent experience
**Minimum/General Experience:** 5 years of experience

Database Administrator
**Functional Responsibility:**
Performs database maintenance and installation, standards and procedures monitoring, system integration through database design in support of the health or medical research solution. Other areas of knowledge required are: database instances, replication, backup, partitions, storage, and access, monitoring and optimizing system performance using index tuning, disk optimization, and other methods, and privilege configuration within the database environment.

**Minimum Education:** Bachelor’s Degree or equivalent
**Minimum/General Experience:** 3 years of experience

Data Analyst
**Functional Responsibility:** Conduct data coding, review, and cleansing of health or medical research related data. Maintains and updates confidentiality information and tracking of database. Advance skills to include extracting data from files, database analysis and generating graph, charts or reports as required.

**Minimum Education:** High school diploma or equivalent
**Minimum/General Experience:** 1 year of experience
Health Specialist I

**Functional Responsibility:** Conducts and disseminates results of systematic reviews on the effectiveness of interventions to improve population health. Support the collaboration with SMEs within and outside of client to conceptualize reviews; search or, critically evaluate, and abstract relevant scientific literature; and synthesize results. Presents results to varied audiences orally, in web documents, and in peer-reviewed publications. Involves major contributions to the conduct of complex, systematic reviews that are scientifically rigorous, incorporate diverse views of prominent subject matter experts, and are conducted efficiently. Experience in critical evaluation of studies with various experimental and quasi-experimental designs, ideally with specific experience conducting systematic reviews is required. Additional responsibilities include developing and disseminating clearly written, well-designed health communication materials for public health in a variety of formats, such as web content, press tool kits, blogs, posters, training materials, etc. Demonstrate understanding of communication theory and practices, knowledge of 508 compliance and accessibility, experience engaging public health prevention partners at the state and/or local level, as well as digital media strategy and implementation is required. Provides support for the clearance of developed materials as needed and operational briefings to the customer. Assist with research, including Internet searches, third-party audits, media audits; evaluates and analyzes information and data, including development of succinct, accurate summaries and analyses of research; establish and maintain effective working relationships with partners and stakeholders; complete assigned contract deliverables, including required reports, within established timeframes.

**Minimum Education:** Bachelor’s Degree

**Minimum/General Experience:** 2 years of experience

Health Specialist II

**Functional Responsibility:**
Apply industry expertise to lead, conduct and disseminate results of systematic reviews on the effectiveness of interventions to improve population health. Leads collaboration efforts with SMEs within and outside of client to conceptualize reviews; search or, critically evaluate, and abstract relevant scientific literature; and synthesize results. Presents results to varied audiences orally, in web documents, and in peer-reviewed publications. Guides major contributions to the conduct of complex, systematic reviews that are scientifically rigorous, incorporate diverse views of prominent subject matter experts, and are conducted efficiently. Experience in critical evaluation of studies with various experimental and quasi-experimental designs, ideally with specific experience conducting systematic reviews is required. Additionally, responsibility includes developing and disseminating clearly written, well-designed health communication materials for public health in a variety of formats, such as web content, press tool kits, blogs, posters, training materials, etc. Demonstrate understanding of communication theory and practices, knowledge of 508 compliance and accessibility, experience engaging public health prevention partners at the state and/or local level, as well as digital media strategy and implementation is required. Support clearance of developed materials as needed and operational briefings to the customer. Leads effort to analyzes information and data, including development of succinct, accurate summaries and analyses of research; establish and maintain effective working relationships with partners and stakeholders; complete assigned contract deliverables, including required reports, within established timeframes.

