
Synergistic Business Solutions



General Services Administration
Federal Acquisition Service Approved
Multiple Award Schedule Pricelist

General Purpose Commercial
Information Technology, Software and Services

47QTCA18D00L1
SB International Inc
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1.1 AUTHORIZED FEDERAL SUPPLY SERVICE INFORMATION TECHNOLOGY SCHEDULE PRICELIST

GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY, SOFTWARE AND SERVICES

Special Item No. 54151S Information Technology Services

Special Item No. 54151HEAL Health Information Technology Services

Special Item No. 518210C Cloud Technology Services

1.2 SIN 54151S - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

FSC/PSC Class Code D302 IT Systems Development Services
FSC/PSC Class Code D306 IT Systems Analysis Services
FSC/PSC Class Code D307 Automated Information Systems Design and Integration Services
FSC/PSC Class Code D308 Programming Services
FSC/PSC Class Code D316 IT Network Management Services
FSC/PSC Class Code D317 Automated News Services, Data Services, or Other Information Services

1.3 SIN 54151HEAL – HEALTH INFORMATION TECHNOLOGY SERVICES

FSC/PSC Class Code D310 IT and Telecom – Cyber Security and Data Backup
FSC/PSC Class Code D311 IT and Telecom – Data Conversion
FSC/PSC Class Code D399 IT and Telecom – Other IT and Telecommunications

1.4 SIN 518210C – CLOUD TECHNOLOGY SERVICES

FSC/PSC Class Code D302 IT Systems Development Services
FSC/PSC Class Code D305 IT Cloud Computing Services
FSC/PSC Class Code D306 IT Systems Analysis Services
FSC/PSC Class Code D307 Cloud IT Strategy and Architecture Services
FSC/PSC Class Code D310 IT and Telecom – Cyber Security and Data Backup
FSC/PSC Class Code D311 IT and Telecom – Data Conversion
FSC/PSC Class Code D316 IT Network Management Services
FSC/PSC Class Code D317 Web-Based Subscription, Data Services, or Other Information Services

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

Note 2: Offerors and ordering activities are advised that the – Information Technology Schedule is not to be used to procure services which properly fall under the Brooks Act. These services



include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

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

Synergistic Business Solutions- SBS-Corp; 2235 Kings Garden Way, Falls Church, VA, 22043

Contract Number: 47QTCA18D00L1

Period Covered by Contract: September 25, 2018 through September 24, 2023

General Services Administration, Federal Supply Services, Products and Ordering information in this Authorized Information Technology Schedule Pricelist are also available on the GSA Advantage System (<http://www.gsaadvantage.gov>)

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INFORMATION FOR ORDERING OFFICES

1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers:

SIN	Description
54151S	IT Professional Services
54151HEAL	Health Care Technology Services
518210C	Cloud Technology Services

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.

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.

2. Maximum Order: **\$500,000.00**

3. Minimum Order: **\$100.00**

4. Geographic Coverage (delivery Area): **Domestic**

5. Point(s) of production (city, county, and state or foreign country): **N/A**

6. Discount from list prices or statement of net price: **Government net prices (3%).**

7. Quantity discounts: **None Offered**

8. Prompt payment terms: **Net 30 days**

9a. Notification that Government purchase cards are accepted up to the micro-purchase threshold: **Yes**

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: **will not accept over the micropurchase threshold**

10. Foreign items (list items by country of origin): **None**

11. Time of Delivery: **Specified on the Task Order and shall deliver or perform services in accordance with the terms negotiated in an agency's order.**

12. F.O.B Points(s): **Destination**
2235 Kings Garden Way
Falls Church VA 22043
Office: 571-251-1661
Fax: 571-408-8103
13. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).
14. Payment address:
2235 Kings Garden Way
Falls Church VA 22043
Office: 571-251-1661
Fax: 571-408-8103
15. Warranty provision: **Contractor's standard commercial warranty.**
16. Export Packing Charges (if applicable): **N/A**
17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): **Contact Contractor**
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 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**
24. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants:
N/A
25. 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/

26. Data Universal Numbering System (DUNS) number: 133331400

27. Notification regarding registration in the System for Award Management (SAM) Database:
Registered

**2 SYNERGISTIC BUSINESS SOLUTIONS (SBS-CORP) FAS AUTHORIZED IT SCHEDULE 70
PRICELIST SIN 54151S**

Table 1. Pricelist Labor Categories

LABOR CATEGORY	54151S GSA Price
Executive	\$232.08
Senior Executive	\$202.51
Senior Program Manager	\$154.38
Senior Project Manager	\$133.37
Project Manager	\$122.17
Senior Systems Engineer/Technology Strategist	\$124.61
Functional (Subject Matter Expert) Business Strategist	\$114.80
Solutions Architect	\$103.99
Security Engineer	\$82.42
Senior Database Analyst	\$106.74
Database Architect	\$132.39
Senior Computer Systems Analyst	\$104.54
Senior Application Programmer/Web Developer	\$114.31
Data Management Engineer	\$101.97
Systems Administrator	\$89.03
Application Programmer/Web Developer	\$102.57
Software Test Engineer II	\$78.11
Configuration Analyst	\$94.44
Junior Systems Engineer/Technology Strategist	\$82.07
Business Analyst III	\$87.00
Business Analyst II	\$58.64
Junior Database Analyst	\$67.18
Program Support Analyst/Associate	\$51.31
Training Specialist	\$53.75
Quality Assurance Specialist	\$50.82
Help Desk Manager	\$75.75
Senior Help Desk Associate	\$47.08
Administrative Support 1	\$39.66

3 LABOR CATEGORY DESCRIPTIONS SIN 54151S

Table 2. Description of Labor Categories

GSA LABOUR CATEGORIES (LC) FOR SIN 54151S	
LC 54151S	DESCRIPTION
Executive	Fifteen (12) years of progressive increase in responsibility in leading business practice as company executive. Provides executive level oversight for key accounts. Participates on steering committees and attends monthly and quarterly program reviews. Reviews plans and strategies and provides input regarding feasibility, risk, and effectiveness of plans. Expert knowledge in leading GSA Advantage-type projects including any specific listed skills and abilities.
Senior Executive	Fifteen (15) years of direct Industry experience. Works with the Program Manager and Key Client and internal stakeholders to monitor, quality, and risk and identify potential problems/issues. Provides Management and Technical analysis, Industry insight, conflict and issue resolutions, and facilitates critical decision-making. Strategic Planner, Advisor, experienced in operational, organizational, and infrastructural designs and maintains a high standard of consistency and quality in project deliverables through all project life cycles. Provides strong executive level management and direction to ensure cost control, quality control, and manage projects remain on schedule. . Expert knowledge and experience in one or more business related disciplines or process or industry
Senior Program Manager	Twelve (12) years of progressive experience in managing, directing, and implementing information technology in health-care related projects. Experienced in managing a diverse group of functional activities, subordinate groups of technical and administrative personnel. Experienced in management and control of large funds and resources, and demonstrated capability in managing complex, multi-task commercial and government contracts. Effective communicator and proficient in MS Project (and/or equivalent) methodology with certifications
Senior Project Manager	Twelve (12) years of progressive experience as a project manager directing and implementing information technology projects in health-care industry. To provide guidance and direction for specific projects or sub-tasks; Management of complex, multi-task projects; Management of all levels of the client relationship and the resolution of specific issues over the course of a project or program; Management of projects from conception to completion within time and budget parameters; Delivery of presentations and leadership of client meetings; and Proficient in strategic plans, business strategies and design, organizational and infrastructure designs, and project deliverables to maintain a standard of consistency and quality throughout a project’s life cycle, Experienced in SQL Programming, effective communicator, who understands the entire SDLC, and Quality Assurance concepts, metrics, methodologies and document standards.
Project Manager	Ten (10) years of experience in managing a diverse group of functional activities, subordinate groups of technical and administrative personnel.. Experience is required in the health-care industry. The PM as a senior personnel is responsible for managing entire lifecycle of the projects, and is highly up to day with strong technical skills. Expert knowledge in leading GSA Advantage-type projects including the listed skills and abilities:

GSA LABOUR CATEGORIES (LC) FOR SIN 54151S

LC 54151S	DESCRIPTION
Senior Systems Engineer/Technology Strategist	<p>Eight (8) years' experience as a systems engineer and technology strategist in health-care related projects. Possesses demonstrated hands- on expertise and/or training in areas of emerging technologies and tools used in the federal health-care. Possesses Up-to date IT knowledge with In-depth experience in developing complex computer system, software and network architectures. Experienced in SQL Programming, effective communicator, who understands the entire SDLC, and Quality Assurance concepts, metrics, methodologies and document standards.</p>
Functional (Subject Matter Expert) Business Strategist	<p>Eight (8) years experience as a business analyst/strategist supporting information technology projects related to the individual's subject matter expertise" in the health-care industryand/specifically in federal health-care. These personnel may be corporate leaders and directors with many years of experience, and are experts in either functional domains (e.g., finance, personnel, acquisition, etc.) or technical disciplines (e.g., computer security, network engineering, etc.).with in-depth experience as technical leaders and/or Project Managers.</p> <p>Experienced in SQL Programming, effective communicator, who understands the entire SDLC, and Quality Assurance concepts, metrics, methodologies and document standards.</p>
Solutions Architect	<p>Eight (8) years experience in driving the translation and construction of complex business problems into innovative technology solutions within a multidisciplinary environment related to health-care industry with experience in federal health-care projects. Oversees the development, design, user interface, and technology integration direction, and site architecture management from definition phase through implementation. Owns the technical vision of the project; ensuring that the vision is achieved with a high level of quality. Manages development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Estimates software development costs and schedule. Reviews existing systems, assists in viability for migration, assists in making enhancements, reducing operating time, and improving current techniques. Supervises software configuration management.</p> <p>Effective Communicator, with proficient knowledge in SDLC, Quality Assurance concepts, metrics, methodologies and document standards/</p>
Security Engineer	<p>Eight (8) years experience analyzing and/or defining security requirements for computer systems in federal health-care domain, which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer system with compliances and solutions. Supports customers at the highest levels n the development and implementation of doctrine and policies.</p> <p>Applies expertise to dedicated special purpose systems requiring specialized security features and procedures. Established and satisfies system-wide regulatory and policy driven demands. Experienced with knowledge, techniques and/or capabilities related to system security certification and accreditation (C&A), Experienced in establishing Risk Management Framework (RMF) program. CISSP certification is desirable.</p>
Senior Database Analyst	<p>Eight (8) years experience as a data expert and database analyst in health-care industry. Experienced with data modeling, design techniques and implementation across all phases of the system lifecycle. Participate in the entire life cycle of database development. Perform requirements analysis, data requirements documentation, database design, ETL requirements specification, Metadata documentation, and data quality support. Proficient in the use of modeling tools, database systems and utilities</p>

GSA LABOUR CATEGORIES (LC) FOR SIN 54151S	
LC 54151S	DESCRIPTION
	<p>and in all aspects of data migration, replication, backup, recovery and interface techniques.</p> <p>Experienced in implementing of database security (roles, privileges, authentication); Recommend architectural approaches and define and detail project execution</p>
Database Architect	<p>Eight (8) years experience in design of information and operations support devices supporting IT systems and data. Must have ability to perform data analysis design, and archive/recovery design and implementation. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Works in a data warehouse environment, which includes data design, database architecture, and metadata repository creation. Translates business needs into long-term architecture solutions. Defines, designs, and builds dimensional databases. Develops data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. Reviews and develops object and data models and the metadata repository to structure the data for better management, access and recovery</p> <p>Support implementation, migration, and maintenance of IT Systems and server environments. The Database architect will help plan, design, and stand up the environments that supports backups tune ups, security</p>
Senior Computer Systems Analyst	<p>Eight (8)' experience as a computer systems analyst. In-depth knowledge and experience in systems lifecycle management, structured system development methodologies, information engineering, structured analysis, and/or information systems development or a relevant technical discipline in health-care industry. Progressive experience may include software development, ADP engineering, and strategic systems planning, business information planning, and business analysis. Some experience with design techniques or process reengineering, including change management, business analysis management and techniques, cost benefit analysis, activity and data modeling, information systems development methods and practices, and training</p> <p>Experienced in SQL Programming, effective communicator, who understands the entire SDLC, and Quality Assurance concepts, metrics, methodologies and document standards.</p>
Senior Application Programmer/Web Developer	<p>Over Six (6) years' experience as an applications programmer and/or web developer in federal health-care domain. In-depth experience in the full lifecycle of computer programming and/or information systems development for enterprise wide client-server and/or Web systems and applications. Deep knowledge in the relevant programming methodologies, technologies and tools. Experience in supervising teams of programmers, analysts and technicians.</p> <p>Expert knowledge in Web technologies and application development including the listed skills and abilities.</p>
Database Management Engineer	<p>Six (6) years' experience in planning, administering, coordinating computerized databases in health-care projects, including base definition, structure, documentation, long and short range requirements, operational guidelines, protection and logical-physical database design. Identifies, evaluates, and recommends relevant COTS solutions. Responsible for performance monitoring, identification and correction of performance bottlenecks. Responsible for overall database reliability, tuning, upgrades, performance and tools, software installation as needed to provide essential functionality not present in COTS software solutions. Collaborate with software engineers, security administration, computer engineers, operations and systems</p>

GSA LABOUR CATEGORIES (LC) FOR SIN 54151S	
LC 54151S	DESCRIPTION
	<p>administrators to ensure integrity, quality of applications, databases, software and data</p> <p>Demonstrated experience in resolving database performance issues, database capacity issues, replication, and other distributed data issues</p>
Systems Administrator	<p>Six (6) years experience with responsibility in administering support including design and architecture of software application and/or systems in the health-care federal projects. Define and execute IT project systems related engineering and/or data related activities that may consist of systems planning, performance management, capacity planning, testing and validation, benchmarking, information engineering, and systems engineering plan development and staffing Experience working with one or more disciplines in IT systems and or Health information systems and Cloud services.</p> <p>Experienced in day-to-day upgrades for complex operating systems, workstations and servers. Coordinates, directs and performs software installations and upgrades in IT modernization efforts.</p>
Application Programmer/Web Developer	<p>Over Three (3) years' experience as an applications programmer and/or Web developer on health-care projects. Demonstrated progressive experience in computer programming and/or information systems development for large-scale client-server and/or Web applications. Significant expertise in the relevant programming methodologies, technologies and tools. Expert knowledge in Web applications and applied best practices including the listed skills and abilities:</p> <p>Provides support for the implementation of interfaces to applications. Provides support in developing the web-concept, interface design, and overall themes/branding for HSPD-12 programs as required. and or making them 508 compliant.</p>
Software Test Engineer II	<p>Six (6) years experience as Test Engineer who has participated in product spec/design reviews for health-care projects in providing input on functional requirements, product designs, schedules, or potential problems regarding testability with focus on test effort - Must have experience in load, stress and scalability testing. To fulfill this role the Software Test Engineer applies appropriate automation technologies to meet the short and long-term goals of the testing life cycle. Responsible for the Design and development of test cases and will contribute towards test automation framework. Must have full knowledge of test automation solutions Responsible for the design, build, test, and deploy effective test automation solutions.</p> <p>Experienced in test execution, including development of test plans and cases, with strong analytical abilities.</p>
Configuration Analyst	<p>Six (6) years experience in establishing and enforcing procedures to ensure that software products are reviewed, approved, and baselined at the appropriate points in their life cycles. Experience in health-care industry is strongly desired. Ensures that the proper documentation is available to deploy and maintain each version of a software /COTS product. Experienced in data management and integrity that includes Cloud migrations.</p> <p>Experienced in CM processes and procedures as defined in Government guidelines and has ability to establish program baselines, schedules, and progress in control gates</p>

GSA LABOUR CATEGORIES (LC) FOR SIN 54151S	
LC 54151S	DESCRIPTION
Junior Systems Engineer/Technology Strategist	<p>Five (5) years' experience in health-care industry as a systems engineer and/or technology strategist. Experience in developing complex computer system, enterprise, software and network architectures. Possesses strong hands-on expertise and/or training in areas of emerging technologies.</p> <p>Experienced in SQL Programming, effective communicator, who understands the entire SDLC, and Quality Assurance concepts, metrics, methodologies and document standards.</p>
Business Analyst III	<p>Eight (8) years of experience working in health-care industry in formulating, defining systems, scope and objectives based on both user needs and a thorough understanding of business systems and Government requirements. Proficient knowledge of best practices, and applies these to modify procedures to solve complex problems. Experienced in consideration to IT systems (computer equipments, capacity, and operation time), processes and analyses to meet these per business and user needs. Develops documentation for system specifications, provides consultation on complex projects and is considered as a top-level contributor/specialist in most phases of systems, programs, and applications.</p> <p>Expert knowledge and experience in one or more disciplines or process or industry Experienced in gathering requirements, evaluating information. uncovering areas for improvement and implementing solutions</p>
Business Analyst II	<p>Five (5) years experience in working in complex, multi-task projects;</p> <p>Has successfully worked at all levels of the client relationship and the resolution of specific issues over the course of a project or program. Experienced in projects from conception to completion within time and budget parameters;</p> <p>Delivery of presentations and leadership of client meetings; and Review of work products for completeness and adherence to customer requirements.</p>
Junior Database Analyst	<p>Four (4) years experience as a data and database analyst in the health-care industry. Some experience with data modeling, design techniques and implementation. Can use modeling tools, database systems and utilities and in all aspects of data migration, replication, backup, recovery and interface techniques.</p> <p>Experienced in implementing of database security (roles, privileges, and authentication). Participate in the entire life-cycle of database development</p>
Program Support Analyst/Associate	<p>Four (4) years experience in variety of office related support duties including as a member of a team in health-care projects. Perform business process analysis; compare alternatives; document, recommend, and make process changes to one or more business process; Assists in the preparation of management plans and reports. Performs analysis, development, and review of program administrative operating procedures.</p> <p>Excellent communication skills and proficient in MS Office tools</p>
Training Specialist	<p>Experienced to perform needs analysis to determine scope and content of process/system changes to develop and deliver effective training products. Proficient in application of training tools and technologies.</p>
QA Analyst	<p>Ability to work together with the Software Development team to ensure quality of new developed IT applications by analyzing and understanding business requirements, determining data requirements, creating test data and test cases, driving</p>

GSA LABOUR CATEGORIES (LC) FOR SIN 54151S	
LC 54151S	DESCRIPTION
	<p>regression and integration testing, logging and retesting defects, so they can be released into the production environment.</p> <p>Effective Communicator and experience in report writing and qualitative and quantitative analysis</p>
Help Desk Manager	<p>Responsible for monitoring, quality assessment of the entire tasks, management and operations of Help Desks including call reports and customer satisfaction surveys, providing recommendations on corrective actions in health-care related program. Demonstrative ability in managing shift schedules and staff performance is desired. Ten (10) years of progressive experience in the customer service/help desk industry. Work proactively with analysts, help desk team and developers/engineers to resolve defects.. Experience managing project in Service-Now is strongly desired.</p>
Senior Help Desk Analyst	<p>Healthcare IT- Provides expert phone and in-person support in issue resolution to end users. Experienced in help desk industry and customer service. Has ability to serve as the main point-of-contact for troubleshooting customer issues.</p> <p>Support internal staff having desktop system and application issues with resolutions</p>
Administrative Support	<p>Four (4) years experience in variety of office related support duties including filing, copying, delivery, mailing, etc.Coordinates schedules and assists in the preparation of management plans and reports.</p>

**4 SYNERGISTIC BUSINESS SOLUTIONS (SBS-CORP) FAS AUTHORIZED IT SCHEDULE 70
PRICELIST SIN 54151HEAL**

Table 3. Pricelist Labor Categories

LABOR CATEGORY	54151HEAL GSA Price
Executive	\$232.08
Senior Executive	\$202.51
Senior Program Manager	\$154.38
Senior Project Manager	\$133.37
Senior Health-care Systems Engineer/Technology Strategist	\$124.61
Functional (Subject Matter Expert) Health-care Business Strategist	\$114.80
Solutions Architect	\$103.99
Security Engineer	\$82.42
Senior Database Analyst	\$106.74
Database Architect	\$132.39
Senior Computer Systems Analyst	\$104.54
Senior Application Programmer/Web Developer	\$114.31
Data Management Engineer	\$101.97
Systems Administrator	\$89.03
Application Programmer/Web Developer	\$102.57
Software Test Engineer II	\$78.11
Configuration Analyst	\$94.44
Junior Systems Engineer/Technology Strategist	\$82.07
Business Analyst III	\$87.00
Junior Database Analyst	\$67.18
Program Support Analyst/Associate	\$51.31
Training Specialist	\$53.75
Quality Assurance Specialist	\$50.82
Help Desk Manager	\$75.75
Senior Help Desk Associate	\$47.08
Administrative Support 1	\$39.66
Healthcare Compliance Specialist	\$102.13
Medical Director	\$201.30
Clinical SME I	\$143.11

5 LABOR CATEGORY DESCRIPTIONS- SIN 54151HEAL

Table 4. Description of Labor Categories

GSA LABOUR CATEGORIES (LC) FOR SIN 54151HEAL	
LC 54151HEAL	DESCRIPTION
Executive	Fifteen (12) years of progressive increase in responsibility in leading business practice as company executive and in leading engagements in Health-care industry. Provides executive level oversight for key accounts. Participates on steering committees and attends monthly and quarterly program reviews. Reviews plans and strategies and provides input regarding feasibility, risk, and effectiveness of plans. Expert knowledge in leading GSA Advantage-type projects including any specific listed skills and abilities:
Senior Executive	Fifteen (15) years of direct Health-care Industry experience. Works with the Program Manager and Key Client and internal stakeholders to monitor, quality, and risk and identify potential problems/issues. Provides Management and Technical analysis, Industry insight, conflict and issue resolutions, and facilitates critical decision-making. Strategic Planner, Advisor, experienced in operational, organizational, and infrastructural designs and maintains a high standard of consistency and quality in project deliverables through all project life cycles. Provides strong executive level management and direction to ensure cost control, quality control, and manage projects remain on schedule. . Expert knowledge and experience in one or more business related disciplines or process or industry
Senior Program Manager	Twelve (12) years of progressive experience in managing, directing, and implementing information technology solutions for health-care projects. Experienced in managing a diverse group of functional activities, subordinate groups of technical and administrative personnel. Experienced in management and control of large funds and resources, and demonstrated capability in managing complex, multi-task commercial and government contracts. Effective communicator and proficient in MS Project (and/or equivalent) methodology with certifications
Senior Project Manager	Twelve (12) years of progressive experience as a project manager directing and implementing information technology projects in health-care industry. To provide guidance and direction for specific projects or sub-tasks; Management of complex, multi-task projects; Management of all levels of the client relationship and the resolution of specific issues over the course of a project or program; Management of projects from conception to completion within time and budget parameters; Delivery of presentations and leadership of client meetings; and Proficient in strategic plans, business strategies and design, organizational and infrastructure designs, and project deliverables to maintain a standard of consistency and quality throughout a project’s life cycle, Experienced in SQL Programming, effective communicator, who understands the entire SDLC, and Quality Assurance concepts, metrics, methodologies and document standards.
Senior Health-care Systems Engineer/Technology Strategist	Eight (8) years’ experience as a systems engineer and technology strategist in health-care industry. Possesses demonstrated hands- on expertise and/or training in areas of emerging technologies. Possesses Up-to date IT knowledge with In-depth experience in developing complex computer system, software and network architectures. Experienced in SQL Programming, effective communicator, who understands the entire SDLC, and Quality Assurance concepts, metrics, methodologies and document standards.

GSA LABOUR CATEGORIES (LC) FOR SIN 54151HEAL

LC 54151HEAL	DESCRIPTION
<p align="center">Functional (Subject Matter Expert) Health-care Business Strategist</p>	<p>Eight (8) years experience as a business analyst/strategist supporting information technology projects related subject matter expertise in health-care industry. These personnel may be corporate leaders and directors with many years of experience, and are experts in either functional domains (e.g., finance, personnel, acquisition, etc.) or technical disciplines (e.g., computer security, network engineering, etc.).with in-depth experience as technical leaders and/or Project Managers.</p> <p>Experienced in SQL Programming, effective communicator, who understands the entire SDLC, and Quality Assurance concepts, metrics, methodologies and document standards.</p>
<p align="center">Solutions Architect</p>	<p>Eight (8) years experience in driving the translation and construction of complex business problems into innovative technology solutions within a multidisciplinary environment for health-care systems. Oversees the development, design, user interface, and technology integration direction, and site architecture management from definition phase through implementation. Owns the technical vision of the project; ensuring that the vision is achieved with a high level of quality. Manages development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Estimates software development costs and schedule. Reviews existing systems, assists in viability for migration, assists in making enhancements, reducing operating time, and improving current techniques. Supervises software configuration management.</p> <p>Effective Communicator, with proficient knowledge in SDLC, Quality Assurance concepts, metrics, methodologies and document standards/</p>
<p align="center">Security Engineer</p>	<p>Eight (8) years experience analyzing and/or defining security requirements for computer systems in health-care industry, which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer system with compliances and solutions. Supports customers at the highest levels in the development and implementation of doctrine and policies. Applies know-how to dedicated special purpose systems requiring specialized security features and procedures. Established and satisfies system-wide regulatory and policy driven demands that are mandated by government of health-care such as HIPAA and 508-compliance requirements .Experienced with Fed RAMP and FISMA tools. Techniques and and/or capabilities related to system security certification and accreditation (C&A). Experienced in establishing Risk Management Framework (RMF) program. CISSP certification is desirable.</p>
<p align="center">Senior Database Analyst</p>	<p>Eight (8) years experience in health-care systems as a data expert and database analyst. Experienced with data modeling, design techniques and implementation across all phases of the system lifecycle. Participate in the entire life cycle of database development. Perform requirements analysis, data requirements documentation, database design, ETL requirements specification, Metadata documentation, and data quality support. Proficient in the use of modeling tools, database systems and utilities and in all aspects of data migration, replication, backup, recovery and interface techniques.</p> <p>Experienced in implementing of database security (roles, privileges, authentication); Recommend architectural approaches and define and detail project execution</p>
<p align="center">Database Architect</p>	<p>Eight (8) years experience in design of information and operations support devices supporting health-care related data. Must have ability to perform data analysis design,</p>

GSA LABOUR CATEGORIES (LC) FOR SIN 54151HEAL

LC 54151HEAL	DESCRIPTION
	<p>and archive/recovery design and implementation. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Works in a data warehouse environment, which includes data design, database architecture, and metadata repository creation. Translates business needs into long-term architecture solutions. Defines, designs, and builds dimensional databases. Develops data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. Reviews and develops object and data models and the metadata repository to structure the data for better management, access and recovery</p> <p>Support implementation, migration, and maintenance of healthcare systems and server environments. The Database architect will help plan, design, and stand up the environments that supports backups tune ups, security</p>
Senior Computer Systems Analyst	<p>Eight (8)' experience as a computer systems analyst for health-care applications. In-depth knowledge and experience in systems lifecycle management, structured system development methodologies, information engineering, structured analysis, and/or information systems development or a relevant technical discipline. Progressive experience may include software development, ADP engineering, and strategic systems planning, business information planning, and business analysis. Some experience with design techniques or process reengineering, including change management, business analysis management and techniques, cost benefit analysis, activity and data modeling, information systems development methods and practices, and training</p> <p>Experienced in SQL Programming, effective communicator, who understands the entire SDLC, and Quality Assurance concepts, metrics, methodologies and document standards.</p>
Senior Application Programmer/Web Developer	<p>Over Six (6) years' experience as an applications programmer and/or web develop in healthcare systems. In-depth experience in the full lifecycle of computer programming and/or information systems development for enterprise wide client-server and/or Web systems and applications. Deep knowledge in the relevant programming methodologies, technologies and tools. Experience in supervising teams of programmers, analysts and technicians.</p> <p>Expert knowledge in Web technologies and application development including the listed skills and abilities.</p>
Database Management Engineer	<p>Six (6) years' experience in planning, administering, coordinating computerized databases, including base definition, structure, documentation, long and short range requirements, operational guidelines, protection and logical-physical database design. Identifies, evaluates, and recommends relevant COTS solutions for healthcare systems and requirements. Responsible for performance monitoring, identification and correction of performance bottlenecks. Responsible for overall database reliability, tuning, upgrades, performance and tools, software installation as needed to provide essential functionality not present in COTS software solutions. Collaborate with software engineers, security administration, computer engineers, operations and systems administrators to ensure integrity, quality of applications, databases, software and data</p> <p>Demonstrated experience in resolving database performance issues, database capacity issues, replication, and other distributed data issues</p>
Systems Administrator	<p>Six (6) years experience with responsibility in administering support including design and architecture of health-care related software application and/or systems. Define and execute IT project systems related engineering and/or data related activities that</p>

GSA LABOUR CATEGORIES (LC) FOR SIN 54151HEAL

LC 54151HEAL	DESCRIPTION
	<p>may consist of systems planning, performance management, capacity planning, testing and validation, benchmarking, information engineering, and systems engineering plan development and staffing Experience working with one or more disciplines in IT systems and or Health information systems and Cloud services.</p> <p>Experienced in day-to-day upgrades for complex operating systems, workstations and servers. Coordinates, directs and performs software installations and upgrades in IT modernization efforts.</p>
Application Programmer/Web Developer	<p>Over Three (3) years' experience as an applications programmer and/or Web developer preferably with working in the health-care industry. Demonstrated progressive experience in computer programming and/or information systems development for large-scale client-server and/or Web applications. Significant expertise in the relevant programming methodologies, technologies and tools. Expert knowledge in Web applications and applied best practices including the listed skills and abilities:</p> <p>Provides support for the implementation of interfaces to applications. Provides support in developing the web-concept, interface design, and overall themes/branding for HSPD-12 programs as required. and or making them 508 compliant.</p>
Software Test Engineer II	<p>Six (6) years experience as Test Engineer in health-care industry who has participated in product spec/design reviews to provide input on functional requirements, product designs, schedules, or potential problems regarding testability with focus on test effort. - Must have experience in load, stress and scalability testing. To fulfill this role the Software Test Engineer applies appropriate automation technologies to meet the short and long term goals of the testing life cycle. Responsible for the Design and development of test cases and will contribute towards test automation framework. Must have full knowledge of test automation solutions Responsible for the design, build, test, and deploy effective test automation solutions.</p> <p>Experienced in test execution, including development of test plans and cases, with strong analytical abilities.</p>
Configuration Analyst	<p>Six (6) years experience in health-care industry in establishing and enforcing procedures to ensure that software products are reviewed, approved, and baselined at the appropriate points in their life cycles. Ensures that the proper documentation is available to deploy and maintain each version of a software /COTS product. Responsible for data management integrity that include Cloud migrations.</p> <p>Experienced in CM processes and procedures as defined in Government guidelines and has ability to establish program baselines, schedules, and progress in control gates</p>
Junior Systems Engineer/Technology Strategist	<p>Five (5) years' experience in health-care industry as a systems engineer and/or technology strategist. Experience in developing complex computer system, enterprise, software and network architectures. Possesses strong hands-on expertise and/or training in areas of emerging technologies.</p> <p>Experienced in SQL Programming, effective communicator, who understands the entire SDLC, and Quality Assurance concepts, metrics, methodologies and document standards.</p>
Business Analyst III	<p>Eight (8) years experience in health-care domain in formulating, defining systems, scope and objectives based on both user needs and a thorough understanding of business systems and Government requirements. Proficient knowledge of best practices, and applies these to modify procedures to solve complex problems.</p>

GSA LABOUR CATEGORIES (LC) FOR SIN 54151HEAL	
LC 54151HEAL	DESCRIPTION
	<p>Experienced in consideration to IT systems (computer equipments, capacity, and operation time), processes and analyses to meet these per business and user needs. Develops documentation for system specifications, provides consultation on complex projects and is considered as a top-level contributor/specialist in most phases of systems, programs, and applications.</p> <p>Expert knowledge and experience in one or more disciplines or process or industry Experienced in gathering requirements, evaluating information. uncovering areas for improvement and implementing solutions</p>
Junior Database Analyst	<p>Four (4) years experience as a data and database analyst working as database analyst with health-care systems. Some possess experience with data modeling, design techniques and implementation. Can use modeling tools, database systems and utilities and in all aspects of data migration, replication, backup, recovery and interface techniques.</p> <p>Experienced in implementing of database security (roles, privileges, and authentication). Participate in the entire life-cycle of database development</p>
Program Support Analyst/Associate	<p>Four (4) years experience in variety of office related support duties on health-care projects including as a member of a team. Analysts perform business process analysis; compare alternatives; document, recommend, and make process changes to one or more business process. Assists in the preparation of management plans and reports. Performs analysis, development, and review of program administrative operating procedures.</p> <p>Excellent communication skills and proficient in MS Office tools</p>
Help Desk Manager	<p>Responsible for monitoring, quality assessment of the entire tasks, management and operations of Help Desks including call reports and customer satisfaction surveys, providing recommendations on corrective action. Also responsible for managing shift schedules and staff performance. Ten (10) years of progressive experience in the customer service/help desk industry for Health-care systems.</p> <p>Work proactively with analysts, help desk team and developers/engineers to resolve defects.</p>
Senior Help Desk Analyst	<p>Healthcare IT- Provides expert phone and in-person support in issue resolution to end users. Experienced in help desk industry and customer service. Serves as main point-of-contact for troubleshooting customer issues.</p> <p>Support internal staff having desktop system and application issues with resolutions</p>
Administrative Support	<p>Four (4) years experience in variety of office related support duties including filing, copying, delivery, mailing, etc. Coordinates schedules and assists in the preparation of management plans and reports.</p>
Healthcare Compliance Specialist	<p>Eight (8) years of SME experience in healthcare domain Monitors and ensures compliance for all medical records, related documentation with regulatory and payor requirements and that medical records are disclosed, processed per compliance with regulatory requirements.</p> <p>Responsible for coordination and organization of compliance for workflow and operations to meet compliance standards</p>
Medical Director	<p>Ten (10) years SME experience in healthcare domain. Proactive and hands on approach to implement and administer medical policies, guidelines for disease and medical care management programs, integrates physician services, quality assurance,</p>

GSA LABOUR CATEGORIES (LC) FOR SIN 54151HEAL	
LC 54151HEAL	DESCRIPTION
	<p>appeals and grievances, and regulatory compliance programs to ensure best possible medical service and health care is provided per Government mandates and that all delivery systems align to these requirements.</p> <p>Supports the Executive Director on special projects and other program reporting requirements as needed. As a Senior Management member identifies problems in data retention, policies, procedures and customer satisfaction initiatives and monitors staff work processes with guidance in meeting KPI goals.</p>
Clinical SME I	<p>Ten (10) years experience as SME in healthcare domain. Provides oversight, direction, guidance and support to the business and senior management for healthcare compliance. Ensures business practices and activities are in compliance with company internal guidelines, federal and state regulations and legislative requirements. Provides direction and SME support for quality improvement and program effectiveness</p> <p>Responsible for the successful program design, compliance with network requirements, network assessment and selection, and program / product implementation. Manages the provision of quality patient care in an independent home therapy program while maintaining cost-effective clinical operations in accordance with all legal, compliance, and regulatory requirements and programs. Takes the appropriate actions and makes the necessary decisions to ensure the continuity of care and patient and staff safety. Provides direction and guidance to the interdisciplinary team providing care to the Home Therapy patients to ensure that the highest standard of care is provided. Collaborates with the Business Unit management team to grow the assigned Home Therapies program(s).</p> <p>Experience in delivering successful large-scale healthcare solutions for any aspect of a healthcare engagement and throughout the full project life cycle.</p>

**6 SYNERGISTIC BUSINESS SOLUTIONS (SBS-CORP) FAS AUTHORIZED IT SCHEDULE 70
PRICELIST SIN 518210C**

Table 5. Pricelist Labor Categories

LABOR CATEGORY	518210C GSA Price
Executive (Experienced in leading Cloud Migration initiatives)	\$232.08
Senior Executive (Experienced in Cloud Migration(s))	\$202.51
Senior Program Manager (Experienced in Cloud Migration(s))	\$154.38
Senior Project Manager (Experienced in Cloud Migration(s))	\$133.37
Senior Cloud Systems Engineer/Technology Strategist	\$124.61
Cloud (Subject Matter Expert) Business Strategist	\$114.80
Cloud Solutions Architect	\$103.99
Cloud Security Engineer	\$82.42
Senior Database Analyst (Experienced in Cloud Migration(s))	\$106.74
Cloud Database Architect	\$132.39
Senior Cloud Systems Analyst	\$104.54
Cloud Data Management Engineer	\$101.97
Cloud Systems Administrator	\$89.03
Cloud Application Developer	\$102.57
Cloud Test Engineer II	\$78.11
Cloud Configuration Analyst	\$94.44
Business Analyst III (Experienced in Cloud Migration(s))	\$87.00
Junior Database Analyst (Experienced in Cloud Migration(s))	\$67.18
Program Support Analyst/Associate (Experienced in Cloud Migration(s))	\$51.31
Help Desk Manager (Supporting Cloud Data)	\$75.75
Senior Help Desk Associate (Supporting Cloud Data)	\$47.08

7 LABOR CATEGORY DESCRIPTIONS- SIN 518210C

GSA LABOUR CATEGORIES (LC) FOR SIN 518210C	
LC 518210C	DESCRIPTION
Executive (Experienced in leading Cloud Migration(s))	Fifteen (15) years of progressive increase in responsibility in leading business practice as company executive. In addition, has knowledge of cloud migration activities. Provides executive level oversight for key accounts. Participates on steering committees and attends monthly and quarterly program reviews. Reviews plans and strategies and provides input regarding feasibility, risk, and effectiveness of plans. Expert knowledge in leading GSA Advantage-type projects including any specific listed skills and abilities:
Senior Executive (Experienced in Cloud Migration(s))	Fifteen (15) years of direct Industry experience. Works with the Program Manager and Key Client and internal stakeholders to monitor, quality, and risk and identify potential problems/issues. Has experience in Cloud migration for data and work processes. Provides Management and Technical analysis, Industry insight, conflict and issue resolutions, and facilitates critical decision-making. Strategic Planner, Advisor, experienced in operational, organizational, and infrastructural designs and maintains a high standard of consistency and quality in project deliverables through all project life cycles. Provides strong executive level management and direction to ensure cost control, quality control, and manage projects remain on schedule. . Expert knowledge and experience in one or more business related disciplines or process or industry
Senior Program Manager (Experienced in Cloud Migration(s))	Twelve (12) years of progressive experience in managing, directing, and implementing information technology projects with emphasis on Cloud migrations. Experienced in managing a diverse group of functional activities, subordinate groups of technical and administrative personnel. Experienced in management and control of large funds and resources, and demonstrated capability in managing complex, multi-task commercial and government contracts. Effective communicator and proficient in MS Project (and/or equivalent) methodology with certifications
Senior Project Manager (Experienced in Cloud Migration(s))	Twelve (12) years of progressive experience as a project manager directing and implementing information technology projects with emphasis on Cloud migrations. To provide guidance and direction for specific projects or sub-tasks; Experienced in Management of complex, multi-task projects; Management of all levels of the client relationship and the resolution of specific issues over the course of a project or program; Management of projects from conception to completion within time and budget parameters; Delivery of presentations and leadership of client meetings; and Proficient in strategic plans, business strategies and design, organizational and infrastructure designs, and project deliverables to maintain a standard of consistency and quality throughout a project's life cycle, Experienced in SQL Programming, effective communicator, who understands the entire SDLC, and Quality Assurance concepts, metrics, methodologies and document standards.
Senior Cloud Systems Engineer/Technology Strategist	Eight (8) years' experience as a systems engineer and technology strategist with expertise on Cloud technologies. Possesses demonstrated hands- on expertise and/or training in areas of emerging technologies. Possesses Up-to date IT knowledge with In-depth experience in developing complex computer system, software and network architectures. Experienced in SQL Programming, effective communicator, who

GSA LABOUR CATEGORIES (LC) FOR SIN 518210C	
LC 518210C	DESCRIPTION
	understands the entire SDLC, and Quality Assurance concepts, metrics, methodologies and document standards.
Cloud (Subject Matter Expert) Business Strategist	<p>Eight (8) years experience as a business analyst/strategist supporting information technology projects related to subject matter expertise for Cloud data and migrations. These personnel may be corporate leaders and directors with many years of experience, and are experts in either functional domains (e.g., finance, personnel, acquisition, etc.) or technical disciplines (e.g., computer security, network engineering, etc.). With in-depth experience as technical leaders and/or Project Managers.</p> <p>Experienced in SQL Programming, effective communicator, who understands the entire SDLC, and Quality Assurance concepts, metrics, methodologies and document standards.</p>
Cloud Solutions Architect	<p>Eight (8) years experience in driving the translation and construction of complex business problems into innovative technology solutions within a multidisciplinary environment with Cloud migrations. Oversees the development, design, user interface, and cloud technology integration direction, and site architecture management from definition phase through implementation. Owns the technical vision of the project; ensuring that the vision is achieved with a high level of quality. Manages development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Estimates software development costs and schedule. Reviews existing systems, assists in viability for migration, assists in making enhancements, reducing operating time, and improving current techniques. Supervises software configuration management.</p> <p>Effective Communicator, with proficient knowledge in SDLC, Quality Assurance concepts, metrics, methodologies and document standards/</p>
Cloud Security Engineer	<p>Eight (8) years experience analyzing and/or defining security requirements for computer systems, which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer system with compliances and solutions. Supports customers at the highest levels in the development and implementation of doctrine and policies. Applies know-how to dedicated special purpose systems requiring specialized security features and procedures. Established and satisfies system-wide regulatory and policy driven demands. Experienced with Fed RAMP and FISMA tools. Techniques and and/or capabilities related to system security certification and accreditation (C&A).</p> <p>Experienced in establishing Risk Management Framework (RMF) program. CISSP certification is desirable.</p>
Senior Database Analyst (Experienced in Cloud Migration(s))	<p>Eight (8) years experience as a Cloud data expert and database analyst. Experienced with data modeling, design techniques and implementation across all phases of the system lifecycle. Participate in the entire life cycle of database development. Perform requirements analysis, data requirements documentation, database design, ETL requirements specification, Metadata documentation, and data quality support. Proficient in the use of modeling tools, database systems and utilities and in all aspects of data migration, replication, backup, recovery and interface techniques.</p> <p>Experienced in implementing of database security (roles, privileges, and authentication); Recommend architectural approaches and define and detail project</p>

GSA LABOUR CATEGORIES (LC) FOR SIN 518210C

LC 518210C	DESCRIPTION
	<p>execution. Participate in the entire life cycle of Cloud data development and migration.</p>
<p align="center">Cloud Database Architect</p>	<p>Eight (8) years experience in design of information and operations support devices supporting Cloud data. Must have ability to perform data analysis design, and archive/recovery design and implementation. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Works in a data warehouse environment, which includes data design, database architecture, and metadata repository creation. Translates business needs into long-term architecture solutions. Defines, designs, and builds dimensional databases. Develops data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. Reviews and develops object and data models and the metadata repository to structure the data for better management, access and recovery</p> <p>Support implementation, migration, and maintenance of cloud-based server environments. The Database architect will help plan, design, and stand up the environments that supports backups tune ups, security</p>
<p align="center">Senior Cloud Systems Analyst</p>	<p>Eight (8) experience as a computer systems analyst. In-depth knowledge and experience in systems lifecycle management, structured system development methodologies, information engineering, structured analysis, and/or information systems development or a relevant technical discipline. Progressive experience may include software development, ADP engineering, and strategic systems planning, business information planning, and business analysis for Cloud work processes and data migrations. Assist in developing training materials for internal team and external users that support in Cloud migrations. Some experience with design techniques or process reengineering, including change management, business analysis management and techniques, cost benefit analysis, activity and data modeling, information systems development methods and practices, and training</p> <p>Experienced in SQL Programming, effective communicator, who understands the entire SDLC, and Quality Assurance concepts, metrics, methodologies and document standards.</p>
<p align="center">Cloud Data Management Engineer</p>	<p>Six (6) years' experience in planning, administering, coordinating computerized databases to Cloud, including base definition, structure, documentation, long and short range requirements, operational guidelines, protection and logical-physical database design. Identifies, evaluates, and recommends relevant COTS solutions. Responsible for performance monitoring, identification and correction of performance bottlenecks. Responsible for overall Cloud database reliability, tuning, upgrades, performance and tools, software installation as needed to provide essential functionality not present in COTS software solutions. Collaborate with software engineers, security administration, computer engineers, operations and systems administrators to ensure integrity, quality of applications, databases, software and data in Cloud migrations and/or management.</p> <p>Demonstrated experience in resolving database performance issues, database capacity issues, replication, and other distributed data issues</p>
<p align="center">Cloud Systems Administrator</p>	<p>Six (6) years experience with responsibility in administering support including design and architecture of software application and/or systems with Cloud technology and/or tools. Define and execute IT project systems related Cloud engineering and/or data related activities that may consist of systems planning, performance management, capacity planning, testing and validation, benchmarking, information engineering, and systems engineering plan development and staffing Experience working with one</p>

GSA LABOUR CATEGORIES (LC) FOR SIN 518210C

LC 518210C	DESCRIPTION
	<p>or more disciplines in IT systems and or Health information systems and Cloud services.</p> <p>Experienced in day-to-day upgrades for complex operating systems, workstations and servers. Coordinates, directs and performs software installations and upgrades in IT modernization efforts.</p>
Cloud Application Developer	<p>Over Six (6) years' experience as an applications programmer and/or Web developer working with Cloud technologies. Demonstrated progressive experience in computer programming and/or information systems development for large-scale client-server and/or Web applications. Significant expertise in relevant Cloud related programming methodologies, technologies and tools. Expert knowledge in Web applications and applied best practices including the listed skills and abilities:</p> <p>Provides support for the implementation of interfaces to applications. Provides support in developing the web-concept, interface design, and overall themes/branding for Cloud data as required in programs and or making them 508 compliant. Expert knowledge and experience is required in web applications and in applied best practices including the listed skills and abilities.</p>
Cloud Test Engineer II	<p>Six (6) years experience as Test Engineer with Cloud applications and participating in product spec/design reviews to provide input on functional requirements, product designs, schedules, or potential problems regarding testability with focus on test effort - Must have experience in load, stress and scalability tests for Cloud data. To fulfill this role the Software Test Engineer applies appropriate automation technologies to meet the short and long-term goals of the testing life cycle. Responsible for the Design and development of test cases and will contribute towards test automation framework. Must have full knowledge of test automation solutions Responsible for the design, build, test, and deploy effective test automation solutions.</p> <p>Experienced in test execution, including development of test plans and cases, with strong analytical abilities.</p>
Cloud Configuration Analyst	<p>Six (6) years experience in establishing and enforcing procedures to ensure that software products are reviewed, approved, and baselined at the appropriate points in their life cycles. Ensures that the proper documentation is available to deploy and maintain each version of a software /COTS product. Responsible for data management integrity that include Cloud migrations.</p> <p>Experienced in CM processes and procedures as defined in Government guidelines and has ability to establish program baselines, schedules, and progress in control gates</p>
Business Analyst III (with Cloud expertise)	<p>Eight (8) years experience in formulating, defining systems, scope and objectives based on both user needs and a thorough understanding of business systems and Government requirements. Proficient knowledge of best practices in Cloud tools and applies these to modify procedures to solve complex problems. Experienced in consideration to Cloud IT systems (computer equipments, capacity, and operation time), processes and analyses to meet these per business and user needs. Develops documentation for system specifications, provides consultation on complex projects and is considered as a top-level contributor/specialist in most phases of Cloud systems, programs, and applications.</p> <p>Expert knowledge and experience in one or more disciplines or process or industry Experienced in gathering requirements, evaluating information. uncovering areas for improvement and implementing solutions</p>

GSA LABOUR CATEGORIES (LC) FOR SIN 518210C

LC 518210C	DESCRIPTION
Junior Database Analyst (With Cloud expertise)t	<p>Four (4) years experience as a Cloud data and database analyst. Some experience with data modeling, design techniques and implementation. Can use modeling tools, database systems and utilities and in all aspects of data migration, replication, backup, recovery and interface techniques.</p> <p>Experienced in implementing of database security (roles, privileges, and authentication). Participate in the entire life-cycle of database development</p>
Program Support Analyst/Associate with expertise supporting Cloud applications	<p>Four (4) years experience in variety of office related support duties including as a member of a team. Experienced in performing business process analyses for Cloud applications, compare alternatives, document, recommend and make process changes to one or more business process. Assists in the preparation of management plans and reports. Performs analysis, development, and review of program administrative operating procedures.</p> <p>Excellent communication skills and proficient in MS Office tools</p>
Help Desk Manager (Supporting Cloud data)	<p>Responsible for monitoring, quality assessment of the entire tasks, management and operations of Help Desks that related to Cloud applications and include call reports and customer satisfaction surveys, providing recommendations on corrective action. Will be responsible for managing shift schedules and staff performance. Ten (10) years of progressive experience in the customer service/help desk industry.</p> <p>Work proactively with analysts, help desk team and developers/engineers to resolve defects.</p>
Senior Help Desk Analyst (Supporting Cloud data)	<p>Provides expert phone and in-person support in issue resolution to end users. Experienced in help desk support for Cloud tools and related technologies and customer service... Serves as main point-of-contact for troubleshooting customer issues.</p> <p>Support internal staff having desktop system and application issues with resolutions</p>

8 USA COMMITMENT TO PROMOTE SMALL BUSINESS PROCUREMENT PROGRAMS

PREAMBLE

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

COMMITMENT

To actively seek and partner with small businesses.

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

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

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

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

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

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

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact (Asha Singh, 571-251-1661, asha.singh@sbs-corp.com, fax:571-408-8103

9 BLANKET PURCHASE AGREEMENT

BEST VALUE BLANKET PURCHASE AGREEMENT FEDERAL SUPPLY SCHEDULE

(Insert Customer Name)

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

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

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

Signatures

Ordering Activity

Date

Contractor

Date

10 CONTRACT TEAMING ARRANGEMENTS

CONTRACTOR TEAM ARRANGEMENTS”

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

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

Orders under a Team Arrangement are subject to terms and conditions or the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

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