Federal Supply Service
Authorized Federal Supply Schedule Price List
U.S. General Services Administration (GSA)

Schedule Title: Multiple Award Schedule (MAS)
Contract Number: 47QTCA18D00BH
Contract Period: May 15, 2018 – May 14, 2023

Price list current as of Modification # PA-0024

Business Size: Small Business
NAICS Code: 541512
CAGE Code: 74F94

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: http://www.GSAAdvantage.gov

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

PRICELIST EFFECTIVE: April 1, 2021
UPDATED: June 7, 2022
INFORMATION FOR ORDERING ACTIVITIES APPLICABLE TO ALL SPECIAL ITEM NUMBERS

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

<table>
<thead>
<tr>
<th>SINS - MAS</th>
<th>OLM</th>
<th>54151S</th>
<th>54151HEAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>SINS - LEGACY</td>
<td>(70-500)</td>
<td>(132-51)</td>
<td>(132-56)</td>
</tr>
<tr>
<td>SIN TITLE</td>
<td>Order-Level Materials (OLM)</td>
<td>Information Technology Professional Services</td>
<td>Health Information Technology Services</td>
</tr>
<tr>
<td>SIN CATEGORY</td>
<td>Category G</td>
<td>Miscellaneous</td>
<td>Category F</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. See Price Sheet

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

Please see “Labor Category Descriptions” beginning on page 10

2. Maximum order.

<table>
<thead>
<tr>
<th>SINS - MAS</th>
<th>OLM</th>
<th>54151S</th>
<th>54151HEAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>SINS - LEGACY</td>
<td>(70-500)</td>
<td>(132-51)</td>
<td>(132-56)</td>
</tr>
<tr>
<td>MAXIMUM ORDER</td>
<td>$250,000</td>
<td>$500,000</td>
<td>$500,000</td>
</tr>
</tbody>
</table>

3. Minimum order.
   - $100 for SIN 54151S,
   - $100 for SIN 54151HEAL
   Maximum order amount is established and priced at the Order level for SIN OLM

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

5. Point(s) of production (city, county, and State or foreign country). Beltsville, MD

6. Discount from list prices or statement of net price.
   Prices awarded under this contract are net and all discounts deducted, and valid for all areas including worldwide.

7. Quantity discounts. 0% net 30 days

8. Prompt payment terms. 0% net 30 days
9a. Government purchase cards are accepted at or below the micro-purchase threshold.

9b. Government purchase cards are accepted above the micro-purchase threshold. Contact contractor for limit.

10. Foreign items (list items by country of origin).
   N/A

11a. Time of delivery. (Contractor insert number of days.)
   To be determined by ASRC Federal Data Solutions, LLC (AFDS) & the ordering agency

11b. Expedited Delivery. The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price lists that have expedited delivery.
   To be determined by ASRC Federal Data Solutions, LLC (AFDS) and the ordering agency

11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery.
   Please contact ASRC Federal Data Solutions, LLC (AFDS)

11d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to affect a faster delivery.
   Please contact ASRC Federal Data Solutions, LLC (AFDS)

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

13a. Ordering address(es).
   ASRC Federal Data Solutions, LLC (AFDS)
   7000 Muirkirk Meadows Drive
   Beltsville, MD 20705-6350

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

14. Payment address(es).
   ASRC Federal Data Solutions, LLC (AFDS)
   7000 Muirkirk Meadows Drive
   Beltsville, MD 20705-6350

15. Warranty provision.
   N/A

16. Export packing charges, if applicable.
   N/A

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level).
   N/A
18. Terms and conditions of rental, maintenance, and repair (if applicable).
   N/A

19. Terms and conditions of installation (if applicable).
   N/A

20. Terms and conditions of repair parts indicating date of parts price lists and/or any discounts from list prices (if applicable).
   N/A

20a. Terms and conditions for any other services (if applicable).
   N/A

21. List of service and distribution points (if applicable).
   N/A

22. List of participating dealers (if applicable).
   N/A

23. Preventive maintenance (if applicable).
   N/A

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

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

25. Unique Entity Identifier (UEI) number: K5L5KR3MZ538

26. Notification regarding registration in the System for Award Management (SAM) database.
   ASRC Federal Data Solutions, LLC (AFDS) has an active registration on the System for Award Management (SAM) database.
TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SIN 54151S)

*NOTE: All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately.

1. SCOPE
   a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
   b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)
   a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
   b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
   c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

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

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

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)
   a. The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after
the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

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

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

a. The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
b. The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

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

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

6. **INSPECTION OF SERVICES**


7. **RESPONSIBILITIES OF THE CONTRACTOR**

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec2007) Rights in Data – General, may apply.

8. **RESPONSIBILITIES OF THE ORDERING ACTIVITY**

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

9. **INDEPENDENT CONTRACTOR**

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

10. **ORGANIZATIONAL CONFLICTS OF INTEREST**

a. Definitions.
“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

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

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

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

11. **INVOICES**

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

12. **PAYMENTS**

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-material orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition. As prescribed in 16.601(e) (3), insert the following provision:

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

(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by— (1) The offeror; (2) Subcontractors; and/or (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. **RESUMES**

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

14. **INCIDENTAL SUPPORT COSTS**

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

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

16. **DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING**
Please see “IT Labor Category Descriptions” below.
**** NOTE: This SIN is limited to professional Health IT Services only. Any non-professional labor categories shall be offered under SIN ANCILLARY only. All non-professional labor categories must be incidental to, and used solely to support Health IT services, and cannot be purchased separately. Software and hardware products are out of scope.

****NOTE: Labor categories under the Special Item Number 54151S Information Technology Professional Services may remain under SIN 54151S unless the labor categories are specific to the Health IT SIN.

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

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

1. **SCOPE**

   a. The labor categories, prices, terms and conditions stated under Special Item Number 54151HEAL Health Information Technology Services apply exclusively to Health IT Services within the scope of this Information Technology Schedule.

   b. This SIN is limited to Health IT Services only. Software and hardware products are out of scope. Hardware and software can be acquired through different Special Item Numbers on MAS Schedule 70 (e.g. 511210, 33411).

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

   d. Health IT Services provided under this SIN shall comply with all Healthcare certifications and industry standards as applicable at the task order level.

   e. The Contractor shall provide services at the Contractor’s facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. **ORDER**

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

   b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.
3. **PERFORMANCE OF SERVICES**

a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity. All Contracts will be fully funded.

b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

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

4. **INSPECTION OF SERVICES**


5. **RESPONSIBILITIES OF THE CONTRACTOR**

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

6. **RESPONSIBILITIES OF THE ORDERING ACTIVITY**

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

7. **INDEPENDENT CONTRACTOR**

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

8. **ORGANIZATIONAL CONFLICTS OF INTEREST**

a. Definitions.

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

“Contractor and its affiliates” and “Contractor or its affiliates” refer to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.
An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

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

9. INVOICES

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

10. RESUMES

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

11. INCIDENTAL SUPPORT COSTS

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

12. APPROVAL OF SUBCONTRACTS

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

13. DESCRIPTION OF HEALTH IT PROFESSIONAL SERVICES AND PRICING

Please see “Health IT Labor Category Descriptions” below.
IT LABOR CATEGORY DESCRIPTIONS

Data Architect

**Functional Responsibilities:** Defines, designs, and develops relational and/or multidimensional databases for warehousing of data. Confers with client, technical staff, and team members to plan, design, develop, implement, and enhance applications, scripts, procedures, and metadata for relational databases. Reviews current data structures and recommends optimizations and reconfigurations as warranted.

