MAS CONTRACT

AUTHORIZED FEDERAL PRICE LIST/CATALOG

Information Technology General Purpose Commercial Information Technology Equipment, Software and Services

DoT Certified Disadvantage Business Enterprise
Small Disadvantaged Business
Minority Owned Business

Delivery time: 2 Days

DUNS: 081082734
CAGE: 8IY28

Office: +1 732-838-4227
Direct: +1 732-955-1111
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valentine.a@RoyalAquarian.com
https://www.RoyalAquarian.com
AUTHORIZED
INFORMATION TECHNOLOGY SCHEDULE PRICELIST
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE AND SERVICES

Special Item No. 54151S: Information Technology Professional Services
Special Item No. 54151HEAL: Health Information Technology Services
Special Item No. OLM: Order Level Material

SPECIAL ITEM NUMBER 54151S
IT Facility Operation and Maintenance
IT Systems Development Services
IT Systems Analysis Services
Automated Information Systems Design and Integration Services
Programming Services
IT Backup and Security Services
IT Data Conversion Services
Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
IT Network Management Services
Creation/Retrieval of IT Related Automated News Services, Data Services, or
Other Information Services (All other information services belong under Schedule 70)
Other Information Technology Services, Not Elsewhere Classified

SPECIAL ITEM NUMBER 54151HEAL
Systems Development
Systems Analysis
IT Strategy and Architecture
Programming
Cyber Security and Data Backup
Data Conversion
Computer Aided Design/Computer
Telecommunications Network Management
Web-Based Subscription
Other IT and Telecommunications

ROYAL AQUARIAN CONSULTANCY, INC.
33 Wood Avenue South. Suite 600
Iselin, New Jersey 08830
+1 732 838 4227
http://RoyalAquarian.com

Contract Number: GS-35F372JA/ 47QTCA19D00A2
Period Covered by Contract: May 1, 2019 through April 30, 2024

General Services Administration
Federal Acquisition Service

Pricelist current through Modification #_______, date: May 1, 2019 through April 30, 2024
Products and ordering information in this Authorized Information Technology Schedule Pricelist are also available on the GSA Advantage! System (http://www.gsaadvantage.gov).

Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information for Ordering Activities</td>
<td>3</td>
</tr>
<tr>
<td>Terms and Conditions Applicable to Information Technology SIN 54151S</td>
<td>8</td>
</tr>
<tr>
<td>Special Item Number 54151S -Description of IT Professional Services SIN 54151S Pricing</td>
<td>14</td>
</tr>
<tr>
<td>Terms and Conditions Applicable to Information Technology SIN 54151HEAL</td>
<td>29</td>
</tr>
<tr>
<td>Special Item Number 54151HEAL -Description of IT Professional Services SIN 54151HEAL Pricing</td>
<td>33</td>
</tr>
<tr>
<td>Blanket Purchase Agreements (BPAs)</td>
<td>55</td>
</tr>
<tr>
<td>Basic Guideline for Using “Contractor Teaming Agreements”</td>
<td>58</td>
</tr>
</tbody>
</table>
INFORMATION FOR ORDERING ACTIVITIES
APPLICABLE TO SPECIAL ITEM NUMBERS 54151S & 54151HEAL

SPECIAL NOTICE TO AGENCIES: Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Acquisition Service. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micro-purchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ on-line shopping service (www.gsaadvantage.gov). The catalogs/pricelists, GSA Advantage!™ and the Federal Acquisition Service Home Page (www.gsa.gov/fas) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micro-purchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

1. GEOGRAPHIC SCOPE OF CONTRACT:

Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

Offerors are requested to check one of the following boxes:

[x] The Geographic Scope of Contract will be domestic and overseas delivery.
[  ] The Geographic Scope of Contract will be overseas delivery only.
[  ] The Geographic Scope of Contract will be domestic delivery only.

For Special Item Number 132-53 Wireless Services ONLY, if awarded, list the limited geographic coverage area:

________________________________________________________________________________________

2. CONTRACTOR’S ORDERING ADDRESS AND PAYMENT INFORMATION:

33 Wood Avenue South. Suite 600 Iselin, NJ 08830

Contractor must accept the credit card for payments equal to or less than the micro-purchase for oral or written orders under this contract. The Contractor and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold (See GSAR 552.232-79 Payment by Credit Card). In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance:

Telephone: +1 732 838 4227
email: Valentine.a@RoyalAquarian.com
When Authorized Dealers are allowed by the Contractor to bill ordering activities and accept payment, the order
and/or payment must be in the name of the Contractor, in care of the Authorized Dealer.

3. **LIABILITY FOR INJURY OR DAMAGE**

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

4. **STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279:**

   | Block 9: G. Order/Modification Under Federal Schedule Contract |
   | Block 16: Data Universal Numbering System (DUNS) Number: 081082734 |
   | Block 30: Type of Contractor: Small Disadvantaged Business |

4a. CAGE Code: 81Y28
4b. Contractor has has not registered with the Central Contractor Registration Database.

5. **FOB DESTINATION**

6. **DELIVERY SCHEDULE**

   a. **TIME OF DELIVERY:** The Contractor shall deliver to destination within the number of calendar days after receipt of
      order (ARO), as set forth below:

<table>
<thead>
<tr>
<th>SPECIAL ITEM NUMBER</th>
<th>DELIVERY TIME (Days ARO)</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>2 Days</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>2 Days</td>
</tr>
<tr>
<td>OLM</td>
<td>2 Days</td>
</tr>
</tbody>
</table>

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

7. **DISCOUNTS:** Prices shown are NET Prices; Basic Discounts have been deducted.
   a. Prompt Payment: 1% - 15 days from receipt of invoice or date of acceptance, whichever is later.
   b. Quantity: 1% discount for order greater than $100K for the quantity or volume discount
   c. Dollar Volume
   d. Government Educational Institutions

8. **TRADE AGREEMENTS ACT OF 1979, as amended:**

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

9. **STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING:**
10. **Small Requirements:** The minimum dollar value of orders to be issued is $200

11. **MAXIMUM ORDER (All dollar amounts are exclusive of any discount for prompt payment.)**
   a. The Maximum Order value for the following Special Item Numbers (SINs) is $500,000:

   Special Item Number 54151S - Information Technology Professional Services
   Special Item Number 5415HEAL - Health Information Technology Services

12. **ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS**

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

   a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
   b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

13. **FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS:**

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

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

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

14. **CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2003)**
(a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.

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

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

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

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

(f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor’s participation in such order may be restricted in accordance with FAR Part 9.5.

(g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency’s order.

(h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency’s order.

(i) Government-Furnished Property: As specified by the agency’s order, the Government may provide property, equipment, materials or resources as necessary.

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

(k) Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

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

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

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

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

17. PURCHASE OF OPEN MARKET ITEMS

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

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

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

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

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

1. Time of delivery/installation quotations for individual orders;
2. Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/service/software package submitted in response to requirements which result in orders under this schedule contract.
3. Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

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

19. OVERSEAS ACTIVITIES

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

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

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

21. CONTRACTOR TEAM ARRANGEMENTS

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

22. INSTALLATION, DEINSTALLATION, REINSTALLATION

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

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

23. SECTION 508 COMPLIANCE.

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following: http://RoyalAquarian.com

The EIT standard can be found at: www.Section508.gov/.

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.

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

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

(b) The following statement:

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

25. INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997)(FAR 52.228-5)

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

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

(1) For such period as the laws of the State in which this contract is to be performed prescribe; or
(2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

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

26. SOFTWARE INTEROPERABILITY.

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

27. ADVANCE PAYMENTS

A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)
TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)

****NOTE: All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately.

1. SCOPE
   a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
   b. The Contractor shall provide services at the Contractor’s facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES  I-FSS-60 Performance Incentives (April 2000)
   a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
   b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
   c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity’s mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

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

4. PERFORMANCE OF SERVICES
   a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
   b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
   c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
   d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.
5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

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

(1) Cancel the stop-work order; or

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

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

(1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

(2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

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

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

6. INSPECTION OF SERVICES


7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

All IT Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.
10. ORGANIZATIONAL CONFLICTS OF INTEREST
   a. Definitions.

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

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

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

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

11. INVOICES

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

12. PAYMENTS

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

   (a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
   (b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
      (1) The offeror;
      (2) Subcontractors; and/or
      (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

   Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.
14. INCIDENTAL SUPPORT COSTS
Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

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

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING
Royal Aquarian Consultancy, Inc.

General Services Administration (GSA) Schedule 70
Special Item No. 54151S Information Technology Profession Services
Royal Aquarian Consultancy, Inc.

Architect I

**Functional Responsibility:** Under general supervision, maintains and refines the Information technology enterprise systems architecture for clients that are evolving from the traditional stovepipe systems of the past to a more integrated implementation strategy. Interacts with senior and working-level staff to identify and detail components of the enterprise data architecture. Facilitates data modeling sessions using ERD notation to identify enterprise data objects and resolve issues among stakeholders. Evaluates analytically and systematically problems of workflow, organization, and planning and develops appropriate corrective action. Supports the governance process, as required, to facilitate resolution of issues related to the data architecture. Prepares reports, presentations, and reference material. Specialized experience includes: supervision of system architects; use of structured analysis; design methodologies and design tools (such as IDEF 1x, entity relationship diagrams, UML, and other design techniques); object-oriented principles; and experience with the logical, physical, functional, operational, and technical architecture of large and complex information systems. General experience includes increasing responsibilities in systems engineering.

**Minimum Experience:** 7 years
**Minimum Education:** Bachelor’s

Architect II

**Functional Responsibility:** Under limited supervision, maintains and refines the enterprise systems architecture for clients that are evolving from the traditional stovepipe systems of the past to a more integrated implementation strategy. Interacts with senior and working-level staff to identify and detail components of the enterprise data architecture. Facilitates data modeling sessions using ERD notation to identify enterprise data objects and resolve issues among stakeholders. Analytically and systematically evaluates problems of workflow, organization, and planning and develops appropriate corrective action. Supports the governance process, as required, to facilitate resolution of issues related to the data architecture. Prepares reports, presentations, and reference material. Specialized experience includes: supervision of system architects; use of structured analysis; design methodologies and design tools (such as IDEF 1x, entity relationship diagrams, UML, and other design techniques); object-oriented principles; and experience with the logical, physical, functional, operational, and technical architecture of large and complex information systems. General experience includes increasing responsibilities in systems engineering.

**Minimum Experience:** 10 years
**Minimum Education:** Bachelor’s

Architect Lead

**Functional Responsibility:** Maintains and refines the enterprise systems architecture for clients that are evolved from the traditional stovepipe systems of the past to a more integrated implementation strategy.

**Minimum Experience:** 15 years
**Minimum Education:** Master’s

Business Analyst III

**Functional Responsibility:** Acts as liaison between business areas and IT. Participates in research to evaluate business requirements, recommend solutions, and assist in problem resolution. Works with client to plan and initiate the project. Performs research, collection, and collation of data from studies. Performs assessments and projections, as part of the analysis process. Experienced with frequent use and application of technical standards, principals, and theories. Works under minimum supervision, providing solutions to technical problems of moderate scope and complexity.
Minimum Experience: 7 years  
Minimum Education: Bachelor’s

**Computer Systems Analyst**  
**Functional Responsibility:** Has demonstrated experience in software Quality Assurance (QA). Two years demonstrated expertise using a variety of applicable DBMSs, operating environments, and development languages. Supports a Senior Computer Systems Analyst on highly complex and diverse tasks. Performs systems analysis, design, programming, documentation, and implementation of applications.

Participates in all phases of software development with emphasis on the planning, analysis, testing, and acceptance phases. Applies standard business and data manipulation principles and methods to technical problems to arrive at automated solutions. Designs and prepares technical reports and related documentation, and charts and graphs to record results. Develops and designs software/database systems including client/server, multiple hardware platforms, and multiple software systems.

Minimum Experience: 5 years  
Minimum Education: Bachelor’s

**Configuration Management Specialist I**  
**Functional Responsibility:** Under direct supervision, assists in Configuration Management activities on specific projects. Should possess a minimal knowledge of Configuration Management disciplines, practices, and procedures. Should have a limited understanding of Configuration/Change Management and Data Management concepts. Hands-on experience with an automated CM tool(s)/process, such as ClearCase, ClearQuest, VSS, CruiseControl, and WIKI. Must possess excellent problem-solving skills. Must possess excellent organizational skills. Must have excellent written and oral communication skills. Must be able to produce accurate, neat, and thorough work assignment results. Must be a steady producer and meet job requirements. Must show initiative, enthusiasm, creativity, and resourcefulness in handling assignments. Must be dependable and able to meet standards and deadlines. Must be a team player and work well with others.

Minimum Experience: 1 year  
Minimum Education: Bachelor’s

**Configuration Management Specialist II**  
**Functional Responsibility:** Under general supervision, assists in Configuration Management activities on specific projects. Should possess a minimal knowledge of Configuration Management disciplines, practices, and procedures. Should have a limited understanding of Configuration/Change Management and Data Management concepts. Hands-on experience with an automated CM tool(s)/process, such as ClearCase, ClearQuest, VSS, CruiseControl, and WIKI. Must possess excellent problem-solving skills. Must possess excellent organizational skills. Must have excellent written and oral communication skills. Must be able to produce accurate, neat, and thorough work assignment results. Must be a steady producer and meet job requirements. Must show initiative, enthusiasm, creativity, and resourcefulness in handling assignments. Must be dependable and able to meet standards and deadlines. Must be a team player and work well with others.

Minimum Experience: 3 years  
Minimum Education: Bachelor’s

**Configuration Management Specialist III**  
**Functional Responsibility:** Under limited supervision, assists in Configuration Management activities on specific projects. Should possess a minimal knowledge of Configuration Management disciplines, practices, and procedures. Should have a limited understanding of Configuration/Change Management and Data Management concepts. Hands-on experience with an automated CM tool(s)/process, such as ClearCase, ClearQuest, VSS, CruiseControl, and WIKI. Must possess excellent problem-solving skills. Must possess excellent organizational skills. Must have excellent written and oral communication skills. Must be able to produce accurate, neat, and thorough work assignment results. Must be a steady producer and meet job requirements. Must show initiative, enthusiasm, creativity, and resourcefulness in handling assignments. Must be dependable and able to meet standards and deadlines. Must be a team player and work well with others.
Minimum Experience: 5 years
Minimum Education: Bachelor’s

COTS Programmer

Functional Responsibility: Under direct supervision, reviews, analyzes, and modifies programming of applications systems, including encoding, testing, debugging, and documenting programs. Ensures that programs can be integrated in the applications systems. Assists in solving problems with existing applications systems. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment. Typically reports to a project leader or manager.

Data Modeler

Functional Responsibility: Under general supervision, designs the logical data models for the target data stores. Collaborates with the solution architect and business intelligence architect to tailor the data architecture as needed for specific requests. Collaborates with the architect to tailor the models to meet specific data migration and cleansing needs. Designs standards for using normalized data structures, denormalized structures, and dimensional structures. Defines common design patterns for modeling various types of relationships. Defines the global dimensions that link various subject areas. Designs naming standards for all data model elements. Collaborates with the solution architect and business intelligence architect to translate the business requirements into a logical model. Has the ability to interact with all levels of an organization in a professional, diplomatic, and tactful manner. Works under direction of the technical lead.

Minimum Experience: 3 years
Minimum Education: Bachelor’s

Database Administrator I

Functional Responsibility: Under close supervision, responsible for all activities related to the administration, planning, and development of computerized databases. Additionally, responsible for the formulation and/or implementation of policies and procedures pertaining to database management, security maintenance, and utilization. Exercising independent judgment, consults with and advises database users relative to procedures, technical problems, priorities, and methodologies. Establishes procedures for operations of the database and database management system and ensures compliance. Collects data elements and prepares database specifications. Develops, maintains, and controls the data dictionary. Consults with programmers and users to develop test data to exercise the database and applications software. Participates in logical and physical database designs. Maintains control programs required for accessing databases. Maintains and refines/enhances the database, and modifies logical relationships, as necessary. Implements procedures for testing the backup and recovery procedures of automated systems and security and privacy of automated systems. Monitors performance statistics. Performs performance tuning. Prepares reports as required.

Minimum Experience: 1 year
Minimum Education: Bachelor’s

Database Administrator II

Functional Responsibility: Under general supervision, responsible for all activities related to the administration, planning, and development of computerized databases. Additionally, responsible for the formulation and/or implementation of policies and procedures pertaining to database management, security maintenance, and utilization. Exercising independent judgment, consults with and advises database users relative to procedures, technical problems, priorities, and methodologies. Establishes procedures for operations of the database and database management system and ensures compliance. Collects data elements and prepares database specifications. Develops, maintains, and controls the data dictionary. Implements procedures for testing the backup and recovery procedures of automated systems and security and privacy of automated systems. Monitors performance statistics. Performs performance tuning. Prepares reports as required.

Minimum Experience: 3 years
Minimum Education: Bachelor’s

Database Administrator III
**Royal Aquarian Consultancy, Inc.**

**Functional Responsibility:** Under minimal supervision, responsible for all activities related to the administration, planning, and development of computerized databases. Additionally, responsible for the formulation and/or implementation of policies and procedures pertaining to database management, security maintenance, and utilization. Exercising independent judgment, consults with and advises database users relative to procedures, technical problems, priorities, and methodologies. Establishes procedures for operations of the database and database management system and ensures compliance. Collects data elements and prepares database specifications. Develops, maintains, and controls the data dictionary. Consults with programmers and users to develop test data to exercise the database and applications software. Participates in logical and physical database designs. Maintains control programs required for accessing databases. Maintains and refines/enhances the database, and modifies logical relationships, as necessary. Implements procedures for testing the backup and recovery procedures of automated systems and security and privacy of automated systems. Monitors performance statistics. Performs performance tuning. Prepares reports as required.

**Minimum Experience:** 4 years  
**Minimum Education:** Bachelor’s

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**Database Administrator IV**  
**Functional Responsibility:** Under limited supervision, responsible for all activities related to the administration, planning, and development of computerized databases. Additionally, responsible for the formulation and/or implementation of policies and procedures pertaining to database management, security maintenance, and utilization. Exercising independent judgment, consults with and advises database users relative to procedures, technical problems, priorities, and methodologies. Establishes procedures for operations of the database and database management system and ensures compliance. Collects data elements and prepares database specifications. Develops, maintains, and controls the data dictionary. Consults with programmers and users to develop test data to exercise the database and applications software. Participates in logical and physical database designs. Maintains control programs required for accessing databases. Maintains and refines/enhances the database, and modifies logical relationships, as necessary. Implements procedures for testing the backup and recovery procedures of automated systems and security and privacy of automated systems. Monitors performance statistics. Performs performance tuning. Prepares reports as required.

**Minimum Experience:** 6 years  
**Minimum Education:** Bachelor’s

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**Database Manager**  
**Functional Responsibility:** Responsible for all activities related to the administration, planning, and development of computerized databases. Assigns personnel to various projects and directs activities, reviews work, and prepares performance reports. Consults with users to determine requirements and provides guidance as to database design. Projects long range requirements for database administration and user needs. Additionally, responsible for the formulation and/or implementation of policies and procedures pertaining to database management, security maintenance, and utilization. Exercising independent judgment, consults with and advises database users relative to procedures, technical problems, priorities, and methodologies. Establishes procedures for operations of the database and database management system and ensures compliance. Collects data elements and prepares database specifications. Develops, maintains, and controls the data dictionary. Consults with programmers and users to develop test data to exercise the database and software applications. Participates in logical and physical database designs. Maintains control programs required for accessing databases. Maintains and refines/enhances the database, and modifies logical relationships, as necessary. Implements procedures for testing the backup and recovery procedures of automated systems and security and privacy of automated systems. Monitors performance statistics. Performs performance tuning. Prepares reports as required.

**Minimum Experience:** 5 years  
**Minimum Education:** Bachelor’s

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**Development Manager**  
**Functional Responsibility:** Establishes and maintains the overall software architecture and standards established on the project. Provides senior-level programmer/technical expertise to all development team members. Ensures consistency of programming and
documentation across all subsystems and functions. Provides development status and metrics. Establishes and maintains development schedule. Establishes and maintains the development processes. Establishes and enforces naming conventions and standards for development. Monitors code reviews and unit testing. Plans and monitors performance test activities on the project. Identifies risks and issues and performs analysis of proposed solutions for impact and cost. Participates in CCB meetings, and is prepared to present technical changes on behalf of the team and discuss impacts on scope, schedule, and cost. Participates as a senior member of the project team in all appropriate scheduled and ad hoc meetings. Hires new associates and releases them when not required for the project. Performs appraisals leading to promotions and incentives based on performance reviews. Mentors, directs, and trains team members, and provides timely feedback on their performance. Responsible for leave authorization and approval of timesheets of the direct reports. Responsible for final approval of delivery expectations for projects. Directs subordinate employees to ensure that the approved plans and processes are adhered to, in accordance with the organization's goals and objectives.

**Minimum Experience:** 7 years  
**Minimum Education:** Bachelor’s

**EDI Lead**  
**Functional Responsibility:** Directs/Manages/Supervises the electronic data interchange (EDI) operations within the organization and in relation to customers, suppliers, or other EDI connections. May manage the areas of EDI system selection, implementation, and maintenance. Collaborates with customers, clients, or suppliers to ensure that EDI systems are compatible and capable of performing business needs.

**Minimum Experience:** 7 years  
**Minimum Education:** Bachelor’s

**EDI Support Specialist Level I**  
**Functional Responsibility:** Monitors and maintains electronic data interchange (EDI) systems and transactions to ensure proper function and accuracy. Conducts analysis of EDI transactions and prepares documentation and reports. Responds to issues related to EDI orders, invoices, claims, or other transactions. Provides technical support during and after implementation for EDI applications.

**Minimum Experience:** 2 years  
**Minimum Education:** Bachelor’s

**EDI Support Specialist Level II**  
**Functional Responsibility:** Coordinates with the clients and the internal team to help resolve the tickets raised by the electronic data interchange (EDI) trading partners. Coordinates with EDI trading partners to perform transaction tests (as required) and resolve all EDI transaction issues according to specification. Provides support for EDI transactions, including 834, 999, TA1s, and 820. Communicates with external parties via email/phone to provide support related to EDI activities/issues. Engages, supports, and coordinates with the issuers to submit their EDI Onboarding registration forms. Proactively contributes, offers recommendations, and identifies risks and solutions for various support related activities. Gathers, consolidates, and refines data to publish executive, operational, and management level reporting and analysis.

**Minimum Experience:** 2 years  
**Minimum Education:** Bachelor’s

**Information Systems Analyst**  
**Functional Responsibility:** Codes, tests, and debugs applications software from system specifications in at least one computer language. Assignments are at the routine or procedure level. Monitors computer workload and performance. Documents and reports specification problems and ambiguities through the code, test, and debug cycle to supervisor. Performs production runs for systems requiring programmer operation or when operator staff limitation requires. This may involve data entry tasks. Utilizes operating system programs (utilities/editors) to create and maintain applications program files.
Minimum Experience: 3 years

**IT Senior Consultant**

**Functional Responsibility:** Provides administrative and technical support in a wide range of expertise including: assisting in the installation and support of network infrastructure, server hardware, and software platforms. Provides technical assistance and support for incoming queries and issues related to computer systems, software, and hardware. Makes recommendations for improvements in Enterprise Computing Systems. Maintains daily performance of computer/server systems. Resolves technical problems with Local Area Networks (LAN), printers, desktops, and other systems. Assists in the planning, development, and deployment of network and server hardware and software platforms that enhance organizational efficiency and capabilities.

Minimum Experience: 6 years
Minimum Education: Bachelor’s

**IT Support Specialist**

**Functional Responsibility:** Provides administrative and technical support in a wide range of expertise including: assisting in the installation and support of network infrastructure, server hardware, and software platforms. Creates and administers various user accounts and provides leadership to entry level staff. Provides technical assistance and support for incoming queries and issues related to computer systems, software, and hardware. Makes recommendations for improvements in Enterprise Computing Systems. Maintains daily performance of computer/server systems. Resolves technical problems with Local Area Networks (LAN), printers, desktops, and other systems. Consults with Department Management, including end users, about system(s) design, enhancements, and ongoing maintenance. Assists in the planning, development, and deployment of network and server hardware and software platforms that enhance organizational efficiency and capabilities.

Minimum Experience: 4 years
Minimum Education: Bachelor’s

**Network Administrator**

**Functional Responsibility:** Under general supervision, maintains and/or modifies complex facility hardware and/or software as required to ensure system availability and functionality. Ensures systems backup is scheduled and accomplished for major systems in accordance with that schedule.

Minimum Experience: 1 year
Minimum Education: Bachelor’s

**Network Engineer**

**Functional Responsibility:** Under minimal supervision, provides a full range of network systems engineering support services, including but not limited to analyzing and optimizing network architecture and performance; installing and configuring bridges, routers, hubs, gateways, and other network devices for optimal performance; and supporting connectivity to other networks and facilities.

**NOC Manager**

**Functional Responsibility:** Provides Tier I and II level monitoring of the health and status of the production network elements and applications, including routers, firewalls, managed switches, and Windows-, Solaris-, and Linux-based servers. In addition provides facilities monitoring. Supervises all people, processes, SLAs, and schedules. Ensures that all NOC personnel are properly trained, and shifts are covered. Makes sure required reports are accurately assembled and distributed to appropriate people in a timely manner. Oversees 24/7 monitoring of all production environments, servers, network devices, databases, and applications with assistance of leads (generally available and proprietary if required); necessitates the ability to respond proactively to all fault and performance events and alerts; and assist junior and senior engineers.

Minimum Experience: 10 years
Minimum Education: Bachelor’s
NOC Specialist I

**Functional Responsibility:** Maintains and tracks issues with the network. Provides mostly Tier I support from the NOC. Monitors alarms and open tickets, tracks issues, runs reports, and generally follows written procedures to perform daily activity. Under direct supervision, reactively monitors the network. Responds to all events and alerts in any of the monitoring systems. Follows a written procedure to report, record, and escalate issues per the guidelines. Performs scheduled maintenance. Fields cases from client services, customers, development, other operations teams, and NOC team members. Generally, receives no instruction on routine work and general instructions on new assignments.

**Minimum Experience:** 1 year  
**Minimum Education:** Associate’s

NOC Specialist II

**Functional Responsibility:** Has strong Tier I and Tier II level network support experience, including emergency maintenance, day-to-day tracking, and resolution from Tier I/II support, documentation, and prioritizing. Position requires an NOC Engineer to interface with internal and external customers and vendors to provide support, communicate and escalate issues, and manage the Service Level Agreement (SLA). Under general supervision, monitors applications, device availability, network conditions and status, system reliability and performance, service and program maintenance, and storage resources for NOC and customer systems. Assists in documenting systems configuration and upgrade procedures. Responsible for obtaining quotes for any related hardware and software necessary for the network and operations and making purchase order if necessary. Assists in documenting NOC-related work instructions, network records, and circuit records by interfacing with program managers, customers, field personnel, and management. Generally, receives no instruction on routine work and general instructions on new assignments.

**Minimum Experience:** 3 years  
**Minimum Education:** Associate’s

Performance Engineer

**Functional Responsibility:** Designs, configures, and runs performance tests; collects performance data; profiles the code; designs architecture and code changes to improve performance; implements code changes; or works with other developers to implement changes, as appropriate. Works with the Development, Engineering, DBA, and Operations teams to analyze application features and their impact on the performance of the overall application stack. Must be able to engage early in the SDLC in order to influence product design. Must be able to work independently to define highly relevant test cases and be able to execute the tests along with providing accurate analysis on the test results. Should be able to certify performance of the application and provide recommendation if required. Generally receives no instruction on routine work or general instructions on new assignments.

**Minimum Experience:** 7 years  
**Minimum Education:** Bachelor’s

Program Director

**Functional Responsibility:** Plans and develops methods and procedures for implementing an IT program, directs and coordinates IT program activities, and exercises control over personnel responsible for specific functions or phases of an IT program. Regularly exercises independent judgment, as well as a high level of analytical skill, in solving complex and unusual technical, administrative, and managerial problems. Directs and coordinates personnel (or through subordinate managerial personnel), and oversees activities concerned with implementation and objectives of an IT program. Reviews reports and records of activities to ensure progress is being accomplished toward specified IT program objectives and modifies or changes methodology as required to redirect activities and attain objectives. Prepares IT program reports. Directs multiple Information technology (IT) technical staff including Help Desk Specialists, Information Assurance Specialists, Configuration Management Specialists, Enterprise Architects, SharePoint Developers, Database Administrators, Network Specialists, Systems Engineers, Applications Systems Analysts, and Training Specialists. Serves as the main point of contact with direct responsibility for the overall performance of the contract and management of all contractor personnel. Plans the entire program across scope, schedule, resources, risk, quality, etc., and monitoring the ongoing execution of these areas. Ensures that contract requirements, deliverables and service levels are met. Provide technical, schedule, and financial reports in order to show progress to the customer. Responsible for implementation of the Quality Control Plan (QCP).
Minimum Experience: 10 years  
Minimum Education: Bachelor’s

Program Manager  
**Functional Responsibility:** Performs complex functional activities of the IT project by providing management and technical direction to IT project personnel. Regularly exercises independent judgment, as well as a high level of analytical skill, in solving complex and unusual technical, administrative, and managerial problems. Directly manages the IT Project staff and provides task assignments to the team and coordinates IT program review meetings. Maintains and manages the client interface at the senior levels of the client organization. Manages a master IT project schedule. Develops, maintains, and implements a Program Management Plan that guides the performance of all functional activities performed on the IT program. Ensures that all teams are staffed adequately and appropriately with qualified personnel. Provides a Monthly Status Report.  
Minimum Experience: 8 years  
Minimum Education: Bachelor’s

Programmer I  
**Functional Responsibility:** Under general supervision, codes, tests, debugs, documents, and installs both new programs/technologies and changes to existing programs/technologies of simple nature. Writes structured application/interface code from specifications conforming to established methodology and standards. Conducts unit tests of either new or modified applications/interfaces. Participates in code reviews to represent reviewed work for adherence to standards and specifications. Writes or revises program documentation, operations documentation, and programmer guides in accordance with standards.  
Minimum Experience: 3 years  
Minimum Education: Bachelor’s

Programmer II  
**Functional Responsibility:** Under minimal supervision, codes, debugs, tests, documents, and installs both new programs/technologies and changes to existing programs/technologies of a medium-to-complex nature. Writes structured application/interface code from specifications conforming to established methodology and standards. Conducts unit tests of either new or modified applications/interfaces. Participates in code reviews to represent reviewed work for adherence to standards and specifications. Writes or revises program documentation, operations documentation, and programmer guides in accordance with standards.  
Minimum Experience: 5 years  
Minimum Education: Bachelor’s

Programmer III  
**Functional Responsibility:** Under limited supervision, designs, develops, codes, tests, debugs, documents, and installs both new programs/technologies and changes to existing programs/technologies of a very complex nature. Writes structured application/interface code from specifications conforming to established methodology and standards. Conducts unit tests of either new or modified applications/interfaces. Participates in code reviews to represent reviewed work for adherence to standards and specifications. Writes or revises program documentation, operations documentation, and user guides in accordance with standards.  
Minimum Experience: 6 years  
Minimum Education: Bachelor’s

Project Manager  
**Functional Responsibility:** Performs non-routine functional activities of an IT project by providing management and technical direction to IT project personnel. Exercises independent judgment, as well as a high level of analytical skill, in solving non-routine technical, administrative, and managerial problems. Responsible for all aspects of IT project performance, and assists in the overall direction of all IT project level activities and personnel. Involves in the management of scope, requirements, time, cost, quality, human resources, communications, and risk, procurement and integration activities. Responsible for preparing detailed project
plans using appropriate tools. Develop detailed IT project schedules, IT project estimates, resource plans and status reports. Track key IT project milestones and adjust IT project plans and/or resources to meet needs of customers. Reports on IT project progress throughout the project lifecycle. Identify, gain allocation and coordination of IT project team resources. Obtain business and IT sponsor approvals. Conduct regular status meetings to review IT project activities, priorities and expectation, issue escalations issues and changes.

**Minimum Experience:** 5 years  
**Minimum Education:** Bachelor’s

**Quality Assurance Analyst**  
**Functional Responsibility:** Under limited supervision, provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness and adherence to the design concept and to user standards; review of program documentation to assure government standards/requirements are adhered to; and review of progress in accordance with schedules. Coordinates with the PM and/or Quality Assurance Manager (QAM) to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives.

**Minimum Experience:** 4 years  
**Minimum Education:** Bachelor’s

**Requirements Analyst**  
**Functional Responsibility:** Analyzes information requirements. Evaluates analytically and systematically problems of workflow, organization, and planning and develops appropriate corrective action. Applies business process improvement practices to reengineer methodologies/principles and business process modernization projects. As appropriate, applies activity and data modeling, transaction flow analysis, internal control and risk analysis, and modern business methods and performance measurement techniques. Assists in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement opportunities consistent with the configuration information management guiding principles, cost savings, and open architecture objectives.

**Minimum Experience:** 5 years  
**Minimum Education:** Bachelor’s

**SAN Engineer**  
**Functional Responsibility:** Provides storage area network (SAN) and storage technology design, installation, and support experience in recent marketable storage technologies. Assists in the designs, evaluation, implementation and maintenance of SANs and storage systems across all customer platforms. Selects the products to be used; designs the solution; completes design and build documentation; and installs, configures, and tests the solution. Supports the acquisition of hardware, software, and subcontractor services. Troubleshoots and resolves operational problems.

**Minimum Experience:** 3 years  
**Minimum Education:** Bachelor’s

**Security SME**  
**Functional Responsibility:** Manages and guides the maintenance of systems to protect data from unauthorized users. Develops and administers policies and procedures for identifying, reporting, and resolving security violations. Must be familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a head of a unit/department.

**Minimum Experience:** 7 years  
**Minimum Education:** Bachelor’s
Senior Computer Programmer I

**Functional Responsibility:** Under general supervision, designs, codes and documents application programs for computers and related equipment used for scientific or commercial projects. Contributes to non-routine problem-solving, and exercises independent judgment and initiative in performing nonroutine duties and related problem-solving. Performs all functions of digital computer programming using standard design and programming techniques. Analyzes and studies system requirements and develops methods for problem-solving by producing complex flow charts/data flow diagrams and/or associated documents. Writes procedural guidance to be followed by users. Maintains files, records, and operational data and prepares periodic and/or special reports and various other documents pertaining to assignments. Participates in the testing of computer programs, revising, and refining all necessary documentation as testing is completed. Monitors operations and diagnoses and corrects errors. Participates in the review of existing programs in order to make refinements that increase their efficiency. Performs data modeling and establishes databases. Develops pseudo codes, tables, and narrative descriptions to implement changes. Modifies internal program structure of files and records and determines sequence of actions. Decodes, tests, and documents programs.

**Minimum Experience:** 1 year
**Minimum Education:** Bachelor’s

Senior Computer Programmer II

**Functional Responsibility:** Under minimal supervision, designs, codes, and documents application programs for computers and related equipment used for scientific or commercial projects. Contributes to non-routine problem-solving, and exercises independent judgment and initiative in performing nonroutine duties and related problem-solving. Performs all functions of digital computer programming, using standard design and programming techniques. Analyzes and studies system requirements and develops methods for problem-solving by producing complex flow charts/data flow diagrams and/or associated documents. Writes procedural guidance to be followed by users. Maintains files, records, and operational data and prepares periodic and/or special reports and various other documents pertaining to assignments. Participates in the testing of computer programs, revising, and refining all necessary documentation as testing is completed. Monitors operations and diagnoses and corrects errors. Participates in the review of existing programs in order to make refinements that increase their efficiency. Performs data modeling and establishes databases. Develops pseudo codes, tables, and narrative descriptions to implement changes. Modifies internal program structure of files and records and determines sequence of actions. Decodes, tests, and documents programs.

**Minimum Experience:** 3 years
**Minimum Education:** Bachelor’s

Senior Computer Programmer III

**Functional Responsibility:** Under limited supervision, designs, codes and documents application programs for computers and related equipment used for scientific or commercial projects. Contributes to non-routine problem-solving, and exercises independent judgment and initiative in performing nonroutine duties and related problem-solving. Performs all functions of digital computer programming using standard design and programming techniques. Analyzes and studies system requirements and develops methods for problem-solving by producing complex flow charts/data flow diagrams and/or associated documents. Advises on computer requirements and limitations to help define automation needs. Develops detailed, coding-level flow charts/action diagrams/pseudo codes and associated documents from high-level flow charts, and code assigned program segments using machine and/or compiler programming languages. Provides technical consultation in solving problems of design and reliability, or in maintaining the ability of the system. Writes procedural guidance to be followed by users. Maintains files, records, and operational data and prepares periodic and/or special reports and various other documents pertaining to assignments. Participates in the testing of computer programs, revising, and refining all necessary documentation as testing is completed. Monitors operations and diagnoses and corrects errors. Participates in the review of existing programs in order to make refinements that increase their efficiency. Performs data modeling and establishes databases. Develops pseudo codes, tables, and narrative descriptions to implement changes. Modifies internal program structure of files and records and determines sequence of actions. Decodes, tests, and documents programs.

**Minimum Experience:** 5 years
**Minimum Education:** Bachelor’s
**Senior Engineer**

**Functional Responsibility:** Develop IT 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. Determine operational feasibility by evaluating analysis, problem definition, requirements, solution development and proposed solutions. Document and demonstrate solutions by developing documentation, flowcharts, layouts, diagrams, charts, code comments and clear software code. Prepare and install IT solutions by determining and designing system specifications, standards and programming. Improve operations by conducting systems analysis; recommending changes in policies and procedures.

**Minimum Experience:** 8 years  
**Minimum Education:** Bachelor’s

**Senior Technician**

**Functional Responsibility:** Provides desktop and network infrastructure services to include the installation of new offices and disconnection and re-installation of IT equipment for office relocations, as well as in support of technology refreshment of the network infrastructure, both hardware and software.

**Minimum Experience:** 5 years  
**Minimum Education:** Bachelor’s

**Software Engineer I**

**Functional Responsibility:** Under close supervision, maintains and/or modifies non-routine facility hardware and/or software as required to ensure system availability and functionality. May supervise the activities of software and hardware maintenance personnel. Ensures systems backup is scheduled and accomplished for major systems in accordance with that schedule. Bachelor’s Degree in an associated discipline and minimum of three years of related experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Minimum Experience:** 3 years  
**Minimum Education:** Bachelor’s

**Software Engineer II**

**Functional Responsibility:** Under general supervision, assesses non-routine problems and investigates, develops, appraises, selects, and presents IT solutions. Exercises independent judgment in the performance of duties, which require an interdisciplinary approach using principles of economics, engineering, computer science, life-cycle analysis, and human behavior. Bachelor's degree in an associated discipline and a minimum of three years of related experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Minimum Experience:** 5 years  
**Minimum Education:** Bachelor’s

**Software Engineer III**

**Functional Responsibility:** Under limited supervision, assesses non-routine problems and investigates, develops, appraises, selects, and presents IT solutions. Exercises independent judgment in the performance of duties, which require an interdisciplinary approach using principles of economics, engineering, computer science, life-cycle analysis, and human behavior. Update IT job knowledge by studying state-of-the-art development tools, programming techniques and computing equipment; participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organization. Protect operations by keeping information confidential. Provide information by collecting, analyzing and summarizing development and service issues.

**Minimum Experience:** 7 years  
**Minimum Education:** Bachelor’s
Subject Matter Expert

**Functional Responsibility:** Works independently under general guidelines or objectives set by supervisor. Possesses advanced technical and managerial skills; fully knowledgeable and experienced in all aspects of a program or functional area. Applicable functional areas include systems engineering, network engineering, acquisition management, business process reengineering, specialty engineering (e.g., communications, systems safety, QA, test and evaluation, human factors, reliability and maintainability, systems security), organizational planning, financial management, acquisition logistics, configuration and data information systems, and support or program management. Manages a single systems acquisition program/project or major functional area. Fully knowledgeable of all aspects of the program or programs under his/her management. Establishes objectives and requirements. Develops budgets. Develops program/project standards and schedules. Monitors outside resources. Has experience or extensive knowledge with the processes and procedures relative to the functional area. Coordinates, reviews, and supervises work of assigned staff. Reviews/oversees the preparation of all related documentation. Conducts program reviews, meetings, etc. Performs other related duties as assigned.

**Minimum Experience:** 6 years  
**Minimum Education:** Master’s

Switching Systems Technician

**Functional Responsibility:** Performs routine maintenance and operations on switch equipment to ensure the network runs efficiently. Troubleshoots, isolates, and resolves issues with switch equipment. Works closely with field technicians to handle problems, ensuring customer issues are resolved in a timely manner. Maintains a daily switch log and performs translations.

**Minimum Experience:** 2 years  
**Minimum Education:** Bachelor’s

Systems Administrator I

**Functional Responsibility:** Under close supervision, manages the daily activities of configuration and operation of business systems, which may be mainframe, mini, or client/server-based. Optimizes system operation and resource utilization and performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems.

**Minimum Experience:** 2 years  
**Minimum Education:** Bachelor’s

Systems Administrator II

**Functional Responsibility:** Under general supervision, provides daily operational availability of hardware and software systems to support facility operation for a complex computer system. Work is of a routine nature. Performs system backup for major systems in accordance with established procedures. Performs scheduled testing and review of hardware and software. Documents all hardware and/or software adjustments and/or modifications as changes are effected. Responsible for the preparation of reports and analysis of operations as required. Performs other related duties as assigned.

**Minimum Experience:** 3 years  
**Minimum Education:** Bachelor’s

Team Lead

**Functional Responsibility:** Under minimal supervision, performs non-routine functional activities of a project and provides management and technical direction to a project team. Exercises independent judgment, as well as a high level of analytical skill in solving non-routine technical, administrative, and managerial problems. Responsible for those aspects of project performance that relate to their team. Plans, designs, builds, and implements information systems using structured systems development methodologies. Supervises the application programming or system testing of information systems. Responsible for developing detailed program performance code reviews and ensuring that all software products are fully tested. Provides guidance to programmers and systems analysts and reviews all software products to ensure they meet the required specifications. May work
Telecommunications Analyst
**Functional Responsibility:** Plans, designs, and implements internal telecommunication networks/systems, including voice, data, and/or video communication systems. Maintains highest levels of telecommunication security and protection from disaster. Analyzes the needs of the organization and translates requirements into detailed technical specifications. Conducts cost and traffic analysis to determine the best use of resources. Collaborates with various internal groups and external vendors to ensure all installations meet specifications, ensuring the resolution of problems as they arise.

**Minimum Experience:** 2 years  
**Minimum Education:** Bachelor’s

Test Director
**Functional Responsibility:** Provides management leadership for multiple software test projects with multiple test phases including but not limited to integration, system, load & performance, and user acceptance testing. Provides corporate direction on design, development, and implementation of testing practices and tools. Frequently uses industry practice and techniques, applying standard concepts and principles. Independently applies solutions of moderate scope and complexity, and performs standard assignments. Represents software test organization on multiple projects/teams and provides corporate representation on new opportunities. Principal accountabilities include managing all software testing projects, technical and management leadership, direction of test planning and procedures, developing responses to proposals containing a software test component, status reporting, managing resources (labs and personnel), and performing annual employee assessments.

**Minimum Experience:** 15 years  
**Minimum Education:** Bachelor’s

Test Lead
**Functional Responsibility:** Works under general IT guidelines, standards, and processes including those established in test plans. Receives day-to-day instruction and assignments from the Test Manager. Develops and/or modifies, documents, and executes test cases from approved IT project requirements and designs. Records results following established IT project standards for testing and defect management. Assists with defect root cause analysis and verifies defect fixes. Assists the Test Manager in providing technical and team leadership for a given IT project. May manage resources (lab and personnel) to a limited extent. Ensure the functional and nonfunctional requirements of the business units are met by undertaking a thorough and comprehensive review of set of tests on programming changes that are produced by IT development and testing staff. Review testing effort via test plans and test cases for larger-scale IT projects. Complete testing lifecycle for all applications in scope for deployments including review test plans/scenarios for new functions. Review IT test cases, scripts, plans and procedures (manual and automated).

**Minimum Experience:** 7 years  
**Minimum Education:** Bachelor’s

Tester III
**Functional Responsibility:** Assists the test manager in providing technical leadership and team leadership for one project with multiple test phases including but not limited to integration, system, load & performance, and user acceptance testing. Assists in design, development, and implementation of testing methods and tools. Assists in the compilation of testing data and defines changes required in testing labs, testing procedures, or new testing requirements. Responsible for testing all customer samples and for special tests that cannot be performed in the test area. Frequently uses industry practice and techniques, applying standard concepts and principles. Independently applies solutions of moderate scope and complexity, and performs standard assignments. Represents organization on specific projects/teams when test manager is not available. Principal accountabilities include testing of...
updated functionality of software products, providing technical leadership, providing input into test plans and other testing documentation as assigned, status reporting, and managing resources (labs and personnel) to a limited degree. Works independently under general guidelines or objectives set by the Test Manager for the project. Unique skills and experience must include eight years SDLC experience, highly organized with excellent attention to detail, test automation tool experience, excellent verbal and written communication skills, basic leadership skills, and implementation of test plans, procedures, and documentation.

**Minimum Experience:** 3 years  
**Minimum Education:** Bachelor’s

**Training Specialist III**

**Functional Responsibility:** Under limited supervision, participates in, and conducts, technical IT training programs. Determines IT training objectives. Writes IT training programs, including outlines, text, handouts, tests, and designs laboratory exercises. Lectures class on safety, installation, programming, maintenance, and repair of machinery and equipment, following outline, handouts, and texts. Administers written and practical exams and writes performance reports to evaluate trainees' performance. Familiar with a variety of the IT field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. May lead and direct the work of others. May report directly to an executive or head of a unit/department. Delivers training programs and workshops to customers. Monitors the effectiveness of training on employees using individual or group performance results. Collects feedback on sessions from attendees to use for future improvements to content and presentation. Contributes to new IT training program design and existing IT program enhancements. Assists in the development and creation of IT lesson plans and training aids.

**Minimum Experience:** 5 years  
**Minimum Education:** Bachelor’s

**Experience and Degree Substitution Equivalency**

Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

<table>
<thead>
<tr>
<th>Equivalent Degree</th>
<th>Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Associate’s</td>
<td>2 years relevant experience plus Industry Certification</td>
</tr>
<tr>
<td>Master’s</td>
<td>Associate degree + 2 to 4 years relevant experience and Industry Certification</td>
</tr>
<tr>
<td>PhD</td>
<td>Bachelor’s plus 6 to 10 years relevant experience and Industry Certification</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>PRICE OFFERED TO GSA (including IFF)</th>
</tr>
</thead>
<tbody>
<tr>
<td>SIN 54151S</td>
<td></td>
</tr>
<tr>
<td>Architect I</td>
<td>$113.98</td>
</tr>
<tr>
<td>Architect II</td>
<td>$123.00</td>
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<tr>
<td>Architect Lead</td>
<td>$142.09</td>
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<tr>
<td>Business Analyst III</td>
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<tr>
<td>Computer Systems Analyst</td>
<td>$87.08</td>
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<tr>
<td>Position</td>
<td>Rate</td>
</tr>
<tr>
<td>--------------------------------------</td>
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</tr>
<tr>
<td>Configuration Management Specialist I</td>
<td>$45.16</td>
</tr>
<tr>
<td>Configuration Management Specialist II</td>
<td>$54.21</td>
</tr>
<tr>
<td>Configuration Management Specialist III</td>
<td>$63.22</td>
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<tr>
<td>COTS Programmer</td>
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<tr>
<td>Data Modeler</td>
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<tr>
<td>Database Administrator I</td>
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<td>Database Administrator II</td>
<td>$81.27</td>
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<td>Database Administrator III</td>
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<td>Database Administrator IV</td>
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<tr>
<td>Database Manager</td>
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<tr>
<td>Development Manager</td>
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<td>EDI Lead</td>
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<tr>
<td>EDI Support Specialist Level I</td>
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<tr>
<td>EDI Support Specialist Level II</td>
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<tr>
<td>Information Systems Analyst</td>
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<tr>
<td>IT Senior Consultant</td>
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<td>IT Support Specialist</td>
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<td>Network Administrator</td>
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<td>Position</td>
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<tr>
<td>--------------------------------</td>
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<tr>
<td>Program Manager</td>
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<td>Programmer III</td>
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<td>Quality Assurance Analyst</td>
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<td>SAN Engineer</td>
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<td>Senior Computer Programmer I</td>
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</tr>
<tr>
<td>Senior Computer Programmer II</td>
<td>$90.95</td>
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<tr>
<td>Senior Computer Programmer III</td>
<td>$92.98</td>
</tr>
<tr>
<td>Senior Engineer</td>
<td>$126.63</td>
</tr>
<tr>
<td>Senior Technician</td>
<td>$67.52</td>
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<tr>
<td>Software Engineer I</td>
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<tr>
<td>Software Engineer II</td>
<td>$101.07</td>
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<tr>
<td>Software Engineer III</td>
<td>$124.45</td>
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<tr>
<td>Subject Matter Expert</td>
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<tr>
<td>Switching Systems Technician</td>
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<tr>
<td>Systems Administrator I</td>
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<tr>
<td>Systems Administrator II</td>
<td>$80.07</td>
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<tr>
<td>Team Lead</td>
<td>$113.92</td>
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<tr>
<td>Telecommunications Analyst</td>
<td>$69.30</td>
</tr>
<tr>
<td>Test Director</td>
<td>$142.40</td>
</tr>
</tbody>
</table>
Vendor suitability for offering services through the new Health IT SIN must be in accordance with the following laws and standards when applicable to the specific task orders, including but not limited to:

- Health Information Technology for Economic and Clinical Health Act of 2009 (HITECH)
- The Health Insurance Portability and Accountability Act of 1996 (HIPAA)
- National Institute of Standards and Technology (NIST) Federal Information Processing Standards (FIPS) and Special Publications
- Federal Information Security Management Act (FISMA) of 2002

1. **SCOPE**

a. The labor categories, prices, terms and conditions stated under Special Item Number 132-56 Health Information Technology Services apply exclusively to Health IT Services within the scope of this Information Technology Schedule.

b. This SIN is limited to Health IT Services only. Software and hardware products are out of scope. Hardware and software can be acquired through different Special Item Numbers on IT Schedule 70 (e.g. 132-32, 132-33, 132-8).

c. This SIN provides ordering activities with access to Health IT services.

d. Health IT Services provided under this SIN shall comply with all Healthcare certifications and industry standards as applicable at the task order level.

e. The Contractor shall provide services at the Contractor’s facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.
2. ORDER

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

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

3. PERFORMANCE OF SERVICES

   a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity. All Contracts will be fully funded.

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

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

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

4. INSPECTION OF SERVICES


5. RESPONSIBILITIES OF THE CONTRACTOR

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

6. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

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

8. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.
   “Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.
   “Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

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

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

9. INVOICES

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

10. RESUMES

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

11. INCIDENTAL SUPPORT COSTS

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

12. APPROVAL OF SUBCONTRACTS

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

13. DESCRIPTION OF HEALTH IT SERVICES AND PRICING
Architect I Healthcare IT

**Functional Responsibility:** Under general supervision, maintains, and refines the healthcare enterprise systems architecture for clients that are evolving from the traditional stovepipe systems of the past to a more integrated implementation strategy. Interacts with senior and working-level staff to identify and detail components of the enterprise data architecture. Facilitates data modeling sessions using ERD notation to identify enterprise data objects and resolve issues among stakeholders. Analytically and systematically evaluates problems of workflow, organization, and planning and develops appropriate corrective action. Supports the governance process, as required, to facilitate resolution of issues related to the data architecture. Prepares reports, presentations, and reference material. Specialized experience includes: supervision of system architects; use of structured analysis, design methodologies, and design tools (such as IDEF 1x, entity relationship diagrams, UML, and other design techniques); object-oriented principles; and experience with the logical, physical, functional, operational, and technical architecture of large and complex information systems. General experience includes increasing responsibilities in systems engineering.

**Minimum Experience:** 7 years

**Minimum Education:** Bachelor’s

Architect II Healthcare IT

**Functional Responsibility:** Under limited supervision, maintains and refines the healthcare enterprise systems architecture for clients that are evolving from the traditional stovepipe systems of the past to a more integrated implementation strategy. Interacts with senior and working-level staff to identify and detail components of the enterprise data architecture. Facilitates data modeling sessions using ERD notation to identify enterprise data objects and resolve issues among stakeholders. Analytically and systematically evaluates problems of workflow, organization, and planning and develops appropriate corrective action. Supports the governance process, as required, to facilitate resolution of issues related to the data architecture. Prepares reports, presentations, and reference material. Specialized experience includes: supervision of system architects; use of structured analysis, design methodologies and design tools (such as IDEF 1x, entity relationship diagrams, UML, and other design techniques), object-oriented principles; and experience with the logical, physical, functional, operational, and technical architecture of large and complex information systems. General experience includes increasing responsibilities in systems engineering.

**Minimum Experience:** 10 years

**Minimum Education:** Bachelor’s

Architect Lead Healthcare IT

**Functional Responsibility:** Maintains and refines the healthcare enterprise systems architecture for clients that are evolved from the traditional stovepipe systems of the past to a more integrated implementation strategy.

**Minimum Experience:** 15 years

**Minimum Education:** Master’s
Business Analyst I Healthcare IT
**Functional Responsibility:** Acts as liaison between business areas and healthcare IT. Participates in research to evaluate business requirements and recommends solutions or assists in problem resolution. Works with client to plan and initiate the project. Performs research, collection, and collation of data from studies. Performs assessments and projections as part of analysis process. Experienced with frequent use and application of technical standards, principals, and theories. Works under general supervision, providing solutions to technical problems of moderate scope and complexity.

**Minimum Experience:** 3 years  
**Minimum Education:** Bachelor’s

Business Analyst II Healthcare IT
**Functional Responsibility:** Acts as liaison between business areas and healthcare IT. Participates in research to evaluate business requirements, recommend solutions, and assist in problem resolution. Works with client to plan and initiate the project. Performs research, collection, and collation of data from studies. Performs assessments and projections as part of analysis process. Experienced with frequent use and application of technical standards, principals, and theories. Works under limited supervision, providing solutions to technical problems of moderate scope and complexity.

**Minimum Experience:** 5 years  
**Minimum Education:** Bachelor’s

Business Analyst III Healthcare IT
**Functional Responsibility:** Acts as liaison between business areas and healthcare IT. Participates in research to evaluate business requirements, recommend solutions, and assist in problem resolution. Works with client to plan and initiate the project. Performs research, collection, and collation of data from studies. Performs assessments and projections as part of analysis process. Experienced with frequent use and application of technical standards, principals, and theories. Works under minimum supervision, providing solutions to technical problems of moderate scope and complexity.

**Minimum Experience:** 7 years  
**Minimum Education:** Bachelor’s

Business Lead Healthcare IT
**Functional Responsibility:** Acts as liaison between business areas and healthcare IT. Participates in research to evaluate business requirements, recommend solutions, and assist in problem resolution. Works with client to plan and initiate the project. Performs research, collection, and collation of data from studies. Performs assessments and projections as part of analysis process.

**Minimum Experience:** 9 years  
**Minimum Education:** Bachelor’s

Chief Medical Officer Healthcare IT
**Functional Responsibility:** Directs the staff and programs of the organization's medical and nursing programs. Oversees the implementation of quality improvement efforts designed to improve clinical performance and maintain compliance with JCAHO, HIPAA, and other accreditation standards. Requires a degree in medicine from an accredited school and is licensed to practice. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complex tasks. Leads and directs the work of others. A wide degree of creativity and latitude is required. Typically reports to top management.

**Minimum Experience:** 15 years  
**Minimum Education:** Master’s
Computer Systems Analyst Healthcare IT

**Functional Responsibility:** Has demonstrated experience in healthcare software QA. Demonstrated expertise using a variety of applicable DBMSs, operating environments, and development languages. Supports a Senior Computer Systems Analyst on highly complex and diverse tasks. Performs systems analysis, design, programming, documentation, and implementation of applications. Participates in all phases of software development with emphasis on the planning, analysis, testing, and acceptance phases. Applies standard business and data manipulation principles and methods to technical problems to arrive at automated solutions. Designs and prepares technical reports and related documentation, and charts and graphs to record results. Develops and designs software/database systems including client/server, multiple hardware platforms, and multiple software systems.

**Minimum Experience:** 5 years

**Minimum Education:** Bachelor’s

Configuration Management Manager Healthcare IT

**Functional Responsibility:** Possesses knowledge of healthcare Configuration Management disciplines, practices, and procedures along with necessary technical skills. Assigns CM resources to projects. Provides daily supervision and direction to the assigned CM personnel. Prepares and monitors development plans for all newly assigned CM personnel. Performs annual performance appraisals (evaluations) and development plans for assigned CM personnel. Performs informal performance appraisals of assigned CM personnel at least semi-annually, and preferably quarterly. Completes all CNSI management paperwork in a timely manner. Provides an interface between the Development team and Test team. Supervises and monitors the work of the CM Team.

**Minimum Experience:** 10 years

**Minimum Education:** Bachelor’s

Configuration Management Specialist I Healthcare IT

**Functional Responsibility:** Under direct supervision, assists in healthcare Configuration Management activities on specific projects. Should possess a minimal knowledge of Configuration Management disciplines, practices, and procedures. Should have a limited understanding of Configuration/Change Management and Data Management concepts. Hands-on experience with an automated CM tool(s)/process, such as ClearCase, ClearQuest, VSS, CruiseControl, and WIKI. Must possess excellent problem-solving skills. Must possess excellent organizational skills. Must have excellent written and oral communication skills. Must be able to produce accurate, neat, and thorough work assignment results. Must be a steady producer and meet job requirements. Must show initiative, enthusiasm, creativity, and resourcefulness in handling assignments. Must be dependable and able to meet standards and deadlines. Must be a team player and work well with others.

**Minimum Experience:** 1 year

**Minimum Education:** Bachelor’s

Configuration Management Specialist II

**Functional Responsibility:** Under general supervision, assists in Configuration Management activities on specific projects. Should possess a minimal knowledge of Configuration Management disciplines, practices, and procedures. Should have a limited understanding of Configuration/Change Management and Data Management concepts. Hands-on experience with an automated CM tool(s)/process, such as ClearCase, ClearQuest, VSS, CruiseControl, and WIKI. Must possess excellent problem-solving skills. Must possess excellent organizational skills. Must have excellent written and oral communication skills. Must be able to produce accurate, neat, and thorough work assignment results. Must be a steady producer and meet job requirements. Must show initiative, enthusiasm, creativity, and resourcefulness in handling assignments. Must be dependable and able to meet standards and deadlines. Must be a team player and work well with others.

**Minimum Experience:** 3 years

**Minimum Education:** Bachelor’s
Configuration Management Specialist II Healthcare IT

Functional Responsibility: Under general supervision, assists in healthcare Configuration Management activities on specific projects. Should possess a minimal knowledge of Configuration Management disciplines, practices, and procedures. Should have a limited understanding of Configuration/Change Management and Data Management concepts. Hands-on experience with an automated CM tool(s)/process, such as ClearCase, ClearQuest, VSS, CruiseControl, and WIKI. Must possess excellent problem-solving skills. Must possess excellent organizational skills. Must have excellent written and oral communication skills. Must be able to produce accurate, neat, and thorough work assignment results. Must be a steady producer and meet job requirements. Must show initiative, enthusiasm, creativity, and resourcefulness in handling assignments. Must be dependable and able to meet standards and deadlines. Must be a team player and work well with others.

Minimum Experience: 3 years
Minimum Education: Bachelor’s

Configuration Management Specialist III

Functional Responsibility: Under limited supervision, assists in Configuration Management activities on specific projects. Should possess a minimal knowledge of Configuration Management disciplines, practices, and procedures. Should have a limited understanding of Configuration/Change Management and Data Management concepts. Hands-on experience with an automated CM tool(s)/process, such as ClearCase, ClearQuest, VSS, CruiseControl, and WIKI. Must possess excellent problem-solving skills. Must possess excellent organizational skills. Must have excellent written and oral communication skills. Must be able to produce accurate, neat, and thorough work assignment results. Must be a steady producer and meet job requirements. Must show initiative, enthusiasm, creativity, and resourcefulness in handling assignments. Must be dependable and able to meet standards and deadlines. Must be a team player and work well with others.

Minimum Experience: 5 years
Minimum Education: Bachelor’s

Configuration Management Specialist III Healthcare IT

Functional Responsibility: Under limited supervision, assists in healthcare Configuration Management activities on specific projects. Should possess a minimal knowledge of Configuration Management disciplines, practices, and procedures. Should have a limited understanding of Configuration/Change Management and Data Management concepts. Hands-on experience with an automated CM tool(s)/process, such as ClearCase, ClearQuest, VSS, CruiseControl, and WIKI. Must possess excellent problem-solving skills. Must possess excellent organizational skills. Must have excellent written and oral communication skills. Must be able to produce accurate, neat, and thorough work assignment results. Must be a steady producer and meet job requirements. Must show initiative, enthusiasm, creativity, and resourcefulness in handling assignments. Must be dependable and able to meet standards and deadlines. Must be a team player and work well with others.

Minimum Experience: 5 years
Minimum Education: Bachelor’s

Configuration Management Specialist IV Healthcare IT

Functional Responsibility: Under minimal supervision, assists in healthcare Configuration Management activities on specific projects. Should possess a minimal knowledge of Configuration Management disciplines, practices, and procedures. Should have a limited understanding of Configuration/Change Management and Data Management concepts. Hands-on experience with an automated CM tool(s)/process, such as ClearCase, ClearQuest, VSS, CruiseControl, and WIKI. Must possess excellent problem-solving skills. Must possess excellent organizational skills. Must have excellent written and oral communication skills. Must be able to produce accurate, neat, and thorough work assignment results. Must be a steady producer and meet job requirements. Must show initiative, enthusiasm, creativity, and resourcefulness in handling assignments. Must be dependable and able to meet standards and deadlines. Must be a team player and work well with others.

Minimum Experience: 7 years
Minimum Education: Bachelor’s
COTS Programmer I Healthcare IT
Functional Responsibility: Under direct supervision, reviews, analyzes, and modifies programming of healthcare applications systems, including encoding, testing, debugging, and documenting programs. Ensures that programs can be integrated in the applications systems. Assists in solving problems with existing applications systems. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment. Typically reports to a project leader or manager.

Minimum Experience: 1 year
Minimum Education: Bachelor’s

COTS Programmer II Healthcare IT
Functional Responsibility: Under general supervision, reviews, analyzes, and modifies programming of healthcare applications systems, including encoding, testing, debugging, and documenting programs. Ensures that programs can be integrated in the applications systems. Assists in solving problems with existing applications systems. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment. Typically reports to a project leader or manager.

Minimum Experience: 3 years
Minimum Education: Bachelor’s

COTS Programmer III Healthcare IT
Functional Responsibility: Under limited supervision, reviews, analyzes, and modifies programming of healthcare applications systems, including encoding, testing, debugging, and documenting programs. Ensures that programs can be integrated in the applications systems. Assists in solving problems with existing applications systems. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment. Typically reports to a project leader or manager.

Minimum Experience: 5 years
Minimum Education: Bachelor’s

Data Conversion Manager Healthcare IT
Functional Responsibility: Responsible for all aspects of healthcare data migration under the guidance/direction of the organization’s Data Conversion practice. Prepares data conversion requirements and design, and facilitates development, testing, and execution. Participates in meetings and discussions with functional/technical leads to understand the requirements and work out the conversion blueprint(s). Supports the data conversion team in data analysis leveraging legacy data sets and provides the results of the analysis on a proactive basis to the client/internal teams to help accelerate legacy data corrections and/or formalization of business rules for effective data migration. Participates as an integrator, and must be able to engage and facilitate discussions between the client and the “core” data conversion, application, backend, and database administration teams. Maintains data conversion development standards leveraging the organization’s best practices. Supports the conversion/migration team in the proper unit testing of conversion artifacts to ensure smooth transition to System Testing and User Acceptance Testing. Participates in technical/functional reviews, and ensures the conversion artifacts comply with the organization’s Data Conversion standards and practices. Mentors developers and data conversion leads in enhancing their skills. Presents technical analysis to internal and external clients.

Minimum Experience: 10 years
Minimum Education: Bachelor’s
Data Conversion Specialist I Healthcare IT

**Functional Responsibility:** Under general supervision, responsible for all aspects of healthcare data migration under the guidance/direction of the organization’s Data Conversion practice. Prepares data conversion requirements and design, and facilitates development, testing, and execution. Participates in meetings and discussions with functional/technical leads to understand the requirements and work out the conversion blueprint(s). Supports the data conversion team in data analysis leveraging legacy data sets and provides the results of the analysis on a proactive basis to the client/internal teams to help accelerate legacy data corrections and/or formalization of business rules for effective data migration. Participates as an integrator, and must be able to engage and facilitate discussions between the client and the “core” data conversion, application, backend, and database administration teams. Maintains data conversion development standards leveraging the organization’s best practices. Supports the conversion/migration team in the proper unit testing of conversion artifacts to ensure smooth transition to System Testing and User Acceptance Testing. Participates in technical/functional reviews, and ensures the conversion artifacts comply with the organization’s Data Conversion standards and practices.

**Minimum Experience:** 3 years

**Minimum Education:** Bachelor’s

Data Conversion Specialist II Healthcare IT

**Functional Responsibility:** Under minimal supervision, responsible for all aspects of healthcare data migration under the guidance/direction of the organization’s Data Conversion practice. Prepares data conversion requirements and design, and facilitates development, testing, and execution. Participates in meetings and discussions with functional/technical leads to understand the requirements and work out the conversion blueprint(s). Supports the data conversion team in data analysis leveraging legacy data sets and provides the results of the analysis on a proactive basis to the client/internal teams to help accelerate legacy data corrections and/or formalization of business rules for effective data migration. Participates as an integrator, and must be able to engage and facilitate discussions between the client and the “core” data conversion, application, backend, and database administration teams. Maintains data conversion development standards leveraging the organization’s best practices. Supports the conversion/migration team in the proper unit testing of conversion artifacts to ensure smooth transition to System Testing and User Acceptance Testing. Participates in technical/functional reviews, and ensures the conversion artifacts comply with the organization’s Data Conversion standards and practices. Present technical analysis to internal and external clients.

**Minimum Experience:** 5 years

**Minimum Education:** Bachelor’s

Data Modeler Healthcare IT

**Functional Responsibility:** Under general supervision, designs the logical data models for the target data stores. Collaborates with the solution architect and business intelligence architect to tailor the data architecture as needed for specific requests. Collaborates with the architect to tailor the models to meet specific data migration and cleansing needs. Designs standards for using normalized data structures, de-normalized structures, and dimensional structures. Defines common design patterns for modeling various types of relationships. Defines the global dimensions that link various subject areas. Designs naming standards for all data model elements. Collaborates with the solution architect and business intelligence architect to translate the business requirements into a logical model. Has the ability to interact with all levels of an organization in a professional, diplomatic, and tactful manner. Works under direction of the technical lead.

**Minimum Experience:** 3 years

**Minimum Education:** Bachelor’s

Data Modeler Manager Healthcare IT

**Functional Responsibility:** Designs the logical healthcare data models for the target data stores. Collaborates with the healthcare solution architect and healthcare business intelligence architect to tailor the data architecture as needed for specific requests. Collaborates with the architect to tailor the models to meet specific data migration and cleansing needs. Designs standards for using normalized data structures, de-normalized structures, and dimensional structures. Defines common design patterns for modeling various types of relationships. Defines the global dimensions that link various subject areas. Designs naming standards for all data model elements. Collaborates with the solution architect and business intelligence architect to translate the business requirements into a logical model.
requirements into a logical model. Has the ability to interact with all levels of an organization in a professional, diplomatic, and tactful manner. Works with the technical lead.

**Minimum Experience:** 10 years  
**Minimum Education:** Bachelor’s

**Database Administrator I Healthcare IT**  
**Functional Responsibility:** Under close supervision, responsible for all activities related to the administration, planning, and development of healthcare computerized databases. Additionally, responsible for the formulation and/or implementation of policies and procedures pertaining to database management, security maintenance, and utilization. Exercising independent judgment, consults with and advises database users relative to procedures, technical problems, priorities, and methodologies. Establishes procedures for operations of the database and database management system and ensures compliance. Collects data elements and prepares database specifications. Develops, maintains, and controls the data dictionary. Consults with programmers and users to develop test data to exercise the database and applications software. Participates in logical and physical database designs. Maintains control programs required for accessing databases. Maintains and refines/enhances the database, and modifies logical relationships, as necessary. Implements procedures for testing the backup and recovery procedures of automated systems and security and privacy of automated systems. Monitors performance statistics. Performs performance tuning. Prepares reports as required.

**Minimum Experience:** 1 year  
**Minimum Education:** Bachelor’s

**Database Administrator II Healthcare IT**  
**Functional Responsibility:** Under general supervision, responsible for all activities related to the administration, planning, and development of healthcare computerized databases. Additionally, responsible for the formulation and/or implementation of policies and procedures pertaining to database management, security maintenance, and utilization. Exercising independent judgment, consults with and advises database users relative to procedures, technical problems, priorities, and methodologies. Establishes procedures for operations of the database and database management system and ensures compliance. Collects data elements and prepares database specifications. Develops, maintains, and controls the data dictionary. Consults with programmers and users to develop test data to exercise the database and applications software. Participates in logical and physical database designs. Maintains control programs required for accessing databases. Maintains and refines/enhances the database, and modifies logical relationships, as necessary. Implements procedures for testing the backup and recovery procedures of automated systems and security and privacy of automated systems. Monitors performance statistics. Performs performance tuning. Prepares reports as required.

**Minimum Experience:** 3 years  
**Minimum Education:** Bachelor’s

**Database Administrator III Healthcare IT**  
**Functional Responsibility:** Under minimal supervision, responsible for all activities related to the administration, planning, and development of healthcare computerized databases. Additionally, responsible for the formulation and/or implementation of policies and procedures pertaining to database management, security maintenance, and utilization. Exercising independent judgment, consults with and advises database users relative to procedures, technical problems, priorities, and methodologies. Establishes procedures for operations of the database and database management system and ensures compliance. Collects data elements and prepares database specifications. Develops, maintains, and controls the data dictionary. Consults with programmers and users to develop test data to exercise the database and applications software. Participates in logical and physical database designs. Maintains control programs required for accessing databases. Maintains and refines/enhances the database, and modifies logical relationships, as necessary. Implements procedures for testing the backup and recovery procedures of automated systems and security and privacy of automated systems. Monitors performance statistics. Performs performance tuning. Prepares reports as required.

**Minimum Experience:** 4 years
Minimum Education: Bachelor’s

Database Administrator IV Healthcare IT

Functional Responsibility: Under limited supervision, responsible for all activities related to the administration, planning, and development of healthcare computerized databases. Additionally, responsible for the formulation and/or implementation of policies and procedures pertaining to database management, security maintenance, and utilization. Exercising independent judgment, consults with and advises database users relative to procedures, technical problems, priorities, and methodologies. Establishes procedures for operations of the database and database management system and ensures compliance. Collects data elements and prepares database specifications. Develops, maintains, and controls the data dictionary. Consults with programmers and users to develop test data to exercise the database and applications software. Participates in logical and physical database designs. Maintains control programs required for accessing databases. Maintains and refines/enhances the database, and modifies logical relationships, as necessary. Implements procedures for testing the backup and recovery procedures of automated systems and security and privacy of automated systems. Monitors performance statistics. Performs performance tuning. Prepares reports as required.

Minimum Experience: 6 years
Minimum Education: Bachelor’s

Database Manager Healthcare IT

Functional Responsibility: Responsible for all activities related to the administration, planning, and development of healthcare computerized databases. Assigns personnel to various projects and directs activities, reviews work, and prepares performance reports. Consults with users to determine requirements and provides guidance as to database design. Projects long range requirements for database administration and user needs. Additionally, responsible for the formulation and/or implementation of policies and procedures pertaining to database management, security maintenance, and utilization. Exercising independent judgment, consults with and advises database users relative to procedures, technical problems, priorities, and methodologies. Establishes procedures for operations of the database and database management system and ensures compliance. Collects data elements and prepares database specifications. Develops, maintains, and controls the data dictionary. Consults with programmers and users to develop test data to exercise the database and software applications. Participates in logical and physical database designs. Maintains control programs required for accessing databases. Maintains and refines/enhances the database, and modifies logical relationships, as necessary. Implements procedures for testing the backup and recovery procedures of automated systems and security and privacy of automated systems. Monitors performance statistics. Performs performance tuning. Prepares reports as required.

Minimum Experience: 5 years
Minimum Education: Bachelor’s

Deputy Project Manager Healthcare IT

Functional Responsibility: Under supervision of the PM, performs non-routine functional activities of a healthcare project by providing management and technical direction to healthcare project personnel. Exercises independent judgment, as well as a high level of analytical skill in solving non-routine technical, administrative, and managerial problems. Responsible for all aspects of project performance and assists in the overall direction to all project-level activities and personnel. Serves as PM in the absence of the PM.

Minimum Experience: 3 years
Minimum Education: Bachelor’s

Development Manager Healthcare IT

Functional Responsibility: Establishes and maintains the overall healthcare software architecture and standards established on the project. Provides senior-level programmer/technical expertise to all development team members. Ensures consistency of programming and documentation across all subsystems and functions. Provides development status and metrics. Establishes and maintains development schedule. Establishes and maintains the development processes. Establishes and enforces naming
conventions and standards for development. Monitors code reviews and unit testing. Plans and monitors performance test activities on the project. Identifies risks and issues and performs analysis of proposed solutions for impact and cost. Participates in CCB meetings, and is prepared to present technical changes on behalf of the team and discuss impacts on scope, schedule, and cost. Participates as a senior member of the project team in all appropriate scheduled and ad hoc meetings. Hires new associates and releases them when not required for the project. Performs appraisals leading to promotions and incentives based on performance reviews. Mentors, directs, and trains team members, and provides timely feedback on their performance. Responsible for leave authorization and approval of timesheets of the direct reports. Responsible for final approval of delivery expectations for projects. Directs subordinate employees to ensure that the approved plans and processes are adhered to, in accordance with the organization's goals and objectives.

Minimum Experience: 7 years
Minimum Education: Bachelor’s

Functional Lead Healthcare IT
Functional Responsibility: Leads multiple business areas and is a point of contact for healthcare customer interactions. Reports directly to the Functional Manager, and is supported by Business Analyst(s) to perform tasks and produce deliverables to meet internal and customer communicated deadlines. Directly responsible for the assigned business areas and all related activities.

Minimum Experience: 7 years
Minimum Education: Bachelor’s

Functional Manager Healthcare IT
Functional Responsibility: Participates as a senior member of the healthcare project team in all appropriate scheduled and ad hoc meetings. Manages the functional team during the requirements validation, design, development, testing, and implementation phases of the project. Leads the requirements validation efforts, responsible for maintaining and updating the requirements validation documents and requirements traceability matrix. Coordinates with the development manager to ensure that the development iteration plan is executed and all requirements are fully developed. Monitors and resolves integration issues across various subsystems. Coordinates with testing manager to ensure test plan is executed and all requirements are fully tested. Performs project management functions to direct high-level and complex analysis, design, construction, testing, and implementation activities. Provides guidance to and coordination for the functional team. Tracks functional team deliverables and provides weekly status reports and metrics. Assists in creating and providing training content to end users. Meets with the customer and the functional team to complete project tasks and resolve issues. Participates in change control meetings and is prepared to present functional changes.

Minimum Experience: 10 years
Minimum Education: Bachelor’s

Help Desk Analyst Healthcare IT
Functional Responsibility: Under close supervision, provides phone and in-person healthcare support to users in the areas of electronic mail, directories, standard “shrink wrapped” software applications, network operating systems, hardware dispatch, and escalation procedures. Has specialized experience working on a help desk, knowledge of PC operating systems, knowledge of networking, and electronic mail.

Minimum Experience: 2 years
Minimum Education: Associate’s

Implementation Manager Healthcare IT
Functional Responsibility: Plans, manages, coordinates, and approves all aspects of the healthcare implementation phase. Manages the implementation and infrastructure teams to establish all data center environments. Coordinates activities with the development, functional, test, configuration, and conversion managers. Develops implementation status reports. Attends management meetings to report on project status, resolve issues, and control changes. Assists in the identification of risks, and in development of mitigation or avoidance plans. Conducts knowledge transfer to appropriate operations staff. Develops
implementation checklists for 90-, 60-, and 30-day readiness reviews. Executes implementation activities to support readiness reviews. Coordinates with IV&V vendor as necessary. Develops and executes to the Implementation Plan. Develops and executes to the Back-out Strategy Plan. Establishes backup and recovery procedures. Contributes to the Knowledge Transfer Plan.

**Minimum Experience:** 8 years  
**Minimum Education:** Bachelor’s

**Interface Programmer Healthcare IT**  
**Functional Responsibility:** Develops healthcare programs, processes, and procedures to allow browser-based applications interface and internet/intranet enablement. Requirements may interface with various legacy systems to provide data exchange/updates. Gathers client requirements, evaluates alternative approaches, and crafts custom interfaces and front-ends. Provides usability testing and assists with preparation of documentation and the development and delivery of user training. Develop, deploy, integrate and test system interfaces using Java, JCAPS (See Beyond), Oracle SOA Suite, Web Services, PL/SQL, FTP/secure FTP, and other mechanisms. Support interface/web services in test and production environments.

**Minimum Experience:** 5 years  
**Minimum Education:** Bachelor’s

**Medicaid SME Healthcare IT**  
**Functional Responsibility:** Provides complex healthcare management and information technology consulting services related to a Medicaid Management Information System (MMIS) to clients by applying existing knowledge and expertise to performing the following duties: identifies and documents deficiencies and dysfunctional areas in existing systems impacted by or critical to the MMIS; develops alternatives for solutions to problems and, where appropriate, assists in implementing improved or new business processes or automated systems; acts as PM on projects as assigned; collects, documents, and analyzes information concerning clients’ current clinical, financial, or business processes and information systems; and defines, tests, and implements solutions to business and systems problems.

**Minimum Experience:** 8 years  
**Minimum Education:** Bachelor’s

**Network Engineer I Healthcare IT**  
**Functional Responsibility:** Under general supervision, provides a full range of healthcare network systems engineering support services, including but not limited to analyzing and optimizing network architecture and performance; installing and configuring bridges, routers, hubs, gateways, and other network devices for optimal performance; and supporting connectivity to other networks and facilities.

**Minimum Experience:** 1 year  
**Minimum Education:** Bachelor’s

**NOC Specialist Healthcare IT**  
**Functional Responsibility:** Under minimal supervision, monitors healthcare applications, device availability, network conditions and status, system reliability and performance, service and program maintenance, and storage resources for NOC and customer systems. Assists in documenting systems configuration and upgrade procedures. Responsible for obtaining quotes for any related hardware and software necessary for the network and operations, and making purchase order if necessary. Assists in documenting NOC-related work instructions, network records, and circuit records by interfacing with program managers, customers, field personnel, and management.

**Minimum Experience:** 5 years  
**Minimum Education:** Associate’s
Performance Engineer Healthcare IT

**Functional Responsibility:** Designs, configures, and runs healthcare performance tests; collects performance data; profiles the code; designs architecture and code changes to improve performance; implements code changes; or works with other developers to implement changes as appropriate. Works with the Development, Engineering, DBA, and Operations teams to analyze application features and their impact on the performance of the overall application stack. Must be able to engage early in the SDLC in order to influence product design. Must be able to work independently to define highly-relevant test cases and be able to execute the tests along with providing accurate analysis on the test results. Should be able to certify performance of the application and provide recommendation, if required. Generally receives no instruction on routine work or general instructions on new assignments.

**Minimum Experience:** 7 years

**Minimum Education:** Bachelor’s

PL/SQL Programmer I Healthcare IT

**Functional Responsibility:** Under direct supervision, participates in healthcare requirements and design activities. Prepares the database requirement document. Develops and maintains database SQL-stored program units and packages (code) for the assigned team. Participates in software unit testing. Participates in software code walk-throughs. Corrects discrepancies and defects found during testing. Meets deadlines working with development teams to provide stored procedures, views, and functions to support project goals. Effectively interacts with all levels of the project and customer organization in a professional, diplomatic, and tactful manner.

**Minimum Experience:** 1 year

**Minimum Education:** Bachelor’s

PL/SQL Programmer II Healthcare IT

**Functional Responsibility:** Under general supervision, participates in healthcare requirements and design activities. Prepares the database requirement document. Develops and maintains database SQL-stored program units and packages (code) for the assigned team. Participates in software unit testing. Participates in software code walk-throughs. Corrects discrepancies and defects found during testing. Meets deadlines working with development teams to provide stored procedures, views, and functions to support project goals. Effectively interacts with all levels of the project and customer organization in a professional, diplomatic, and tactful manner.

**Minimum Experience:** 3 years

**Minimum Education:** Bachelor’s

PL/SQL Programmer III Healthcare IT

**Functional Responsibility:** Under minimal supervision, participates in healthcare requirements and design activities. Prepares the database requirement document. Develops and maintains database SQL-stored program units and packages (code) for the assigned team. Participates in software unit testing. Participates in software code walk-throughs. Corrects discrepancies and defects found during testing. Meets deadlines working with development teams to provide stored procedures, views, and functions to support project goals. Effectively interacts with all levels of the project and customer organization in a professional, diplomatic, and tactful manner.

**Minimum Experience:** 5 years

**Minimum Education:** Bachelor’s

Program Manager Healthcare IT

**Functional Responsibility:** Performs complex functional activities of the project by providing management and technical direction to healthcare project personnel. Regularly exercises independent judgment, as well as a high level of analytical skill, in solving complex and unusual technical, administrative, and managerial problems.

**Minimum Experience:** 8 years

**Minimum Education:** Bachelor’s
Programmer I Healthcare IT

**Functional Responsibility:** Under general supervision, codes, tests, debugs, documents, and installs both new healthcare programs/technologies and changes to existing healthcare programs/technologies of simple nature. Writes structured application/interface code from specifications conforming to established methodology and standards. Conducts unit tests of either new or modified applications/interfaces. Participates in code reviews to represent reviewed work for adherence to standards and specifications. Writes or revises program documentation, operations documentation, and programmer guides in accordance with standards.

**Minimum Experience:** 3 years  
**Minimum Education:** Bachelor’s

Programmer II Healthcare IT

**Functional Responsibility:** Under minimal supervision, codes, debugs, tests, documents, and installs both new healthcare programs/technologies and changes to existing healthcare programs/technologies of a medium to complex nature. Writes structured application/interface code from specifications conforming to established methodology and standards. Conducts unit tests of either new or modified applications/interfaces. Participates in code reviews to represent reviewed work for adherence to standards and specifications. Writes or revises program documentation, operations documentation, and programmer guides in accordance with standards.

**Minimum Experience:** 5 years  
**Minimum Education:** Bachelor’s

Programmer III Healthcare IT

**Functional Responsibility:** Under limited supervision, designs, develops, codes, tests, debugs, documents, and installs both new healthcare programs/technologies and changes to existing healthcare programs/technologies of a very complex nature. Writes structured application/interface code from specifications conforming to established methodology and standards. Conducts unit tests of either new or modified applications/interfaces. Participates in code reviews to represent reviewed work for adherence to standards and specifications. Writes or revises program documentation, operations documentation, and user guides in accordance with standards.

**Minimum Experience:** 6 years  
**Minimum Education:** Bachelor’s

Project Control Specialist Healthcare IT

**Functional Responsibility:** Develops healthcare project baseline budgets, analyzes project risks, and provides analytical support to PMs. Monitors project progress to compare actual versus baseline resource usage and analyze project cost variances. Support PMs in performing specialized analyses of corrective action plans to determine the most effective means of addressing potential problems. Prepares documentation in accordance with corporate guidelines for project financial review and approval. Prepares documentation in support of the change control process and internal governance meetings throughout the project life cycle. Performs cost analysis, cost estimating, cost management, cost control, and cost forecasting throughout the project lifecycle. Identifies and assists with change management process on projects. Monitors close out documentation requirements and reviews final cost report and final schedule for close out and benchmarking purposes. Provides reports to the VP on pipeline, backlog, project status, and staff planning. Prepares cash flow forecasting and analysis. Develop and maintain annual budgets. Provide various Project Cost information reports.

**Minimum Experience:** 6 years  
**Minimum Education:** Bachelor’s
Project Manager Healthcare IT

**Functional Responsibility:** Performs non-routine functional activities of a healthcare project by providing management and technical direction to project personnel. Exercises independent judgment, as well as a high level of analytical skill, in solving non-routine technical, administrative, and managerial problems. Responsible for all aspects of project performance, and assists in the overall direction of all project-level activities and personnel.

**Minimum Experience:** 5 years  
**Minimum Education:** Bachelor’s

Quality Assurance Analyst I Healthcare IT

**Functional Responsibility:** Under general supervision, provides technical and administrative direction for healthcare personnel performing software development tasks, including the review of work products for correctness and adherence to the design concept and to user standards; review of program documentation to assure government standards/requirements are adhered to; and review of progress in accordance with schedules. Coordinates with the PM and/or QAM to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives.

**Minimum Experience:** 1 year  
**Minimum Education:** Bachelor’s

Quality Assurance Analyst II Healthcare IT

**Functional Responsibility:** Under minimal supervision, provides technical and administrative direction for healthcare personnel performing software development tasks, including the review of work products for correctness and adherence to the design concept and to user standards; review of program documentation to assure government standards/requirements are adhered to; and review of progress in accordance with schedules. Coordinates with the PM and/or QAM to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives.

**Minimum Experience:** 3 years  
**Minimum Education:** Bachelor’s

Quality Assurance Analyst III Healthcare IT

**Functional Responsibility:** Under limited supervision, provides technical and administrative direction for healthcare personnel performing software development tasks, including the review of work products for correctness and adherence to the design concept and to user standards; review of program documentation to assure government standards/requirements are adhered to; and review of progress in accordance with schedules. Coordinates with the PM and/or QAM to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives.

**Minimum Experience:** 4 years  
**Minimum Education:** Bachelor’s

Quality Assurance Manager Healthcare IT

**Functional Responsibility:** Provides technical and administrative direction for healthcare personnel performing software development tasks, including the review of work products for correctness and adherence to the design concept and to user standards; review of program documentation to assure government standards/requirements are adhered to; and review of progress in accordance with schedules. Coordinates with the PM to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives. Establishes and maintains a process for evaluating software and associated documentation. Determines the resources required for quality control. Maintains the level of quality throughout the software life cycle. Conducts formal and informal reviews at pre-determined points throughout the development life cycle. Provides daily supervision and direction to support staff.
Minimum Experience: 5 years
Minimum Education: Bachelor’s

**Reports Analyst Healthcare IT**

**Functional Responsibility:** Conducts data analysis in support of a variety of healthcare analytic solutions. Captures, develops, and documents data definitions, business rules, and data quality requirements. Creates and produces forecasts, reports, ad hoc requests, dashboards, etc. Interprets data, analyzes results, and provides insights to determine operational impact, trends, and opportunities. Develops reports and deliverables for management and communicates with all levels of stakeholders. Identifies and defines both process and data improvements. