Federal Supply Service
Authorized Federal Supply Schedule Price List

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Schedule Title:  Multiple Award Schedule (MAS 99)
FSC Group, Part, and Section or Standard Industrial Group (as applicable): Class 70
FSC Class(es)/Product code(s) and/or Service Codes (as applicable):

FSC/PSC Class D301 IT AND TELECOM- FACILITY OPERATION AND MAINTENANCE
• Facility Management
FSC/PSC Class D302 IT AND TELECOM- SYSTEMS DEVELOPMENT
• Systems Development Services
FSC/PSC Class D306 IT AND TELECOM- SYSTEMS ANALYSIS
• Systems Analysis Services
FSC/PSC Class D307 IT AND TELECOM- IT STRATEGY AND ARCHITECTURE
• Automated Information Systems Services
FSC/PSC Class D308 IT AND TELECOM- PROGRAMMING
• Programming Services
FSC/PSC Class D310 IT AND TELECOM- CYBER SECURITY AND DATA BACKUP
• Backup and Security Services
FSC/PSC Class D311 IT AND TELECOM- DATA CONVERSION
• Data Conversion Services
FSC/PSC Class D316 IT AND TELECOM- TELECOMMUNICATIONS NETWORK MANAGEMENT
• IT Network Management Services
FSC/PSC Class D317 IT AND TELECOM- WEB-BASED SUBSCRIPTION
• Creation/Retrieval of IT Related Data Services
• Creation/Retrieval of Other Information Services
• Creation/Retrieval of IT Related Automated News Services
FSC/PSC Class D399 IT AND TELECOM- OTHER IT AND TELECOMMUNICATIONS
• Other Information Technology Services, Not Elsewhere Classified

Contract number: 47QTCA19D006A
For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.

Contract period: 02/21/2019 through 02/20/2024
Pricing Current through Modification # A812 Dated 3/10/2020

EM Key Solutions, Inc.
803 3rd Avenue S., Tierra Verde, FL, 33715-2224
Phone: 540-287-7126
Contract Administrator: Michael S. Snyder, CEO (mike@emkeysolutions.com)
Service Disabled Veteran Owned Small Business
**CUSTOMER INFORMATION:**

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

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*The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the indicated (***) SCA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e. nationwide).*

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:

**Labor Categories Under SIN 54151S Information Technology Professional Services**

**Sr. Program Manager**

**Functional Responsibility:** Serves as senior manager an independently organizing, directing, and managing large information technology contract operation support functions, involving multiple, complex, and inter-related project tasks. Manages teams of contract support personnel at multiple locations. Maintains and manages the client interface at the senior levels of the client organization. Meets with customer and contractor personnel to formulate and review task plans and deliverable items. Ensures conformance with program task schedules and costs.

**Required Experience:** Five years experience in managing large complex projects including at least 25 persons in subordinate groups in diverse locations with demonstrated capability in the overall management of contracts of similar type or complexity. Plus, an additional six years of progressively responsible leadership/PM experience in a Government contracting environment.

**Required Education:** Bachelor’s degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise.

**Program Manager**

**Functional Responsibility:** Organizes, directs, and manages large contract information technology operation support functions, involving multiple, complex, and inter-related project tasks. Manages teams of contract support personnel at multiple locations. Maintains and manages the client interface at the senior levels of the client organization. Meets with customer and contractor personnel to formulate and review task plans and deliverable items. Ensures conformance with program task schedules and costs.

**Required Experience:** Two years experience in managing large complex projects including at least 25 persons in subordinate groups in diverse locations with demonstrated capability in the overall management of contracts of similar type or complexity. Plus, an additional four years of progressively responsible leadership/PM experience in a Government contracting environment.

**Required Education:** Bachelor’s degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the bachelor’s degree.
Project Manager

**Functional Responsibility:** Leads team on projects or significant segment of large information technology complex projects. Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components. Provides applications systems analysis and programming activities for a Government site, facility or multiple locations. Prepares long and short-range plans for application selection, systems development, systems maintenance, and production activities and for necessary support resources. Oversees all aspects of projects.

**Required Experience:** Four years experience including complete project development from inception to deployment with a demonstrated ability to provide guidance and direction in tasks of similar scope and complexity.

**Required Education:** Bachelor’s degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the bachelor’s degree.

Task Manager

**Functional Responsibility:** Serves as the central point of information technology contact for a delivery/task order and interfaces with the Government’s Technical Representative. Establishes and enforces procedures to assure that the task is performed in accordance with applicable standards, quality requirements, estimated costs, and schedules. Coordinates development, quality assurance, configuration management, documentation support, software maintenance, and daily supervision of subordinates. Prepares reports and delivers briefings on the status of task assignments to contract management personnel and technical points of contact. Reviews work of subordinates, resolves discrepancies, prioritizes work, and accommodates changes.

**Required Experience:** Three years experience including complete project development from inception to deployment with a demonstrated ability to provide guidance and direction in tasks of similar scope and complexity.

**Required Education:** Bachelor’s degree in a recognized technical, engineering, scientific, managerial, business, or other related discipline. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the bachelor’s degree.

Project Scheduler

**Functional Responsibility:** Supports the program manager or project manager in completing project schedules and coordinating flow of information across the team. Make arrangement for task completion based on specifications of the project manager. Suggest strategies for achieving task goals to the project manager. Make the arrangement for task documentation on the recommendation and specification of the project manager and ensure that specifications are met.

**Required Experience:** Two years experience including complete project development from inception to deployment with a demonstrated ability to provide guidance and direction in tasks of similar scope and complexity.

**Required Education:** Associate Degree in computer science, information systems, mathematics, engineering, business or related field. An additional two years of experience may be substitute for the degree requirement.

Project Control Specialist II

**Functional Responsibility:** Supports the Project Manager or Program manager in development and monitoring of all financial management and administrative activities, such as budgeting, manpower and resource planning and financial reporting related to information technology projects. Performs evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues, which would require a report and recommend solutions. Supports the Project Manager or Program Manager in developing work breakdown structure.

