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 for GSA Advantage! is: www.GSAAdvantage.gov.

Schedule Title: Multiple Award Schedule (MAS)

FSC Group: Information Technology
FSC/PSC Codes: D399

Contract Number: 47QTCA18D00JE

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

Contract Period: 08/20/2018 – 08/19/2023

Zane Networks, LLC
1133 21st Street, NW
Washington, DC 20036
Phone: 301-560-0500
Fax: 202-796-8420
Email: info@zanenetworks.com
www.zanenetworks.com

Contact for contract administration: Alexandra Jellerette, President/Operations
alexandra@zanenetworks.com

Business Size: Small, minority, Women-Owned Small Business, EDWOSB, and SDB
Current as of Modification Number P0-0014, effective September 7, 2021
Table of Contents

ABOUT ZANE NETWORKS, LLC 3
CUSTOMER INFORMATION 4
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GSA PRICING 13
ABOUT ZANE NETWORKS, LLC

Zane Networks, LLC (ZaneNet), with offices in Washington, DC and Silver Spring, MD, serves public and private entities by solving complex problems using innovative technologies in the areas of health information technologies, software and application implementation and development, IT, audio-visual and video-teleconferencing services and products and staff augmentation. We have worked for federal clients such as Centers for Medicare and Medicaid Services (CMS), several Department of Defense Military Treatment Facilities, National Institutes of Health, Office of the Surgeon General, Comprehensive Soldier Fitness Agency, SAMHSA and others to update and leverage technology and workflow to improve quality of care for patients and their family. These projects include technical support and management to implement Electronic Health Record adoption, Meaningful Use and PQRS reporting, Chronic Care Management Portals, Mobile Health Technologies, Health Information Exchange, Patient Centered Medical Homes consulting, Telehealth software and implementation support, Video Teleconferencing Installation and Staffing, Web-based Patient Bedside Technologies support and other HIT initiatives.

Founded in 2000, ZaneNet, an EDWOSB, SDB/8(a), and Maryland MBE Company, is certified as a Management Services Organization (MSO) by Maryland Health Care Commission (MHCC). ZaneNet has been instrumental in driving Health IT (HIT) adoption in Maryland and the District, working with over 1000 providers, numerous clinics and hospitals. ZaneNet was recently recertified by the Electronic Healthcare Network Accreditation Commission (EHNAC) to possess the processes and infrastructure to ensure that health information (PHI) is stored, accessed and/or transmitted in a private and secure manner.
CUSTOMER INFORMATION

1a. Table of awarded Special Item Numbers (SINs):

<table>
<thead>
<tr>
<th>SIN #</th>
<th>SIN Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151HEAL</td>
<td>Health Information Technology Services</td>
</tr>
<tr>
<td>OLM</td>
<td>Order-Level Materials (OLM)</td>
</tr>
</tbody>
</table>

1b. Identification of the lowest priced service for each special item number awarded in the contract.

<table>
<thead>
<tr>
<th>SIN #</th>
<th>Labor Category</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151HEAL</td>
<td>Technician II</td>
<td>$ 53.20</td>
</tr>
</tbody>
</table>

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

2. Maximum Order for each SIN:

<table>
<thead>
<tr>
<th>SIN #</th>
<th>MAXIMUM ORDER*</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151HEAL</td>
<td>$ 500.000</td>
</tr>
<tr>
<td>OLM</td>
<td>$ 250.000</td>
</tr>
</tbody>
</table>

*If the best value selection places your order over the Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contractor for a better price. The contractor may (1) offer a new price for this requirement (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404.

3. Minimum Order:

$100.00

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.

Overseas delivery is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.
The Geographic Scope of this Contract is domestic delivery only.

5. **Points of Production:**
   District of Columbia, U.S.

6. **Discount from List Prices or Statement of net Price:**
   Net Prices; Basic Discounts have been deducted.