- **Minimum Years of Experience:** Must have 5 years of experience
- **Minimum Years of Education:** Bachelor’s degree
- **Certification required, if any:** None

Engineering Subject Matter Specialist

**Functional Responsibilities:** Conducts assessments for complex records and data projects to recommend solutions, cleansing and transformation of content and data into Enterprise Architecture tools. Ensures proper operating of documents and records tracking. Organizes complex content and data transformations for the development, implementation, and maintenance of SharePoint, and Enterprise Architecture Office products. Performs complex software development. Designs, modifies, develops, writes, implements and integrates application components. Tests and debugs tools to meet client needs. Responsible for verifying accuracy of data and maintaining and supporting the Enterprise Architecture repository. Ensures relationship of Enterprise Architecture data to FEA reference models are complete and accurate. Collects, reviews, sets up policies, and inputs data into Enterprise Architecture system. Should have expertise in web technologies, workflows, imports into Troux, and tasks related to SharePoint.

- **Minimum Years of Experience:** Must have 7 to 10 years of experience in a development environment.
- **Minimum Years of Education:** Bachelor’s degree in Computer Science or related discipline.
- **Certification required, if any:** None

Information Assurance Engineer

**Functional Responsibilities:** Designs, develops, implements and manages security standards, plans and procedures for new and existing computer assets. Reviews and validates security risks and framework gaps in security programs.

- **Minimum Years of Experience:** Must have 5 years of experience
- **Minimum Years of Education:** Bachelor’s degree
- **Certification required, if any:** None

IT Subject Matter Specialist

**Functional Responsibilities:** Translates highly technical plans into a vision that can be understood by the development teams as well as management. Researches and writes technical standards, including technologies, models business ecosystem to digital business. Prototypes technologies to obtain an understanding of the value and be able to guide other technologists. Involves functionality, usability, resilience, performance, reuse, comprehensibility, economic and technology constraints, tradeoffs and aesthetic concerns to make future technology direction decisions. Performs complex software development and designs, modifies, develops, writes, implements and integrates application components. Identifies risk/benefit of new technologies and has the ability to relate the technology to the mission. Responsible for verifying accuracy of data
and maintaining and supporting the Enterprise Architecture repository. Establishes and directs the strategic long-term goals, policies and procedures for the Enterprise Architecture as well as directs the activities necessary to keep the EA running seamlessly, efficiently, and effectively while ensuring compliance with established standards and policies. Leads research and evaluation of emerging trends in the enterprise architecture and information technology field to determine and update the Enterprise Architecture (EA) Target States and Transition Plan as well as other Enterprise Architecture artifacts and the Enterprise Architecture repository. Experience in coordinating application systems and programming work teams. Experience with Troux, Troux Architect, Troux Collectors, Troux Policies and web services, and BIRT is a must. Experience in the following applications: SharePoint development, Apache SOLR, Excel Development, Visio Development, Java, .NET, JavaScript, HTML, Iris Vision, Perl, XSLT, XML editing and transformations, SQL Server design and scripts, PL/SQL, and Oracle Database design and scripts.

**Minimum Years of Experience:** Must have 15-20 years in a systems development environment.

**Minimum Years of Education:** Bachelor’s degree in Computer Science

**Certification required, if any:** None

---

**Program Manager**

**Functional Responsibilities:** Responsible for the successful technical, schedule, and cost performance of a major program, or multiple programs, through subordinate program/project managers, in accordance with contract requirements and company policies, procedures and guidelines. Acquires follow-on business associated with areas of responsibility and supports new business development by leading major proposals personally, or through subordinate Program/Project Managers.

**Minimum Years of Experience:** Must have a minimum of 7 years of experience of related technical experience.

**Minimum Years of Education:** Bachelor’s degree or equivalent.

**Certification required, if any:** None

---

**Project Manager**

**Functional Responsibilities:** Leads team on large projects or significant segment of large complex projects. Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components. Oversees all aspects of projects.

**Minimum Years of Experience:** Must have 10 years of experience in a technical environment managing large multi-faceted contracts with responsibility for project performance and financial management.

**Minimum Years of Education:** Bachelor’s degree in Computer Science/Engineering, Information Systems or Management.

**Certification required, if any:** None

---

**Software Architect**

**Functional Responsibilities:** Develops, researches, designs, implements, tests, and evaluates software and systems, in conjunction with hardware product development, that enable computers to perform their applications, applying principles and techniques of computer science, engineering, and mathematical analysis. Excludes paraprofessional positions.

**Minimum Years of Experience:** Must have 5 years of experience.

**Minimum Years of Education:** Bachelor’s degree
Certification required, if any: None

Subject Matter Expert III

Functional Responsibilities: Provides expert consulting, design, implementation, and/or facilitation assistance in a specific technical discipline or technology, in situations that require specialized expertise. For example, areas of expertise may include: Systems Architecture, video teleconferencing, robotics, computer security, user interface design, decision support, artificial intelligence, command and control, risk management, speech processing, modeling and simulation, and program evaluation.

Minimum Years of Experience: 10 to 15 years of experience providing expert consulting, design, implementation, and/or facilitation assistance in a specific technical discipline or technology, in situations that require specialized expertise.

Minimum Years of Education: Master’s degree in a computer-related/IT field or in Business, Engineering, Management, Social/Physical Science, Mathematics, or other discipline functionally related to the work assignment.

Certification required, if any: None

Applications Developer (Senior)

Functional Responsibilities: Previous experience as a significant development team member

Strong problem-solving skills and ability to generate high quality code
Experience with service-oriented architecture and web application/services development
Microsoft .NET, C# and ASP.NET software development experience
Java, JS software development experience
Experience with web services technologies such as SOAP, HTTP, WSDL, XSD and REST
Experience with ORMs (NHibernate/Entity Framework)
Experience with object-oriented JavaScript programming
Experience with cross-browser DHTML and HTML5 web design
Frontend web developer experience with HTML, CSS, JavaScript (jQuery)
AJAX, DHTML/XHTML, JavaScript development experience
Development experience with GIS software tools
Experience with SQL, RDBMS (preferably SQL Server), and database principles
Experience with source code management tools (Subversion preferred)
Strong written and verbal communication skills
Comfortable in Agile Development Methodology, especially Scrum
Object Oriented design and implementation experience
Knowledge of configuration management practices

Minimum Years of Experience: 4yrs of experience

Minimum Years of Education: Bachelor’s Degree

Certification required, if any: None

Applications Developer (Master)

Functional Responsibilities: Strong problem-solving skills and ability to generate high quality code

Java software development experience
Development experience with GIS software tools
Experience with SQL, RDBMS (preferably SQL Server), and database principles
Experience with source code management tools (Subversion preferred)
Strong written and verbal communication skills
Comfortable in Agile Development Methodology, especially Scrum
Object Oriented design and implementation experience
Knowledge of configuration management practices

Minimum Years of Experience: 7yrs of experience
Minimum Years of Education: Bachelor’s Degree
Certification required, if any: None

Applications Systems Analyst (Journeyman)