**Required Experience:** One-year experience in the development and implementation of project management tools. Experience in the use state-of-the-art tools and methods (e.g. Microsoft Project,
Project Scheduler) to control cost, schedule, and technical conduct of projects of similar scope and complexity.

**Required Education:** Bachelor’s degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the bachelor’s degree.

**Subject Matter Expert I**

**Functional Responsibility:** Performs complex analysis and/or using specialized skills in support of information technology systems engineering, development, or integration for programs, such as the development of preliminary and detailed functional analysis, design, code development, technical architecture or other services required for ADP systems. Subject matter functional expertise provided for information technology projects includes areas such as information technology disciplines, inventory management, logistics, provisioning, maintenance, transportation, personnel, financial management, and administration.

**Required Experience:** Five years applied experience in specific area of expertise including functional experience with relevant processes and ADP systems.

**Required Education:** Bachelor’s degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the bachelor’s degree.

**Subject Matter Expert II**

**Functional Responsibility:** Performs complex analysis and/or using specialized skills in support of systems information technology engineering, development, or integration for programs, such as the development of preliminary and detailed functional analysis, design, code development, technical architecture or other services required for ADP systems. Subject matter functional expertise provided for information technology projects includes areas such as information technology disciplines, inventory management, supply, provisioning, maintenance, transportation, personnel, financial management, and administration. Introduces innovative approaches and methodologies for processes and support systems. May provide leadership to small teams of functional or technical personnel.

**Required Experience:** Seven years applied experience in specific area of expertise including functional experience with relevant processes and ADP systems.

**Required Education:** Bachelor’s degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

**Subject Matter Expert III**

**Functional Responsibility:** Performs complex analysis and/or using specialized skills in support of information technology systems engineering, development, or integration for programs, such as the development of preliminary and detailed functional analysis, design, code development, technical architecture or other services required for ADP systems. Subject matter functional expertise provided for information technology projects includes areas such as information technology disciplines, inventory management, supply, provisioning, maintenance, transportation, personnel, financial management, and administration. Introduces innovative approaches and methodologies for processes and support systems. May provide leadership to large teams of functional or technical personnel.

**Required Experience:** Nine years applied experience in specific area of expertise including functional experience with relevant processes and ADP systems.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.
Subject Matter Expert IV

Functional Responsibility: Performs complex analysis and/or using specialized skills in support of information technology systems engineering, development, or integration for programs, such as the development of preliminary and detailed functional analysis, design, code development, technical architecture or other services required for ADP systems. Subject matter functional expertise provided for information technology projects includes areas such as information technology disciplines, inventory management, supply, provisioning, maintenance, transportation, personnel, financial management, and administration. Introduces innovative approaches and methodologies for processes and support systems. May provide leadership to large teams of functional or technical personnel.

Required Experience: Ten years applied experience in specific area of expertise including functional experience with relevant processes and ADP systems.

Required Education: Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

Subject Matter Expert V

Functional Responsibility: Performs complex analysis and/or using specialized skills in support of information technology systems engineering, development, or integration for programs, such as the development of preliminary and detailed functional analysis, design, code development, technical architecture or other services required for ADP systems. Subject matter functional expertise provided for information technology projects includes areas such as information technology disciplines, inventory management, supply, provisioning, maintenance, transportation, personnel, financial management, and administration. Introduces innovative approaches and methodologies for processes and support systems. May provide leadership to large teams of functional or technical personnel.

Required Experience: Twelve years applied experience in specific area of expertise including functional experience with relevant processes and ADP systems.

Required Education: Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

Quality Manager

Functional Responsibility: Provides development of project Software Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the information technology contracts. Provides an independent assessment of how the project’s software development process is being implemented relative to the defined process and recommends methods to optimize the organization's process. May be responsible for all activities involving quality assurance and compliance with applicable regulatory requirements. Conducts audits and reviews/analyzes data and documentation. Develops and implements procedures and test plans for assuring quality in a system development environment which supports large databases and applications.

Required Experience: Four years experience including the development and implementation of quality assurance programs for projects and tasks of similar scope and complexity.

Required Education: Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

Quality Assurance Specialist

Functional Responsibility: Serves as the focal point for maintaining the quality of contract deliverables. Develops plans and guidelines for quality assurance, instructs project staff in the principles of quality management and the specifics of quality programs for projects and tasks, and works with project leadership to implement quality assurance procedures. Leads independent quality review teams for project and task deliverables and prepares reports and delivers briefings on the quality status of deliverables.
Required Experience: Two years experience including the development and implementation of quality assurance programs for projects and tasks of similar scope and complexity.

Required Education: Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

Quality Assurance Analyst

Functional Responsibility: Supports maintaining the quality of contract deliverables. Develops plans and guidelines for quality assurance, instructs project staff in the principles of quality management and the specifics of quality programs for projects and tasks, and works with project leadership to implement quality assurance procedures. Leads independent quality review teams for project and task deliverables and prepares reports and delivers briefings on the quality status of deliverables.

Required Experience: One-year related experience that provides the candidate with the ability to provide development and implementation of quality assurance programs for projects and tasks of similar scope and complexity.

Required Education: Associate Degree in computer science, information systems, mathematics, engineering, business or related field. An additional two years of experience may be substitute for the degree requirement.

Security Engineer

Functional Responsibility: Implements, tests and operates advanced software security techniques in compliance with technical reference architecture. Perform on-going security testing and code review to improve software security. Troubleshoot and debug issues that arise. Provide engineering designs for new software solutions to help mitigate security vulnerabilities. Contribute to all levels of the architecture. Maintain technical documentation. Consult team members on secure coding practices. Develop a familiarity with new tools and best practices.

Required Experience: Four years experience performing the duties described above.

Required Education: Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

Senior Information Assurance/Security Specialist

Functional Responsibility: Develops and implements assurance/security standards and procedures. Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customers’ requirements. Identifies, reports, and resolves security violations. 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 information system architectures. Analyzes and defines security requirements for computer systems which may include mainframes, workstations, and personal computers. Provides integration and implementation of the computer system security solution. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. Ensures that all systems are functional and secure.

Required Experience: Six years experience including the development and implementation of information assurance/security programs for projects and tasks of similar scope and complexity.

Required Education: Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

Enterprise Architect

Functional Responsibility: Provides high-level architectural expertise to managers and technical staff. Develops architectural products and deliverables for the enterprise and operational business lines in
Software
Senior Systems Software

client/server solutions
system andinfrastructure models.

(ISO)
experience

Program

and

Functional Experience:

be

requirements,

business,

Operational

Improves

corrective action. Provide daily supervision and direction to staff.

Functional Experience:

Functional Education:


Education:


Degree.


Degree.


Degree.


Engineering.


Design


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and procedures. Obtains and licenses software by obtaining required information from vendors; recommending purchases; testing and approving products. Provides information by collecting, analyzing, and summarizing development and service issues. Develops software solutions by studying information needs; conferring with users; studying systems flow, data usage, and work processes; investigating problem areas; following the software development lifecycle.

**Required Experience:** Four years experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

**Principal Database Systems Administrator**

**Functional Responsibilities:** Applies current technology in providing MIS solutions. Provides highly technical expertise in providing business application solutions. Must have a comprehensive understanding of hardware/software and communication environments such as: client/server technology, host/mainframe technology, IS, and related peripheral equipment. Specifies proper types of files organization, indexing methods, and security procedures. Advises contractor project teams on the design of complex databases (e.g., schema and subschema details). Defines specialized aspects of user's database administrator documentation. Performs detailed comparisons of various data base systems. Provides expertise in data storage systems. Develops backup and archival policies and procedures. Configures storage systems software to meet requirements. Performs administration tasks (installing, maintaining, monitoring, recovering, rebuilding, upgrading, patching and performance tuning). Implements software solutions for performance enhancement, operator interface, and increased user capability.

**Required Experience:** Six years experience in a complex, distributed, heterogeneous computing environments, which may involve different types of hardware platforms, operating systems applications, database systems and network environments. Two years specific experience as a Data Base Systems Administrator on the target system.

**Required Education:** Bachelors Degree in computer science, information systems management, mathematics, engineering, or related scientific field. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

**Senior Database Specialist**

**Functional Responsibility:** Provides all activities related to the administration of computerized information databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., SQL). Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design.

**Required Experience:** Eight years experience in logical and physical database design; four years experience writing structure software; and four years experience in structured analysis and design.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelor’s Degree.

**Database Specialist**

**Functional Responsibility:** Provides all activities related to the administration of computerized information databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains
databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., SQL). Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design.

**Required Experience:** Six years experience in logical and physical database design; three years experience writing structure software; and three years experience in structured analysis and design.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

**Senior Systems Analyst**

**Functional Responsibility:** Applies knowledge of computer science principles, automated data processing functions, and software languages to develop solutions to user requirements. Provides direction on complex application problems involving all phases of system analysis to provide resolution. Assists users, functional and technical activity personnel in the application, definition, and design. Oversees and performs the gathering, analysis, and synthesis of information for system definition. Supports the development of test plans, test descriptions, and test procedures and reviews results to ensure compliance with specifications. Develops and maintains user support documentation. Analyzes software maintenance requirements including trouble report and change proposal analysis. Proposes economical and efficient solutions as part of developing ADP solutions to user requirements. Acts as team leader, providing guidance to junior level staff.

**Required Experience:** Four years experience in ADP systems analysis, design, and or maintenance. Experience shall include a broad band range of assignments in technical tasks directly related to contracts in the studies and analysis area of responsibility.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

**Systems Analyst**

**Functional Responsibility:** Applies knowledge of computer science principles, automated data processing functions, and software languages to develop solutions to user requirements. Provides direction on complex application problems involving all phases of system analysis to provide resolution. Assists users, functional and technical activity personnel in the application, definition, and design. Oversees and performs the gathering, analysis, and synthesis of information for system definition. Supports the development of test plans, test descriptions, and test procedures and reviews results to ensure compliance with specifications. Develops and maintains user support documentation. Analyzes software maintenance requirements including trouble report and change proposal analysis. Proposes economical and efficient solutions as part of developing ADP solutions to user requirements. Acts as team leader, providing guidance to junior level staff.

**Required Experience:** Two years experience in ADP systems analysis, design, and or maintenance. Experience shall include a broad band range of assignments in technical tasks directly related to contracts in the studies and analysis area of responsibility.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.
**Senior Software Engineer**

**Functional Responsibility:** Applies senior development experience and ability to lead or direct of team of software engineers developing and maintaining operating systems, applications software, database packages, compilers, assemblers, utility programs and other highly complex system software requirements. Modifies and creates special purpose software and ensure systems efficiency and integrity. Analyzes systems requirements and design specifications. Develops block diagrams and logic flow charts. Translates detailed systems designs into executable software. Tests, debugs, and refines software to produce the required product. Prepares required documentation, including project plans and software program documentation. Designs, modifies, develops and implements software systems and applications. Also, coordinates work teams. Provides technical support to project team members. May provide consultation on complex projects and is considered to be the top-level contributor/specialist. Typically reports to an executive or a manager.

**Required Experience:** Six years technical experience demonstrating expertise in a variety of the field’s concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. A wide degree of creativity and latitude is expected.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

**Software Engineer**

**Functional Responsibility:** Applies demonstrated experience and ability in developing and maintaining operating systems, applications software, database packages, compilers, assemblers, utility programs and other highly complex system software requirements. Modifies and creates special purpose software and ensure systems efficiency and integrity. Analyzes systems requirements and design specifications. Develops block diagrams and logic flow charts. Translates detailed systems designs into executable software. Tests, debugs, and refines software to produce the required product. Prepares required documentation, including project plans and software program documentation. Designs, modifies, develops and implements software systems and applications. Also, coordinates work teams. Provides technical support to project team members. May provide consultation on complex projects and is considered to be the top-level contributor/specialist. Typically reports to an executive or a manager.