**Minimum Education:** Bachelor’s Degree

**Minimum/General Experience:** 5 years of experience
Helpdesk I
Functional Responsibility: Responsible for providing technical assistance and support related to health or medical research related computer systems, hardware, or software. Responds to helpdesk tickets, diagnoses/isolates problems, and determines and implements solution. Other primary duties includes; providing technical assistance and support for incoming helpdesk requests and issues related to telephone & computer systems, software, and hardware; responding to queries either in person or over the phone; maintaining daily performance of computer systems; respond to email messages for customers seeking help; walk end users through problem-solving process; install, modify, and repair computer hardware and software; run diagnostic programs to resolve problems; resolve technical problems with; install computer peripherals for users.
Minimum Education: High School Diploma or equivalent
Minimum/General Experience: 1 year of experience

Helpdesk II
Functional Responsibility: Able to troubleshoot technology-related problems for health related or medical research applications that might include hardware and software issues, equipment failure and basic TCP/IP connectivity. Duties may include installation of new software, deployment of new hardware, training of users, troubleshooting hardware/software, wiring, maintaining procedure documents and inventory/asset management. Have outstanding communication and prioritization skills and be able to effectively take direction from management. Monitor ticket and communicate support needs, issues and problems to executives. Balance workload and shift for support team. Lead and training team of support analysis.
Minimum Education: High School Degree or higher
Minimum/General Experience: 2 years of experience

Project Manager
Functional Responsibility:
Leading Health IT project teams to deliver solutions to customers, using the appropriate business measurements and terms and conditions for the project according to the project charter, project agreement or contract. Manages scope, cost, schedule, and contractual deliverables, which includes applying techniques for planning, tracking, change control, and risk management. Additional responsibility to include managing all project resources, and for establishing an effective communication plan with the project team and the customer. Provide day-to-day direction to the project team and regular project status to the customer.
Minimum Education: Bachelor’s Degree
Minimum/General Experience: 5 Years of experience required
Scientist

**Functional Responsibility:** Will provide a broad-based, health, medical research and science expert, and authoritative source of technical knowledge, experience, and counsel in health, scientific, and engineering disciplines. Makes decisions and recommendations within policy guidelines; exercises initiative in adapting and applying procedures to address unusual problem situations and resolve conflicts. Receives infrequent management supervision. Exercises creativity, foresight, and mature technical judgment to achieve objectives and periodically reports status to management. Receives only general administrative direction. May provide technical direction to other scientists, consultants, clerical employees, drafters, technicians, and crafts.

Analyze problems to develop solutions involving relevant health or medical research related technical tools, method and best practices and applies theoretical expertise and innovation to create or apply new technology, conduct research or authoring publication. Conduct logical analyses of business, scientific, engineering, and other technical problems, formulating mathematical models of problems for solution by computers. Consults with users, stakeholders, peers, management, vendors, and technicians to determine technical needs and requirements. Takes direction from senior technical leadership and/or Project Manager and may conduct evaluation of new technologies and makes recommendations to management on its uses. Develops performance standards and evaluates work in light of established standards and approves science, health or engineering estimates. Provides mentoring and direction to junior scientists, health analyst and medical research staff and may design, plan and coordinate work teams.

**Minimum Education:** Bachelor’s degree in health, science, engineering, physics, math or related sciences

**Minimum/General Experience:** 8 Years of experience

Subject Matter Expert I

**Functional Responsibility:** Provides senior level guidance and expertise to ensure that business and clients objectives are met effectively as it relates to information management and technology strategic objectives with clear thinking and participation from all who are involve; offers industry best practice, tools, methods and technical insight; providing a knowledgeable and capable guidance, specifically industry best practices, tools, methods or technical insight; between a wide spectrum of stakeholder to achieve the stated outcome; contributing structure and process to interactions so groups are able to function effectively and make high-quality decisions; promoting mutual understanding and cultivating shared responsibility

**Minimum Education:** Bachelor’s degree or higher

**Minimum/General Experience:** 10 Years of experience required
**System Administrator I**

**Functional Responsibility:** Responsible for supporting health, medical research or science information systems and/or information technology tasks. Added function can include application support, database administration, software quality assurance/quality control, software engineering, network telecommunications, and infrastructure operations of administration, analysis, engineering and design. Monitors and supports complex health, medical research and science information technology and systems infrastructures; conducts analysis including planning, designing, and evaluating a variety of complex health, medical research and science information technology tools. Handles user requests for system needs and upgrades that are unique or complex and often involve additional research. Troubleshoots and resolves unique or complex problems in an efficient manner; implements various applications of a highly complex nature. Administers, runs tests on, and maintains operating system and related software; Schedules, performs, and monitors system backups and, when necessary, performs data recoveries. Performs root cause analysis and diagnostics on the more unique or complex production systems; Identifies opportunities for process improvements and works with team members to implement efficiencies. Effectively create and maintain relevant systems documentation and user guides.

