GENERAL SERVICES ADMINISTRATION

Federal Supply Service

Authorized Federal Supply Schedule Price List

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!®, a menu-driven database system. The INTERNET address GSA Advantage!® is: GSAAdvantage.gov.

Multiple Award Schedule

FSC Group: Information Technology Professional Services  FSC Class:
Contract number: 47QTCA18D00AR

1 Sync Technologies, LLC
8150 Old Federal Rd
Montgomery, AL 36117
(334) 219-3921

www.1synctech.com

Contract administration source
Eric Sloan
(334)219-3921
govt@1synctech.com

Business size: small business, 8(a) certified

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

Price list current as of Modification #PA-0008 effective May 20, 2022
*This is the MOST RECENTLY awarded Contractor Initiated Modification and does NOT include any Mass Modifications

Prices Shown Herein are Net (discount deducted)
CUSTOMER INFORMATION

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

<table>
<thead>
<tr>
<th>SINs</th>
<th>Recovery</th>
<th>SIN Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>54151SRC</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>54151HEALRC</td>
<td>Health Information Technology Services</td>
</tr>
<tr>
<td>54151HACS</td>
<td>54151HACSRC</td>
<td>Highly Adaptive Cybersecurity Services</td>
</tr>
<tr>
<td>ANCILLARY</td>
<td>ANCILLARYRC</td>
<td>Ancillary Supplies and Services</td>
</tr>
<tr>
<td>OLM</td>
<td>OLMRC</td>
<td>Order Level Materials</td>
</tr>
</tbody>
</table>

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply. N/A

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item. See Page 4

2. Maximum order:

<table>
<thead>
<tr>
<th>SINs</th>
<th>Maximum Order</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>$500,000</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>$500,000</td>
</tr>
<tr>
<td>54151HACS</td>
<td>$500,000</td>
</tr>
<tr>
<td>ANCILLARY</td>
<td>$250,000</td>
</tr>
<tr>
<td>OLM</td>
<td>$250,000</td>
</tr>
</tbody>
</table>

3. Minimum order: $100

4. Geographic coverage (delivery area). Domestic

5. Point(s) of production (city, county, and State or foreign country). 8150 Old Federal Rd., Montgomery, AL 36117

6. Discount from list prices or statement of net price. Government Net Prices (discounts already deducted.)

7. Quantity discounts. None
8. Prompt payment terms. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions. Net 30 days

9. Foreign items. Not Applicable

10a. Time of delivery. To Be Determined at the Task Order level

10b. Expedited Delivery. Items available for expedited delivery are noted in this price list. To Be Determined at the Task Order level

10c. Overnight and 2-day delivery. To Be Determined at the Task Order level

10d. Urgent Requirements. To Be Determined at the Task Order level

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

12a. Ordering address. 8150 Old Federal Rd., Montgomery, AL 36117

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

13. Payment address. 8150 Old Federal Rd., Montgomery, AL 36117

14. Warranty provision. Standard Commercial Warranty Terms & Conditions

15. Export packing charges, if applicable. Not Applicable

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

17. Terms and conditions of installation. Not Applicable

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

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

19. List of service and distribution points. Not Applicable

20. List of participating dealers. Not Applicable

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

22b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor’s website or other location.) The EIT standards can be found at: www.Section508.gov/. Not Applicable

23. Unique Entity Identifier (UEI) number. SHKSNU48JHZ7

24. Notification regarding registration in System for Award Management (SAM) database. Contractor registered and active in SAM

DESCRIPTION OF PROFESSIONAL SERVICES AND PRICING

54151S – IT Professional Services Labor Categories

**Business Consultant / Analyst II**

Experience: At least two year of related hands-on experience with the specific equipment, software or other requirements specified by an actual Statement of Work or Statement of Need.

Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. With at least four years of specialized experience, a degree is not required.

Job duties: Staff professional, expert in a specific domain with general knowledge of other domains. Provides strategic guidance and influences program direction. Recommends large scale information system solutions, and assists with business integration across organizational levels. Provides program-level guidance within area of expertise and recommends domain-specific solutions and policies. Evaluates various business models including cost-benefit analysis and return on investment (ROI).

**Business Consultant / Analyst III**

Experience: At least four year of related hands-on experience with the specific equipment, software or other requirements specified by an actual Statement of Work or Statement of Need.

Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. With a Master’s Degree two years’ experience with at least six years of specialized experience, a degree is not required.

Job duties: Staff professional, expert in a specific domain with general knowledge of other domains. Provides strategic guidance and influences program direction. Recommends large scale information system solutions and policies, and assists with business integration across organizational levels. Provides program-level guidance within area of expertise and recommends domain-specific solutions and policies. Evaluates various business models including cost-benefit analysis and return on investment (ROI). May provide guidance to less experienced Business Consultants.

**Business Consultant / Analyst IV**
Experience: At least Eight year of related hands-on experience with the specific equipment, software or other requirements specified by an actual Statement of Work or Statement of Need.

Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. With a Master’s Degree five years’ experience with PhD Three years’ experience. With at least eight years of specialized experience, a degree is not required.

Job duties: Staff professional, expert in a specific domain with general knowledge of other domains. Provides strategic guidance and influences program direction. Recommends enterprise-level solutions and policies, and assists with business integration across organizational levels. Provides program-level guidance within area of expertise and recommends domain-specific solutions and policies. Evaluates various business models including cost-benefit analysis and return on investment (ROI). May provide daily supervision and direction to other Business Consultants

Data Analyst I
Experience: At least one year of related hands-on experience with the specific equipment, software or other requirements specified by an actual Statement of Work or Statement of Need.

Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.

Job duties: Assists more experienced database analysts/programmer in the design, implementation, and maintenance of databases, collection of data elements, and preparation of database specifications. Helps to develop, maintain, and control the data dictionary.

Data Analyst II
Experience: At least two year of related hands-on experience with the specific equipment, software or other requirements specified by an actual Statement of Work or Statement of Need.

Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With six years of general information technology experience and at least four years of specialized experience, a degree is not required.

Job duties: Provides guidance in the use of database management systems. Designs, implements, and maintains databases with respect to access methods and time, device allocation, validation checks, file organization, indexing methods, protection and security, documentation, guidelines, and statistical methods. Collects data elements and prepares database specifications. Develops, maintains, and controls the data dictionary. May provide task direction to less experienced database programmers/analysts.

Data Analyst III
Experience: At least five year of related hands-on experience with the specific equipment, software or other requirements specified by an actual Statement of Work or Statement of Need.

Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With Master’s degree, three years of specialized experience. With nine years of general information technology experience and at least five years of specialized experience, a degree is not required
Job duties: Provides expertise and guidance in the use of database management systems. Designs, implements, and maintains databases with respect to access methods and time, device allocation, validation checks, file organization, indexing methods, protection and security, documentation, guidelines, and statistical methods. Establishes procedures for operations of the database and database management systems. Collects data elements and prepares database specifications. Develops, maintains, and controls the data dictionary. May include experience with database systems such as MS SQL Server, DB2, Sybase, Oracle, and Informix. May function as team leader and provide direction to less experienced database programmers/analysts.

Data Analyst IV
Experience: At least eight year of related hands-on experience with the specific equipment, software or other requirements specified by an actual Statement of Work or Statement of Need. Five years of work experience can be substituted by an advanced degree.
Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline. With a Master’s Degree five years’ experience. With PhD three years of experience. With eleven years IT experience of which at least eight years of specific experience, a degree is not required.
Job duties: Provides highly technical expertise and guidance in the use of database management systems. Designs, implements, and maintains databases with respect to access methods and time, device allocation, validation checks, file organization, indexing methods, protection and security, documentation, guidelines, and statistical methods. Establishes procedures for operation of the database and database management systems. Collects data elements and prepares database specifications. Develops, maintains, and controls the data dictionary. May include experience with database systems such as MS SQL Server, DB2, Sybase, Oracle, and Informix. May provide team leadership or consulting support on complex database tasks.

