FEDERAL SUPPLY SERVICE

AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

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

MULTIPLE AWARD SCHEDULE

FSC GROUP: INFORMATION TECHNOLOGY

SIN 511210/SIN 511210 ST-LOC/SIN 511210 RC: SOFTWARE LICENSE
SIN 54151S/SIN 54151S ST-LOC/SIN 54151S RC: IT PROFESSIONAL SERVICES
SIN 54151HEAL/SIN 54151HEAL ST-LOC/SIN 54151HEAL RC: HEALTH INFORMATION TECHNOLOGY SERVICES

NATIVE AMERICAN INDUSTRIAL SOLUTIONS, LLC (NAIS)
14323 Ocean Highway, Unit 4119
Pawleys Island, SC 29585

Phone: 845.702.8323
https://nais-llc.com

Contract Number: 47QTCA19D004X
Period Covered by Contract: January 29, 2019 – January 28, 2024
General Services Administration
Federal Supply Service
Pricelist Current Through Modification 5 effective January 11, 2021

BUSINESS SIZE:
Small Business
Service Disabled Veteran Owned
SBA Certified Small Disadvantaged
American Indian Owned Small Business
SBA Certified 8(a)
SBA HUBZone

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.
INFORMATION FOR ORDERING ACTIVITIES

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

<table>
<thead>
<tr>
<th>SIN and Description</th>
<th>SIN 511210/SIN 511210 ST-LOC/SIN 511210 RC:</th>
<th>SIN 54151S/SIN 54151S ST-LOC/SIN 54151S RC:</th>
<th>SIN 54151HEAL/SIN 54151HEAL ST-LOC</th>
</tr>
</thead>
<tbody>
<tr>
<td>DESCRIPTION</td>
<td>Software License</td>
<td>IT Professional Services</td>
<td>Heath IT Services</td>
</tr>
<tr>
<td></td>
<td>OLM</td>
<td></td>
<td>Order Level Material</td>
</tr>
</tbody>
</table>

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

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 Labor Category Descriptions.

2. MAXIMUM ORDER PER SIN:

<table>
<thead>
<tr>
<th>SIN and Description</th>
<th>MAXIMUM ORDER</th>
</tr>
</thead>
<tbody>
<tr>
<td>SIN 511210/SIN 511210 ST-LOC/SIN 511210 RC:</td>
<td>$500,000 per SIN/Order</td>
</tr>
<tr>
<td>SIN 54151S/SIN 54151S ST-LOC/SIN 54151S RC:</td>
<td>$500,000 per SIN/Order</td>
</tr>
<tr>
<td>SIN 54151HEAL/SIN 54151HEAL ST-LOC</td>
<td>$500,000 per SIN/Order</td>
</tr>
</tbody>
</table>

3. MINIMUM ORDER: $100

4. GEOGRAPHIC COVERAGE (DELIVERY AREA): The geographic scope of this contract is the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories.

5. POINT OF PRODUCTION: United States
6. **BASIC DISCOUNT:** Prices listed are net, discounts have been deducted and the Industrial Funding Fee has been added.

7. **QUANTITY DISCOUNT:**
   - SIN 511210 -- Additional 2% on single Task Orders of $300,000 or more
   - SIN 54151S -- None

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

9. **FOREIGN ITEMS:** None

10a. **TIME OF DELIVERY:** 30 Days ARO

10b. **EXPEDITED DELIVERY:** Contact Contractor

10c. **OVERNIGHT AND 2-DAY DELIVERY:** Contact Contractor

10d. **URGENT REQUIREMENTS:** Contact Contractor

11. **F.O.B. POINT:** FOB Destination

12a. **ORDERING ADDRESS:** Native American Industrial Solutions LLC
     14323 Ocean Highway, Unit 4119
     Pawleys Island, SC 29585

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

13. **PAYMENT ADDRESS:** Native American Industrial Solutions LLC
     14323 Ocean Highway, Unit 4119
     Pawleys Island, SC 29585

14. **WARRANTY PROVISION:** Standard Manufactuer’s Commercial Warranty
15. EXPORT PACKING CHARGES: Not Applicable

16. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE AND REPAIR: None

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 (if applicable). Not Applicable

19. TERMS AND CONDITIONS FOR ANY OTHER SERVICES: See Terms and Conditions Section

20. LIST OF SERVICE AND DISTRIBUTION POINTS: None

21. LIST OF PARTICIPATING DEALERS: None

22. PREVENTIVE MAINTENANCE: See Pricelist for available options

23a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (E.G., RECYCLED CONTENT, ENERGY EFFICIENCY, AND/OR REDUCED POLLUTANTS). Not Applicable

23b. IF APPLICABLE, INDICATE THAT SECTION 508 COMPLIANCE INFORMATION IS AVAILABLE ON ELECTRONIC AND INFORMATION TECHNOLOGY (EIT) SUPPLIES AND SERVICES AND SHOW WHERE FULL DETAILS CAN BE FOUND (E.G. CONTRACTOR’S WEBSITE OR OTHER LOCATION.) THE EIT STANDARDS CAN BE FOUND AT: WWW.SECTION508.GOV. Not Applicable

24. DATA UNIVERSAL NUMBER SYSTEM (DUNS) NUMBER: 078837095

25. CONTRACTOR HAS REGISTERED IN THE SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE. CAGE Code -- 6XNX3
Service Contract Labor Standards: The Service Contract Labor Standards (SCLS), formerly known as the Service Contract Act (SCA), is applicable to this contract as it applies to the entire Multiple Award Schedule (MAS) and all services provided. While no specific labor categories have been identified as being subject to SCLS/SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CRF 541.300), this contract still maintains the provisions and protections for SCLS/SCA eligible labor categories. If and/or when the contractor adds SCLS/SCA labor categories to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS/SCA matrix identifying the GSA labor category titles, the occupational code, SCLS/SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.
DESCRIPTION AND PRICING FOR GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY SOFTWARE (SPECIAL ITEM NUMBER 511210)

