



**General Services Administration  
Federal Supply Service  
INFORMATION TECHNOLOGY SCHEDULE PRICELIST**

***Special Item No. 54151S, 54151SSTLOC, 54151SRC  
Information Technology Professional Services***

FPDS CODE D301	FPDS CODE D302
FPDS CODE D306	FPDS CODE D307
FPDS CODE D308	FPDS CODE D311
FPDS CODE D316	FPDS CODE D399

***Special Item No. 54151HEAL, 54151HEALSTLOC, 54151HEALRC  
Health Information Technology (IT) 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 Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means 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 performance by the publisher or manufacturer or one of their authorized agents.

**Insero Corporation  
1900 Gallows Rd  
Suite 750  
Vienna, VA 22182  
Telephone No. (703) 642-9598**

**Contract Number: 47QTCA19D0066  
Period Covered by Contract: 02/20/2019 and ends 02/19/2024**

IT Services and ordering information in this Authorized FSS INFORMATION TECHNOLOGY Schedule Pricelist is also available on the GSA Advantage! System.

Agencies can browse GSA Advantage! by accessing the Federal Supply Service's Home Page via the Internet at <http://www.fss.gsa.gov/>.



# TABLE OF CONTENTS

**INSERSO CORPORATION ..... 1**

**1. CUSTOMER INFORMATION:..... 2**

1a. Table of Awarded Special Item Numbers (SINs): .....2

1b. Lowest Priced Model Number and Price For Each SIN: .....2

2. Maximum Order: .....2

3. Minimum Order: .....2

4. Geographic Coverage:.....2

5. Point of Production:.....2

6. Discount from List Prices: .....2

7. Quantity Discounts: .....2

7a. Volume Discounts: .....2

8. Prompt Payment Discount:.....2

9. Government Purchase Cards .....2

10. Foreign Items: .....2

11a. Time of Delivery:.....2

11b. Expedited Delivery: .....3

11c. Overnight and 2-Day Delivery:.....3

11d. Urgent Requirements: .....3

12. FOB Point: .....3

13a. Ordering Address: .....3

13b. Ordering Procedures:.....3

14. Payment Address: .....3

15. Warranty/Guarantee Provision: .....3

16. Export Packing Charges:.....3

17. List of Participating Dealers: .....3

18. Environmental Attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants):.....3

19. Section 508 Compliance: .....3

20. Liability For Injury or Damage:.....4

21. Data Universal Numbering System (DUNS) Number: .....4

21a. Taxpayer Identification Number (TIN): .....4

21b. Business Size: .....4

21c. CAGE Code: .....4

21d. System for Award Management (SAM): .....4

22. Trade Agreements Act of 1979, as Amended: .....4

23. Ordering Procedures for Federal Supply Schedule Contracts: .....4

24. Federal Information Technology Telecommunications Standards Requirements: .....4

25. Federal Information Processing Standards Publications (FIPS PUBS):.....5

26. Federal Telecommunications Standards (FED-STDS):.....5

27. Contractor Tasks/Special Requirements (C-FSS-370) (NOV 2003):.....5

28. Contract Administration for Ordering Activities:.....7

29. GSA Advantage!: .....7

30. Purchase of Open Market Items:.....7

31. Contractor Commitments, Warranties and Representations:.....7

32. Overseas Activities:.....8

33. Blanket Purchase Agreements (BPAs): .....8

34. Contractor Team Arrangements:.....8

35. Installation, Deinstallation, Reinstallation: .....8

36. Prime Contractor Ordering from Federal Supply Schedules:.....9

37. Insurance- Work On A Govt Installation (JAN 1997)(FAR 52.228-5):.....9

38. Software Interoperability: .....9

39. Advance Payments: .....10

2. TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151S) .....11

1. SCOPE.....11

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000) .....11

3. ORDER .....11

4. PERFORMANCE OF SERVICES.....11

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989).....12

6. INSPECTION OF SERVICES .....12

7. RESPONSIBILITIES OF THE CONTRACTOR .....12

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY .....12

9. INDEPENDENT CONTRACTOR .....13

10. ORGANIZATIONAL CONFLICTS OF INTEREST .....13

11. INVOICES .....13

12. PAYMENTS .....13

13. RESUMES.....14

14. INCIDENTAL SUPPORT COSTS.....14

15. APPROVAL OF SUBCONTRACTS .....14

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING .....14

3. TERMS AND CONDITIONS APPLICABLE TO HEALTH INFORMATION TECHNOLOGY (IT) SERVICES (SPECIAL ITEM NUMBER 54151HEAL).....15

1. SCOPE.....15

2. ORDER.....15

3. PERFORMANCE OF SERVICES.....15

4. INSPECTION OF SERVICES .....16

5. RESPONSIBILITIES OF THE CONTRACTOR .....16

6. RESPONSIBILITIES OF THE ORDERING ACTIVITY .....16

7. INDEPENDENT CONTRACTOR .....16

8. ORGANIZATIONAL CONFLICTS OF INTEREST.....16

9. INVOICES.....16

10. RESUMES.....17

11. INCIDENTAL SUPPORT COSTS .....17

12. APPROVAL OF SUBCONTRACTS .....17

13. DESCRIPTION OF HEALTH IT SERVICES AND PRICING .....17

14. LABOR CATEGORY EDUCATION AND EXPERIENCE.....18