**Minimum Education:** Bachelor’s Degree or equivalent experience

**Minimum/General Experience:** 3 Years of experience

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**Technician I**

**Functional Responsibility:** Participate in production and integration of lab or research functions. Applies advanced technical knowledge and experience to investigate, analyze, plan, design and provide technical oversight and support in the various health, science, biomedical, engineering and clinical related disciplines. Works to perform detailed information search, correlation, interpretation of technical data and the preparation of technical documentation. Additional responsibility includes conducting laboratory analysis; understand and keep current with all laboratory safety and reporting techniques; completing all laboratory reports as applicable; keeping current with all laboratory analysis method; responsible for the maintenance and calibration of laboratory equipment.

**Minimum Education:** Bachelor’s degree

**Minimum/General Experience:** 2 years of experience

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**Technical Writer/Editor**

**Functional Responsibility:** Primarily responsible for researching, preparing and editing complex health, biomedical or science technical documents for publication; including user manuals, training materials, installation guides, proposals, and reports. Reviews, researches, and edits information for preparation of contract deliverables; ensures documents meet health and biomedical industry editorial and customer specifications and adhere to standards for quality, graphics, format, and style. Interface with writers, illustrators, word processors, and subject matter experts in coordinating/preparing the edited draft for publication. Participate in the creation of proposals and multi-media presentation materials and in the design and development of marketing brochures, conference programs, public relations announcements, and other materials when requested. Provide guidance and work leadership to less-experienced technical documentation staff members.

**Minimum Education:** Bachelor’s degree

**Minimum/General Experience:** 2 years of experience
Test Engineer

Functional Responsibility: Perform automated and manual test procedures for a large health, medical and science oriented web-based application with a significant number of external system interfaces. Perform both integration and system test activities for the program. Developing, executing, and documenting test procedures, test scenarios, and test cases. Conduct automated and manual test cases and capturing appropriate test artifacts and perform troubleshooting and analysis of test results. Authoring test material for individual releases and developing test cases and procedures as well as executing test procedures and running regression tests. Documenting results, analyzing software problems and identifying acceptable workaround solutions with a focus on defect detection, utilizing metrics to determine effectiveness and identify process improvement opportunities. Work closely with the client and other stakeholders to determine the release testing requirements, test processes, and test participants; Support in-plant verification activities and user test activities are appropriate

Minimum Education: Bachelor’s degree or equivalent experience
Minimum/General Experience: 2 years of experience

Web System Administrator

Functional Responsibility: Provides web portal or document management administration, development, design and maintenance of the web-based platform by programming, configuring, templating and maintaining platform assets, libraries and code. This include participating in planning and execution of tasks related to the evaluation of new web portal initiatives in support of the contract requirements. This includes performing typical system administration (permissions, page and site creation, etc.) tasks and user training. The admin will also include all corresponding and linked checklists are up to date with current information. Evaluate new processes and procedures to be integrated and implemented within individual user communities to ensure efficiencies and effectiveness. The Contractor shall work to refine knowledge management strategies and to improve the usability of information and knowledge. The resource shall ensure that users have the appropriate support while promoting communities of practice, content development, and training materials. The resource shall conduct consultations, training, and presentations to varied audiences while promoting and providing basic technical support for collaborative tools in a traditional waterfall or agile development environment. Additional function could include developing mock-up, graphic design, wire-frames and story-board, site layout structure as well administrative function as such as security, system patching and setting.

Minimum Education: Bachelor’s degree or higher
Minimum/General Experience: 3 Years of experience required

**Education/Experience Substitutions**

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<th>Additional Relevant Experience</th>
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