GLASSWALL ADVANCED THREAT PROTECTION (ATP) FOR FILES

1. DESCRIPTION
   a. In less than a second, Glasswall’s deep file inspection, remediation, sanitization and file regeneration technology (d-FIRST™) disarms any file-based threat, ensuring security and enabling the workforce to operate without disruption. Traditional security technologies are failing because they attempt to identify ‘known bad’ malware through signatures and pattern detection. Glasswall remediates file structure and sanitizes risky objects such as Macros and JavaScript, regenerating a file that conforms to a standard of ‘known good’. Secure and trusted files reach users every time.
   b. Additional information information on customized risk assessments available by request.

2. PRICING
   a. See Section 2 for terms and conditions applying to NAIS Software offerings (SIN 132-32).
   b. Pricing per user per year – along with quantity/volume discount model – is listed below:

<table>
<thead>
<tr>
<th>MFR PART #</th>
<th>PRODUCT NAME</th>
<th>UOI</th>
<th>PRICE</th>
<th>QUANTITY/VOLUME DISCOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>NAIS-GSWL-ATP</td>
<td>Glasswall FileTrust™ ATP (Advanced Threat Protection)</td>
<td>User</td>
<td>$110.57</td>
<td>Additional 15% discount for orders of 1001-2499; 27.75% discount for orders of 2500-4999; 38.59% discount for orders of 5000-9999; 47.80% discount for orders of 10,000-19,999; 55.63% discount for orders of 20,000-49,999; 64.50% discount for orders of 50,000 or more; Additional 2% discount for orders greater than $300,000.00</td>
</tr>
</tbody>
</table>
CUSTOM SOLUTIONS GROUP: MENTOR EVALUATION PLATFORM

1. DESCRIPTION
   a. Mentor's patented Evaluation Platform gives managers, support personnel, and operations teams the ability to review those photos or videos and while doing so, record audio commentary, draw directly on the images or video and trigger a response. Once completed, the evaluation will go back to the location where the manager can review the feedback and take corrective action. A single platform for managing day-to-day operations, task management, and customer feedback. Mentor is a complete solution to validate tasks are getting done, creating learning opportunities and having more transparency into your locations, while giving your customers a voice to help your organization move forward and grow.
   b. NAIS will provide additional product information along with information on customized risk assessments and proofs of value upon request.

2. PRICING
   a. See Section 2 for terms and conditions applying to NAIS IT Software offerings (SIN 132-32).
   b. Pricing per department per year – along with quantity/volume discount schema – is listed below:

<table>
<thead>
<tr>
<th>MFR PART NO</th>
<th>PRODUCT NAME</th>
<th>UOI</th>
<th>GSA PRICE</th>
<th>QUANTITY/VOLUME DISCOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>NAIS-MENTOR-19</td>
<td>Mentor Government License</td>
<td>User (Dept.)</td>
<td>$28,715.37</td>
<td>Additional 2% for orders greater than $300,000.00</td>
</tr>
<tr>
<td>NAIS-MENTOR-LMS-22</td>
<td>Mentor LMS Addon (Blackboard or Canvas)</td>
<td>User (Dept.)</td>
<td>$23,929.47</td>
<td>Additional 2% for orders greater than $300,000.00</td>
</tr>
</tbody>
</table>
**NAIS LABOR CATEGORY (LCAT) DESCRIPTIONS**

1. **Technical Lead**

   **Functional Responsibilities:** Provides senior level technical management and advice to the technical staff and overall project team. Leads in designing, specifying, and selecting information system solutions, considering functionality, cost, data, security, integration, infrastructure, and performance. Leads the organization in exploiting technology to drive organizational change and support business process design. Communicates with the customer and company leaders regarding schedule and costs implications as related to contract completion. Advises and implements technical direction to accomplish the contractual line items of the Statement of Work. Works with the Project Managers to develop high level project schedule resource plans for implementation projects.

   **Minimum Education/ Certification Level:** Bachelor's Degree in technical field or related business field.

   **Minimum Years Of Experience:** 10

2. **Senior Project Manager**

   **Functional Responsibilities:** Leads and contributes to projects to meet increasingly complex project objectives and deliverables. Oversees design and delivery of project deliverables tasks and objectives. Provides technical expertise in one or more areas required or in support of tasks, project deliverables or statements of work. Develops technical knowledge of team members or clients. Conducts or utilizes research, analysis, and problem solving to meet or exceed project standards. Builds long-term relationships with stakeholders. Supervise and review the work of project personnel.

   **Minimum Education/ Certification Level:** Bachelor's Degree in Computer Science or a related discipline

   **Minimum Years Of Experience:** 10

3. **Project Manager**

   **Functional Responsibilities:** Serves as the project manager for specific task order(s) and keeps the Program Manager informed of all accomplishments and problems. Is responsible for the overall technical, performance, schedule and cost management of the specific task order(s). Provides technical direction for the complete project effort and may serve as the technical lead for specific efforts. Coordinates and monitors all project team and subcontractor activities. Provides leadership support to the technical team and serves as the liaison between the technical team and Government stakeholders. Ensures project deliverables meet all performance, time, and quality standards.
Minimum Education/ Certification Level: Bachelor's Degree in technical field or related field.
Minimum Years Of Experience: 8

4. **Enterprise Architect**

**Functional Responsibilities:** Designs and develops complex business solutions using a variety of technologies. Independently performs a variety of system design and engineering tasks which are broad in nature and are concerned with design and implementation of major enterprise systems development and integration, including supporting personnel, hardware, software, and support facilities and/or equipment. Considered a Subject Matter Expert (SME) in one or more specific areas of computer system design and networking. Applies knowledge of complex concepts and techniques to develop and implement automated solutions to engineering, scientific, or business data acquisition and management problems. Uses scientific and engineering logic to independently identify conceptual or theoretical solutions to problems of technology systems hardware or software design and operation. Evaluates and recommends optimum solutions balancing specific project needs with economic constraints.