Database Administrator I
Experience: Entry level
Education: A Bachelor’s degree in Computer Science, Information Systems, and Engineering, Business or other related scientific or technical discipline. With at least five years of specialized experience, a degree is not required.
Job duties: Assists in the administration of all relational databases, database design, development, maintenance, security, and backup. Perform the daily backup and recovery procedures. Maintains detailed user/group role security models and for adding and dropping database objects, performance tuning, and performance analysis.

Database Administrator II
Experience: At least two year of related hands-on experience with the specific equipment, software or other requirements specified by an actual Statement of Work or Statement of Need.
Education: A Bachelor’s degree in Computer Science, Information Systems, and Engineering, Business or other related scientific or technical discipline. With at least six years of specialized experience, a degree is not required.

Job duties: Supports the administration of all relational databases, database design, development, maintenance, security, and backup. Installs, configures, and maintains Oracle MS SQL Server, Oracle, DB2, Informix databases, database options, and database facilities. Facilitate the daily backup and recovery procedures. Ensures detailed user/group role security models and is primary point-of-contact for adding and dropping database objects, performance tuning, and performance analysis. Provides detailed performance reporting on a daily basis, schedule database jobs, perform disaster recovery planning and implementation, and stored procedure creation and tuning.

**Database Administrator III**

Experience: At least 5 years of related hands-on experience with the specific equipment, software or other requirements specified by an actual Statement of Work or Statement of Need.

Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline. With a Master’s Degree five years’ experience. With PhD three years of experience. With eleven years IT experience of which at least eight years of specific experience, a degree is not required.

Job duties: Provides administration of all relational databases, database design, development, maintenance, security, and backup. Installs, configures, and maintains MS SQL Server, Oracle, DB2, Informix databases, database options, and database facilities. Must facilitate daily backup and recovery procedures. Enforces detailed user/group role security models and for adding and dropping database objects, performance tuning, and performance analysis. Should be able to provide detailed performance reporting on a daily basis, schedule database jobs, perform disaster recovery planning and implementation, and stored procedure creation and tuning. Train junior staff.

**Infrastructure / Application Support Help Desk professional III**

Experience: 4 years of related hands-on experience with the specific equipment, software or other requirements specified by an actual Statement of Work or Statement of Need

Education: Bachelor’s degree.

Job duties: Provides remote support to users for network and desktop hardware and software problems. Picks up calls from users, diagnoses problems and recommends solutions per script. Refer on non-resolved problems. Typically provides Tier 2 support. First level technician (limited/basic technical skills required).

**Infrastructure / Application Support Help Desk professional IV**

Experience: Eight years of related hands-on experience with the specific equipment, software or other requirements specified by an actual Statement of Work or Statement of Need.

Education: Bachelor’s Degree.

Job duties: Directs remote support to users for network and desktop hardware and software problems. Picks up calls from users, diagnoses problems and recommends solutions per
script. Refer on non-resolved problems. Typically only provides Tier 2 support. A Level 2 technician and or a Team Lead (higher level of technical knowledge/skills required).

**Principal Consultant**

**Experience:** 4 years’ experience in the related area as an individual contributor. 1 to 3 years supervisory experience may be required.

**Education:** Requires a bachelor's degree of business, finance or marketing or its equivalent.

**Job duties:** Typically reports to an executive or a manager. Manages subordinate staff in the day-to-day performance of their jobs. True first level manager. Ensures that project/department milestones/goals are met and adhering to approved budgets. Has full authority for personnel actions. Extensive knowledge of department processes. Creates business strategies to facilitate company growth. Identifies and helps to develop strategic relationships with partners or potential customers. Works with other departments to ensure alignment of company goals, as set by senior management. Evaluates appropriate information to forecast the return on future business transactions. Designs and determines terms of business agreements.

**Program Manager**

**Experience:** Ten years’ experience. Experience includes increasing responsibilities in management of large programs.

**Education:** A Master's degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.

**Job duties:** Organizes, directs, and coordinates planning and production of all contract support activities. Demonstrate communications skills at all levels of management. Serve 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. Demonstrate capability in the overall management of multi-task contracts of the size, type, and complexity as described in the Task Order.

**Programmer/System Analyst I**

**Experience:** One year experience in computer programming and analysis.

**Education:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.

**Job duties:** Under close supervision performs assigned portions of systems analysis, design, programming, documentation, and related ADP systems concepts for effective implementation. Participate in all phases of software development with emphasis on the programming, testing, documentation and acceptance phases. Designs and prepares technical reports and related documentation. Individual possesses one year experience in computer programming and analysis.
Programmer/System Analyst II
Experience: Three years of progressive experience in computer programming and analysis.
Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.
Job duties: Performs systems analysis, design, programming, documentation, and implementation of applications which require knowledge of related ADP systems concepts for effective implementation. Participate in all phases of software development with emphasis on the analysis, programming, testing, documentation and acceptance phases. Designs and prepares technical reports and related documentation. Prepares and delivers presentations and briefings as required by the task order.

Programmer/System Analyst III
Experience: Six years of intensive and progressive experience in performing computer programming and systems analysis
Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.
Job duties: Performs systems engineering, analysis, design, documentation, and implementation of very complex applications which require a thorough knowledge of related ADP systems concepts for effective implementation. Participates in all phases of software development with emphasis on the planning, engineering, analysis, testing, and acceptance phases. Designs and prepares technical reports and related documentation. Prepares and delivers presentations and briefings as required.

Programmer/System Analyst IV
Experience: Ten years of intensive and progressive experience in performing computer programming and systems analysis
Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.
Job duties: Performs and directs high-level systems engineering, analysis, design, documentation, and implementation of very complex applications which require thorough knowledge of related ADP systems concepts for effective implementation. Directs and participates in all phases of software development with emphasis on the planning, engineering, analysis, testing and acceptance phases. Designs and prepares technical reports and related documentation. Prepares and delivers presentations and briefings as required. Individual needs seven years of intensive and progressive experience in performing computer programming and systems analysis including system level analysis, design, development, and implementation on contemporary computer hardware and programming languages.

Project Manager I
Experience: One year experience as a Project Manager. Experience includes increasing responsibilities in information systems design and management.
Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline
Job duties: Simultaneously plans and directs a highly technical project (or a group of related tasks) and assists the Program Manager in working with the government Contracting Officer, the COTR, government management personnel, and client agency representatives. Under the guidance of the Program Manager, is responsible for the overall management of specific Task Orders and ensures that the technical solutions and schedules in the Task Order are implemented in a timely manner.

**Project Manager II**
Experience: Three years’ experience as a Project Manager. Experience includes increasing responsibilities in information systems design and management.

Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline

Job duties: Simultaneously plans and directs a highly technical project (or a group of related tasks) and assists the Program Manager in working with the government Contracting Officer, the COTR, government management personnel, and client agency representatives. Under the guidance of the Program Manager, is responsible for the overall management of specific Task Orders and ensures that the technical solutions and schedules in the Task Order are implemented in a timely manner.

**Project Manager III**
Experience: Five years’ experience as a Project Manager. Experience includes increasing responsibilities in information systems design and management.

Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline with 5 years IT experience. With a Master’s Degree 3 years IT experience. With PhD 2 years of IT experience. With ten years’ experience, a degree is not required

Job duties: Simultaneously plans and directs a highly technical project (or a group of related tasks) and assists the Program Manager in working with the government Contracting Officer, the COTR, government management personnel, and client agency representatives. Under the guidance of the Program Manager, is responsible for the overall management of specific Task Orders and ensures that the technical solutions and schedules in the Task Order are implemented in a timely manner.

**Project Manager IV**
Experience: Eight years’ experience as a Project Manager. Experience includes increasing responsibilities in information systems design and management.

Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline with 8 years IT experience. With a Master’s Degree 6 years IT experience, with PhD four years of IT experience. With twelve years’ experience, a degree is not required
Job duties: Simultaneously plans and directs a highly technical project (or a group of related tasks) and assists the Program Manager in working with the government Contracting Officer, the COTR, government management personnel, and client agency representatives. Under the guidance of the Program Manager, is responsible for the overall management of specific Task Orders and ensures that the technical solutions and schedules in the Task Order are implemented in a timely manner.

**QA/QC/Software Test Engineer/Analyst I**

**Experience:** Entry Level. Knowledge in QA/QC areas as Configuration Management, verification and validation, software testing and integration, software metrics and software quality assessment.

**Education:** A Bachelor’s degree in Computer Science, Information Systems, and Engineering, Business or other related scientific or technical discipline with at least four years of specialized experience, a degree is not required.

**Job duties:** Provides technical and administrative support for personnel performing software development tasks, including the review of work products for correctness, adherence to design concepts and to user standards, review of program documentation to assure government standards/requirements are adhered to, configuration management for all hardware and software, and for progress in accordance with schedules. Coordinates with the Program Manager and/or Quality Assurance/Configuration Manager to ensure problem resolution and user satisfaction.

**QA/QC/Software Test Engineer/Analyst II**

**Experience:** Two years of experience in QA/QC areas as Configuration Management, verification and validation, software testing and integration, software metrics and software quality assessment.

**Education:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline. With at least eight years of specialized experience, a degree is not required.

**Job duties:** Provides technical and administrative support for personnel performing software development tasks, including the review of work products for correctness, adherence to design concepts and to user standards, review of program documentation to assure government standards/requirements are adhered to, configuration management for all hardware and software, and for progress in accordance with schedules. Coordinate with the Program Manager and/or Quality Assurance/Configuration Manager to ensure problem resolution and user satisfaction. Make recommendations, if needed, for approval of systems installations. Prepare milestone status reports and deliveries/presentations on the system concept to colleagues, end user representatives.

**QA/QC/Software Test Engineer/Analyst III**

**Experience:** Five years of experience in QA/QC areas as Configuration Management, verification and validation, software testing and integration, software metrics and software quality assessment.
Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline. With a Master’s Degree two years’ experience. With at least eight years of specialized experience, a degree is not required.

Job duties: Develops, implements, and maintains quality assurance/configuration management programs in support of a variety of software, hardware, and services. Establish standards for life cycle, documentation, development methods, testing, and maintenance. Develops and defines major and minor characteristics of quality/configuration management (including metrics and scoring parameters) and determines requisite quality control/configuration management resources for an actual task order. Conducts or participates in formal and informal reviews at predetermined points throughout the system life cycle. Serve as liaison between Program Management and other functional groups to resolve issues regarding quality assurance/configuration management. Reviews and evaluates software products and services for adherence to government directives, standards, and guidelines. May provide task direction and guidance to less experienced team members.

**QA/QC/Software Test Engineer/Analyst IV**

Experience: Eight years of experience in QA/QC areas as Configuration Management, verification and validation, software testing and integration, software metrics and software quality assessment.

Education: A Bachelor’s degree in Computer Science, Information Systems, and Engineering, Business or other related scientific or technical discipline. With a Master’s Degree five years’ experience, with PhD three years of experience. With at least twelve years of specialized experience, a degree is not required.

Job duties: Develops, implements, and maintains quality assurance/configuration management programs in support of a variety of software, hardware, and services. Establish standards for life cycle, documentation, development methods, testing, and maintenance. Develops and defines major and minor characteristics of quality/configuration management (including metrics and scoring parameters) and determines requisite quality control/configuration management resources for an actual task order. Conducts or participates in formal and informal reviews at predetermined points throughout the system life cycle. Serve as liaison between Program Management and other functional groups to resolve issues regarding quality assurance/configuration management. Reviews and evaluates software products and services for adherence to government directives, standards, and guidelines. May provide daily supervision and direction to support staff.

**Subject matter / Domain Expert I**

Experience: Four years of specialized experience in determining information technology effects on the organizational structure and determining the ability that IT can support/meet organizational goals.

Education: Bachelor’s degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline. With a Master’s Degree two years’ experience. With at least eight years of specialized experience, a degree is not required.
Job duties: Confers with client management to understand the client’s strategic information technology business goals and information technology strategy. Analyzes client requirements and recommends development or acquisition strategies. Assist in developing strategic plans and concepts. Demonstrate exceptional oral and written communication skills. Possess requisite knowledge and expertise so recognized in the professional community that the individual is considered "expert" in the technical/specialty area being addressed.

Subject matter / Domain Expert II
Experience: Six years of experience in determining information technology effects on the organizational structure and determining the ability that IT can support/meet organizational goals.
Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline. With a Master’s Degree four years’ experience. With PhD Three years of experience. With at least ten years of specialized training, a degree is not required.
Job duties: Confers with client management to understand or develop the client's strategic information technology business goals, and assists in formulation of an appropriate information technology strategy. Analyzes client requirements and recommends development or acquisition strategies. Assist clients in developing strategic plans and concepts. Demonstrate exceptional oral and written communication skills. Recognize in the professional community as an "expert" in the technical/specialty area being addressed.

Subject matter / Domain Expert III
Experience: Six years of experience in determining information technology effects on the organizational structure and determining the ability that IT can support/meet organizational goals.
Education: A Master’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With Ph.D. four years of specialized experience.
Job duties: Confers with client management to define the client’s strategic information technology business goals, and advises in the reengineering of business processes to meet these goals. Analyzes client requirements and recommends development or acquisition strategies. Assist clients in developing strategic plans and concepts. Advise client on the impact of new legislation or new technologies that are relevant to their agency. Demonstrate exceptional oral and written communication skills. Recognize in the professional community as an "expert" in the technical/specialty area being addressed.

Subject matter / Domain Expert IV
Experience: Eight years of experience in determining information technology effects on the organizational structure and determining the ability that IT can support/meet organizational goals.
Education: A Master’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With PhD six years of specialized experience.

Job duties: Confers with client executive management using line of business expertise to define the client's strategic information technology business goals, and advises in the reengineering of business processes to meet these goals. Analyzes client requirements and recommends development or acquisition strategies. Assist client in developing strategic plans and concepts. Advise client on the impact of new legislation or new technologies that are relevant to their agency. Demonstrate exceptional oral and written communication skills. Recognize in the professional community as an "expert" in the technical/specialty area being addressed.

**System & Network Administrator I**

**Experience:** Entry level position, with knowledge in protocol analysis, communication network system design and maintenance, and knowledge of communication protocols.

**Education:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With at least four years of specialized experience, a degree is not required.

**Job duties:** Installs, maintains, and coordinates the customer’s area network. Evaluate hardware and software, including peripheral, output, and telecommunications equipment. Enforces security procedures, installs network software, and manages network performance. Troubleshoots and resolves problems. Implements and coordinates network policies, procedures, and standards.

**System & Network Administrator II**

**Experience:** Three years of experience with complex networks and platforms.

**Education:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With a Master’s degree, one year of specialized experience. With at least seven years of specialized experience, a degree is not required.

**Job duties:** Installs, maintains, and coordinates the customer’s area network. Evaluate hardware and software, including peripheral, output, and telecommunications equipment. Enforces security procedures, installs network software, and manages network performance. Troubleshoots and resolves problems. Implements and coordinates network policies, procedures, and standards.

**System & Network Administrator III**

**Experience:** Five years of experience with complex networks and platforms.

**Education:** A Bachelor’s degree in Mathematics, Computer Science, Information Systems, Engineering, Business, or other related discipline. With a Master’s degree five years of specialized experience. With at least eleven years of specialized experience, a degree is not required.