4. SIN 54151S LABOR CATEGORY DESCRIPTIONS .....19

5. SIN 54151HEAL HEALTH IT LABOR CATEGORY DESCRIPTIONS .....28

6. SIN 54151S LABOR CATEGORY PRICING .....30

7. SIN 54151HEAL LABOR CATEGORY PRICING .....32



## INSERSO CORPORATION

Inerso Corporation is an ISO 9001:2015 (Quality), ISO 20000-1:2011 (ITSM), ISO 27001:2013 (Security) certified and CMMI-ML3 appraised Small Business. Inerso was founded in 1994, with headquarters in Vienna, VA. Inerso provides comprehensive IT services for federal agencies. Inerso specializes in the management, development and sustainment of IT systems and solutions, including mission-centric system development and sustainment, Infrastructure & Cloud, Cyber Security, and IT Operations Support. Inerso has supported over 200 IT projects serving more than 40 customers such as GSA, US Air Force, US Army, US Navy, Defense Health Agency (DHA), Defense Information Systems Agency (DISA), and Department of Homeland Security (DHS).



**CMMISVC / 3<sup>SM</sup>**  
Exp. 2020-11-03 / Appraisal #30708

### Mission, Vision, and Values

**Mission:** Combine the power of people and technology to deliver superior, mission centric, and customer-specific solutions.

**Vision:** Become a recognized and respected leader by our customers, employees and industry.

**Values:** Our core values and beliefs guide us as we achieve our mission:

- **Integrity**  
Be honest, trustworthy and ethical.
- **Passion for Excellence**  
Pursue outstanding quality, performance and service.
- **Inspire confidence in every relationship**  
Honor your commitments and treat each individual with utmost respect.
- **Responsible Leaders**  
Be accountable for your actions, lead by example and make decisions for the greater good of our customers, employees, partners and stakeholders.
- **Invest in the future**  
Continuously improve and always prepare for long-term success.

**Quality Policy:** Satisfy customer requirements and expectations with *a commitment to excellence.*



**1. CUSTOMER INFORMATION:**

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

SIN 54151S, 54151SSTLOC, 54151SRC – IT PROFESSIONAL SERVICES

SIN 54151HEAL, 54151HEALSTLOC, 54151HEALRC – IT HEALTHCARE PROFESSIONAL SERVICES

**1b. Lowest Priced Model Number and Price For Each SIN:**

Refer to paragraph 19

**2. Maximum Order:**

\$500,000

**3. Minimum Order:**

\$ 100.00

**4. Geographic Coverage:**

48 contiguous states, Alaska, Hawaii, Washington D.C., Puerto Rico, U.S. Territories, and to a port or consolidation point within the aforementioned locations for orders that are received from overseas activities.

**5. Point of Production:**

Not Applicable

**6. Discount from List Prices:**

8% to 28%

**7. Quantity Discounts:**

None

**7a. Volume Discounts:**

None

**8. Prompt Payment Discount:**

None

**9. Government Purchase Cards**

Government Purchase Cards will be accepted for payment less than, equal to and above the micro purchase threshold however no additional discounts will apply.

**10. Foreign Items:**

None

**11a. Time of Delivery:**

30 days ARO





**11b. Expedited Delivery:**

As negotiated with Agency

**11c. Overnight and 2-Day Delivery:**

None

**11d. Urgent Requirements:**

Agencies can contact the Contractor's representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.

**12. FOB Point:**

Destination

**13a. Ordering Address:**

INSERSO CORPORATION  
1900 Gallows Rd Ste 750  
Vienna, VA 22182

**13b. Ordering Procedures:**

For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3

**14. Payment Address:**

INSERSO CORPORATION  
1900 Gallows Rd Ste 750  
Vienna, VA 22182

**15. Warranty/Guarantee Provision:**

Standard Commercial

**16. Export Packing Charges:**

Not Applicable

**17. List of Participating Dealers:**

None

**18. Environmental Attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants):**

Not Applicable

**19. Section 508 Compliance:**

[www.insero.com](http://www.insero.com)





**20. Liability For Injury or Damage:**

The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

**21. Data Universal Numbering System (DUNS) Number:**

05-9354865

**21a. Taxpayer Identification Number (TIN):**

54-1759337

**21b. Business Size:**

Small Disadvantaged

**21c. CAGE Code:**

3BWJ9

**21d. System for Award Management (SAM):**

Insero Corp is currently registered within the System for Award Management (SAM) database.

**22. Trade Agreements Act of 1979, as Amended:**

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

**23. Ordering Procedures for Federal Supply Schedule Contracts:**

Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.

b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

**24. Federal Information Technology Telecommunications Standards Requirements:**

Ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.