Minimum Education/ Certification Level: Bachelor's Degree in computer/software engineering, computer science, or related field. (8 years of directly relevant technical experience may be substituted for education.)
Minimum Years Of Experience: 10

5. **Systems/Software Engineer IV**

**Functional Responsibilities:** Manages and executes complex software development and engineering projects using various methodologies depending on project specifications. Leads the design, development, and implementation of system architectures involving software, hardware, communications or integration requirements. Manages and assists in the preparation, review, and evaluation of documentation, specifications, test plans, and procedures. Oversees and executes development, testing, and debugging of systems and software to produce required products. Contributes to software and system documentation and employs the use of various tools and technologies to improve efficiency and completeness.

Minimum Education/ Certification Level: Bachelor's Degree in computer/software engineering, computer science, or related field. (8 years of directly relevant technical experience may be substituted for education.)
Minimum Years Of Experience: 10

6. **Systems/Software Engineer III**

**Functional Responsibilities:** Contributes systems and software engineering expertise to systems or software projects of varying complexity. Designs, develops, and implements system architectures involving software, hardware, communications or integration requirements. Prepares, reviews, and evaluates documentation, specifications, test plans, and procedures. Develops, tests, and remediates systems and software to produce required products. Contributes to software and system documentation and employs the use of various tools and technologies to improve efficiency and completeness.
Minimum Education/ Certification Level: Bachelor’s Degree in computer/software engineering, computer science, or related field. (5 years of directly relevant technical experience may be substituted for education.)

Minimum Years Of Experience: 7

7. Systems/Software Engineer (Junior)

Functional Responsibilities: Assists in the design, development, and implementation of system and software architectures involving software, hardware, communications or integration requirements. Prepares, reviews, and evaluates documentation, specifications, test plans, and procedures. Develops, tests, and remediates systems and software to produce required products. Contributes to software and system documentation and employs the use of various tools and technologies to improve efficiency and completeness.

Minimum Education/ Certification Level: Bachelor’s Degree in computer/software engineering, computer science, or related field. (3 years of directly relevant technical experience may be substituted for education.)

Minimum Years Of Experience: 3

8. Data Architect

Functional Responsibilities: Designs, models, documents, and guides the logical and conceptual relationship of data and database changes for complex applications. Analyzes needs and requirements of existing and proposed systems, and develops technical, structural, and organizational specifications. Communicates with stakeholders to design an optimal database architecture (performance, accessibility, backup, and recovery plan). Analyzes and makes recommendations for improvements to existing software and designs database servers and interfaces to improve database and application performance. Performs logical and physical data modeling, designs relational database models and creates physical data models from logical data models. Consults and supports the efforts of other team members with development projects to fit systems and technology within the architecture and identifies when it is necessary to modify the technical architecture to accommodate project needs.

Minimum Education/ Certification Level: Bachelor’s Degree in computer/software engineering, computer science, math, or information systems. (8 years of directly relevant technical experience may be substituted for education.)

Minimum Years Of Experience: 10

9. Principal Database Administrator

Functional Responsibilities: Responsible for the integrity of the database on a daily basis. Develops, maintains, and implements policies and procedures for ensuring the security and integrity of the database. Modifies existing databases and database management systems or oversees programmers and analysts to make changes. Tests programs and databases, correcting errors and making necessary modifications. Plans, coordinates, and implements security measures to safeguard information and mitigate risks.
Authors and implements policies and procedures for database backup and recovery as well as application and database modifications. Manages, trains, and mentors junior database administrators and technicians.

**Minimum Education/ Certification Level:** Bachelor's Degree in computer/software engineering, computer science, math, or information systems. (5 years of directly relevant technical experience may be substituted for education.)

**Minimum Years Of Experience:** 8

### 10. Database Administrator II

**Functional Responsibilities:** Ensures the integrity of the database on a daily basis. Consults on, maintains, and implements policies and procedures for ensuring the security and integrity of the database. Modifies existing databases and database management systems or oversees programmers and analysts to make changes. Tests programs and databases, correcting errors and making necessary modifications. Plans, coordinates, and implements security measures to safeguard information and mitigate risks. Assists in the production of and implements policies and procedures for database backup and recovery as well as application and database modifications.

**Minimum Education/ Certification Level:** Bachelor’s Degree in computer/software engineering, computer science, math, or information systems. (5 years of directly relevant technical experience may be substituted for education.)

**Minimum Years Of Experience:** 5

### 11. Configuration Management Specialist (Journeyman)

**Functional Responsibilities:** Responsible for configuration management (CM) across software development lifecycle processes and project deliverables. Develops, implements, and maintains CM procedures to include configuration identification, change control, release management, status accounting, reviews and audits, and maintenance of project level CM library index. Manages scheduled and unscheduled downtime to include notifying stakeholders, tracking downtime, and compiling reports. Responsible for effectively tracking, logging, categorizing, and maintaining changes made against the accepted baseline(s) standards, as well as baseline configuration for software, hardware, and related documents. Recommends process improvements to ensure accurate and timely configuration item compliance. May be responsible for contract data submittal and status updates. May also be responsible for designing, developing, implementing, and maintaining applications and databases.