**Job duties:** Installs and maintains moderately complex networks that typically link numerous computing platforms, operating systems, and network topologies across widely dispersed...
geographic areas. Evaluate hardware and software. Tests and implements interface programs. Develop security procedures. Manage network performance. Troubleshoots and resolves complex problems. Maintains fault-tolerant systems and manages system backups. May require and extensive expertise across hardware and systems supplied by multiple vendors. May provide task direction to team members.

**System & Network Administrator IV**

**Experience:** Eight years of experience with complex networks and platforms.

**Education:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. With a Master’s degree, five years of specialized experience. With at least eleven years of specialized experience, a degree is not required.

**Job duties:** Installs and maintains highly complex networks that typically link numerous Computing platforms, operating systems, and network topologies across widely dispersed geographic areas. Evaluate hardware and software. Tests and implements interface programs. Develop security procedures. Manage network performance. Troubleshoots and resolves complex problems. Maintains fault-tolerant systems and manages system backups. May require certification and expertise across hardware and systems supplied by multiple vendors. May provide task leadership to team members.

**Training Specialist III**

**Experience:** Five years of experience in the delivery of training instruction and services.

**Education:** A Bachelor’s degree from an accredited college or university in education, training or related field of study. With a Master’s Degree three years’ experience. With PhD one year of experience. With at least nine years of specialized experience, a degree is not required.

**Job duties:** Serves as lead instructor in delivering training/development programs where the subject matter or process is complex in nature. Conducts research necessary to develop, revise, or select training/development courses. Prepares training catalogs. Develops instructor materials, such as course outlines, background material, and training/development aids. Develops student materials, such as course manuals, workbooks, handouts, completion certificates, and course critique forms. Conducts formal classroom courses, workshops, seminars, and computer-based training. May formulate and provide overall direction for training/development activities within a program. Coordinates for additional functional analysts (subject matter experts) to participate in training/development as needed. May function as team leader for less experienced trainers.

**Training Specialist IV**

**Experience:** Eight years of experience in the delivery of training instruction and services.

**Education:** A Bachelor’s degree from an accredited college or university in education, training or related field of study. With a Master’s Degree five years’ experience, with PhD three years of experience. With at least twelve years of specialized experience, a degree is not required.

**Job duties:** Serves as lead instructor in delivering training and/or development programs where the subject matter or process is highly complex in nature. Formulates and provides overall
direction for the training/development activities within the task. Works with functional analysts (subject matter experts), vendors, and clients to ensure that scope and depth of training/development activities are current and appropriate to client’s requirements. Develops criteria for evaluating the effectiveness of the activities. Updates course curricula and documentation on a continuous basis to ensure timeliness, relevance, and contractual compliance. Conducts formal classroom courses, workshops, seminars, and computer-based training. Formulates and provides overall direction for the training/development activities within a program. May provide daily supervision and direction to training staff. May provide consulting support on complex tasks.

**54151HEAL – Health IT Professional Services**

*Healthcare Business Consultant / Analyst II*

**Experience:** At least two year of related hands-on experience with the specific equipment, software or other requirements specified by an actual Statement of Work or Statement of Need.

**Education:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. With at least four years of specialized experience, a degree is not required.

**Job duties:** Staff professional, expert in a specific healthcare domain with general knowledge of other domains. Provides strategic guidance and influences program direction. Recommends large scale information system solutions and assists with business integration across organizational levels. Provides program-level guidance within area of expertise and recommends domain-specific solutions and policies. Evaluates various business models including cost-benefit analysis and return on investment (ROI).

*Healthcare Business Consultant / Analyst III*

**Experience:** At least four year of related hands-on experience with the specific equipment, software or other requirements specified by an actual Statement of Work or Statement of Need.

**Education:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. With a Master’s Degree two years’ experience with at least six years of specialized experience, a degree is not required.

**Job duties:** Staff professional, expert in a healthcare specific domain with general knowledge of other domains. Provides strategic guidance and influences program direction. Recommends large scale information system solutions and policies, and assists with business integration across organizational levels. Provides program-level guidance within area of expertise and recommends domain-specific solutions and policies. Evaluates various business models including cost-benefit analysis and return on investment (ROI). May provide guidance to less experienced Healthcare Business Consultants.

*Healthcare Business Consultant / Analyst IV*

**Experience:** At least Eight year of related hands-on experience with the specific equipment, software or other requirements specified by an actual Statement of Work or Statement of Need.
Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. With a Master’s Degree five years’ experience with PhD. Three years’ experience. With at least eight years of specialized experience, a degree is not required.

Job duties: Staff professional, expert in a healthcare specific domain with general knowledge of other domains. Provides strategic guidance and influences program direction. Recommends large scale information system solutions and policies, and assists with business integration across organizational levels. Provides program-level guidance within area of expertise and recommends domain-specific solutions and policies. Evaluates various business models including cost-benefit analysis and return on investment (ROI). May provide guidance to less experienced Healthcare Business Consultants.

**Healthcare Data Analyst I**

Experience: At least one year of related hands-on experience with healthcare specific equipment, software or other requirements specified by an actual Statement of Work or Statement of Need.

Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.

Job duties: Assists more experienced healthcare database analysts/programmer in the design, implementation, and maintenance of databases, collection of data elements, and preparation of database specifications. Helps to develop, maintain, and control the data dictionary.

**Healthcare Data Analyst II**

Experience: At least two year of related hands-on experience with healthcare specific equipment, software or other requirements specified by an actual Statement of Work or Statement of Need.

Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With six years of general information technology experience and at least four years of specialized experience, a degree is not required.

Job duties: Provides guidance in the use of healthcare database management systems. Designs, implements, and maintains databases with respect to access methods and time, device allocation, validation checks, file organization, indexing methods, protection and security, documentation, guidelines, and statistical methods. Collects data elements and prepares database specifications. Develops, maintains, and controls the data dictionary. May provide task direction to less experienced database programmers/analysts.

**Healthcare Data Analyst III**

Experience: At least five year of related hands-on experience with healthcare specific equipment, software or other requirements specified by an actual Statement of Work or Statement of Need.

Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With Master’s degree, three years of
specialized experience. With nine years of general information technology experience and at least five years of specialized experience, a degree is not required.

**Job duties:** Provides expertise and guidance in the use healthcare database management systems. Designs, implements, and maintains databases with respect to access methods and time, device allocation, validation checks, file organization, indexing methods, protection and security, documentation, guidelines, and statistical methods. Establishes procedures for operations of the database and database management systems. Collects data elements and prepares database specifications. Develops, maintains, and controls the data dictionary. May include experience with database systems such as MS SQL Server, DB2, Sybase, Oracle, and Informix. May function as team leader and provide direction to less experienced database programmers/analysts.

**Healthcare Data Analyst IV**

**Experience:** At least eight years of related hands-on experience with healthcare specific equipment, software or other requirements specified by an actual Statement of Work or Statement of Need. Five years of work experience can be substituted by an advanced degree.

**Education:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline. With a Master’s Degree five years’ experience. With PhD three years of experience. With eleven years IT experience of which at least eight years of specific experience, a degree is not required.

**Job duties:** Provides highly technical expertise and guidance in the use of healthcare database management systems. Designs, implements, and maintains databases with respect to access methods and time, device allocation, validation checks, file organization, indexing methods, protection and security, documentation, guidelines, and statistical methods. Establishes procedures for operation of the database and database management systems. Collects data elements and prepares database specifications. Develops, maintains, and controls the data dictionary. May include experience with database systems such as MS SQL Server, DB2, Sybase, Oracle, and Informix. May provide team leadership or consulting support on complex database tasks.

**Healthcare Database Administrator I**

**Experience:** Entry level

**Education:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline. With at least five years of specialized experience, a degree is not required.

**Job duties:** Assists in the administration of all healthcare relational databases, database design, development, maintenance, security, and backup. Perform the daily backup and recovery procedures. Maintains detailed user/group role security models and for adding and dropping database objects, performance tuning, and performance analysis.