**25. Federal Information Processing Standards Publications (FIPS PUBS):**

Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

**26. Federal Telecommunications Standards (FED-STDS):**

Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Acquisition Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

**27. Contractor Tasks/Special Requirements (C-FSS-370) (NOV 2003):**

(a) Security Clearances:

The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.

(b) Travel:

The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub.L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.

(c) Certifications, Licenses and Accreditations:



As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.

(d) Insurance:

As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.

(e) Personnel:

The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.

(f) Organizational Conflicts of Interest:

Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.

(g) Documentation/Standards:

The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.

(h) Data/Deliverable Requirements:

Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.

(i) Government-Furnished Property:

As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.

(j) Availability of Funds:

Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

(k) Overtime:

For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as





identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

**28. Contract Administration for Ordering Activities:**

Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See 52.212-4)

**29. GSA Advantage!:**

GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

- (1) Manufacturer;
- (2) Manufacturer's Part Number; and
- (3) Product categories.

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser. The Internet address is <http://www.gsaadvantage.gov>

**30. Purchase of Open Market Items:**

Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, only if-

- (1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
- (2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

**31. Contractor Commitments, Warranties and Representations:**

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

- (1) Time of delivery/installation quotations for individual orders;





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

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

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

**32. Overseas Activities:**

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

None

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

**33. Blanket Purchase Agreements (BPAs):**

The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

**34. Contractor Team Arrangements:**

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Industrial Funding Fee and Sales Reporting, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

**35. Installation, Deinstallation, Reinstallation:**

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall receive less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.





The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8 or 132-9.

**36. Prime Contractor Ordering from Federal Supply Schedules:**

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order

(a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and

(b) The following statement:

This order is placed under written authorization from \_\_\_\_\_ dated \_\_\_\_\_. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

**37. Insurance- Work On A Govt Installation (JAN 1997)(FAR 52.228-5):**

(a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.

(b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—

(1) For such period as the laws of the State in which this contract is to be performed prescribe; or

(2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

(c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

**38. Software Interoperability:**

Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.





**39. Advance Payments:**

A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)



## **2. TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151S)**

### **1. SCOPE**

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

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

### **2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)**

a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.

b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.

c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

### **3. ORDER**

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

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

### **4. PERFORMANCE OF SERVICES**

a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.

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

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

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





**5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)**

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

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

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

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

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

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

**6. INSPECTION OF SERVICES**

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS -COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I - OCT 2008) (DEVIATION I - FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

**7. RESPONSIBILITIES OF THE CONTRACTOR**

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

**8. RESPONSIBILITIES OF THE ORDERING ACTIVITY**

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





**9. INDEPENDENT CONTRACTOR**

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

**10. ORGANIZATIONAL CONFLICTS OF INTEREST**

a. Definitions.

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

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

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

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

**11. INVOICES**

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

Invoices shall be submitted monthly for recurring services performed during the preceding month.

**12. PAYMENTS**

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

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





(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

- (1) The offeror;
- (2) Subcontractors; and/or
- (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

### **13. RESUMES**

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

### **14. INCIDENTAL SUPPORT COSTS**

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

### **15. APPROVAL OF SUBCONTRACTS**

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

### **16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING**

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 54151S IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

The following is an example of the manner in which the description of a commercial job title should be presented:

**EXAMPLE:** Commercial Job Title: System Engineer

Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.

Minimum Education: Bachelor's Degree in Computer Science





**3. TERMS AND CONDITIONS APPLICABLE TO  
HEALTH INFORMATION TECHNOLOGY (IT) SERVICES  
(SPECIAL ITEM NUMBER 54151HEAL)**

**1. SCOPE**

- a. The labor categories, prices, terms and conditions stated under Special Item Number 54151HEAL Health Information Technology Services apply exclusively to Health IT Services within the scope of this Information Technology Schedule.
- b. This SIN is limited to Health IT Services only. Software and hardware products are out of scope. Hardware and software can be acquired through different Special Item Numbers on the GSA Multiple Award Schedule.
- c. This SIN provides ordering activities with access to Health IT services.
- d. Health IT Services provided under this SIN shall comply with all Healthcare certifications and industry standards as applicable at the task order level.
- e. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

**2. ORDER**

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

**3. PERFORMANCE OF SERVICES**

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





#### **4. INSPECTION OF SERVICES**

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS –COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

#### **5. RESPONSIBILITIES OF THE CONTRACTOR**

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

#### **6. RESPONSIBILITIES OF THE ORDERING ACTIVITY**

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

#### **7. INDEPENDENT CONTRACTOR**

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

#### **8. ORGANIZATIONAL CONFLICTS OF INTEREST**

##### **a. Definitions.**

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

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

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

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

#### **9. INVOICES**

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





products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

**10. RESUMES**

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

**11. INCIDENTAL SUPPORT COSTS**

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

**12. APPROVAL OF SUBCONTRACTS**

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

**13. DESCRIPTION OF HEALTH IT SERVICES AND PRICING**

a. The Contractor shall provide a description of each type of Health IT Service offered under Special Item Numbers 54151HEAL Health IT Services and it should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all Health IT Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.