**Minimum Education/ Certification Level:** Bachelor's Degree in Computer Science or a related discipline.

**Minimum Years Of Experience:** 3

### 12. Information Assurance/Security Specialist (Senior)

**Functional Responsibilities:** Develops and implements policies and procedures for information assurance and security in complex projects and operating environments. Coordinates, develops, and
evaluates security programs for an organization. Recommends information assurance/security solutions to support customers’ requirements. Identifies, reports, and resolves security issues. Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Performs analysis, design, and development of security features for system architectures and devices across the enterprise. Designs, develops, engineers, integrates, and implements solutions that meet security requirements.

**Minimum Education/ Certification Level:** Bachelor's Degree in Computer Science or a related discipline.

**Minimum Years Of Experience:** 10

### 13. Quality Assurance Specialist (Senior)

**Functional Responsibilities:** Collaborates with management and software developers to compile, synthesize and produce system centric software test requirements scripts and data sets. Estimates the amount of testing effort and approach necessary to complete each requirement. Establishes and clearly communicates risk and determine to what level of detail is necessary to adequately validate a system release. Reviews test input/output and makes recommendations on test environments and test-bed configurations that are required during the test execution phase and removes any obstacles that may be present. Documents and tracks testing and issues throughout complete life cycle.

**Minimum Education/ Certification Level:** Bachelor’s Degree in computer/software engineering, computer science, or related field. (5 years of directly relevant technical experience may be substituted for education.)

**Minimum Years Of Experience:** 7

### 14. Quality Assurance Specialist II

**Functional Responsibilities:** Collaborates with development team to compile, synthesize and produce system centric software test requirements scripts and data sets. Estimates the amount of testing effort and approach necessary to complete each requirement. Establishes and clearly communicates risk and determine to what level of detail is necessary to adequately validate a system release. Reviews test input/output and makes recommendations on test environments and test-bed configurations that are required during the test execution phase and removes any obstacles that may be present. Documents and tracks testing and issues throughout complete life cycle.

**Minimum Education/ Certification Level:** Bachelor's Degree in computer/software engineering, computer science, or related field. (3 years of directly relevant technical experience may be substituted for education.)

**Minimum Years Of Experience:** 5
15. Technical Writer III

**Functional Responsibilities:** Creates and maintains technical and project documentation for technical projects. Collaborates with programmers, engineers, and other technical SMEs to understand user requirements. Creates standard templates for deliverables, maintains deliverables within collaboration sites and ensures version control, and establishes and uses quality assurance / quality control checklists for each deliverable. Ensures deliverables are accurate, updated, and submitted in accordance with schedules and standards.

**Minimum Education/ Certification Level:** Bachelor's Degree, preferably with a major in English, Communications, or a related discipline.

**Minimum Years Of Experience:** 5

16. Help Desk Specialist (Senior)

**Functional Responsibilities:** Troubleshoots all information technology issues including (but not limited to) software, hardware, and networking issues. Other duties include installing and updating desktop, laptops, PDAs, peripherals, networks and related software. Interacts with IT users to resolve technical issues. Responds to queries and completes service requests that originate by phone, web-based portals, email, or other methods.

**Minimum Education/ Certification Level:** Bachelor's Degree in Computer Science or a related discipline.

**Minimum Years Of Experience:** 2

17. Network Specialist (Master)

**Functional Responsibilities:** Supports operating capability of networks, both wireless and wired. Responds to unplanned events that adversely affect the network or computing environment. Investigates, recommends, and installs enhancements and operating procedures that regulate network availability, performance, and security. Oversees network infrastructure and monitors system reliability and performance. Plans and implements network security, firewalls, manages host security, applies cryptography to network applications, and regulates file permissions. Consults on integration for all devices and peripherals on the network and oversees integration, access control, availability, and security.

**Minimum Education/ Certification Level:** Bachelor's Degree in Computer Science or a related discipline.

**Minimum Years Of Experience:** 8

18. Principal Network Technician

**Functional Responsibilities:** Responsible for overall network operation. Ensures that all components and interfaces function as required by the specifications and as anticipated by the client. Principal interface with client for problem resolution, system enhancement, maintenance, and operational
supervision. Provides direction and supervision to support staff performing a variety of network engineering tasks that are broad in nature. Concerned with the design and implementation of an integrated network.

**Minimum Education/ Certification Level:** Bachelor's Degree in Computer Science or a related discipline.

**Minimum Years Of Experience:** 6

19. **Network Specialist II**

**Functional Responsibilities:** Designs, installs, maintains, and coordinates moderately complex networks. Evaluates network components, to include hardware and software. Develops security procedures. Installs network components and manages network performance. Troubleshoots and resolves complex problems. May have supervisory responsibilities for junior staff. Works independently without direct supervision.

**Minimum Education/ Certification Level:** AA/AS in relevant Computer Science or related field. Network engineer certification (CNE, MCSE) may be substituted for educational requirement.

**Minimum Years Of Experience:** 4

20. **Network Specialist I**

**Functional Responsibilities:** Analyzes network and computer communications hardware characteristics and recommends equipment procurement, removal, and modification. Adds, deletes, and modifies, as required, host, terminal, and network devices. Assists and coordinates with senior network specialists and technicians in the area of communications hardware and software. Analyzes and implements communications standards and protocols according to site requirements.

**Minimum Education/ Certification Level:** Bachelor's Degree in Computer Science or a related discipline. (2 years of directly relevant technical experience may be substituted for education.)

**Minimum Years Of Experience:** 4

21. **Systems Administrator**

**Functional Responsibilities:** Responsible for overall network operation. Ensures that all components and interfaces function as required by the specifications and as anticipated by the client. Principal interface with client for problem resolution, system enhancement, maintenance, and operational supervision. Provides direction and supervision to support staff performing a variety of network engineering tasks that are broad in nature. Concerned with the design and implementation of an integrated network.