**Healthcare Database Administrator II**

**Experience:** At least two years of related hands-on experience with healthcare specific equipment, software or other requirements specified by an actual Statement of Work or Statement of Need.
Education: A Bachelor’s degree in Computer Science, Information Systems, and Engineering, Business or other related scientific or technical discipline. With at least six years of specialized experience, a degree is not required.

Job duties: Supports the administration of all healthcare relational databases, database design, development, maintenance, security, and backup. Installs, configures, and maintains Oracle MS SQL Server, Oracle, DB2, Informix databases, database options, and database facilities. Facilitate the daily backup and recovery procedures. Ensures detailed user/group role security models and is primary point-of-contact for adding and dropping database objects, performance tuning, and performance analysis. Provides detailed performance reporting on a daily basis, schedule database jobs, perform disaster recovery planning and implementation, and stored procedure creation and tuning.

**Healthcare Database Administrator III**

Experience: At least 5 years of related hands-on experience with healthcare specific equipment, software or other requirements specified by an actual Statement of Work or Statement of Need.

Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline. With a Master’s Degree five years’ experience. With PhD three years of experience. With eleven years IT experience of which at least eight years of specific experience, a degree is not required.

Job duties: Provides administration of all healthcare relational databases, database design, development, maintenance, security, and backup. Installs, configures, and maintains MS SQL Server, Oracle, DB2, Informix databases, database options, and database facilities. Must facilitate daily backup and recovery procedures. Enforces detailed user/group role security models and for adding and dropping database objects, performance tuning, and performance analysis. Should be able to provide detailed performance reporting on a daily basis, schedule database jobs, perform disaster recovery planning and implementation, and stored procedure creation and tuning. Train junior staff.

**Healthcare Infrastructure / Application Support Help Desk professional III**

Experience: 4 years of related hands-on experience with healthcare specific equipment, software or other requirements specified by an actual Statement of Work or Statement of Need.

Education: Bachelor’s degree.

Job duties: Provides remote support to users for healthcare network and desktop hardware and software problems. Picks up calls from users, diagnoses problems and recommends solutions per script. Refer on non-resolved problems. Typically provides Tier 2 support. First level technician (limited/basic technical skills required).

**Healthcare Infrastructure / Application Support Help Desk professional IV**

Experience: Eight years of related hands-on experience with healthcare specific equipment, software or other requirements specified by an actual Statement of Work or Statement of Need.

Education: Bachelor’s Degree.
Job duties: Directs remote support to users for healthcare network and desktop hardware and software problems. Picks up calls from users, diagnoses problems and recommends solutions per script. Refer on non-resolved problems. Typically only provides Tier 2 support. A Level 2 technician and or a Team Lead (higher level of technical knowledge/skills required).

**Healthcare Principal Consultant**

Experience: 4 years’ experience in healthcare related area as an individual contributor. 1 to 3 years supervisory experience may be required.

Education: Requires a bachelor's degree of business, finance or marketing or its equivalent.

Job duties: Typically reports to an executive or a manager. Manages subordinate staff in the day-to-day performance of their jobs. True first level manager. Ensures that project/department milestones/goals are met and adhering to approved budgets. Has full authority for personnel actions. Extensive knowledge of department processes. Creates business strategies to facilitate company growth. Identifies and helps to develop strategic relationships with partners or potential customers. Works with other departments to ensure alignment of company goals, as set by senior management. Evaluates appropriate information to forecast the return on future business transactions. Designs and determines terms of business agreements.

**Healthcare Program Manager**

Experience: Ten years’ experience. Experience includes increasing responsibilities in healthcare management of large programs.

Education: A Master's degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.

Job duties: Organizes, directs, and coordinates planning and production of all contract support activities. Demonstrate communications skills at all levels of management. Serve 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. Demonstrate capability in the overall management of multi-task contracts of the size, type, and complexity as described in the Task Order.

**Healthcare Programmer/System Analyst I**

Experience: One year experience in computer programming and analysis.

Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.

Job duties: Under close supervision performs assigned portions of systems analysis, design, programming, documentation, and related ADP systems concepts for effective implementation. Participate in all phases of software development with emphasis on the
programming, testing, documentation and acceptance phases. Designs and prepares technical reports and related documentation. Individual possesses one year experience in computer programming and analysis in healthcare.

**Healthcare Programmer/System Analyst II**
Experience: Three years of progressive experience in computer programming and analysis.
Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.
Job duties: Performs systems analysis, design, programming, documentation, and implementation of applications which require knowledge of related healthcare ADP systems concepts for effective implementation. Participate in all phases of software development with emphasis on the analysis, programming, testing, documentation and acceptance phases. Designs and prepares technical reports and related documentation. Prepares and delivers presentations and briefings as required by the task order.

**Healthcare Programmer/System Analyst III**
Experience: Six years of intensive and progressive experience in performing computer programming and systems analysis
Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.
Job duties: Performs systems engineering, analysis, design, documentation, and implementation of very complex applications which require a thorough knowledge of healthcare related ADP systems concepts for effective implementation. Participates in all phases of software development with emphasis on the planning, engineering, analysis, testing, and acceptance phases. Designs and prepares technical reports and related documentation. Prepares and delivers presentations and briefs as required.

**Healthcare Programmer/System Analyst IV**
Experience: Ten years of intensive and progressive experience in performing computer programming and systems analysis
Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.
Job duties: Performs and directs high-level healthcare systems engineering, analysis, design, documentation, and implementation of very complex applications which require thorough knowledge of healthcare related ADP systems concepts for effective implementation. Directs and participates in all phases of software development with emphasis on the planning, engineering, analysis, testing and acceptance phases. Designs and prepares technical reports and related documentation. Prepares and delivers presentations and briefings as required. Individual needs seven years of intensive and progressive experience in performing computer programming and systems analysis including system level analysis, design, development, and implementation on contemporary computer hardware and programming languages.

**Healthcare Project Manager I**
Experience: One year experience as a Project Manager. Experience includes increasing responsibilities in healthcare information systems design and management.

Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.

Job duties: Simultaneously plans and directs a highly technical project (or a group of related tasks) and assists the Program Manager in working with the government Contracting Officer, the COTR, government management personnel, and client agency representatives. Under the guidance of the Program Manager, is responsible for the overall management of specific Task Orders and ensures that the technical solutions and schedules in the Task Order are implemented in a timely manner.

**Healthcare Project Manager II**

Experience: Three years’ experience as a Project Manager. Experience includes increasing responsibilities in healthcare information systems design and management.

Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.

Job duties: Simultaneously plans and directs a highly technical project (or a group of related tasks) and assists the Program Manager in working with the government Contracting Officer, the COTR, government management personnel, and client agency representatives. Under the guidance of the Program Manager, is responsible for the overall management of specific Task Orders and ensures that the technical solutions and schedules in the Task Order are implemented in a timely manner.

**Healthcare Project Manager III**

Experience: Five years’ experience as a Project Manager. Experience includes increasing responsibilities in healthcare information systems design and management.

Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline with 5 years IT experience. With a Master’s Degree 3 years IT experience. With PhD 2 years of IT experience. With ten years’ experience, a degree is not required.

Job duties: Simultaneously plans and directs a highly technical project (or a group of related tasks) and assists the Program Manager in working with the government Contracting Officer, the COTR, government management personnel, and client agency representatives. Under the guidance of the Program Manager, is responsible for the overall management of specific Task Orders and ensures that the technical solutions and schedules in the Task Order are implemented in a timely manner.

**Healthcare Project Manager IV**

Experience: Eight years’ experience as a Project Manager. Experience includes increasing responsibilities in healthcare information systems design and management.

Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline with 8 years IT experience. With a Master’s Degree 6 years IT experience, with PhD four years of IT experience. With twelve years’ experience, a degree is not required.
Job duties: Simultaneously plans and directs a highly technical project (or a group of related tasks) and assists the Program Manager in working with the government Contracting Officer, the COTR, government management personnel, and client agency representatives. Under the guidance of the Program Manager, is responsible for the overall management of specific Task Orders and ensures that the technical solutions and schedules in the Task Order are implemented in a timely manner.

**Healthcare QA/QC/Software Test Engineer/Analyst I**

Experience: Entry Level. Knowledge in healthcare QA/QC areas as Configuration Management, verification and validation, software testing and integration, software metrics and software quality assessment.

Education: A Bachelor’s degree in Computer Science, Information Systems, and Engineering, Business or other related scientific or technical discipline with at least four years of specialized experience, a degree is not required.

Job duties: Provides healthcare technical and administrative support for personnel performing software development tasks, including the review of work products for correctness, adherence to design concepts and to user standards, review of program documentation to assure government standards/requirements are adhered to, configuration management for all hardware and software, and for progress in accordance with schedules. Coordinates with the Program Manager and/or Quality Assurance/Configuration Manager to ensure problem resolution and user satisfaction.

**Healthcare QA/QC/Software Test Engineer/Analyst II**

Experience: Two years of experience in healthcare QA/QC areas as Configuration Management, verification and validation, software testing and integration, software metrics and software quality assessment.

Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline. With at least eight years of specialized experience, a degree is not required.

Job duties: Provides healthcare technical and administrative support for personnel performing software development tasks, including the review of work products for correctness, adherence to design concepts and to user standards, review of program documentation to assure government standards/requirements are adhered to, configuration management for all hardware and software, and for progress in accordance with schedules. Coordinate with the Program Manager and/or Quality Assurance/Configuration Manager to ensure problem resolution and user satisfaction. Make recommendations, if needed, for approval of systems installations. Prepare milestone status reports and deliveries/presentations on the system concept to colleagues, end user representatives.

**Healthcare QA/QC/Software Test Engineer/Analyst III**

Experience: Five years of experience in QA/QC areas as Configuration Management, verification and validation, software testing and integration, software metrics and software quality assessment.
Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline. With a Master’s Degree two years’ experience. With at least eight years of specialized experience, a degree is not required.

Job duties: Develops, implements, and maintains quality assurance/configuration management programs in support of a variety of healthcare software, hardware, and services. Establish standards for life cycle, documentation, development methods, testing, and maintenance. Develops and defines major and minor characteristics of quality/configuration management (including metrics and scoring parameters) and determines requisite quality control/configuration management resources for an actual task order. Conducts or participates in formal and informal reviews at predetermined points throughout the system life cycle. Serve as liaison between Program Management and other functional groups to resolve issues regarding quality assurance/configuration management. Reviews and evaluates software products and services for adherence to government directives, standards, and guidelines. May provide task direction and guidance to less experienced team members.

**Healthcare QA/QC/Software Test Engineer/Analyst IV**

Experience: Eight years of experience in QA/QC areas as Configuration Management, verification and validation, software testing and integration, software metrics and software quality assessment

Education: A Bachelor’s degree in Computer Science, Information Systems, and Engineering, Business or other related scientific or technical discipline. With a Master’s Degree five years’ experience, with PhD three years of experience. With at least twelve years of specialized experience, a degree is not required

Job duties: Develops, implements, and maintains quality assurance/configuration management programs in support of healthcare variety of software, hardware, and services. Establish standards for life cycle, documentation, development methods, testing, and maintenance. Develops and defines major and minor characteristics of quality/configuration management (including metrics and scoring parameters) and determines requisite quality control/configuration management resources for an actual task order. Conducts or participates in formal and informal reviews at predetermined points throughout the system life cycle. Serve as liaison between Program Management and other functional groups to resolve issues regarding quality assurance/configuration management. Reviews and evaluates software products and services for adherence to government directives, standards, and guidelines. May provide daily supervision and direction to support staff.

**Healthcare Subject matter / Domain Expert I**

Experience: Four years of specialized experience in determining information technology effects on the organizational structure and determining the ability that IT can support/meet organizational goals.

Education: Bachelor’s degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline. With a Master’s Degree two years’ experience. With at least eight years of specialized experience, a degree is not required
Job duties: Confers with healthcare client management to understand the client’s strategic information technology business goals and information technology strategy. Analyzes client requirements and recommends development or acquisition strategies. Assist in developing strategic plans and concepts. Demonstrate exceptional oral and written communication skills. Possess requisite knowledge and expertise so recognized in the professional community that the individual is considered “expert” in the technical/specialty area being addressed.

**Healthcare Subject matter / Domain Expert II**

Experience: Six years of experience in determining information technology effects on the organizational structure and determining the ability that IT can support/meet organizational goals.

Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline. With a Master’s Degree four years’ experience. With PhD Three years of experience. With at least ten years of specialized training, a degree is not required.

Job duties: Confers with healthcare client management to understand or develop the client's strategic information technology business goals, and assists in formulation of an appropriate information technology strategy. Analyzes client requirements and recommends development or acquisition strategies. Assist clients in developing strategic plans and concepts. Demonstrate exceptional oral and written communication skills. Recognize in the professional community as an "expert" in the technical/specialty area being addressed.

**Healthcare Subject matter / Domain Expert III**

Experience: Six years of experience in determining information technology effects on the organizational structure and determining the ability that IT can support/meet organizational goals.

Education: A Master’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With Ph.D. four years of specialized experience.

Job duties: Confers with healthcare client management to define the client’s strategic information technology business goals, and advises in the reengineering of business processes to meet these goals. Analyzes client requirements and recommends development or acquisition strategies. Assist clients in developing strategic plans and concepts. Advise client on the impact of new legislation or new technologies that are relevant to their agency. Demonstrate exceptional oral and written communication skills. Recognize in the professional community as an "expert" in the technical/specialty area being addressed.

**Healthcare Subject matter / Domain Expert IV**

Experience: Eight years of experience in determining information technology effects on the organizational structure and determining the ability that IT can support/meet organizational goals.
Education: A Master’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With PhD six years of specialized experience.

Job duties: Confers with healthcare client executive management using line of business expertise to define the client's strategic information technology business goals, and advises in the reengineering of business processes to meet these goals. Analyzes client requirements and recommends development or acquisition strategies. Assist client in developing strategic plans and concepts. Advise client on the impact of new legislation or new technologies that are relevant to their agency. Demonstrate exceptional oral and written communication skills. Recognize in the professional community as an "expert" in the technical/specialty area being addressed.

**Healthcare System & Network Administrator I**

**Experience:** Entry level position, with knowledge in protocol analysis, communication network system design and maintenance, and knowledge of communication protocols.

**Education:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With at least four years of specialized experience, a degree is not required.

**Job duties:** Installs, maintains, and coordinates healthcare customer’s area network. Evaluate hardware and software, including peripheral, output, and telecommunications equipment. Enforces security procedures, installs network software, and manages network performance. Troubleshoots and resolves problems. Implements and coordinates network policies, procedures, and standards.

**Healthcare System & Network Administrator II**

**Experience:** Three years of experience with complex networks and platforms.

**Education:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With a Master’s degree, one year of specialized experience. With at least seven years of specialized experience, a degree is not required.

**Job duties:** Installs, maintains, and coordinates healthcare customer’s area network. Evaluate hardware and software, including peripheral, output, and telecommunications equipment. Enforces security procedures, installs network software, and manages network performance. Troubleshoots and resolves problems. Implements and coordinates network policies, procedures, and standards.

**System & Network Administrator III**

**Experience:** Five years of experience with complex networks and platforms.

**Education:** A Bachelor’s degree in Mathematics, Computer Science, Information Systems, Engineering, Business, or other related discipline. With a Master’s degree five years of specialized experience. With at least eleven years of specialized experience, a degree is not required.