Functional Responsibilities: Strong technical writing skills, with the ability to concisely describe business requirements. Ability to use a variety of software for creating UML diagrams and mockups as well as written documents for communicating (examples include Rational, Visio, ARIS, Word, Excel, and PowerPoint). Documentation of business requirements. Examples of documentation include business requirement specifications (BSR), context diagrams, use cases, and user stories. Understanding of Web-based enterprise software, .Net Framework, C#, java script, AJAX, and databases. Working knowledge of database systems. Understanding of user interfaces and most common approaches found in GUIs. Presentation of requirements findings and mockups for review with sponsors and end users. Ability to understand formulas used in financial calculations and to describe relevant workflows

Minimum Years of Experience: 3yrs of experience
Minimum Years of Education: Bachelor’s Degree
Certification required, if any: None

Applications Systems Analyst (Master)

Functional Responsibilities: Assumes responsibility for the continuous definition and prioritizing of valid requirement. Assumes, establishes Epics that define Solution Themes provided by Government Product Management. Assumes, brings the voice of the customer to the development team and Product Owner. Understands and customer needs and reason for the need. Validates solutions in relation to current capabilities. Understands and supports the portfolio work. Develops, and communicates the program vision and roadmap. Defines, manages and prioritizes the user workflow. Participates in the PI Planning. Defines releases and program increments. Work with Architects to understand enabler work. Participates in demos and inspect and adapt events. Work collaboratively with scrum teams to build a strong, efficient and effective understanding of the customers need. Provides the vision of customer obsession regarding how end users execute their roles and responsibilities. Collaborates with Solution Management. Participates in Pre- and Post-PI Planning. Participates in the solution demo Coordinates and collaborates Release Management functions

Minimum Years of Experience: 5yrs of experience
Minimum Years of Education: Bachelor’s Degree
Certification required, if any: None
Business Process Consultant

Functional Responsibilities: Formulates and defines systems scope and objectives based on both user needs and a thorough understanding of business systems and industry requirements. Defines or modifies process documentation to solve complex problems considering all constraints including equipment capacity and limitations, operation time, and form of desired results. Analyzes business and user needs, documentation of requirements, and translation into proper system requirements specifications. Provides consultation on complex projects and is considered to be the top-level contributor/specialist in systems analysis, while considering the business implications of the application to the current and future business environment.

- **Minimum Years of Experience:** 7yrs of experience
- **Minimum Years of Education:** Bachelor’s Degree
- **Certification required, if any:** None

Configuration Management Specialist (Senior)

Functional Responsibilities: Apply Configuration Management (CM) methodologies during the software lifecycle from initial requirements to system end-of-life. Coordinates Application Configuration Management activities among program staff. Able to suggest application best practices for incorporating configuration in .Net Framework and .Net Core applications. Develops and implements processes to support functional testing feature validation across multiple environments. Develop and modify CM plans, policies, and procedures tailored to the complexity and scope of the developmental or operational system. Execute the CM process which includes operating the defined and agreed process, ensuring it interfaces with all other relevant processes, reviewing the effectiveness and efficiency of the process, performing process audits and managing the process improvement cycle. Use and recommend automated CM tools to implement CM policies and procedures. Participate and lead continuous improvement for Configuration Management.

- **Minimum Years of Experience:** 6yrs of experience
- **Minimum Years of Education:** Bachelor’s Degree
- **Certification required, if any:** None

Database Specialist (Journeyman)

Functional Responsibilities: SQL Server 2008/2012 development and administration experience. SSIS design and implementation experience. Transact SQL development experience/analysis in an environment that may or may not be using ORM tools. Experience programming web applications using C#/.NET. Entity Relationship Diagramming skills. Excellent data analyst and architecture skills. Experience with data modeling and schema design techniques. Possess excellent communication skills, the drive to succeed and work independently and on a team, with the ability to multitask, and deliver quality results.

- **Minimum Years of Experience:** 3yrs of experience
- **Minimum Years of Education:** Bachelor’s Degree
- **Certification required, if any:** None
**Database Specialist (Senior)**

**Functional Responsibilities:** Demonstrated proficiency in SQL Server 2012 or higher. Demonstrated proficiency using Management Studio to perform operational tasks such as database migrations, backups, restores, scheduled jobs, etc. Execute standard procedures with a high degree of quality. Must have excellent inter-personal skills to be a superb teammate, and ability to contribute to a high-performing team. Communicate complex information well using MS Office. Experience working within Visual Studio. Experience with Microsoft SQL Data Tools. Experience with database migration automation in support of a continuous integration, continuous delivery model. SQL Server 2012/2016 certifications.

**Minimum Years of Experience:** 5yrs of experience

**Minimum Years of Education:** Bachelor’s Degree

**Certification required, if any:** None

---

**Database Specialist (Master)**

**Functional Responsibilities:** Demonstrated proficiency in SQL Server 2012 or higher. Demonstrated proficiency using Management Studio to perform operational tasks such as database migrations, backups, restores, scheduled jobs, etc. Execute standard procedures with a high degree of quality. Must have excellent inter-personal skills to be a superb teammate, and ability to contribute to a high-performing team. Communicate complex information well using MS Office. Experience working within Visual Studio. Experience with Microsoft SQL Data Tools. Experience with database migration automation in support of a continuous integration, continuous delivery model. SQL Server 2012/2016 certifications.

**Minimum Years of Experience:** 8yrs of experience

**Minimum Years of Education:** Bachelor’s Degree

**Certification required, if any:** None

---

**Quality Assurance Specialist (Journeyman)**

**Functional Responsibilities:** Creating, maintenance and evaluation of software automation test scripts (including incorporation of dynamic test data). Ability to train others regarding automation test concepts; plus providing guidance and direction as needed. Gathering and validating application functional/performance/load requirements. Creation and maintenance of test plans and test cases. Execution, as required, of manual and automated software testing in areas involving installation, functional, performance and load, integration, and regression testing. Management of defects within a corporate defect tracking system. Documentation of process improvements regarding best practices regarding test automation Creation of test reports.
Maintenance of all test documentation. Coordination and prioritization of test development activities and the ability to work with multiple development teams and software projects are also critical for the selected candidate. Candidate must have the ability to troubleshoot independently both software and operating system level installation and configuration issues.

**Minimum Years of Experience:** 3yrs of experience  
**Minimum Years of Education:** Bachelor’s Degree  
**Certification required, if any:** None

**Quality Assurance Specialist (Senior)**

**Functional Responsibilities:** Creating, maintenance and evaluation of software automation test scripts (including incorporation of dynamic test data)
Ability to train others regarding automation test concepts; plus providing guidance and direction as needed
Gathering and validating application functional/performance/load requirements
Creation and maintenance of test plans and test cases
Execution, as required, of manual and automated software testing in areas involving installation, functional, performance and load, integration, and regression testing
Management of defects within a corporate defect tracking system
Documentation of process improvements regarding best practices regarding test automation
Creation of test reports
Maintenance of all test documentation
Coordination and prioritization of test development activities and the ability to work with multiple development teams and software projects are also critical for the selected candidate. Candidate must have the ability to troubleshoot independently both software and operating system level installation and configuration issues.

**Minimum Years of Experience:** 5yrs of experience  
**Minimum Years of Education:** Bachelor’s Degree  
**Certification required, if any:** None

**Quality Assurance Specialist (Master)**

**Functional Responsibilities:** Creating, maintenance and evaluation of software automation test scripts (including incorporation of dynamic test data)
Ability to train others regarding automation test concepts; plus providing guidance and direction as needed
Gathering and validating application functional/performance/load requirements
Creation and maintenance of test plans and test cases
Execution, as required, of manual and automated software testing in areas involving installation, functional, performance and load, integration, and regression testing
Management of defects within a corporate defect tracking system
Documentation of process improvements regarding best practices regarding test automation
Creation of test reports
Maintenance of all test documentation
Coordination and prioritization of test development activities and the ability to work with multiple development teams and software projects are also critical for the selected candidate. Candidate must have the ability to troubleshoot independently both software and operating system level installation and configuration issues.