**Minimum Education/ Certification Level:** Bachelor's Degree in Computer Science or a related discipline. (3 years of directly relevant technical experience may be substituted for education.)

**Minimum Years Of Experience:** 6
22. **Junior Web Developer**

**Functional Responsibilities:** Maintains HTML, Javascript, etc. for Client, creates graphic interfaces. Updates existing web pages/sites including incorporating graphic user interface (GUI) features and other techniques. Maintains existing design of the website, updating with client-provided content.

**Minimum Education/ Certification Level:** Associate's Degree in Computer Science or a related discipline. (2 years of directly relevant technical experience may be substituted for education.)

**Minimum Years Of Experience:** 3

23. **Senior Web Developer**

**Functional Responsibilities:** Designs, develops, troubleshoots, debugs, and implements web site or portal software code for a website or portal. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Integrates web applications with backend databases. Researches, tests, builds, and coordinates the integration of new products per production, compliance standards, and client requirements.

**Minimum Education/ Certification Level:** Bachelor's Degree in Computer Science or a related discipline. Two full academic years of progressively higher level graduate education, masters, graduate, or professional degree may be substituted for one year of relevant experience.

**Minimum Years Of Experience:** 5
# NAIS LABOR CATEGORY (LCAT) RATES

<table>
<thead>
<tr>
<th>NAIS 54151S Labor Categories (LCATs)</th>
<th>GSA Hourly rate w/ IFF</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Technical Lead</td>
<td>$ 186.27</td>
</tr>
<tr>
<td>2. Senior Project Manager</td>
<td>$ 161.87</td>
</tr>
<tr>
<td>3. Project Manager</td>
<td>$ 107.79</td>
</tr>
<tr>
<td>4. Enterprise Architect</td>
<td>$ 173.36</td>
</tr>
<tr>
<td>5. Systems/Software Engineer IV</td>
<td>$ 164.72</td>
</tr>
<tr>
<td>6. Systems/Software Engineer III</td>
<td>$ 129.33</td>
</tr>
<tr>
<td>7. Systems/Software Engineer (Junior)</td>
<td>$ 88.43</td>
</tr>
<tr>
<td>8. Data Architect</td>
<td>$ 195.96</td>
</tr>
<tr>
<td>9. Principal Database Administrator</td>
<td>$ 131.09</td>
</tr>
<tr>
<td>10. Database Administrator II</td>
<td>$ 112.96</td>
</tr>
<tr>
<td>11. Configuration Management Specialist (Journeyman)</td>
<td>$ 71.68</td>
</tr>
<tr>
<td>12. Information Assurance/Security Specialist (Senior)</td>
<td>$ 122.14</td>
</tr>
<tr>
<td>13. Quality Assurance Specialist (Senior)</td>
<td>$ 102.03</td>
</tr>
<tr>
<td>14. Quality Assurance Specialist II</td>
<td>$ 88.00</td>
</tr>
<tr>
<td>15. Technical Writer III</td>
<td>$ 86.90</td>
</tr>
<tr>
<td>16. Help Desk Specialist (Senior)</td>
<td>$ 86.48</td>
</tr>
<tr>
<td>17. Network Specialist (Master)</td>
<td>$ 148.85</td>
</tr>
<tr>
<td>18. Principal Network Technician</td>
<td>$ 114.85</td>
</tr>
<tr>
<td>19. Network Specialist II</td>
<td>$ 89.28</td>
</tr>
<tr>
<td>20. Network Specialist I</td>
<td>$ 67.85</td>
</tr>
<tr>
<td>21. Systems Administrator</td>
<td>$ 101.74</td>
</tr>
<tr>
<td>22. Junior Web Developer</td>
<td>$ 101.74</td>
</tr>
<tr>
<td>23. Senior Web Developer</td>
<td>$ 154.61</td>
</tr>
</tbody>
</table>
NAIS LABOR CATEGORY (LCAT) INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151HEAL)

1. Health IT Technical Lead

Functional Responsibilities: Provides senior level technical management and advice to Health IT technical staff and project teams. Leads in designing, specifying, and selecting information system solutions, considering functionality, cost, data, security, integration, infrastructure, and performance. Leads the organization in exploiting technology to drive organizational change and support business process design. Communicates with the customer and company leaders regarding schedule and costs implications as related to contract completion. Advises and implements technical direction to accomplish the contractual line items of the Statement of Work. Works with the Project Managers to develop high level project schedule resource plans for implementation projects.

Minimum Education/ Certification Level: Bachelor's Degree in technical field or related business field.
Minimum Years of Experience: 10

2. Health IT Project Manager

Functional Responsibilities: Serves as Health IT project manager for specific task order(s) and keeps the Program Manager informed of all accomplishments and problems. Is responsible for the overall technical, performance, schedule and cost management of the specific task order(s). Provides technical direction for the complete project effort and may serve as the technical lead for specific efforts. Coordinates and monitors all project team and subcontractor activities. Provides leadership support to the technical team and serves as the liaison between the technical team and Government stakeholders. Ensures project deliverables meet all performance, time, and quality standards.

Minimum Education/ Certification Level: Bachelor's Degree in technical field or related business field.
Minimum Years of Experience: 8

3. Health IT Enterprise Architect

Functional Responsibilities: Designs and develops complex Health IT business solutions using a variety of technologies. Independently performs a variety of system design and engineering tasks which are broad in nature and are concerned with design and implementation of major enterprise systems development and integration, including supporting personnel, hardware, software, and support facilities and/or equipment. Considered a Subject Matter Expert (SME) in one or more specific areas of computer system design and networking. Applies knowledge of complex concepts and techniques to develop and implement automated solutions to engineering, scientific, or business data acquisition and management problems. Uses scientific and engineering logic to independently identify conceptual or theoretical solutions to problems of technology systems hardware or software design and operation. Evaluates and recommends optimum solutions balancing specific project needs with economic constraints.
Minimum Education/ Certification Level: Bachelor's Degree in technical field or related business field.