**Job duties:** Installs and maintains moderately complex healthcare networks that typically link numerous computing platforms, operating systems, and network topologies across widely

**Healthcare System & Network Administrator IV**

**Experience:** Eight years of experience with complex networks and platforms.

**Education:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. With a Master’s degree, five years of specialized experience. With at least eleven years of specialized experience, a degree is not required.

**Job duties:** Installs and maintains highly complex healthcare networks that typically link numerous Computing platforms, operating systems, and network topologies across widely dispersed geographic areas. Evaluate hardware and software. Tests and implements interface programs. Develop security procedures. Manage network performance. Troubleshoots and resolves complex problems. Maintains fault-tolerant systems and manages system backups. May require certification and expertise across hardware and systems supplied by multiple vendors. May provide task leadership to team members.

**Healthcare Training Specialist III**

**Experience:** Five years of experience in the delivery of training instruction and services.

**Education:** A Bachelor’s degree from an accredited college or university in education, training or related field of study. With a Master’s Degree three years’ experience. With PhD one year of experience. With at least nine years of specialized experience, a degree is not required.

**Job duties:** Serves as lead instructor in delivering healthcare training/development programs where the subject matter or process is complex in nature. Conducts research necessary to develop, revise, or select training/development courses. Prepares training catalogs. Develops instructor materials, such as course outlines, background material, and training/development aids. Develops student materials, such as course manuals, workbooks, handouts, completion certificates, and course critique forms. Conducts formal classroom courses, workshops, seminars, and computer-based training. May formulate and provide overall direction for training/development activities within a program. Coordinates for additional functional analysts (subject matter experts) to participate in training/development as needed. May function as team leader for less experienced trainers.

**Healthcare Training Specialist IV**

**Experience:** Eight years of experience in the delivery of training instruction and services.

**Education:** A Bachelor’s degree from an accredited college or university in education, training or related field of study. With a Master’s Degree five years’ experience, with PhD three years of experience. With at least twelve years of specialized experience, a degree is not required.
Job duties: Serves as lead instructor in delivering healthcare training and/or development programs where the subject matter or process is highly complex in nature. Formulates and provides overall direction for the training/development activities within the task. Works with functional analysts (subject matter experts), vendors, and clients to ensure that scope and depth of training/development activities are current and appropriate to client’s requirements. Develops criteria for evaluating the effectiveness of the activities. Updates course curricula and documentation on a continuous basis to ensure timeliness, relevance, and contractual compliance. Conducts formal classroom courses, workshops, seminars, and computer-based training. Formulates and provides overall direction for the training/development activities within a program. May provide daily supervision and direction to training staff. May provide consulting support on complex tasks.

ANCILLARY – Ancillary Supplies and Services

Infrastructural / Application Support Help Desk Professional I
Experience: Entry level
Education: Associate’s Degree or equivalent experience.
Job duties: Under direction, provides remote support to users for network and desktop hardware and software problems. Takes calls from users, diagnoses problems and recommends solutions per script. Typically only provides Tier 1 support. A customer service representative rather than a technician (no real technical skills required).

Infrastructural / Application Support Help Desk Professional II
Experience: 2 years of related hands-on experience with the specific equipment, software or other requirements specified by an actual Statement of Work or Statement of Need
Education: Associate’s Degree or equivalent experience.
Job duties: Provides remote support to users for network and desktop hardware and software problems. Takes calls from users, diagnoses problems, recommends and/or implements solutions, and provides follow-up. Has experience and understanding of MIS environment. Typically involves use of problem management database and help desk systems. Typically only provides Tier 1 support.

54151HACS – Highly Adaptive Cybersecurity Services

Security Analyst I
Experience: Entry level position with knowledge in system engineering and/or design, design assurance or testing for products and system computer networks technology.
Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With at least four years of specialized experience, a degree is not required.
Job duties: Assists more experienced analysts in analyzing and defining security requirements. Assist 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.

Security Analyst II
Experience: Two years of experience in system engineering and/or design, design assurance or testing for products and system computer networking technology.
Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With at least six years of specialized experience, a degree is not required
Job duties: 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.

Security Analyst III
Experience: Five years of experience in system engineering and/or design, design assurance or testing for products and system computer networking technology.
Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline. With a Master’s Degree three years’ experience. With PhD One year of experience. With nine years of specialized experience, a degree is not required
Job duties: Analyzes and defines information security, automated information security (AIS), and/or computer security requirements. Designs, develops, engineers, and implements security solutions. Gathers and organizes technical information about an organization’s mission, goals, and needs; existing security products; and ongoing programs. Develops, analyzes, and implements security architecture(s) as appropriate. Performs risk analysis and security audit services, develops 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. May have experience in one or more of the following: digital signatures, encryption, public key and certification management, cross certification of public key systems, and directories. May be responsible for leading a team in performing these services.

Security Analyst IV
Experience: Eight years of experience in information security technology and policy and procedure development.
Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline. With a Master’s Degree six years’ experience. With PhD Four years of experience. With twelve years of specialized experience, a degree is not required.

Job duties: Analyzes and defines complex information security, automated information security (AIS), and/or computer security requirements. Designs, develops, engineers, and implements security solutions. Gathers and organizes technical information about an organization’s mission, goals, and needs; existing security products; and ongoing programs. Develops, analyzes, and implements security architecture(s) as appropriate. Performs risk analysis and security audit services, develops 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. Experience in one or more of the following areas are desired: digital signatures, encryption, public key and certification management, cross certification of public key systems, and directories. May provide daily supervision and direction to staff.

**Senior Consultant**

Experience: At least five years of hands-on experience of implementation of solution for Commercial of the Shelf (COTS) product. At least one year of COTS Product consulting experience either Commercial or Government. COTS products include licensed software from vendors like Oracle, SAP, Microsoft, HP, IBM etc.

Education: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related discipline with 5 years of experience. With a Master’s Degree 3 years’ experience. With PHD 1 years’ experience. With at least 8 years of specialized experience, a degree is not required.