7. **Quantity Discounts:**
   1% volume discount for orders $300K and above

8. **Prompt Payment Terms:**
   Net 30 days. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9. **Foreign Items:**
   Not applicable.

10a. **Time of Delivery:**
   As negotiated for each task order.

10b. **Expedited Delivery:**
   Items available for expedited delivery are noted in this price list.

10c. **Overnight and 2-day delivery:**
   The Schedule Customer can contact the Contractor for rates for overnight and 2-day delivery.

10d. **Urgent requirements:**
   When the Federal Acquisition Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.
11. F.O.B. point(s):
    Destination

12a. Ordering Address(es):
    Zane Networks, LLC
    1133 21st Street, NW Suite M200
    Washington, DC 20036
    accounting@zanenetworks.com

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

13. Payment Address:
    Zane Networks, LLC
    1133 21st Street, NW Suite M200
    Washington, DC 20036
    accounting@zanenetworks.com

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

       1. Time of delivery/installation quotations for individual orders;

       2. Technical representations and/or warranties of products concerning performance, total
          system performance and/or configuration, physical, design and/or functional characteristics
          and capabilities of a product/equipment/service/software package submitted in response
          to requirements which result in orders under this schedule contract.

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

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

15. Export Packing Charges:
    Not applicable.

16. Terms and Conditions of Rental, Maintenance, and Repair:
    Not applicable.
17. Terms and Conditions of Installation:
   Not applicable.

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. Preventative Maintenance:
   Not applicable.

22a. Special attributes such as environmental attributes:
   Not applicable.

22b. Section 508 compliance:
   Not applicable.

23. Unique Entity Identifier (UEI) number:
   HSAGZRMGN6H4

24. Notification regarding registration in the System for Award Management (SAM) database.
   Registered and active in SAM
## DESCRIPTION OF HEALTH IT PROFESSIONAL SERVICES