Minimum Years of Experience: 10

4. **Health IT Systems/Software Engineer IV**

Functional Responsibilities: Manages and executes complex software development and engineering projects to solve Health IT problems using various methodologies depending on project specifications. Leads the design, development, and implementation of system architectures involving software, hardware, communications or integration requirements. Manages and assists in the preparation, review, and evaluation of documentation, specifications, test plans, and procedures. Oversees and executes development, testing, and debugging of systems and software to produce required products. Contributes to software and system documentation and employs the use of various tools and technologies to improve efficiency and completeness.

Minimum Education/ Certification Level: Bachelor's Degree in computer/software engineering, computer science, or related field. (8 years of directly relevant technical experience may be substituted for education.)

Minimum Years of Experience: 10

5. **Health IT Systems/Software Engineer III**

Functional Responsibilities: Contributes systems and software engineering expertise to Health IT systems or software projects of varying complexity. Designs, develops, and implements system architectures involving software, hardware, communications or integration requirements. Prepares, reviews, and evaluates documentation, specifications, test plans, and procedures. Develops, tests, and remediates systems and software to produce required products. Contributes to software and system documentation and employs the use of various tools and technologies to improve efficiency and completeness.

Minimum Education/ Certification Level: Bachelor's Degree in computer/software engineering, computer science, or related field. (5 years of directly relevant technical experience may be substituted for education.)

Minimum Years of Experience: 7

6. **Health IT Systems/Software Engineer (Junior)**

Functional Responsibilities: Assists in the design, development, and implementation of Health IT system and software architectures involving software, hardware, communications or integration requirements. Prepares, reviews, and evaluates documentation, specifications, test plans, and procedures. Develops, tests, and remediates systems and software to produce required products. Contributes to software and system documentation and employs the use of various tools and technologies to improve efficiency and completeness.
Minimum Education/ Certification Level: Bachelor's Degree in computer/software engineering, computer science, or related field. (3 years of directly relevant technical experience may be substituted for education.)

Minimum Years of Experience:  3

7. Health IT Data Architect

Functional Responsibilities: Designs, models, documents, and guides the logical and conceptual relationship of data and database changes for complex applications. Analyzes needs and requirements of existing and proposed systems, and develops technical, structural, and organizational specifications. Communicates with stakeholders to design an optimal database architecture (performance, accessibility, backup, and recovery plan). Analyzes and makes recommendations for improvements to existing software and designs database servers and interfaces to improve database and application performance. Performs logical and physical data modeling, designs relational database models and creates physical data models from logical data models. Consults and supports the efforts of other team members with development projects to fit systems and technology within the architecture and identifies when it is necessary to modify the technical architecture to accommodate project needs.

Minimum Education/ Certification Level: Bachelor's Degree in computer/software engineering, computer science, math, or information systems. (8 years of directly relevant technical experience may be substituted for education.)

Minimum Years of Experience:  10

8. Health IT Principal Database Administrator

Functional Responsibilities: Responsible for the integrity of the database on a daily basis. Develops, maintains, and implements policies and procedures for ensuring the security and integrity of the database. Modifies existing databases and database management systems or oversees programmers and analysts to make changes. Tests programs and databases, correcting errors and making necessary modifications. Plans, coordinates, and implements security measures to safeguard information and mitigate risks. Authors and implements policies and procedures for database backup and recovery as well as application and database modifications. Manages, trains, and mentors junior database administrators and technicians.

Minimum Education/ Certification Level: Bachelor's Degree in computer/software engineering, computer science, math, or information systems. (5 years of directly relevant technical experience may be substituted for education.)

Minimum Years of Experience:  8

9. Health IT Database Administrator II

Functional Responsibilities: Ensures the integrity of databases in support of Health IT operations. Consul
t on, maintains, and implements policies and procedures for ensuring the security and integrity of the
database. Modifies existing databases and database management systems or oversees programmers and analysts to make changes. Tests programs and databases, correcting errors and making necessary modifications. Plans, coordinates, and implements security measures to safeguard information and mitigate risks. Assists in the production of and implements policies and procedures for database backup and recovery as well as application and database modifications.

Minimum Education/ Certification Level: Bachelor's Degree in computer/software engineering, computer science, math, or information systems. (3 years of directly relevant technical experience may be substituted for education.)

Minimum Years of Experience: 5

10. Health IT Database Administrator

Functional Responsibilities: Ensures the integrity of databases in support of Health IT operations. Consults on, maintains, and implements policies and procedures for ensuring the security and integrity of the database. Modifies existing databases and database management systems or oversees programmers and analysts to make changes. Tests programs and databases, correcting errors and making necessary modifications. Plans, coordinates, and implements security measures to safeguard information and mitigate risks. Assists in the production of and implements policies and procedures for database backup and recovery as well as application and database modifications.

Minimum Education/ Certification Level: Associates Degree. Relevant IT certification may be substituted for educational requirement. (Relevant college degree may be substituted for two years of experience.)