Job duties: Provide consulting for the COTS product implementation, prepare & Present technical capabilities of COTS product to client, convert business requirements into technical solution using COTS product, responsible for developing and documenting standards, methodologies and architecture used by COTS product. Responsible for design & development of new architectural components based on business needs using COTS product. Evaluates compatibility of information system development efforts with customer architectures and recommends appropriate adjustments of COTS configuration.
<table>
<thead>
<tr>
<th>Labor Category</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
<th>Year 4</th>
<th>Year 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Consultant / Analyst II</td>
<td>$105.29</td>
<td>$108.45</td>
<td>$111.70</td>
<td>$115.05</td>
<td>$118.50</td>
</tr>
<tr>
<td>Business Consultant / Analyst III</td>
<td>$114.86</td>
<td>$118.31</td>
<td>$121.86</td>
<td>$125.51</td>
<td>$129.28</td>
</tr>
<tr>
<td>Business Consultant / Analyst IV</td>
<td>$124.43</td>
<td>$128.17</td>
<td>$132.01</td>
<td>$135.97</td>
<td>$140.05</td>
</tr>
<tr>
<td>Data Analyst I</td>
<td>$67.00</td>
<td>$69.01</td>
<td>$71.08</td>
<td>$73.22</td>
<td>$75.41</td>
</tr>
<tr>
<td>Data Analyst II</td>
<td>$86.15</td>
<td>$88.73</td>
<td>$91.39</td>
<td>$94.13</td>
<td>$96.96</td>
</tr>
<tr>
<td>Data Analyst III</td>
<td>$105.29</td>
<td>$108.45</td>
<td>$111.70</td>
<td>$115.05</td>
<td>$118.50</td>
</tr>
<tr>
<td>Data Analyst IV</td>
<td>$124.43</td>
<td>$128.17</td>
<td>$132.01</td>
<td>$135.97</td>
<td>$140.05</td>
</tr>
<tr>
<td>Database Administrator I</td>
<td>$81.36</td>
<td>$83.80</td>
<td>$86.32</td>
<td>$89.80</td>
<td>$91.57</td>
</tr>
<tr>
<td>Database Administrator II</td>
<td>$100.50</td>
<td>$103.52</td>
<td>$106.62</td>
<td>$109.82</td>
<td>$113.12</td>
</tr>
<tr>
<td>Database Administrator III</td>
<td>$119.65</td>
<td>$123.24</td>
<td>$126.93</td>
<td>$130.74</td>
<td>$134.66</td>
</tr>
<tr>
<td>Infrastructure / Application Support Help Desk professional II</td>
<td>$76.57</td>
<td>$78.87</td>
<td>$81.24</td>
<td>$83.67</td>
<td>$86.19</td>
</tr>
<tr>
<td>Infrastructure / Application Support Help Desk professional IV</td>
<td>$100.50</td>
<td>$103.52</td>
<td>$106.62</td>
<td>$109.82</td>
<td>$113.12</td>
</tr>
<tr>
<td>Principal Consultant</td>
<td>$239.29</td>
<td>$246.47</td>
<td>$253.87</td>
<td>$261.48</td>
<td>$269.33</td>
</tr>
<tr>
<td>Program Manager</td>
<td>$191.44</td>
<td>$197.18</td>
<td>$203.09</td>
<td>$209.19</td>
<td>$215.46</td>
</tr>
<tr>
<td>Programmer/System Analyst I</td>
<td>$86.15</td>
<td>$88.73</td>
<td>$91.39</td>
<td>$94.13</td>
<td>$96.96</td>
</tr>
<tr>
<td>Programmer/System Analyst II</td>
<td>$105.29</td>
<td>$108.45</td>
<td>$111.70</td>
<td>$115.05</td>
<td>$118.50</td>
</tr>
<tr>
<td>Programmer/System Analyst III</td>
<td>$129.22</td>
<td>$133.10</td>
<td>$137.09</td>
<td>$141.20</td>
<td>$145.44</td>
</tr>
<tr>
<td>Programmer/System Analyst IV</td>
<td>$153.15</td>
<td>$157.74</td>
<td>$162.48</td>
<td>$167.35</td>
<td>$172.37</td>
</tr>
<tr>
<td>Project Manager I</td>
<td>$95.72</td>
<td>$98.59</td>
<td>$101.55</td>
<td>$104.95</td>
<td>$107.73</td>
</tr>
<tr>
<td>Project Manager II</td>
<td>$119.65</td>
<td>$123.24</td>
<td>$126.93</td>
<td>$130.74</td>
<td>$134.66</td>
</tr>
<tr>
<td>Project Manager III</td>
<td>$143.58</td>
<td>$147.88</td>
<td>$152.32</td>
<td>$156.89</td>
<td>$161.60</td>
</tr>
<tr>
<td>Project Manager IV</td>
<td>$167.51</td>
<td>$172.53</td>
<td>$177.71</td>
<td>$183.04</td>
<td>$188.53</td>
</tr>
<tr>
<td>QA/QC/Software Test Engineer/Analyst I</td>
<td>$67.00</td>
<td>$69.01</td>
<td>$71.08</td>
<td>$73.22</td>
<td>$75.41</td>
</tr>
<tr>
<td>QA/QC/Software Test Engineer/Analyst II</td>
<td>$86.15</td>
<td>$88.73</td>
<td>$91.39</td>
<td>$94.13</td>
<td>$96.96</td>
</tr>
<tr>
<td>QA/QC/Software Test Engineer/Analyst III</td>
<td>$86.15</td>
<td>$88.73</td>
<td>$91.39</td>
<td>$94.13</td>
<td>$96.96</td>
</tr>
<tr>
<td>QA/QC/Software Test Engineer/Analyst IV</td>
<td>$95.72</td>
<td>$98.59</td>
<td>$101.55</td>
<td>$104.95</td>
<td>$107.73</td>
</tr>
<tr>
<td>QA/QC/Software Test Engineer/Analyst IV</td>
<td>$105.29</td>
<td>$108.45</td>
<td>$111.70</td>
<td>$115.05</td>
<td>$118.50</td>
</tr>
<tr>
<td>Subject matter / Domain Expert I</td>
<td>$143.58</td>
<td>$147.88</td>
<td>$152.32</td>
<td>$156.89</td>
<td>$161.60</td>
</tr>
<tr>
<td>Subject matter / Domain Expert II</td>
<td>$167.51</td>
<td>$172.53</td>
<td>$177.71</td>
<td>$183.04</td>
<td>$188.53</td>
</tr>
<tr>
<td>Subject matter / Domain Expert III</td>
<td>$191.44</td>
<td>$197.18</td>
<td>$203.09</td>
<td>$209.19</td>
<td>$215.46</td>
</tr>
<tr>
<td>Subject matter / Domain Expert IV</td>
<td>$215.37</td>
<td>$221.83</td>
<td>$228.48</td>
<td>$235.34</td>
<td>$242.40</td>
</tr>
<tr>
<td>System &amp; Network Administrator I</td>
<td>$81.36</td>
<td>$83.80</td>
<td>$86.32</td>
<td>$89.80</td>
<td>$91.57</td>
</tr>
<tr>
<td>System &amp; Network Administrator II</td>
<td>$90.93</td>
<td>$93.66</td>
<td>$96.47</td>
<td>$99.36</td>
<td>$102.34</td>
</tr>
<tr>
<td>System &amp; Network Administrator III</td>
<td>$100.50</td>
<td>$103.52</td>
<td>$106.62</td>
<td>$109.82</td>
<td>$113.12</td>
</tr>
<tr>
<td>System &amp; Network Administrator IV</td>
<td>$134.01</td>
<td>$138.03</td>
<td>$142.17</td>
<td>$146.43</td>
<td>$150.82</td>
</tr>
<tr>
<td>Training Specialist III</td>
<td>$95.72</td>
<td>$98.59</td>
<td>$101.55</td>
<td>$104.95</td>
<td>$107.73</td>
</tr>
<tr>
<td>Training Specialist IV</td>
<td>$114.86</td>
<td>$118.31</td>
<td>$121.86</td>
<td>$125.51</td>
<td>$129.28</td>
</tr>
</tbody>
</table>

541S1 - IT Professional Services

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
<th>Year 4</th>
<th>Year 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Healthcare Business Consultant / Analyst II</td>
<td>$105.29</td>
<td>$108.45</td>
<td>$111.70</td>
<td>$115.05</td>
<td>$118.50</td>
</tr>
<tr>
<td>Healthcare Business Consultant / Analyst III</td>
<td>$114.86</td>
<td>$118.31</td>
<td>$121.86</td>
<td>$125.51</td>
<td>$129.28</td>
</tr>
</tbody>
</table>

541S1HEAL - Health IT Professional Services

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
<th>Year 4</th>
<th>Year 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Healthcare Business Consultant / Analyst II</td>
<td>$105.29</td>
<td>$108.45</td>
<td>$111.70</td>
<td>$115.05</td>
<td>$118.50</td>
</tr>
<tr>
<td>Healthcare Business Consultant / Analyst III</td>
<td>$114.86</td>
<td>$118.31</td>
<td>$121.86</td>
<td>$125.51</td>
<td>$129.28</td>
</tr>
</tbody>
</table>
The Service Contract Labor Standards (SCLS), formerly known as the Service Contract Act (SCA), is applicable to this contract as it applies to the entire Multiple Award Schedule (MAS) and all services provided. While no specific labor categories have been
identified as being subject to SCLS/SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CRF 541.300), this contract still maintains the provisions and protections for SCLS/SCA eligible labor categories. If and / or when the contractor adds SCLS/SCA labor categories to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS/SCA matrix identifying the GSA labor category titles, the occupational code, SCLS/SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.