<table>
<thead>
<tr>
<th>Health IT Professional Service</th>
<th>Minimum Years’ Experience</th>
<th>Minimum Education and Applicable Certifications</th>
<th>Functional Responsibilities:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Manager I</td>
<td>1 year</td>
<td>B.A. or B.S. degree</td>
<td>Supports day-to-day management of assigned projects. Organize, direct, and coordinate planning and production of all contract support activities above the project level or across projects. Ensure overall contract performance, including conformance with schedules and costs. Coordinate the management of all work performed on a contract, including subcontractors, team members, and vendors. Supervise project managers within the overall program; ensure proper formulation and review of project plans and deliverable items. Assemble and recruit personnel necessary to perform projects. Allocate resources to assigned work and recommend or determine required personnel actions. Manage the administration and budget of multi-project programs.</td>
</tr>
<tr>
<td>Program Manager II</td>
<td>10 years</td>
<td>B.A. or B.S. degree, Masters preferred</td>
<td>Performs day-to-day management of assigned projects. Organize, direct, and coordinate planning and production of all contract support activities above the project level or across projects. Ensure overall contract performance, including conformance with schedules and costs. Coordinate the management of all work performed on a contract, including subcontractors, team members, and vendors. Supervise project managers within the overall program; ensure proper formulation and review of project plans and deliverable items. Assemble and recruit personnel necessary to perform projects. Allocate resources to assigned work and recommend or determine required personnel actions. Manage the administration and budget of multi-project programs.</td>
</tr>
<tr>
<td>Software Developer I</td>
<td>1 year</td>
<td>B.A. or B.S. degree</td>
<td>Responsible for the design, coding, testing, and documentation of software from specifications with general guidance and supervision from senior staff. Assists in developing and refining of detailed specifications and user requirements.</td>
</tr>
<tr>
<td>Health IT Professional Service</td>
<td>Minimum Years’ Experience</td>
<td>Minimum Education and Applicable Certifications</td>
<td>Functional Responsibilities:</td>
</tr>
<tr>
<td>-------------------------------</td>
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</tr>
<tr>
<td>Software Developer II</td>
<td>4 years</td>
<td>B.A. or B.S. degree, Masters preferred</td>
<td>Responsible for the development of program and system specifications based on requirements obtained from end-users. Designs, codes, tests, and documents of complex software and software systems from developed specifications. Supervises Software Developers and manages other deliverables for system and subsystem development.</td>
</tr>
<tr>
<td>HIT Data Analyst</td>
<td>2 years</td>
<td>B.A. or B.S. degree</td>
<td>Design, implement, and maintain complex databases with respect to organization, access methods, indexing, device allocation, validation checks, organization, protection and security, update frequencies and methods, onsite and offsite backup frequencies, documentation, etc. for specific applications. Define all required database administration policies, procedures, standards, and guidelines. Analyze and identify data and metadata user and technical requirements. Develop and maintain data dictionaries, object and data models and ontologies, and metadata repositories. Prepare and implement data quality processes and validation methods. Project long-range requirements for database administration and design in cognizance of planned and probable information system and application requirements. Advise users on access to various databases. Establish and administer user privilege classes. Distribute and monitor use of logons and passwords. Monitor database-related standards, procedures, and best practices. Facilitate database structure change control, problem management, and communication among data specialists, system analysts, system designers, and system developers. Design, implement, and support data warehousing requirements. Work with system developers to implement business rules via stored procedures, middleware, or other technologies.</td>
</tr>
<tr>
<td>Health IT Professional Service</td>
<td>Minimum Years’ Experience</td>
<td>Minimum Education and Applicable Certifications</td>
<td>Functional Responsibilities:</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>---------------------------</td>
<td>-----------------------------------------------</td>
<td>--------------------------------</td>
</tr>
<tr>
<td>Web Developer I</td>
<td>2 years</td>
<td>B.A. or B.S. degree</td>
<td>Design and develop website(s) to support the organization's strategies and goals relative to internal and external communications requirements. Work with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the web site. Design and develop user interface features, site animation, and special-effects elements. Define and design the web infrastructure; recommend server operating systems, hardware requirements, and encryption standards for internet and intranet communications. Design and implement an intranet strategy for the authorization of approved users. Provide technical advice and expertise to webmasters and developers in installation, acceptance testing, and evaluation of newly released and beta software. Integrate web applications with backend databases. Responsible for currency, quality, and integrity of information in an organization’s web sites, ensuring consistency across sites and adherence to relevant standards. Maintain ongoing knowledge of new internet technologies and the ability to apply them where and when needed.</td>
</tr>
<tr>
<td>Implementation Specialist</td>
<td>2 years</td>
<td>B.A. or B.S. degree</td>
<td>Provides hands on training and knowledge in addition to the analytical/programmatic skills and experience to guide healthcare organizations to implement technology and work flow solutions. Experience in system analysis and implementation of system engineering; or workflow design, design assurance, program design and implementation or testing of technology products and systems.</td>
</tr>
<tr>
<td>Health IT Professional Service</td>
<td>Minimum Years’ Experience</td>
<td>Minimum Education and Applicable Certifications</td>
<td>Functional Responsibilities:</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>---------------------------</td>
<td>-----------------------------------------------</td>
<td>----------------------------</td>
</tr>
<tr>
<td>Health IT Systems Architect</td>
<td>5 years</td>
<td>B.A. or B.S. degree, Masters preferred</td>
<td>Develop and apply organization-wide information models in support of business process improvement, business process modernization projects, and most efficient and effective data and information flow among systems and to users. Design complete enterprise-wide IT solutions which incorporate technical infrastructure, hardware, and software. Develop architectural products and deliverables for the enterprise and operational business lines. Advise on selection of technology purchases with respect to processing, data storage, data access, and application development. Support business case analysis; identify alternative solutions and resulting business impacts. Identify necessary interfaces between enterprise solution applications and the legacy IT environment. Provide high-level architectural expertise to managers and technical staff.</td>
</tr>
<tr>
<td>Health IT Business Process Reengineering Specialist</td>
<td>2 years</td>
<td>B.A. or B.S. degree, Masters preferred</td>
<td>The Health IT Business Process Reengineering Specialist applies process improvement, reengineering methodologies, and internet-related methodologies and principles to conduct health IT process modernization projects. staff with effective transitioning of existing organizations or project teams in accomplishing the organization’s health IT goals, project activities, and objectives through improved use of internet and other automated processes. Identifies health IT best practices, and assessing performance measurements. Provide group facilitation, interviewing, training, and additional forms of knowledge transfer.</td>
</tr>
<tr>
<td>Privacy and Security Analyst</td>
<td>4 years</td>
<td>B.A. or B.S. degree, Masters preferred</td>
<td>Oversees the policies and procedures of organizations to ensure that they follow the appropriate HIPAA regulations. Provides guidance and assists in identification, development, implementation, and maintenance of the organization’s information privacy policies and procedures. Oversees, directs, and delivers, or ensures delivery of initial and ongoing privacy training and orientation to all employees, volunteers, and professional staff. Coordinates with regulatory agencies when requested and assists compliance program management and administration in compliance reviews, audits and investigations. Coordinates licensure, and related regulatory reporting requirements as assigned.</td>
</tr>
</tbody>
</table>
**Health IT Professional Service** | **Minimum Years’ Experience** | **Minimum Education and Applicable Certifications** | **Functional Responsibilities:**
--- | --- | --- | ---
Help Desk Technician I | 1 year | B.A. or B.S. degree, Masters preferred | Provides efficient and timely hands-on tracking, troubleshooting, remediation, coordination and escalation of Level 1 and 2 functions for technical and customer service Helpdesk support. The Helpdesk Technician is part of a team that supports various aspects of the project and serves as an escalation liaison between the customer, and the various software and hardware vendors.

Technician II | 1 year | High School Degree, AA preferred | The Technician provides a range of technical services to support the installation and implementation of networks and computer systems that support health IT services such as telehealth. Duties may range from basic tasks such as unpacking and setting up equipment and removing packing materials, to installing cabling and rack mounted equipment, to basic configuration and testing in a healthcare setting. Provide ongoing technical support to IT systems that support medical practices, clinics and hospitals.

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**EDUCATION/EXPERIENCE SUBSTITUTIONS**

The following presents the allowable substitutions based on education and experience.

- Four years' experience (in addition to minimum experience requirements) can be substituted for a Bachelor's degree.
- Two years' experience (in addition to minimum experience requirements and Bachelor's degree) can be substituted for a Master's degree.
GSA PRICING

All prices offered to GSA include the current 0.75% IFF.

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>GSA Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Manager I</td>
<td>$79.79</td>
</tr>
<tr>
<td>Project Manager II</td>
<td>$115.26</td>
</tr>
<tr>
<td>Software Developer I</td>
<td>$67.38</td>
</tr>
<tr>
<td>Software Developer II</td>
<td>$110.83</td>
</tr>
<tr>
<td>HIT Data Analyst</td>
<td>$67.38</td>
</tr>
<tr>
<td>Web Developer I</td>
<td>$67.38</td>
</tr>
<tr>
<td>Implementation Specialist</td>
<td>$71.81</td>
</tr>
<tr>
<td>Health IT Systems Architect</td>
<td>$115.26</td>
</tr>
<tr>
<td>Health IT Business Process Reengineering Specialist</td>
<td>$77.13</td>
</tr>
<tr>
<td>Privacy and Security Officer</td>
<td>$115.26</td>
</tr>
<tr>
<td>Help Desk Technician</td>
<td>$55.86</td>
</tr>
<tr>
<td>Technician II</td>
<td>$53.20</td>
</tr>
</tbody>
</table>