**14. LABOR CATEGORY EDUCATION AND EXPERIENCE**

This section presents descriptions of service offerings by labor categories. When determining the qualifications of an individual to fill one of the positions offered, substitutions for the education and experience requirements may be made as shown in Figure 1, Allowable Substitutions of Education and Experience.

*The minimum education and experience will be met when the educational equivalencies in the tables below are considered.*

*Additional educational achievements in excess of requirements can be substituted for experience requirements:*

**Figure 1. Allowable Substitutions of Education and Experience**

Required Education	Actual Education Obtained	Additional Years of Experience Credited the Employee
MA/MS	Ph.D.	4
BA/BS	Ph.D.	6
BA/BS	MA/MS	2
HS/GED	BA/BS	4

*Additional experience in excess of requirements can be substituted for educational requirements:*

Actual Education	Required Education	Additional Years of Experience Needed for Educational Requirements Equivalency
None	HS/GED	2
HS/GED	Tech-Inst./Military Train.	2
HS/GED	BA/BS	4
HS/GED	MA/MS	6
HS/GED	Ph.D.	No equivalency
BA/BS	MA/MS	2
BA/BS	Ph.D.	6
MA/MS	Ph.D.	4



**4. SIN 54151S LABOR CATEGORY DESCRIPTIONS**

CLIN	GSA Title	Functional Responsibilities	Minimum Education	Minimum Experience
1	Web Developer I	Works under specific direction. Programs web pages and web applications. This skill is qualified to operate in technical environments that may include: JavaScript, HTML, Cold Fusion, ASP and other source code requirements.	High School	4
2	Web Developer II	Works under general direction. Codes, tests, debugs, and documents web applications. This skill is qualified to operate in technical environments that may include: JavaScript, HTML, Cold Fusion, ASP and other source code requirements.	High School	6
3	Web Developer	Works under general direction. Codes, tests, debugs, and documents web applications. May be involved in related areas such as database design/management and evaluation of commercial off-the-shelf (COTS) products. This skill is qualified to operate in technical environments that may include: JavaScript, HTML, Cold Fusion, ASP and other source code requirements.	Bachelors	1
4	Senior Web Developer	Works under general direction. Designs, codes, tests, debugs, and documents web applications. May be involved in related areas such as database design/management and evaluation of commercial off-the-shelf (COTS) products, and analysis of network hardware/software issues. May provide guidance to other web developers, graphics developers, and software engineers. This skill is qualified to operate in technical environments that may include: JavaScript, HTML, Cold Fusion, ASP and other source code requirements.	Bachelors	2
5	Web Designer I	Designs and builds web pages using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special-effect elements. Contributes to the design group's efforts to enhance the look and feel or the organization's online offerings. Designs the website to support the organization's strategies and goals relative to external communications.	High School	4
6	Web Designer II	Leads designing and building of web pages using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special-effect elements. Contributes or lead the design group's efforts to enhance the look and feel or the organization's online offerings. Designs the website to support the organization's strategies and goals relative to external communications.	High School	6

CLIN	GSA Title	Functional Responsibilities	Minimum Education	Minimum Experience
7	Web Content Editor	Responsible for developing and providing content that will motivate and entertain users so that they regularly access the website and utilize it as a major source for information and decision making. Responsible for managing/performing website editorial activities including gathering and researching information that enhances the value of the site. Locates, negotiates, and pursues content. Seeks out customers to gather feedback for website improvement and enhancements.	High School	2
8	Graphics Developer	Works under general direction. Provides graphics development, integration, and support of graphics for use in documents and applications.	High School	1
9	Senior Graphics Developer	Plans, directs, and monitors the work of team members. Provides graphics development, integration, and support of graphics for use in documents and applications. May provide guidance to other web developers, graphics developers, and software engineers.	High School	2
10	Associate Software Engineer	Works under general direction. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, and documents software applications, programs, and databases. May be involved in related activities such as research and development and evaluation of commercial off-the-shelf (COTS) products. This skill is qualified to operate in advanced technical environments that may include: Visual Basic, C, C++, C#, Java, XML, Cold Fusion, ASP, .NET, Oracle, MS SQL, client/server, distributed web, and other source code requirements.	Bachelors	1
11	Software Engineer II	Works independently or under general direction. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, and documents software applications, programs, and databases. May be involved in related activities such as research and development and evaluation of commercial off-the-shelf (COTS) products. This skill is qualified to operate in advanced technical environments that may include: Visual Basic, C, C++, C#, Java, XML, Cold Fusion, ASP, .NET, Oracle, MS SQL, client/server, distributed web, and other source code requirements.	Bachelors	2