**Minimum Years of Experience:** 8yrs of experience  
**Minimum Years of Education:** Bachelor’s Degree
Certification required, if any: None

**Subject Matter Expert (Journeyman)**

**Functional Responsibilities**: Individual will possess a deep understanding of a particular process, function, technology, or material. Leveraging their unique expertise to solve specific problems or help meet particular technical challenges.

- **Minimum Years of Experience**: 3yrs of experience
- **Minimum Years of Education**: Bachelor’s Degree
- **Certification required, if any**: None

**Subject Matter Expert (Senior)**

**Functional Responsibilities**: Individual will possess a deep understanding of a particular process, function, technology, or material. Leveraging their unique expertise to solve specific problems or help meet particular technical challenges.

- **Minimum Years of Experience**: 5yrs of experience
- **Minimum Years of Education**: Bachelor’s Degree
- **Certification required, if any**: None

**Subject Matter Expert (Master)**

**Functional Responsibilities**: Individual will possess a deep understanding of a particular process, function, technology, or material. Leveraging their unique expertise to solve specific problems or help meet particular technical challenges.

- **Minimum Years of Experience**: 7yrs of experience
- **Minimum Years of Education**: Bachelor’s Degree
- **Certification required, if any**: None

**Systems Engineer**

**Functional Responsibilities**: Creating sustainable automation for build, test and deployment of enterprise web applications written in .NET, JavaScript and JAVA. Supporting the following DevOps Automation functions:

- Database deployments
- Software test automation
- Configuration management
- Infrastructure automation
- Application monitoring
- Automating complex operational tasks using common scripting utilities
- Scripting desired state configuration of windows servers

- **Minimum Years of Experience**: 3yrs of experience
- **Minimum Years of Education**: Bachelor’s Degree
- **Certification required, if any**: None

**Technical Writer**

**Functional Responsibilities**: A proven track record of producing high-quality, complex, technically accurate documentation about rapidly changing technology. Demonstrated ability to quickly come up-to-speed in new technical domains. Strong data gathering and analysis skills, including ability to interpret and take actions on
ambiguous/complex areas and business-related data in order to assist subject matter experts. Strong Microsoft Office Professional skills including Word, Visio, and PowerPoint
Excellent verbal and written communication skills
Strong interpersonal skills
Able to handle high volume workload in a fast-paced environment
Excellent follow through and accuracy skills
Effective organization and time management skills
Strong analytical skills

Minimum Years of Experience: 3yrs of experience
Minimum Years of Education: Bachelor’s Degree
Certification required, if any: None

Test Engineer (Entry Level)

Functional Responsibilities: Experience with Quality Assurance practices and Testing Methodologies
Test Plan and Test Case Development based on software engineering documentation (testing based on product requirements)
Experience with executing functional, usability, and deployment testing
Experience with formal testing of complex server-based software systems
Multi-tier computing environments including load balanced application (middleware) servers supported by back end database servers
Test execution experience in .NET/C# environment
Experience with Microsoft SQL Server and SQL scripting
Experience with reporting of test results
Experience with commercial bug management systems
Operating system management experience with Windows Server 2012
Working knowledge of Microsoft Office tool suite (including Visio)
Demonstrated Documentation and Reporting experience
Experience testing in an agile development environment
Excellent analytical and problem determination skills
Basic understanding of program interfaces, services, databases, messaging, files systems, and other program objects.

Minimum Years of Experience: 3yrs of experience
Minimum Years of Education: Bachelor’s Degree
Certification required, if any: None

Test Engineer (Journeyman)

Functional Responsibilities: Experience with Quality Assurance practices and Testing Methodologies
Test Plan and Test Case Development based on software engineering documentation (testing based on product requirements)
Experience with executing functional, usability, and deployment testing
Experience with formal testing of complex server-based software systems
Multi-tier computing environments including load balanced application (middleware) servers supported by back end database servers
Test execution experience in .NET/C# environment
Experience with Microsoft SQL Server and SQL scripting
Experience with reporting of test results
Experience with commercial bug management systems
Operating system management experience with Windows Server 2012
Working knowledge of Microsoft Office tool suite (including Visio)
Demonstrated Documentation and Reporting experience
Experience testing in an agile development environment
Excellent analytical and problem determination skills
Basic understanding of program interfaces, services, databases, messaging, files systems, and other program objects.

**Minimum Years of Experience:** 5yrs of experience
**Minimum Years of Education:** Bachelor’s Degree
**Certification required, if any:** None

**Test Engineer (Senior)**

**Functional Responsibilities:** Production software development experience with 2-3 structured programming languages
Experience with quality assurance practices and testing methodologies
Experience with test plan and test case development and execution
Experience with developing, executing, and maintaining automated test scripts
Experience with automated testing applications similar to IBM RFT/RPT, Visual Studio Ultimate and/or HP Quality Center.
Demonstrated documentation and reporting experience
Operating system management experience with Windows Server 2008/2012
Experience with commercial defect management systems
Experience training small teams regarding test engineering concepts
Experience working within an Agile Development Environment
Experience with document management systems
Excellent analytical and problem-solving skills
Basic understanding of program interfaces, services, databases, messaging, files systems, and other program objects.

**Minimum Years of Experience:** 8yrs of experience
**Minimum Years of Education:** Bachelor’s Degree
**Certification required, if any:** None
HEALTH IT LABOR CATEGORY DESCRIPTIONS

Health IT Applications Developer, Level I

Functional Responsibilities: Analyzes Health IT applications and design specifications for functional areas. Develops block diagrams and logic flow charts. Translates detailed design into Health IT software. Tests, debugs, and refines the Health IT software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances Health IT software to reduce operating time or improve efficiency. Provides technical direction to programmers to ensure Health IT program deadlines are met. 1 years of experience in Health and/or IT system design, including application programming on large-scale DBMS and the development of complex Health IT software to satisfy design objectives.

Minimum Years of Experience: 1
Minimum Years of Education: Associates
Certification required, if any: None

Health IT Applications Developer, Level II

Functional Responsibilities: Analyzes Health IT applications and design specifications for functional areas. Develops block diagrams and logic flow charts. Translates detailed design into Health IT software. Tests, debugs, and refines the Health IT software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances Health IT software to reduce operating time or improve efficiency. Provides technical direction to programmers to ensure Health IT program deadlines are met. 5 years of experience in Health and/or IT system design, including application programming on large-scale DBMS and the development of complex Health IT software to satisfy design objectives.

Minimum Years of Experience: 5
Minimum Years of Education: Bachelors
Certification required, if any: None

Health IT Applications Developer, Level IV

Functional Responsibilities: Analyzes Health IT applications and design specifications for functional areas. Develops block diagrams and logic flow charts. Translates detailed design into Health IT software. Tests, debugs, and refines the Health IT software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances Health IT software to reduce operating time or improve efficiency. Provides technical direction to programmers to ensure Health IT program deadlines are met. 10 years of experience in Health and/or IT system design, including application programming on large-scale DBMS and the development of complex Health IT software to satisfy design objectives.