**Required Experience:** Four years technical experience demonstrating expertise in a variety of the field’s concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. A wide degree of creativity and latitude is expected.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

**Senior Application Programmer**

**Functional Responsibility:** Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and
enhancements. Acts as team leader on projects. Instructs, assigns, directs, and checks the work of other software developers on development team. Participates in development of software user manuals.

**Required Experience:** Six years experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

**Application Programmer**

**Functional Responsibility:** Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Acts as team leader on projects. Instructs, assigns, directs, and checks the work of other software developers on development team. Participates in development of software user manuals.

**Required Experience:** Three years experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

**Web Designer**

**Functional Responsibility:** 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-effects elements. Contributes to the design group's efforts to enhance the look and feel of the organization’s online offerings. Designs the website to support the organization’s strategies and goals relative to external communications.

**Required Experience:** Four years experience performing the functions described above

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

**Senior Configuration Management Specialist**

**Functional Responsibility:** Provides configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software.

**Required Experience:** Six years experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

**Configuration Management Specialist**

**Functional Responsibility:** Perform duties related to change, release, and build management for projects. Identify errors in the build and release process; recommend improvements. Create and maintain documentation for tools used to support configuration management.

**Required Experience:** Two years experience performing the functions described above.
**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

**Network Manager**

**Functional Responsibility:** Provides technical guidance for directing and monitoring systems operations. Designs, builds, and implements network systems. Directs compilation of records and reports concerning network operations and maintenance. Troubleshoots network performance issues. Analyzes network traffic and provides capacity planning solutions. Monitors and responds to complex technical control facility hardware and software problems. Interfaces with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Manages the purchase, testing, installation, and support of network communications, including LAN/MAN/WAN systems. Performs system-level design and configuration of products including determination of hardware, OS, and other platform specifications. Performs a variety of systems engineering tasks and activities that are broad in nature and are concerned with major systems design, integration, and implementation, including personnel, hardware, software, budgetary, and support facilities and/or equipment. Provides assistance and oversight for all systems operations activities, including computer and telecommunications/communications operations, data entry, data control, LAN/MAN/WAN administration and operations support, operating systems programming, system security policy procedures, and/or web strategy and operations. Provides input to policy level discussions regarding standards and budget constraints. Supervises all personnel engaged in the operation and support of network facilities, including all communications equipment on various platforms in large scale or multi-shift operations. Supervises complex operations that involve two or more additional functions such as, but not limited to, network operations, systems security, systems software support, and production support activities. Utilizes software and hardware tools and identifies and diagnoses complex problems and factors affecting network performance.

**Required Experience:** Six years experience in planning, designing and analyzing data or telecommunications networks. Demonstrated knowledge of Ethernet, FDDI and a working knowledge of operating systems and protocols such as Novell, NT, UNIX, VINES and TCP/IP. Must have experience with network analysis/management tools and techniques and be familiar with PC’s in a client/server environment. Must be familiar with IT technology and long distance and local carrier management.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

**Senior Network Engineer**

**Functional Responsibility:** Provides technical guidance for directing and monitoring systems operations. Designs, builds, and implements network systems. Directs compilation of records and reports concerning network operations and maintenance. Troubleshoots network performance issues. Analyzes network traffic and provides capacity planning solutions. Monitors and responds to complex technical control facility hardware and software problems. Interfaces with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Manages the purchase, testing, installation, and support of network communications, including LAN/MAN/WAN systems. Performs system-level design and configuration of products including determination of hardware, OS, and other platform specifications. Performs a variety of systems engineering tasks and activities that are broad in nature and are concerned with major systems design, integration, and implementation, including personnel, hardware, software, budgetary, and support facilities and/or equipment. Provides assistance and oversight for all systems operations activities, including computer and telecommunications/communications operations, data entry, data control, LAN/MAN/WAN administration and operations support, operating systems programming, system security policy procedures, and/or web strategy and operations. Provides input to policy level discussions regarding standards and budget constraints. Supervises all personnel engaged in the operation and support of network facilities, including all communications equipment on various platforms in large scale or multi-shift operations. Supervises complex operations that involve two or more additional functions such as, but not limited to, network operations, systems security, systems software support, and production support activities. Utilizes
software and hardware tools and identifies and diagnoses complex problems and factors affecting network performance.

**Required Experience:** Four years experience in planning, designing and analyzing data or telecommunications networks. Demonstrated knowledge of Ethernet, FDDI and a working knowledge of operating systems and protocols such as Novell, NT, UNIX, VINES and TCP/IP. Must have experience with network analysis/management tools and techniques and be familiar with PC’s in a client/server environment. Must be familiar with IT technology and long distance and local carrier management.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

**Systems Engineer**

**Functional Responsibility:** Provides analysis related to the design, development, and integration of hardware, software, man-machine interfaces and all system level requirements to provide an integrated IT solution. Develops integrated system test requirement, strategies, devices and systems. Directs overall system level testing.

**Required Experience:** Four years experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

**Senior Test Specialist**

**Functional Responsibility:** Evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware IT applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

**Required Experience:** Four years experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

**Test Specialist**

**Functional Responsibility:** Evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware IT applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

**Required Experience:** Two years experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.
Test Analyst

Functional Responsibility: Evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware IT applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

Required Experience: One year experience performing the functions described above.

Required Education: Associate Bachelors Degree in computer science, information systems, mathematics, engineering, business or related field. An additional two years of experience may be substitute for the degree requirement.

Training Specialist

Functional Responsibility: Applies understanding of information technology systems and assesses, designs, and conceptualizes training scenarios, approaches, objectives, plans, tools, aids, curriculums, and other state of the art technologies related to training and behavioral studies. Identifies the best approach training requirements to include, but not limited to hardware, software, simulations, course assessment and refreshment, assessment centers, oral examinations, interviews, computer assisted and adaptive testing, behavior-based assessment and performance, and team and unit assessment and measurement. Develops and revises training courses. Prepares training catalogs and course materials. Trains personnel by conducting formal classroom courses, workshops, and seminars.

Required Experience: Two years experience performing the functions described above.

Required Education: Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

Technical Writer/Editor

Functional Responsibility: Using experienced understanding of information technology, writes and/or edits a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. Coordinates the display of graphics and the production of the document. Ensures content is of high quality and conforms to standards.

Required Experience: Four years experience in a position requiring development of structured written materials and visual aids.

Required Education: Bachelors degree in Business or related field. An additional two years of experience may be substitute for the degree requirement. An additional two years of experience may be substitute for the degree requirement.

Technical Writer

Functional Responsibility: Applies understanding of information technology and writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. Coordinates the display of graphics and the production of the document. Ensures content is of high quality and conforms to standards.

Required Experience: One year professional experience in a position requiring development of structured written materials and visual aids.

Required Education: Associate degree in Business or related field. An additional two years of experience may be substitute for the degree requirement.

Help Desk Analyst

Functional Responsibility: Provide phone, email, web, and in-person support to users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed under the contract. Serve as the first point of contact for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems.
Required Experience: One year related experience that provides the candidate the ability to perform problem resolution of systems, electronic commerce and web hosting is preferred. Requires user proficiency with PC hardware, standard software, and specialized applications, and effective oral and written communication skills to explain technical situations, present information, and provide training. Knowledge of the office suite and desktop applications required.

Required Education: Associate Degree in computer science, information systems, mathematics, engineering, business or related field. An additional two years of experience may be substitute for the degree requirement.

Labor Categories Under SIN 54151HEAL - Health Information Technology Services

Health IT Sr. Program Manager

Functional Responsibility: Senior manager who independently organizes, directs, and manages large health information technology contract operation support functions, involving multiple, complex, and inter-related project tasks. Manages teams of contract support personnel at multiple locations Maintains and manages the client interface at the senior levels of the client organization. Meets with customer and contractor personnel to formulate and review task plans and deliverable items. Ensures conformance with health information technology program task schedules and costs. Resources will apply industry standard practices for Health IT environments, apply concepts in computer science and information technology best practices to the management, completion for Health IT related deliverables, apply knowledge and experience conforming to Health IT specific requirements such as HIPAA and standard PHII restrictions

Required Experience: Five years’ experience in managing large complex projects including at least 25 persons in subordinate groups in diverse locations with demonstrated capability in the overall management of contracts of similar type or complexity. Plus, an additional five years of progressively responsible leadership/PM experience in a Government contracting environment.

Required Education: Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise.

Health IT Program Manager

Functional Responsibility: Organizes, directs, and manages large health information technology contract operation support functions, involving multiple, complex, and inter-related project tasks. Manages teams of contract support personnel at multiple locations Maintains and manages the client interface at the senior levels of the client organization. Meets with customer and contractor personnel to formulate and review task plans and deliverable items. Ensures conformance with health information technology program task schedules and costs. Resources will apply industry standard practices for Health IT environments, apply concepts in computer science and information technology best practices to the management, completion for Health IT related deliverables, apply knowledge and experience conforming to Health IT specific requirements such as HIPAA and standard PHII restrictions

Required Experience: Two years experience in managing large complex projects including at least 25 persons in subordinate groups in diverse locations with demonstrated capability in the overall management of contracts of similar type or complexity. Plus, an additional four years of progressively responsible leadership/PM experience in a Government contracting environment.

Required Education: Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

Health IT Project Manager

Functional Responsibility: Leads team on health information technology projects or significant segment of large complex health information technology projects. Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components. Provides applications systems analysis and programming activities for a Government site, facility or multiple locations. Prepares long and short-range plans for health information technology application selection, systems development, systems maintenance, and production activities
and for necessary support resources. Support deliverables Healthcare facilities and at multiple locations. Oversees all aspects of health IT related projects.

**Required Experience:** Four years experience including complete project development from inception to deployment with a demonstrated ability to provide guidance and direction in tasks of similar scope and complexity.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

**Health IT Program Analyst**

**Functional Responsibility:** Has knowledge in how to plan, analyze and evaluate the effectiveness of health information technology operating programs. Uses source data to evaluate the effectiveness of Health IT programs and Healthcare/business processes. Uses qualitative/quantitative analytical skills in comparison to Health IT industry standards to assess the effectiveness of the Health IT operations. Apply common Health IT industry applications and systems for the completion of Health IT deliverables.

**Required Experience:** One year experience in the development and implementation of project management tools. Experience in the use state-of-the-art tools and methods (e.g. Microsoft Project, Project Scheduler) to control cost, schedule, and technical conduct of projects of similar scope and complexity.

**Required Education:** Associate Bachelors Degree in computer science, information systems, mathematics, engineering or related field. An additional two years of experience may be substitute for the degree requirement.

**Health IT Project Control Specialist**

**Functional Responsibility:** Provides senior level support to the Project Manager or Program manager in development and monitoring of all financial management and administrative activities, such as budgeting, manpower and resource planning and financial reporting related to health information technology projects. Perform evaluations of existing procedures, processes, techniques, models, and/or Health IT systems related to management problems or contractual issues, which would require a report and recommend solutions. Supports the Project Manager or Program Manager in developing health IT work breakdown structure. Utilizes basic understanding of Health IT business processes to produce the support for the Health IT Program/Project Managers.

**Required Experience:** Three years of experience in the development and implementation of project management tools. Experience in the use state-of-the-art tools and methods (e.g. Microsoft Project, Project Scheduler) to control cost, schedule, and technical conduct of projects of similar scope and complexity.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

**Health IT Subject Matter Expert I**

**Functional Responsibility:** Performs complex analysis and/or using specialized skills in support of systems engineering, development, or integration for health information technology programs, such as the development of preliminary and detailed functional analysis, design, code development, technical architecture or other services required for health information technology ADP systems. Subject matter functional expertise provided includes areas such as information technology disciplines, inventory management, logistics, provisioning, maintenance, transportation, personnel, financial management, clinical support, nursing/healthcare delivery, specific medical practice or Health IT administration.