CLIN	GSA Title	Functional Responsibilities	Minimum Education	Minimum Experience
12	Software Engineer	Works independently or under general direction. Formulates/defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, and documents software applications, programs, and databases. May be involved in related activities such as research and development and evaluation of commercial off-the-shelf (COTS) products. This skill is qualified to operate in advanced technical environments that may include: Visual Basic, C, C++, C#, Java, XML, Cold Fusion, ASP,	Bachelors	2
13	Senior Software Engineer	Plans, directs, and monitors the work of team members. Formulates/defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, and documents software applications, programs, and databases. May be involved in related activities such as research and development and evaluation of commercial off-the-shelf (COTS) products. This skill is qualified to operate in advanced technical environments that may include: Visual Basic, C, C++, C#, Java, XML, Cold Fusion, ASP, .NET, Oracle, MS SQL, client/server, distributed web, and other source code requirements. May act as project leader.	Bachelors	5
14	System Architect	Plans, directs, and monitors the work of team members. Formulates/defines system scope and objectives. Analyzes, designs, and develops complex software algorithms and systems. Prepares detailed specifications from which programs will be written. This skill is qualified to operate in advanced technical environments that may include: Visual Basic, C, C++, C#, Java, XML, Cold Fusion, ASP, .NET, Oracle, MS SQL, client/server, distributed web, and other source code requirements. May act as project leader.	Bachelors	10
15	Systems Analyst I	Provides supervised support for routine activities, according to established procedures or instructions. Assists with the analysis and evaluation of existing or proposed processes, applications, systems, or software. Assists with analysis and evaluation throughout the process, application, system, or software development life-cycle which includes, but is not limited to: requirements, design, acquisition, development, integration, installation/deployment, performance tuning, testing, quality assurance, or training. Assists with document development/preparation at various stages of a project life-cycle (e.g., planning through implementation) to detail analysis results and solution recommendations. May facilitate meetings such as joint application development (JAD) sessions to support the analysis process. May serve as a liaison between functional and technical specialists. Uses basic elements of methodologies, modeling/estimating techniques, tools, applications, systems, software, or databases to perform assigned tasks.	Bachelors	1

CLIN	GSA Title	Functional Responsibilities	Minimum Education	Minimum Experience
16	Systems Analyst	Provides supervised support for routine activities, according to established procedures or instructions. Assists with the analysis and evaluation of existing or proposed processes, applications, systems, or software. Assists with project planning, scope, control, management, tracking, or review. Assists with analysis and evaluation throughout the process, application, system, or software development life-cycle which includes, but is not limited to: planning, requirements, design, acquisition, development, integration, installation/deployment, performance tuning, testing, quality assurance, or training. Assists with document development/preparation at various stages of a project life-cycle (e.g., planning through implementation) to detail analysis results and solution recommendations. May facilitate meetings such as joint application development (JAD) sessions to support the analysis process. May serve as a liaison between functional and technical specialists. Uses basic elements of methodologies, modeling/estimating techniques, tools, applications, systems, software, or databases to perform assigned tasks.	Bachelors	2
17	Systems Analyst III	Provides minimally supervised support for difficult analysis and evaluation assignments. Performs analysis and evaluation of existing or proposed processes, applications, systems, or software. Performs project planning, scope, control, management, tracking, or review. Performs analysis and evaluation throughout the process, application, system, or software development life-cycle which includes, but is not limited to: planning, requirements, design, acquisition, development, integration, installation/deployment, performance tuning, testing, quality assurance, or training. Performs, or may direct, document development/preparation at various stages of a project life-cycle (e.g., planning through implementation) to detail analysis results and solution recommendations. Facilitates meetings such as joint application development (JAD) sessions to support the analysis process. Serves as a liaison between functional and technical specialists. Uses methodologies, modeling/estimating techniques, tools, applications, systems, software, or databases at advanced levels to perform assigned tasks. Provides staff supervision or management.	Bachelors	3

CLIN	GSA Title	Functional Responsibilities	Minimum Education	Minimum Experience
18	Senior Systems Analyst	Provides minimally supervised support for difficult analysis and evaluation assignments. Performs analysis and evaluation of existing or proposed processes, applications, systems, or software. Performs, and/or may direct, project planning, scope, control, management, tracking, or review. Performs analysis and evaluation throughout the process, application, system, or software development life-cycle which includes, but is not limited to: planning, requirements, design, acquisition, development, integration, installation/deployment, performance tuning, testing, quality assurance, or training. Performs, or may direct, document development/preparation at various stages of a project life-cycle (e.g., planning through implementation) to detail analysis results and solution recommendations. Facilitates meetings such as joint application development (JAD) sessions to support the analysis process. Serves as a liaison between functional and technical specialists. Uses methodologies, modeling/estimating techniques, tools, applications, systems, software, or databases at advanced levels to perform assigned tasks. Provides staff supervision or management.	Bachelors	5
19	Network Engineer	Develops and maintains Local Area Network and web enabled systems. Detects, analyzes, and resolves networking issues with both hardware and software installations and configurations. Monitors task status and provides recommendations to alleviate discrepancies.	High School	8
20	Senior Network Engineer	Provides supervision and guidance to other network engineers. Assigns, instructs, and reviews the integration, testing, and implementation work of other network engineers. Provides guidance in areas of formulating requirements, analyzing project proposals, recommending optimum approaches, and developing designs. Develops and maintains Local Area Network and web enabled systems. Detects, analyzes, and resolves networking issues with both hardware and software installations and configurations. Monitors task status and provides recommendations to alleviate discrepancies.	High School	10
21	Certified Software Developer	Specializes in software development using a particular language or development tool. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, and documents software applications, programs, and databases. May be involved in related activities such as research and development and evaluation of commercial off-the-shelf (COTS) products. This skill is qualified to operate in advanced technical environments that may include: Visual Basic, C, C++, C#, Java, XML, Cold Fusion, ASP. Passed certification exams for software developers, which may include exams for: Microsoft MCSD or Macromedia Certified Developer.	Bachelors	2

CLIN	GSA Title	Functional Responsibilities	Minimum Education	Minimum Experience
22	Certified Database Administrator	Specializes in database administration, development, and support for a particular database system. Controls the design, development, use, and configuration of large database systems. Controls access to databases and assures the safekeeping of the databases. Monitors database usage and develops standards, procedures, and conventions for use. Is responsible for backups, recoveries, and optimizations of database systems. Passed certification exams for database administrators, which may include exams for: Microsoft MCDBA or Oracle DBA.	Bachelors	2
23	Domain Expert	Provides expert consultative support to a functional technical area of the project. Develops solutions to complex problems. Works closely with the information technologists to identify the best technological solution for the technical issues. Leads project personnel in analyzing, designing, and implementing the domain specific technical/functional solutions of their expertise.	Bachelors	5
24	Product Expert	Provides expert consultative support for a specific product or application for the project. Develops solutions to complex problems. Works closely with the information technologists to identify the best technological solution for the technical issues. Leads project personnel in analyzing, designing, and implementing solutions utilizing the specific product or application of their expertise.	Bachelors	5
25	Project Manager I	Supports or Manages the day-to-day operations of the project and interfaces with the client regarding project issues. Assists in preparing estimates and work plans based on past experiences with similar projects. Prepares and delivers project status reports and communications to the client. Resolves project staffing and planning issues and manages company staff assigned to the project. Directs the completion of the project tasks within applicable estimated time frames and budget constraints. Reviews project deliverables and work products for completeness and adherence to requirements. Normally manages small teams of five or less or works as a task lead on a larger team.	Bachelors	1
26	Project Manager	Manages the day-to-day operations of the project and interfaces with the client regarding project issues. Prepares estimates and work plans based on past experiences with similar projects. Prepares and delivers project status reports and communications to the client. Resolves project staffing and planning issues and manages company staff assigned to the project. Directs the completion of the project tasks within applicable estimated time frames and budget constraints. Reviews project deliverables and work products for completeness and adherence to requirements. Normally manages small teams of five or less.	Bachelors	2

CLIN	GSA Title	Functional Responsibilities	Minimum Education	Minimum Experience
27	Senior Project Manager	Manages the day-to-day operations of the project and interfaces with the client regarding project issues. Prepares estimates and work plans based on past experiences with similar projects. Prepares and delivers project status reports and communications to the client. Resolves project staffing and planning issues and manages company staff assigned to the project. Directs the completion of the project tasks within applicable estimated time frames and budget constraints. Reviews project deliverables and work products for completeness and adherence to requirements. Normally manages large teams.	Bachelors	5
28	Program Manager	Provides the primary interface with client management regarding strategic program/project issues. Ensures projects are completed within applicable estimated time frames and budget constraints. Provides QA review of all key project deliverables and ensures work products are complete and adhere to client standards. Delivers presentations and leads strategic level client meetings. Participates in project status and steering committee meetings.	Bachelors	10
29	Database Administrator I	Develops, implements, administers, and maintains policies and procedures for ensuring the security and integrity of the company database. Implements data models, database designs, data access and table maintenance codes. Resolves database performance and capacity issues, and replication and other distributed data issues. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a manager.	Bachelors	4
30	Help Desk I	Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks and monitors the problem to ensure a timely resolution. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor.	High School	1
31	Help Desk II	Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks and monitors the problem to ensure a timely resolution. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager.	High School	3