Minimum Years of Experience: 10
Minimum Years of Education: Bachelors
Certification required, if any: None

Health IT Application Systems Analyst, Level IV

Functional Responsibilities: Analyzes user needs to determine functional requirements and define problems and develop plans and requirements for moderately complex to complex Health IT systems. Health IT systems efforts may include information systems architecture, networking; telecommunications, automation, communications protocols, risk management/electronic analysis,
software, life cycle management, software development methodologies, and modeling and simulation. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each Health IT task. Possesses requisite knowledge and expertise in Health IT so recognized in the professional community that the Government is able to qualify the individual as an expert in the field. Demonstrates exceptional oral and written communication skills. Requires 8 years of experience in IT, including relevant experience in Health IT and/or in new and related older technology that directly relates to the required area of expertise.

**Minimum Years of Experience:** 8
**Minimum Years of Education:** Bachelors
**Certification required, if any:** None

### Health IT Business Analyst, Level I

**Functional Responsibilities:** Possesses and applies expertise on multiple complex Health IT assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish Health IT tasks. Operates with appreciable latitude in developing methodology and presenting solutions to Health IT problems. Contributes to deliverables and performance metrics where applicable. Formulates and defines systems scope and objectives based on both user needs and a thorough understanding of Health IT business systems and industry requirements. Devises or modifies procedures to solve complex Health IT problems considering computer equipment capacity and limitations, operation time, and form of desired results, includes analysis of business and user needs, documentation of requirements, and translation into proper Health IT system requirements specifications. Provides consultation on complex Health IT projects and is considered to be the top-level contributor/specialist of most phases of Health IT systems analysis, while considering the business implications of the application of technology to the current and future Health IT environment.

**Minimum Years of Experience:** 3
**Minimum Years of Education:** Associates
**Certification required, if any:** None

### Health IT Business Analyst, Level II

**Functional Responsibilities:** Possesses and applies expertise on multiple complex Health IT assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish Health IT tasks. Operates with appreciable latitude in developing methodology and presenting solutions to Health IT problems. Contributes to deliverables and performance metrics where applicable. Formulates and defines systems scope and objectives based on both user needs and a thorough understanding of Health IT business systems and industry requirements. Devises or modifies procedures to solve complex Health IT problems considering computer equipment capacity and limitations, operation time, and form of desired results, includes analysis of business and user needs, documentation of requirements, and translation into proper Health IT system requirements specifications. Provides consultation on complex Health IT projects and is considered to be the top-level contributor/specialist of most phases of Health IT systems analysis, while considering the business implications of the application of technology to the current and future Health IT environment.

**Minimum Years of Experience:** 5
**Minimum Years of Education:** Bachelors
**Certification required, if any:** None

### Health IT Business Consultant, Level I

**Functional Responsibilities:** Captures, analyzes and documents Federal health systems and
organizations in the following areas: (1) assessing the operational and functional baseline of an organization and its organizational components; (2) defining the direction and strategy for an engagement while ensuring the organizational needs are being addressed; and (3) coordinating the resolution of highly complex problems and tasks.

**Health IT Business Consultant, Level II**

**Functional Responsibilities:** Leverages broad experience supporting a Federal health systems and organizations in the following areas: (1) analyzing user needs to determine functional requirements; (2) define and develop problems, plans, and requirements for complex solutions related to enterprise business and technical architectures, lifecycle management, and methodologies; (3) identify and allocate required tasks and their interrelationship; and (4) define and measure key performance metrics.

- **Minimum Years of Experience:** 5
- **Minimum Years of Education:** Bachelors
- **Certification required, if any:** None

**Health IT Communications Engineer, Level I**

**Functional Responsibilities:** (a) Provides Health technical direction and engineering knowledge for communications activities including planning, designing, developing, testing, installing and maintaining large communications networks. (b) Ensures that adequate and appropriate planning is provided to direct building architects and planners in building communications spaces and media pathways meet industry standards. (c) Develops, operates, and maintains voice, wireless, video, and data communications systems. (d) Provides complex engineering or analytical tasks and activities associated with one or more technical areas within the communications function.

- **Minimum Years of Experience:** 5
- **Minimum Years of Education:** Bachelors
- **Certification required, if any:** None

**Health IT Communications Engineer, Level II**

**Functional Responsibilities:** (a) Provides Health technical direction and engineering knowledge for communications activities including planning, designing, developing, testing, installing and maintaining large communications networks. (b) Ensures that adequate and appropriate planning is provided to direct building architects and planners in building communications spaces and media pathways meet industry standards. (c) Develops, operates, and maintains voice, wireless, video, and data communications systems. (d) Provides complex engineering or analytical tasks and activities associated with one or more technical areas within the communications function.

- **Minimum Years of Experience:** 8
- **Minimum Years of Education:** Bachelors
- **Certification required, if any:** None

**Health IT Configuration Management Specialist, Level I**

**Functional Responsibilities:** Performs the daily activities of configuration and operation of Health IT systems which may be mainframe, mini, or client/server based. (a) Provides configuration management planning. (b) Describes provisions for configuration identification, change control, configuration status accounting, and configuration audits. (c) Regulates the change process so that
only approved and validated changes are incorporated into product documents and related software.

Minimum Years of Experience: 3
Minimum Years of Education: Bachelors
Certification required, if any: None

Health IT Executive Assistant, Level 1

Functional Responsibilities: Provides high-level administrative support by conducting research, preparing statistical reports, handling information requests, and performing clerical functions such as preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings.

Minimum Years of Experience: 5
Minimum Years of Education: Bachelors
Certification required, if any: None

Health IT GIS Specialist, Level I

Functional Responsibilities: Performs research tasks of significant technical complexity, applying standard and established theories, concepts, and techniques, but often using innovative approaches and/or complex statistical analyses; develops or directs the development of innovative and creative Health IT solutions to research problems, questions, and issues, using or extending state-of-the-art methods and technology; directs development of timely project reports that are organized, clear, and in the proper format. Health IT work efforts are performed with minimal supervision and guidance. Results of work are considered technically authoritative. May be considered a national expert in Health IT field of expertise.

Minimum Years of Experience: 5
Minimum Years of Education: Bachelors
Certification required, if any: None

Health IT Graphic Designer, Level 1

Functional Responsibilities: Focuses on solving problems through technology and design using digital technology to make Federal organizations more informed in order to answer questions to the government’s most complex challenges. Uses digital technology to develop user-centric solutions using innovative methods and software packages to integrate business needs and technology solutions. Works iteratively to conduct research and data analysis; provide themes and visual concepts; produce high-impact print and digital collateral; and ensure completion and accuracy of work products.

Minimum Years of Experience: 1
Minimum Years of Education: Bachelors
Certification required, if any: None

Health IT Help Desk Specialist, Level II

Functional Responsibilities: Responsible for providing telephone support to end-user community on hardware, software and network related problems, questions, and use. Provides first level problem resolution on the telephone with users, walks the user through a series of steps to determine problem and classify level, priority and nature of problem. If not able to diagnose problem and/or problem requires physical interaction with end user dispatches field engineers from appropriate team. Opens, tracks and closes trouble tickets; ensures problem ownership and promotes end-user satisfaction; track activities of field engineers to who tickets
were assigned. Must have a wide range of skills and knowledge in computer hardware and software as well as networking systems in use at customer sites. Requires experience in the set-up, configuration, use, and troubleshooting of computer. Trained and certified in automated help desk management systems.

Minimum Years of Experience: 3  
Minimum Years of Education: Bachelors  
Certification required, if any: None

Health IT Information Management Specialist, Level II

Functional Responsibilities: Analyzes operations of Health IT projects, programs, and task-related activities. Works closely with the Project or Program Manager covering all aspects of the system integration and implementation process. Develops and maintains organizational tools and databases to manage Configuration Management, Contingency of Operations and Certification and Accreditation initiatives. Provides analysis and interpretation of government INFOSEC standards for network and database engineers. Creates test cases and procedures; develops and provides test plans and reports for Health IT applications and systems; performs testing as needed. Assists network administrator to ensure the operational readiness of Health IT infrastructure and application servers by providing technical expertise in the operation of the LAN infrastructure and application servers. Performs as a lead technician in the use of microcomputer operating systems, file maintenance for file servers, and provides user assistance in use of Health IT software packages and specialized applications. Must be capable of making minor adjustments to hardware and instructing users in the use of Health IT online application systems.

Minimum Years of Experience: 5  
Minimum Years of Education: Bachelors  
Certification required, if any: None

Health IT Instructional Designer, Level II

Functional Responsibilities: Develops the training content for instructor led training and web-based training curriculums. Leads and manages the analysis, planning, design, development and implementation of education initiatives in alignment with strategic and operational goals. In addition, provides the effort to create innovative education solutions using sound instructional design methodologies, current technologies (e.g. Adobe Captivate, Articulate Storyline, Camtasia, InDesign, Photoshop, Flash) and effective project management to meet organizational product development goals.

Minimum Years of Experience: 3  
Minimum Years of Education: Bachelors  
Certification required, if any: None

Health IT Network Administrator, Level I

Functional Responsibilities: Designs, installs, maintain and coordinate the use of the network system. Evaluates hardware and software and peripheral equipment for simple networks. Manages network performance. Troubleshoots and resolves problems to ensure quality transmission service on the network. Maintains, creates/deletes user accounts, maintains and updates system security plans on most platforms. Administers network policies, procedures and standards. Enforces security procedures.

Minimum Years of Experience: 4  
Minimum Years of Education: Bachelors  
Certification required, if any: None
Health IT Network Administrator, Level II

**Functional Responsibilities:** Designs, installs, maintain and coordinate the use of the network system. Evaluates hardware and software and peripheral equipment for simple networks. Manages network performance. Troubleshoots and resolves problems to ensure quality transmission service on the network. Maintains, creates/deletes user accounts, maintains and updates system security plans on most platforms. Administers network policies, procedures and standards. Enforces security procedures.

**Minimum Years of Experience:** 8  
**Minimum Years of Education:** Bachelors  
**Certification required, if any:** None

Health IT Network Administrator, Level III

**Functional Responsibilities:** Designs, installs, maintain and coordinate the use of the network system. Evaluates hardware and software and peripheral equipment for simple networks. Manages network performance. Troubleshoots and resolves problems to ensure quality transmission service on the network. Maintains, creates/deletes user accounts, maintains and updates system security plans on most platforms. Administers network policies, procedures and standards. Enforces security procedures.

**Minimum Years of Experience:** 10  
**Minimum Years of Education:** Bachelors  
**Certification required, if any:** None

Health IT Oracle Developer, Level II

**Functional Responsibilities:** Reviews, analyzes, and modifies Health IT systems including encoding, testing, debugging and installing large-scale mainframe computer systems, and/or development of and migration to an Oracle-based system. Maintains and develops on-line and batch application programs for Health IT systems. Ensure the operational readiness of the Oracle applications and databases. Provide technical expertise in the full lifecycle development of Oracle-based Health IT applications and databases. Provide technical expertise in interfacing Oracle applications and databases with legacy Health IT applications. Develops and implements a disaster recovery plan. Demonstrates expertise in Health IT concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish Health IT goals. May provide consultation on complex Health IT projects and is considered to be the top-level contributor/specialist. A wide degree of creativity and latitude is expected.

**Minimum Years of Experience:** 3  
**Minimum Years of Education:** Bachelors  
**Certification required, if any:** None

Health IT Oracle Developer, Level III

**Functional Responsibilities:** Reviews, analyzes, and modifies Health IT systems including encoding, testing, debugging and installing large-scale mainframe computer systems, and/or development of and migration to an Oracle-based system. Maintains and develops on-line and batch application programs. Ensure the operational readiness of the Oracle applications and databases. Provide technical expertise in the full lifecycle development of Oracle-based Health IT applications and databases. Provide technical expertise in interfacing Oracle applications and databases with legacy health applications. Develops and implements a disaster recovery plan. Demonstrates expertise in Health IT concepts, practices, and procedures. Relies on extensive Health IT experience and judgment to plan and accomplish goals. Performs a variety of tasks. May
provide consultation on complex Health IT projects and is considered to be the top-level contributor/specialist. A wide degree of creativity and latitude is expected. Historical knowledge gained while working on Health IT-specific efforts may be substituted for years of experience. 5 years of experience.

Minimum Years of Experience: 5
Minimum Years of Education: Bachelors
Certification required, if any: None

Health IT Program Manager

Functional Responsibilities: Possesses and applies comprehensive Health IT knowledge across key tasks and high impact assignments. Plans and leads major Health IT technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success.

Functions as a Health IT technical expert across multiple project assignments. May supervise others. Organizes, directs, and manages contract operation support functions, involving multiple, complex and inter-related Health IT project tasks. Manages teams of Health IT personnel at multiple locations.

Maintains and manages the client interface at the senior levels of the Federal Health IT client organization. Meets with customer and contractor personnel to formulate and review task plans and deliverable items. Ensures conformance with Health IT task schedules and costs.

Minimum Years of Experience: 5
Minimum Years of Education: Bachelors
Certification required, if any: None

Health IT Project Manager, Level I

Functional Responsibilities: Possesses and applies expertise on multiple complex Health IT project assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish Health IT tasks. Operates with appreciable latitude in developing methodology and presenting solutions to Health IT problems. Contributes to deliverables and performance metrics where applicable. Leads team on large Health IT projects or significant segment of large complex Health IT projects. Analyzes new and complex Health IT project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components.

Provides Health IT applications systems analysis and programming activities for a Government site, facility or multiple locations. Prepares long and short-range plans for Health IT application selection, systems development, systems maintenance, and production activities and for necessary support resources. Oversees all aspects of Health IT projects. 1 year of experience managing IT or Health IT projects.

Minimum Years of Experience: 1
Minimum Years of Education: Bachelors
Certification required, if any: None

Health IT QA Analyst, Level II

Functional Responsibilities: Establishes and maintains a process for evaluating Health IT software and associated documentation. Determines the resources required for quality control. Maintains the level of quality throughout the software life cycle. Conducts formal and informal reviews at pre-determined points throughout the development life cycle. Provides daily supervision and direction to support staff.

Minimum Years of Experience: 5
Minimum Years of Education: Bachelors  
Certification required, if any: None

Health IT Security Architect Subject Matter Expert, Level I

Functional Responsibilities: Provides Health IT technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet Health IT project objectives. Has Health IT domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

Minimum Years of Experience: 3  
Minimum Years of Education: Bachelors  
Certification required, if any: None

Health IT Subject Matter Expert, Level I

Functional Responsibilities: Possesses and applies Health IT expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish Health IT tasks. Operates with appreciable latitude in developing methodology and presenting solutions to Health IT problems. Contributes to deliverables and performance metrics where applicable. Serves as Health IT subject matter expert, possessing in-depth knowledge of a particular area, such as business, computer science, engineering, mathematics, or the various sciences. Provides Health IT technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex Health IT problems that need extensive knowledge of the subject matter for effective implementation. Participates as needed in all phases of Health IT software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases. Applies principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined Health IT problems in engineering and other scientific applications to arrive at automated solutions.