Minimum Years of Experience: 4

11. Health IT Configuration Management Specialist (Journeyman)

Functional Responsibilities: Responsible for configuration management (CM) across software development lifecycle processes and project deliverables. Develops, implements, and maintains CM procedures to include configuration identification, change control, release management, status accounting, reviews and audits, and maintenance of project level CM library index. Manages scheduled and unscheduled downtime to include notifying stakeholders, tracking downtime, and compiling reports. Responsible for effectively tracking, logging, categorizing, and maintaining changes made against the accepted baseline(s) standards, as well as baseline configuration for software, hardware, and related documents. Recommends process improvements to ensure accurate and timely configuration item compliance. May be responsible for contract data submittal and status updates. May also be responsible for designing, developing, implementing, and maintaining applications and databases.

Minimum Education/ Certification Level: Bachelor's Degree in Computer Science or a related discipline.

Minimum Years of Experience: 3
12. **Health IT Information Assurance/Security Specialist (Senior)**

Functional Responsibilities: Develops and implements policies and procedures for information assurance and security in complex Health IT projects and operating environments. Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customers’ requirements. Identifies, reports, and resolves security issues. Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Applies knowledge of government and commercial common user systems, as well as dedicated special purpose systems requiring specialized security features and procedures. Performs analysis, design, and development of security features for system architectures and devices across the enterprise. Designs, develops, engineers, integrates, and implements solutions that meet security requirements.

Minimum Education/ Certification Level: Bachelor's Degree in Computer Science or a related discipline.

Minimum Years of Experience: 10

13. **Health IT Information Assurance/Security Specialist I**

Functional Responsibilities: Implements policies and procedures for information assurance (IA) and security in complex Health IT projects and operating environments. Coordinates, develops, and evaluates security programs for an organization. Recommends IA/security solutions to support customers’ requirements. Identifies, reports, and resolves security issues. Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Applies knowledge of government and commercial common user systems, as well as dedicated special purpose systems requiring specialized security features and procedures. Performs analysis, integration, and management of security procedures for system architectures and devices across the enterprise.

Minimum Education/ Certification Level: High School diploma. (Relevant college degree may be substituted for two years of experience.)

Minimum Years of Experience: 3

14. **Health IT Quality Assurance Specialist (Senior)**

Functional Responsibilities: Supports Health IT projects through collaboration with management and software developers. Assists development team in compiling, synthesizing and producing system centric software test requirements scripts and data sets. Estimates the amount of testing effort and approach necessary to complete each requirement. Establishes and clearly communicates risk and determine to what level of detail is necessary to adequately validate a system release. Reviews test input/output and makes recommendations on test environments and test-bed configurations that are required during the test
execution phase and removes any obstacles that may be present. Documents and tracks testing and issues throughout complete life cycle.

Minimum Education/ Certification Level: Bachelor's Degree in computer/software engineering, computer science, or related field. (5 years of directly relevant technical experience may be substituted for education.)

Minimum Years of Experience: 7

15. Health IT Quality Assurance Specialist II

Functional Responsibilities: Collaborates with Health IT development team to compile, synthesize and produce system centric software test requirements scripts and data sets. Estimates the amount of testing effort and approach necessary to complete each requirement. Establishes and clearly communicates risk and determine to what level of detail is necessary to adequately validate a system release. Reviews test input/output and makes recommendations on test environments and test-bed configurations that are required during the test execution phase and removes any obstacles that may be present. Documents and tracks testing and issues throughout complete life cycle.

Minimum Education/ Certification Level: Bachelor's Degree in computer/software engineering, computer science, or related field. (3 years of directly relevant technical experience may be substituted for education.)

Minimum Years of Experience: 5

16. Health IT Technical Writer III

Functional Responsibilities: Creates and maintains technical and project documentation for Health IT projects. Collaborates with programmers, engineers, and other technical SMEs to understand user requirements. Creates standard templates for deliverables, maintains deliverables within collaboration sites and ensures version control, and establishes and uses quality assurance / quality control checklists for each deliverable. Ensures deliverables are accurate, updated, and submitted in accordance with schedules and standards.

Minimum Education/ Certification Level: Bachelor's Degree, preferably with a major in English, Communications, or a relevant discipline.

Minimum Years of Experience: 5

17. Health IT Technical Writer I

Functional Responsibilities: Creates and maintains technical and project documentation for Health IT projects. Collaborates with programmers, engineers, and other technical SMEs to understand user requirements. Creates standard templates for deliverables, maintains deliverables within collaboration sites and ensures version control, and establishes and uses quality assurance / quality control checklists
for each deliverable. Ensures deliverables are accurate, updated, and submitted in accordance with schedules and standards.

Minimum Education/ Certification Level: Associates Degree, preferably in English, Communications, or a relevant discipline. (Bachelor's Degree may be substituted for two years of experience.)

Minimum Years of Experience: 3

18. **Health IT Help Desk Specialist (Senior)**

Functional Responsibilities: Troubleshoots all information technology issues including (but not limited to) software, hardware, and networking issues. Other duties include installing and updating desktop, laptops, PDAs, peripherals, networks and related software. Interacts with IT users to resolve technical issues. Responds to queries and completes service requests that originate by phone, web-based portals, email, or other methods.

Minimum Education/ Certification Level: Bachelor's Degree in Computer Science or a related discipline.

Minimum Years of Experience: 2

19. **Health IT Network Specialist (Master)**

Functional Responsibilities: Supports operating capability of networks, both wireless and wired. Responds to unplanned events that adversely affect the network or computing environment. Investigates, recommends, and installs enhancements and operating procedures that regulate network availability, performance, and security. Oversees network infrastructure and monitors system reliability and performance. Plans and implements network security, firewalls, manages host security, applies cryptography to network applications, and regulates file permissions. Consults on integration for all devices and peripherals on the network and oversees integration, access control, availability, and security.

Minimum Education/ Certification Level: Bachelor's Degree in Computer Science or a related discipline.