CLIN	GSA Title	Functional Responsibilities	Minimum Education	Minimum Experience
32	Help Desk III	Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a supervisor or manager. A wide degree of creativity and latitude is expected.	High School	4
33	Help Desk Manager I	Supervises the day-to-day operations of the help desk. Identifies, researches, and resolves complex technical problems. Creates and manages escalation procedures and ensures service levels are maintained. Documents, tracks, and monitors problems to ensure resolution in a timely manner. Is considered a working supervisor with little authority for personnel actions. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.	Bachelors	5
34	Help Desk Manager II	Manages a team of support personnel who troubleshoot IT issues. Implements policies and procedures regarding how problems are identified, received, documented, distributed, and corrected. Ensures maximum issue resolutions in minimum time. Evaluates new information systems products or services and suggests changes to existing products or services to better aide the end user. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to head of a unit/department.	Bachelors	7
35	Network Engineer I	Assists in the development and maintenance of network communications. Uses knowledge of LAN/WAN systems to help design and install internal and external networks. Tests and evaluates network systems to eliminate problems and make improvements. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on experience, and judgment to perform the functions of the job. Works under general supervision. Typically reports to a supervisor.	Bachelors	1

CLIN	GSA Title	Functional Responsibilities	Minimum Education	Minimum Experience
36	Training Specialist	Designs and conducts company training programs. Monitors and reports the effectiveness of training on employees during the orientation period and for career development. May be involved in initial plan design and existing plan enhancements. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. May report directly to an executive or head of a unit/department. A wide degree of creativity and latitude is expected.	Bachelors	3
37	Lead Developer	Codes software applications to adhere to designs supporting internal business requirements or external customers. Standardizes the quality assurance procedure for software. Oversees testing and develops fixes. Has knowledge of standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude required. Typically reports to a project leader or manager.	Bachelors	7
38	Subject Matter Expert III	Works independently under general guidelines or objectives. Possesses demonstrated advanced technical and managerial skills; fully knowledgeable and experienced in all aspects of a program or functional area. Applicable functional areas include systems engineering, network engineering, acquisition management, business process reengineering, specialty engineering (e.g., communications, systems safety, quality assurance, test and evaluation, human factors, reliability and maintainability, systems security etc.), organizational planning, financial management, acquisition logistics, configuration and data information systems, and support or program management. Manages large, complex systems acquisition projects or major functional areas. Plans, develops or supports programs/projects. Establishes objectives and requirements. Adapts and applies applicable technical, administrative, financial and business processes and procedures. Develops budgets. Develops program/project standards and schedules. Monitors outside resources. Coordinates and reviews work of assigned staff. Reviews/oversees the preparation of all related documentation. Chairs reviews, technical interchange meetings, etc. Directly participates and coordinates with the highest echelons and authority on all aspects pertinent to the successful implementation of the program or functional area. Employs a high degree of creativity, foresight and mature judgment to plan, organize and guide complex programs for which approaches and precedents may be unclear or nonexistent. Performs other related duties as assigned.	Masters	10

**\*\*NOTE\*\*** Experience can be substituted for education on a ratio of one year's experience for one year of college.

**5. SIN 54151HEAL HEALTH IT LABOR CATEGORY DESCRIPTIONS**

Line Item	GSA Title	Functional Responsibility	Educational Requirements	Minimum / General Experience and Years of Experience
1	<b>Health IT Consultant I</b>	A Health IT Consultant I provide analytical and program support, and is focused on high performance work. A Health IT Consultant I typically contribute to the functional and technical specifications for development of a discrete project deliverable of moderate complexity. A Health IT Consultant I also complete assigned engagement tasks within the project scope and budget, while meeting deliverable requirements. Serves as a key analytical resource on engagement team. Assumes responsibility for conducting relevant research, distilling data, and creating reports. Actively engages consulting tools and methodologies to meet project objectives and complete program management activities. Maintains responsibility for quality assurance practices and fostering completion and accuracy of system documentation. A Health IT Consultant I may also participate in organizational assessments, and performance measures and indicators.	B.A. or B.S.	10
2	<b>Health IT Consultant II</b>	Researches and analyzes basic and complex issues surrounding the processes and systems of an organization. Makes recommendations surrounding improving processes, efficiency and practices. Designs, develops, implements and maintains business solutions. Works with main clients and project and business leaders to identify analytical requirements. Communicates changes and may provide training to impacted business units. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.	B.A. or B.S.	8
3	<b>Health IT Consultant III</b>	Researches and analyzes basic and complex issues surrounding the processes and systems of an organization. Makes recommendations surrounding improving processes, efficiency and practices. Simulates and tests process improvements. Communicates changes and may provide training to impacted business units. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals.	B.A. or B.S.	6

Line Item	GSA Title	Functional Responsibility	Educational Requirements	Minimum / General Experience and Years of Experience
		Performs a variety of tasks to include systems analysis and programming. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to top management.		
4	<b>Health IT Consultant IV</b>	Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support an organization's application systems. Consults with users to identify current operating procedures and to clarify program objectives. May be expected to write documentation to describe program development, logic, coding, and corrections. Writes manual for users to describe installation and operating procedures. Communicates changes and may provide training to impacted business units. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks to include systems analysis and programming. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to top management.	B.A. or B.S.	4
5	<b>Health IT Consultant V</b>	Reviews, analyzes, and evaluates business systems and user needs. Documents requirements, defines scope and objectives, and formulates systems to parallel overall business strategies. Researches and analyzes basic and complex issues surrounding the processes and systems of an organization. Makes recommendations surrounding improving processes, efficiency and practices. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a manager.	B.A. or B.S.	2

**\*\*NOTE\*\*** Experience can be substituted for education on a ratio of one year's experience for one year of college.