Minimum Years of Experience: 4  
Minimum Years of Education: Bachelors  
Certification required, if any: None

Health IT Subject Matter Expert, Level IV

Functional Responsibilities: Performs Health IT and health-rated research tasks of significant technical complexity, applying standard and established theories, concepts, and techniques, but often using innovative approaches and/or complex statistical analyses; develop or direct the development of innovative and creative technical solutions to research problems, questions, and issues, using or extending state-of-the-art methods and technology; direct development of timely project reports that are organized, clear, and in the proper format. Work is performed with minimal supervision and guidance. Results of work are considered technically authoritative. May be considered a national expert in field of expertise.

Minimum Years of Experience: 10  
Minimum Years of Education: Bachelors  
Certification required, if any: None
Health IT System Administrator, Level II

Functional Responsibilities: Performs the daily activities of configuration and operation of Health IT systems which may be mainframe, mini, or client/server based. Performs the optimizing of Health IT system operation and resource utilization and perform Health IT system capacity analysis and planning. Provides assistance to users in accessing and using Health IT and business systems.

- Minimum Years of Experience: 5
- Minimum Years of Education: Bachelors
- Certification required, if any: None

Health IT Systems Analyst, Level I

Functional Responsibilities: Possesses and applies expertise on multiple complex Health IT assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish Health IT tasks. Operates with appreciable latitude in developing methodology and presenting solutions to Health IT problems. Contributes to deliverables and performance metrics where applicable. Formulates and defines systems scope and objectives based on both user needs and a thorough understanding of Health IT business systems and industry requirements. Devises or modifies procedures to solve complex Health IT problems considering computer equipment capacity and limitations, operation time, and form of desired results, includes analysis of business and user needs, documentation of requirements, and translation into proper Health IT system requirements specifications. Provides consultation on complex Health IT projects and is considered to be the top-level contributor/specialist of most phases of Health IT systems analysis, while considering the business implications of the application of technology to the current and future Health IT environment.

- Minimum Years of Experience: 3
- Minimum Years of Education: Associates
- Certification required, if any: None

Health IT Systems Engineer, Level I

Functional Responsibilities: Performs the daily activities of configuration and operation of Health IT systems which may be mainframe, mini, or client/server based. (a) Provides analysis related to the design, development, and integration of hardware, software, man-machine interfaces and all system level requirements to provide an integrated IT solution. (b) Develops integrated system test requirement, strategies, devices and systems. (c) Directs overall system level testing.

- Minimum Years of Experience: 3
- Minimum Years of Education: Associates
- Certification required, if any: None

Health IT Technical Writer, Level I

Functional Responsibilities: Possesses and applies Health IT expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to Health IT-related problems. Contributes to deliverables and performance metrics where applicable. Writes a variety of Health IT articles, reports, brochures, and/or manuals for documentation for a wide range of uses. Coordinates the display of Health IT graphics and the production of the document. Ensures content is of high quality and conforms with standards.

- Minimum Years of Experience: 3
- Minimum Years of Education: Associates
- Certification required, if any: None
Health IT Technical Writer, Level II

Functional Responsibilities: Possesses and applies Health IT expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to Health IT-related problems. Contributes to deliverables and performance metrics where applicable. Writes a variety of Health IT articles, reports, brochures, and/or manuals for documentation for a wide range of uses. Coordinates the display of Health IT graphics and the production of the document. Ensures content is of high quality and conforms with standards.

Minimum Years of Experience: 3  
Minimum Years of Education: Associates  
Certification required, if any: None

Health IT Training Specialist, Level I

Functional Responsibilities: Assesses the effectiveness of training curriculum to ensure content meets standards and objectives of Federal organizations. Assists with evaluating training objectives, determining revisions for course materials, and assessing course equivalency, and identifying shortfalls and mitigation strategies. In addition, developing and maintaining training curriculums, schedules, readiness manuals, and other training documentation and guidance

Minimum Years of Experience: 2  
Minimum Years of Education: Bachelors  
Certification required, if any: None

Health IT Training Specialist, Level II

Functional Responsibilities: Leverages in-depth experience with all phases of the instructional design and training delivery process. Works with business leaders and critical stakeholders to identify training needs and priorities; and defines tangible outcomes and measure to develop a roadmap aligned with mission goals. In addition, delivers a variety of formats including as online training, instructor-led training, and blended approaches; and recommends diverse set of instructional methods (e.g. individual or group instruction, self-study, lectures, demonstrations, simulation exercises). Interviews subject-matter experts or conduct other research to develop instructional content; develops instruction or training roadmaps for online and blended learning programs; facilitates seminars, workshops, and training sessions; and develops measurement tools to evaluate the effectiveness of instruction.

Minimum Years of Experience: 5  
Minimum Years of Education: Bachelors  
Certification required, if any: None
## 54151S - Information Technology Professional Services

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>Unit of Issue</th>
<th>Price offered to GSA Including IFF</th>
<th>Quantity/Volume Discount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Architect</td>
<td>Hour</td>
<td>$127.93</td>
<td>None</td>
</tr>
<tr>
<td>Engineering Subject Matter Specialist</td>
<td>Hour</td>
<td>$138.94</td>
<td>None</td>
</tr>
<tr>
<td>Information Assurance Engineer</td>
<td>Hour</td>
<td>$143.90</td>
<td>None</td>
</tr>
<tr>
<td>IT Subject Matter Specialist</td>
<td>Hour</td>
<td>$163.75</td>
<td>None</td>
</tr>
<tr>
<td>Program Manager</td>
<td>Hour</td>
<td>$155.36</td>
<td>None</td>
</tr>
<tr>
<td>Project Manager</td>
<td>Hour</td>
<td>$147.58</td>
<td>None</td>
</tr>
<tr>
<td>Software Architect</td>
<td>Hour</td>
<td>$114.13</td>
<td>None</td>
</tr>
<tr>
<td>Subject Mater Expert III</td>
<td>Hour</td>
<td>$171.10</td>
<td>None</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>Unit of Issue</th>
<th>Price offered to GSA Including IFF</th>
<th>Quantity/Volume Discount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applications Developer (Senior)</td>
<td>Hour</td>
<td>$108.82</td>
<td>None</td>
</tr>
<tr>
<td>Applications Developer (Master)</td>
<td>Hour</td>
<td>$128.53</td>
<td>None</td>
</tr>
<tr>
<td>Applications Systems Analyst (Journeyman)</td>
<td>Hour</td>
<td>$75.85</td>
<td>None</td>
</tr>
<tr>
<td>Applications Systems Analyst (Master)</td>
<td>Hour</td>
<td>$112.89</td>
<td>None</td>
</tr>
<tr>
<td>Business Process Consultant</td>
<td>Hour</td>
<td>$115.23</td>
<td>None</td>
</tr>
<tr>
<td>Configuration Management Specialist (Senior)</td>
<td>Hour</td>
<td>$97.12</td>
<td>None</td>
</tr>
<tr>
<td>Database Specialist (Journeyman)</td>
<td>Hour</td>
<td>$76.83</td>
<td>None</td>
</tr>
<tr>
<td>Database Specialist (Senior)</td>
<td>Hour</td>
<td>$112.76</td>
<td>None</td>
</tr>
<tr>
<td>Database Specialist (Master)</td>
<td>Hour</td>
<td>$173.40</td>
<td>None</td>
</tr>
<tr>
<td>Quality Assurance Specialist (Journeyman)</td>
<td>Hour</td>
<td>$68.24</td>
<td>None</td>
</tr>
<tr>
<td>Quality Assurance Specialist (Senior)</td>
<td>Hour</td>
<td>$98.86</td>
<td>None</td>
</tr>
<tr>
<td>Quality Assurance Specialist (Master)</td>
<td>Hour</td>
<td>$117.24</td>
<td>None</td>
</tr>
<tr>
<td>Subject Matter Expert (Journeyman)</td>
<td>Hour</td>
<td>$167.31</td>
<td>None</td>
</tr>
<tr>
<td>Subject Matter Expert (Senior)</td>
<td>Hour</td>
<td>$181.76</td>
<td>None</td>
</tr>
<tr>
<td>Subject Matter Expert (Master)</td>
<td>Hour</td>
<td>$197.98</td>
<td>None</td>
</tr>
<tr>
<td>Systems Engineer</td>
<td>Hour</td>
<td>$123.41</td>
<td>None</td>
</tr>
<tr>
<td>Technical Writer</td>
<td>Hour</td>
<td>$103.40</td>
<td>None</td>
</tr>
<tr>
<td>Test Engineer (Entry Level)</td>
<td>Hour</td>
<td>$66.15</td>
<td>None</td>
</tr>
<tr>
<td>Test Engineer (Journeyman)</td>
<td>Hour</td>
<td>$80.73</td>
<td>None</td>
</tr>
<tr>
<td>Test Engineer (Senior)</td>
<td>Hour</td>
<td>$97.28</td>
<td>None</td>
</tr>
</tbody>
</table>
## 54151HEAL – Health Information Technology Services

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>Unit of Issue</th>
<th>Price offered to GSA Including IFF</th>
<th>Quantity/Volume Discount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health IT Applications Developer, Level I</td>
<td>Hour</td>
<td>$62.79</td>
<td>None</td>
</tr>
<tr>
<td>Health IT Applications Developer, Level II</td>
<td>Hour</td>
<td>$84.20</td>
<td>None</td>
</tr>
<tr>
<td>Health IT Application Systems Analyst, Level IV</td>
<td>Hour</td>
<td>$111.08</td>
<td>None</td>
</tr>
<tr>
<td>Health IT Business Analyst, Level I</td>
<td>Hour</td>
<td>$87.42</td>
<td>None</td>
</tr>
<tr>
<td>Health IT Business Analyst, Level II</td>
<td>Hour</td>
<td>$90.75</td>
<td>None</td>
</tr>
<tr>
<td>Health IT Business Consultant, Level I</td>
<td>Hour</td>
<td>$99.40</td>
<td>None</td>
</tr>
<tr>
<td>Health IT Business Consultant, Level II</td>
<td>Hour</td>
<td>$122.59</td>
<td>None</td>
</tr>
<tr>
<td>Health IT Communications Engineer, Level I</td>
<td>Hour</td>
<td>$118.76</td>
<td>None</td>
</tr>
<tr>
<td>Health IT Communications Engineer, Level II</td>
<td>Hour</td>
<td>$130.91</td>
<td>None</td>
</tr>
<tr>
<td>Health IT Configuration Management Specialist, Level I</td>
<td>Hour</td>
<td>$75.06</td>
<td>None</td>
</tr>
<tr>
<td>Health IT Executive Assistant</td>
<td>Hour</td>
<td>$63.56</td>
<td>None</td>
</tr>
<tr>
<td>Health IT GIS Specialist, Level I</td>
<td>Hour</td>
<td>$77.50</td>
<td>None</td>
</tr>
<tr>
<td>Health IT Graphic Designer, Level I</td>
<td>Hour</td>
<td>$73.12</td>
<td>None</td>
</tr>
<tr>
<td>Health IT Help Desk Specialist, Level II</td>
<td>Hour</td>
<td>$60.05</td>
<td>None</td>
</tr>
<tr>
<td>Health IT Information Management Specialist, Level II</td>
<td>Hour</td>
<td>$101.22</td>
<td>None</td>
</tr>
<tr>
<td>Health IT Instructional Designer, Level II</td>
<td>Hour</td>
<td>$99.90</td>
<td>None</td>
</tr>
<tr>
<td>Health IT Network Administrator, Level I</td>
<td>Hour</td>
<td>$74.30</td>
<td>None</td>
</tr>
<tr>
<td>Health IT Network Administrator, Level II</td>
<td>Hour</td>
<td>$102.63</td>
<td>None</td>
</tr>
<tr>
<td>Health IT Network Administrator, Level III</td>
<td>Hour</td>
<td>$128.04</td>
<td>None</td>
</tr>
<tr>
<td>Health IT Oracle Developer, Level II</td>
<td>Hour</td>
<td>$108.42</td>
<td>None</td>
</tr>
<tr>
<td>Health IT Oracle Developer, Level III</td>
<td>Hour</td>
<td>$121.80</td>
<td>None</td>
</tr>
<tr>
<td>Health IT Program Manager</td>
<td>Hour</td>
<td>$146.85</td>
<td>None</td>
</tr>
<tr>
<td>Health IT Project Manager, Level I</td>
<td>Hour</td>
<td>$109.83</td>
<td>None</td>
</tr>
<tr>
<td>Health IT QA Analyst, Level II</td>
<td>Hour</td>
<td>$92.27</td>
<td>None</td>
</tr>
<tr>
<td>Health IT Security Architect Subject Matter Expert, Level I</td>
<td>Hour</td>
<td>$121.32</td>
<td>None</td>
</tr>
<tr>
<td>Health IT Subject Matter Expert, Level I</td>
<td>Hour</td>
<td>$129.78</td>
<td>None</td>
</tr>
<tr>
<td>Health IT Subject Matter Expert, Level IV</td>
<td>Hour</td>
<td>$233.37</td>
<td>None</td>
</tr>
<tr>
<td>Health IT System Administrator, Level II</td>
<td>Hour</td>
<td>$110.18</td>
<td>None</td>
</tr>
<tr>
<td>Health IT Systems Analyst, Level I</td>
<td>Hour</td>
<td>$75.40</td>
<td>None</td>
</tr>
<tr>
<td>Health IT Systems Engineer, Level I</td>
<td>Hour</td>
<td>$60.25</td>
<td>None</td>
</tr>
<tr>
<td>Health IT Technical Writer, Level I</td>
<td>Hour</td>
<td>$81.38</td>
<td>None</td>
</tr>
<tr>
<td>Health IT Technical Writer, Level II</td>
<td>Hour</td>
<td>$83.83</td>
<td>None</td>
</tr>
<tr>
<td>Health IT Training Specialist, Level I</td>
<td>Hour</td>
<td>$79.91</td>
<td>None</td>
</tr>
<tr>
<td>Health IT Training Specialist, Level II</td>
<td>Hour</td>
<td>$116.65</td>
<td>None</td>
</tr>
</tbody>
</table>
OLM - Order-Level Materials
Note: Prices for (Order Level Materials) OLM’s are not established in the Schedule contract or BPA. OLM’s are identified and acquired at the Order level.

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