Minimum Years of Experience: 8

20. **Health IT Enterprise Systems Administrator**

Functional Responsibilities: Provide configuration management and systems administration for Health IT enterprises using tools such as SCCM, Tanium, and more. Collect information from the registries and repositories, analyze log files and enterprise configurations, provide patch management support and maintenance window operations, and troubleshoot sites experiencing configuration issues. Create, update, deploy, troubleshoot, and remove objects in the environment, sites, distribution points (DPs), and clients based on provided guidelines. Thoroughly evaluate, validate, and deploy application packages and validation cases; document and provide evaluation results, including detailed logs. Work with site
administrators to troubleshoot package deployments, removals, and modifications. Create desktop and server images utilizing various technologies and assist with migrating user files and settings using migration tools. Maintain disaster recovery capability and procedures for the Health IT environment.

Minimum Education/ Certification Level: High School diploma. (Relevant college degree may be substituted for two years of experience.)

Minimum Years of Experience: 3

21. Health IT Applications Packager

Functional Responsibilities: Helps the enterprise achieving efficient, cost-effective application deployment and software management. Thoroughly evaluates, validates, and executes application packages and validation cases, and ensures that packages provide detailed logs; documents and provides evaluation results. Creates, updates, deploys, troubleshoots, and removes objects in the environment (SCCM, Tanium, etc.), sites, DPs, and clients based on provided guidelines. Manages dynamic and static collections and removal of applications reports for installation, modification, and removal of applications.

Minimum Education/ Certification Level: High School diploma. (Relevant college degree may be substituted for two years of experience.)

Minimum Years of Experience: 4

22. Health IT Operating Systems Specialist

Functional Responsibilities: Installs, generates, maintains, tests, and debugs moderately complex Health IT systems and software programs. Assists in development of instructions for use of operating system software. Modifies/maintains system software packages via releases and utilities from manufacturer/distributors. Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, networks, or Health IT software packages. Interprets technical documentation standards and preparation of documentation according to supplied standards. Complies with prescribed customer, industry, and agency standards.

Minimum Education/ Certification Level: High School diploma. (Relevant college degree may be substituted for two years of experience.)

Minimum Years of Experience: 5

23. Health IT Tier 2 Systems Administrator

Functional Responsibilities: Maintains and troubleshoots enterprise level Health IT products and services, including hardware (servers and end-user devices) firmware, software, and user accounts. Triages, troubleshoots, and resolves issues involving server patches and configurations, software issues, and scheduled maintenance events. Uses Information Assurance tools to validate proper installation and function of deployed security patches and solutions. Monitors enterprise assets through various
applications, ensuring core services are maintained. Uses ticketing systems to manage and document issues from onset to resolution.

Minimum Education/ Certification Level: High School diploma. (Relevant college degree may be substituted for two years of experience.)

Minimum Years of Experience: 3

24. Health IT Monitoring Tools Expert and Sys Admin

Functional Responsibilities: Using various tools, monitors Health IT system uptime availability and maintains frameworks for new and existing applications, servers, and services that require monitoring at the enterprise level. Analyzes current enterprise system monitoring implementations and provides status reports before and after remediation actions engineered and executed. Customizes enterprise monitoring rules, alerting, and reporting functions for applicable applications and servers, and produces reports depicting the performance indicators for these systems. Maintains disaster recovery capability and procedures and ensure all enterprise monitoring servers are compliant to the latest appropriate standards.

Minimum Education/ Certification Level: High School diploma. (Relevant college degree may be substituted for two years of experience.)

Minimum Years of Experience: 3

25. Health IT Tier 3 Systems Administrator

Functional Responsibilities: Analyzes, validates, implement, maintains, and configures current services and tools to minimize negative impacts to performance and scalability. Works with organizations and treatment facilities to coordinate operations and support of IT services across the enterprise. Supports and maintains architecture to provide authentication, synchronization, user provisioning, and authorization services for user accounts. Supports installation and maintenance of physical and virtual servers, enhancing efficiency of critical systems and ensuring compliance with applicable industry guidelines and policies. Produces/updates checklists, guides, or standard operating procedures for enterprise monitoring and preventative maintenance. Develops, validates, and documents Disaster Recovery (DR) procedures for Health IT enterprise systems.

Minimum Education/ Certification Level: High School diploma. (Relevant college degree may be substituted for two years of experience.)

Minimum Years of Experience: 3

26. Health IT SAN Administrator

Functional Responsibilities: Manages and maintains storage area network (SAN) configurations to provide efficient and reliable storage allocations to meet high availability and mission needs. Provides capacity planning, tuning and performance monitoring of SAN solutions. Troubleshoots and resolves
problems and/or errors involving the production SAN environments. Defines backup, recovery, and archival procedures for the enterprise SAN solutions; maintains and modifies backup, recovery, and archival procedures. Tests and validates new storage management and hardware solutions; prepares and provides briefings, slides, etc. of potential impacts to SAN services. Plans and executes hardware/software changes to minimize interruption of services to SAN connected devices.

Minimum Education/ Certification Level: High School diploma. (Relevant college degree may be substituted for two years of experience.)

Minimum Years of Experience: 3
# NAIS LABOR CATEGORY (LCAT) RATES

<table>
<thead>
<tr>
<th>NAIS 54151HEAL Labor Categories (LCATs)</th>
<th>GSA Hourly rate w/ IFF</th>
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<tbody>
<tr>
<td>1 Health IT Technical Lead</td>
<td>$188.15</td>
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<tr>
<td>2 Health IT Project Manager</td>
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<td>3 Health IT Enterprise Architect</td>
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<td>4 Health IT Systems/Software Engineer IV</td>
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<td>5 Health IT Systems/Software Engineer III</td>
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<td>19 Health IT Network Specialist (Master)</td>
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<tr>
<th></th>
<th>Role</th>
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<td>20</td>
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