**6. SIN 54151S LABOR CATEGORY PRICING**

Line Item	Labor Category	Year 1	Year 2	Year 3	Year 4	Year 5
1	Web Developer I	\$77.90	\$80.23	\$82.64	\$85.12	\$87.67
2	Web Developer II	\$88.35	\$91.00	\$93.73	\$96.54	\$99.44
3	Web Developer	\$100.69	\$103.72	\$106.83	\$110.03	\$113.33
4	Senior Web Developer	\$116.84	\$120.35	\$123.96	\$127.68	\$131.51
5	Web Designer I	\$73.15	\$75.34	\$77.60	\$79.93	\$82.33
6	Web Designer II	\$106.39	\$109.59	\$112.88	\$116.27	\$119.76
7	Web Content Editor	\$67.45	\$69.47	\$71.55	\$73.70	\$75.91
8	Graphics Developer	\$60.80	\$62.62	\$64.50	\$66.44	\$68.43
9	Senior Graphics Developer	\$87.40	\$90.02	\$92.72	\$95.50	\$98.37
10	Associate Software Engineer	\$99.74	\$102.74	\$105.82	\$108.99	\$112.26
11	Software Engineer II	\$111.14	\$114.48	\$117.91	\$121.45	\$125.09
12	Software Engineer	\$139.64	\$143.83	\$148.14	\$152.58	\$157.16
13	Senior Software Engineer	\$150.09	\$154.59	\$159.23	\$164.01	\$168.93
14	System Architect	\$166.24	\$171.23	\$176.37	\$181.66	\$187.11
15	Systems Analyst I	\$104.49	\$107.63	\$110.86	\$114.19	\$117.62
16	Systems Analyst	\$118.74	\$122.31	\$125.98	\$129.76	\$133.65
17	Systems Analyst III	\$123.49	\$127.20	\$131.02	\$134.95	\$139.00
18	Senior Systems Analyst	\$137.74	\$141.87	\$146.13	\$150.51	\$155.03
19	Network Engineer	\$121.59	\$125.24	\$129.00	\$132.87	\$136.86
20	Senior Network Engineer	\$130.14	\$134.05	\$138.07	\$142.21	\$146.48
21	Certified Software Developer	\$132.99	\$136.98	\$141.09	\$145.32	\$149.68
22	Certified Database Administrator	\$138.69	\$142.85	\$147.14	\$151.55	\$156.10
23	Domain Expert	\$166.24	\$171.23	\$176.37	\$181.66	\$187.11
24	Product Expert	\$154.84	\$159.49	\$164.27	\$169.20	\$174.28
25	Project Manager I	\$115.89	\$119.37	\$122.95	\$126.64	\$130.44
26	Project Manager	\$137.74	\$141.87	\$146.13	\$150.51	\$155.03
27	Senior Project Manager	\$150.09	\$154.59	\$159.23	\$164.01	\$168.93
28	Program Manager	\$166.24	\$171.23	\$176.37	\$181.66	\$187.11

Line Item	Labor Category	Year 1	Year 2	Year 3	Year 4	Year 5
29	Database Administrator I	\$65.55	\$67.51	\$69.54	\$71.63	\$73.78
30	Help Desk I	\$50.00	\$51.50	\$53.05	\$54.64	\$56.28
31	Help Desk II	\$60.00	\$61.80	\$63.65	\$65.56	\$67.53
32	Help Desk III	\$75.00	\$77.25	\$79.57	\$81.96	\$84.42
33	Help Desk Manager I	\$100.00	\$103.00	\$106.09	\$109.27	\$112.55
34	Help Desk Manager II	\$115.00	\$118.45	\$122.00	\$125.66	\$129.43
35	Network Engineer I	\$85.00	\$87.55	\$90.18	\$92.89	\$95.68
36	Training Specialist	\$75.00	\$77.25	\$79.57	\$81.96	\$84.42
37	Lead Developer	\$200.00	\$206.00	\$212.18	\$218.55	\$225.11
38	Subject Matter Expert III	\$210.00	\$216.30	\$222.79	\$229.47	\$236.35

**7. SIN 54151HEAL LABOR CATEGORY PRICING**

Line Item	Labor Category	Year 1	Year 2	Year 3	Year 4	Year 5
1	Health IT Consultant I	\$230.00	\$236.90	\$244.01	\$251.33	\$258.87
2	Health IT Consultant II	\$200.00	\$206.00	\$212.18	\$218.55	\$225.11
3	Health IT Consultant III	\$190.00	\$195.70	\$201.57	\$207.62	\$213.85
4	Health IT Consultant IV	\$180.00	\$185.40	\$190.96	\$196.69	\$202.59
5	Health IT Consultant V	\$140.00	\$144.20	\$148.53	\$152.99	\$157.58