**Required Experience:** Five years applied experience in specific area of expertise including functional experience with relevant processes and ADP systems.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant
experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

**Health IT Subject Matter Expert II**

**Functional Responsibility:** Performs complex analysis and/or using specialized skills in support of systems engineering, development, or integration for health information technology programs, such as the development of preliminary and detailed functional analysis, design, code development, technical architecture or other services required for health information technology ADP systems. Subject matter functional expertise provided includes areas such as information technology disciplines, inventory management, logistics, provisioning, maintenance, transportation, personnel, financial management, clinical support, nursing/healthcare delivery, specific medical practice or Health IT administration. Introduces innovative approaches and methodologies for processes and support systems. May provide leadership to small Health IT teams of functional or technical personnel.

**Required Experience:** Seven years applied experience in specific area of expertise including functional experience with relevant processes and ADP systems.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

**Health IT Subject Matter Expert III**

**Functional Responsibility:** Performs complex analysis and/or using specialized skills in support of systems engineering, development, or integration for health information technology programs, such as the development of preliminary and detailed functional analysis, design, code development, technical architecture or other services required for health information technology ADP systems. Subject matter functional expertise provided includes areas such as information technology disciplines, inventory management, logistics, provisioning, maintenance, transportation, personnel, financial management, clinical support, nursing/healthcare delivery, specific medical practice or Health IT administration. Introduces innovative approaches and methodologies for processes and support systems. May provide leadership to large Health IT teams of functional or technical personnel.

**Required Experience:** Nine years applied experience in specific area of expertise including functional experience with relevant processes and ADP systems.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

**Health IT Subject Matter Expert IV**

**Functional Responsibility:** Performs complex analysis and/or using specialized skills in support of systems engineering, development, or integration for health information technology programs, such as the development of preliminary and detailed functional analysis, design, code development, technical architecture or other services required for health information technology ADP systems. Subject matter functional expertise provided includes areas such as information technology disciplines, inventory management, logistics, provisioning, maintenance, transportation, personnel, financial management, clinical support, nursing/healthcare delivery, specific medical practice or Health IT administration. Introduces innovative approaches and methodologies for processes and support systems. May provide leadership to large Health IT teams of functional or technical personnel.

**Required Experience:** Ten years applied experience in specific area of expertise including functional experience with relevant processes and ADP systems.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.
Health IT Subject Matter Expert V

**Functional Responsibility:** Performs complex analysis and/or using specialized skills in support of systems engineering, development, or integration for health information technology programs, such as the development of preliminary and detailed functional analysis, design, code development, technical architecture or other services required for health information technology ADP systems. Subject matter functional expertise provided includes areas such as information technology disciplines, inventory management, logistics, provisioning, maintenance, transportation, personnel, financial management, clinical support, nursing/healthcare delivery, specific medical practice or Health IT administration. Introduces innovative approaches and methodologies for processes and support systems. May provide leadership to large Health IT teams of functional or technical personnel.

**Required Experience:** Twelve years applied experience in specific area of expertise including functional experience with relevant processes and ADP systems.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

Health IT Quality Assurance Specialist

**Functional Responsibility:** Draft health information technology quality assurance policies and procedures. Interpret and implement quality assurance standards specific to Health IT industry standards. Devise sampling procedures and directions for recording and reporting quality health data. Review the implementation and efficiency of quality and inspection systems. Plan conduct and monitor testing and inspection of materials and products to ensure finished product quality. Document internal audits and other quality assurance activities. Investigate customer complaints and non-conformance issues. Collect and compile statistical quality data. Analyze data to identify areas for improvement in the quality system. Applies general experience working in Health IT environments, concepts in computer science and information technology best practices to the management and completion for Health IT related deliverables. Conforms to Health IT specific requirements such as HIPAA and standard PHII restrictions.

**Required Experience:** Two years’ experience including the development and implementation of quality assurance programs for projects and tasks of similar scope and complexity.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

Health IT Senior Business Analyst

**Functional Responsibility:** Acquires an understanding of health information technology needs and facilitates the negotiation of requirements amongst multiple health information technology stakeholders. Identifies the current and future state business processes. Assists the stakeholders in envisioning the future and how their work will need to change to support the future. Creating, analyzing, and validating detailed functional specifications. Facilitating design sessions with the implementation team to define the solution. Delivering elements of systems design, including data migration rules, business rules, wireframes, or other detailed deliverables. Application of common industry standard Healthcare delivery and knowledge of Health IT standards, processes, systems and applications.

**Experience:** Four years’ experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

Health IT Business Analyst

**Functional Responsibility:** Acquires an understanding of health information technology needs and facilitates the negotiation of requirements amongst multiple health information technology stakeholders. Identifies the current and future state business processes. Assists the stakeholders in envisioning the future and how their work will need to change to support the future. Creating, analyzing, and validating detailed functional specifications. Facilitating design sessions with the implementation team to define the
solution. Delivering elements of systems design, including data migration rules, business rules, wireframes, or other detailed deliverables. Application of common industry standard Healthcare delivery and knowledge of Health IT standards, processes, systems and applications.

**Experience:** Two years’ experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

**Health IT Senior Requirements Analyst**

**Functional Responsibility:** Applies a senior level understanding of health information technology needs and facilitates the negotiation of requirements amongst multiple health information technology stakeholders. Translates health information technology program requirements into testable objectives. Recommends test cycle, test plans, safety reviews, and detailed test objectives. Applies complex test methodologies and compensate for limitations and restrictions. Develops overall test strategy to include objectives, methodologies, analysis, and schedules. Independently assess system performance against stated requirements. Applies test discipline to design a thorough and executable test program. Spearheads analysis efforts to dissect output data, interface with the client, and provide clear results and recommendations. Application of common industry standard Healthcare delivery and knowledge of Health IT standards, processes, systems and applications.

**Experience:** Four years’ experience and must have detailed familiarity with test environments and operating procedures. Demonstrated experience and ability to supervise a team of test specialists and manage complex, state-of-the-art test programs. Ability to manage and work effectively with diverse organizations and personalities to execute a successful test program.

**Required Education:** Bachelor’s Degree in a related area or four (4) years work experience in specific field. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

**Health IT Requirements Analyst**

**Functional Responsibility:** Translates health information technology program requirements into testable objectives. Recommends test cycle, test plans, safety reviews, and detailed test objectives. Applies complex test methodologies and compensate for limitations and restrictions. Develops overall test strategy to include objectives, methodologies, analysis, and schedules. Independently assess system performance against stated requirements. Applies test discipline to design a thorough and executable test program. Spearheads analysis efforts to dissect output data, interface with the client, and provide clear results and recommendations. Application of common industry standard Healthcare delivery and knowledge of Health IT standards, processes, systems and applications.

**Experience:** Two years’ experience and must have detailed familiarity with test environments and operating procedures. Demonstrated experience and ability to supervise a team of test specialists and manage complex, state-of-the-art test programs. Ability to manage and work effectively with diverse organizations and personalities to execute a successful test program.

**Required Education:** Bachelor’s Degree in a related area or four (4) years work experience in specific field. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.
Health IT Principal Enterprise Architect

**Functional Responsibility:** Provides expert architectural expertise of health information technology systems to managers and technical staff. Develops architectural products and deliverables for the health information technology enterprise and operational business lines in accordance with the strategy and goals of the organization. Develops strategy of system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development in a Health IT environment. Sets standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, etc.). Advises of feasibility of potential future projects to management. Tracks current plans that will require health IT resources. Monitors and reviews the success of systems and ensures efficiency and effectiveness. Recommends future computer system technologies that will help in the improvement of business in the organization. Integrates IT solution systems for the business with the existing client systems. Will utilize standard concepts for designing and supporting the deployment for Health IT related Systems and Applications.

**Required Experience:** Six years experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise.

Health IT Software/System Integration Engineer

**Functional Responsibilities:** Determines operational feasibility by evaluating analysis, problem definition, requirements, solution development, and proposed health information technology solutions. Documents and demonstrates health information technology solutions by developing documentation, flowcharts, layouts, diagrams, charts, code comments and clear code. Prepares and installs solutions by determining and designing system specifications, standards, and programming. Improves operations by conducting systems analysis; recommending changes in policies and procedures. Obtains and licenses software by obtaining required information from vendors; recommending purchases; testing and approving products. Provides information by collecting, analyzing, and summarizing development and service issues. Develops health information technology software solutions by studying information needs; conferring with users; studying systems flow, data usage, and work processes; investigating problem areas; following the software development lifecycle. Apply standard concepts for Health IT network security protocols and data management.

**Required Experience:** Four years experience performing the functions described above.

**Required Education:** Bachelors Degree in computer science, information systems management, mathematics, engineering, or related scientific field. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

Health IT Senior Database Specialist

**Functional Responsibility:** Provides all activities related to the administration of computerized health information databases. Projects long-range requirements for database administration and design in conjunction with other managers in the health information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server and end user environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex health information technology databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., SQL). Will conform to current Health IT industry standards, code sets, security protocols and data performance metrics.
Performs database programming and supports systems design. Includes maintenance of database dictionaries i.e. ICD-9 and ICD-10, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design.

**Required Experience:** Six years experience in logical and physical database design; three years experience writing structure software; and three years experience in structured analysis and design.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

**Health IT Applications Developer**

**Functional Responsibility:** Designs, develops, enhances, debugs, and implements health information technology software. Troubleshoots production problems related to software applications. Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Acts as team leader on health information technology projects. Instructs, assigns, directs, and checks the work of other software developers on development team. Participates in development of software user manuals. Resources utilize general experience working in Health IT environments, concepts in computer science and information technology best practices to the management and completion for Health IT related deliverables. Conforms to Health IT specific requirements such as HIPAA and standard PHII restrictions.

**Required Experience:** Three years experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

**Health IT Senior SharePoint Developer**

**Functional Responsibility:** Leads design of health information SharePoint dashboards and portal based user requirements. Create a business performance / KPI dashboard in SharePoint with automated updates from relevant health information technology business systems. Implement workflows with SharePoint InfoPath. Lead the development capability to provide the project with fast and efficient software development services and manage the pipeline of SharePoint work. Lead/Provide input into architectural decisions on SharePoint platform improvements and Streamlining.

**Required Experience:** Six years experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

**Health IT SharePoint Developer**

**Functional Responsibility:** Builds and configures health information technology SharePoint websites using web UI or SharePoint Designer and develops code for SharePoint. Assists in
project development, defining technical requirements and developing solutions; on-going support for applications; and designing and customizing SharePoint solutions. Develops health information technology applications around the core concepts of business process management, collaboration, business intelligence or enterprise content management. Plans and implements software version upgrade releases; troubleshoots and debugs SharePoint sites.

**Required Experience:** Four years experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelor’s Degree.

**Health IT SharePoint Administrator**

**Functional Responsibility:** Builds and configures health information technology SharePoint websites using web UI or SharePoint Designer and develops code for SharePoint. Setup and configure SharePoint environments and backend SQL Database. Maintain all hardware consisting of: servers running Windows, MS SQL xx, and MS SharePoint xx including all patches and STIGS. Develops health information technology applications around the core concepts of business process management, collaboration, business intelligence or enterprise content management. Administer and manage SharePoint farm sites and sub-sites. Test the system to ensure the requirements have been satisfied. Monitor applications xx, event logs, and system health. Troubleshoot SharePoint related performance, configuration issues while collaborating with stakeholders. Implement SharePoint lists, libraries, web parts, workflows, sites/sub-sites, and SharePoint applications. Manage site permissions and set SharePoint policies and procedures.

**Required Experience:** Four years’ experience performing the functions described above.

**Required Education:** Bachelor’s Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associate’s Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelor’s Degree.

**Health IT Network Administrator**

**Functional Responsibility:** Support the installation, implementation, troubleshooting, and maintenance of agency wide-area networks (WANs) and local-area networks (LANs). Assist in designing and managing the WAN infrastructure and any processes related to the WAN. Provide Production Support of the Network, including: day-to-day operations, monitoring and problem resolution client Networks. Provide second level problem identification, diagnosis and resolution of problems. Support the dispatch of circuit and hardware vendors involved in the resolution process. Support the escalation and communication of status to agency management and internal customers. Possesses a working knowledge of various health information technology software systems and architectures, communications protocols: and network hardware devices. Will apply standard health IT practices when working with multiple Healthcare facilities, applications and medical IT resources which may include medical specific IT and Hardware.

**Required Experience:** Four years experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.
Health IT Test Manager

**Functional Responsibility:** Provides oversight and leadership and evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure health information technology system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware health IT applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

**Required Experience:** Five years experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

Health IT Test Engineer

**Functional Responsibility:** Provides oversight and leadership and evaluates, recommends, and implements automated test tools and strategies for health information technology systems. Designs, implements, and conducts test and evaluation procedures to ensure health information technology system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware health IT applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

**Required Experience:** Three years experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

Health IT Senior Test Specialist (Clinical)

**Functional Responsibility:** Provides senior level understanding to evaluate, recommend, and implement automated test tools and strategies for health information technology systems. Designs, implements, and conducts test and evaluation procedures to ensure health information technology system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware health IT applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

**Required Experience:** Two years experience performing testing functions.

**Required Education:** Bachelors Degree in clinical discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.
Health IT Test Specialist

Functional Responsibility: Evaluates, recommends, and implements automated test tools and strategies for health information technology systems. Designs, implements, and conducts test and evaluation procedures to ensure health information technology system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware health IT applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

Required Experience: Two years experience performing the functions described above.

Required Education: Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

Health IT Test Analyst

Functional Responsibility: Evaluate, recommend, and implement automated test tools and strategies for health information technology systems. Designs, implements, and conducts test and evaluation procedures to ensure health information technology system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware health IT applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

Required Experience: One year of related experience.

Required Education: Associates Degree in computer science, information systems, mathematics, engineering or related field. An additional two years of experience may be substitute for the degree requirement.

Health IT Senior Clinical Systems Trainer

Functional Responsibility: Assesses, designs, and conceptualizes health information technology training scenarios, approaches, objectives, plans, tools, aids, curriculums, and other state of the art technologies related to training and behavioral studies. Identifies the best approach training requirements to include, but not limited to hardware, software, simulations, course assessment and refreshment, assessment centers, oral examinations, interviews, computer assisted and adaptive testing, behavior-based assessment and performance, and team and unit assessment and measurement. Develops and revises health information technology training courses. Prepares training catalogs and course materials. Trains personnel by conducting formal classroom courses, workshops, and seminars. Application of common Health IT industry practices when supporting Clinical/Healthcare environments. Utilizes understanding of Health IT process and systems to produce Health IT training related deliverables.

Required Experience: Four years total experience performing the functions described above.

Required Education: Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.
Health IT Clinical Systems Trainer

**Functional Responsibility:** Assesses, designs, and conceptualizes health information technology training scenarios, approaches, objectives, plans, tools, aids, curriculums, and other state of the art technologies related to training and behavioral studies. Identifies the best approach training requirements to include, but not limited to hardware, software, simulations, course assessment and refreshment, assessment centers, oral examinations, interviews, computer assisted and adaptive testing, behavior-based assessment and performance, and team and unit assessment and measurement. Develops and revises health information technology training courses. Prepares training catalogs and course materials. Trains personnel by conducting formal classroom courses, workshops, and seminars. Application of common Health IT industry practices when supporting Clinical/Healthcare environments. Utilizes understanding of Health IT process and systems to produce Health IT training related deliverables.

**Required Experience:** Two years total experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

Health IT Help Desk Specialist

**Functional Responsibility:** Provide phone, email, web, and in-person support to users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of health information technology computer systems, and applications developed or deployed under the contract. Serve as the first point of contact for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems.

**Required Experience:** One-year experience in problem resolution of systems, electronic commerce and web hosting is preferred. Requires user proficiency with PC hardware, standard software, and specialized applications, and effective oral and written communication skills to explain technical situations, present information, and provide training. Knowledge of the office suite and desktop applications required.

**Required Education:** Associate Degree in computer science, information systems, mathematics, engineering, business or related field. An additional two years of experience may be substitute for the degree requirement.

2. Maximum order: $500,000.00 per SIN
3. Minimum order: $100.00
5. Point(s) of production (city, county, and State or foreign country): Tierra Verde, FL (Pinellas County), US
6. Discount from list prices or statement of net price: All prices contained herein are NET GSA prices
7. Quantity discounts: None
8. Prompt payment terms: Net 30 Days; "Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions."
9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold: Accepted
9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: Accepted
10. Foreign items (list items by country of origin): N/A
11a. Time of delivery: As Negotiated Between Contractor and Ordering Agency
11b. Expedited Delivery: Contact Contractor
11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Contact Contractor

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

12. F.O.B. point(s): Destination
13a. Ordering address(es): EM Key Solutions, Inc., 138 12th St E., Tierra Verde, FL, 33715-2209
13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.
14. Payment address(es): EM Key Solutions, Inc., 138 12th St E., Tierra Verde, FL, 33715-2209
15. Warranty provision: N/A
16. Export packing charges, if applicable: N/A
17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): N/A
18. Terms and conditions of rental, maintenance, and repair (if applicable): N/A
19. Terms and conditions of installation (if applicable): N/A
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): N/A
20a. Terms and conditions for any other services (if applicable): N/A
21. List of service and distribution points (if applicable): N/A
22. List of participating dealers (if applicable): N/A
23. Preventive maintenance (if applicable): N/A
24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): N/A
24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor’s website or other location.) The EIT standards can be found at: www.Section508.gov/
25. Data Universal Number System (DUNS) number: 080668269
26. Notification regarding registration in System for Award Management (SAM) database: System for Award Management (SAM) registration is active and current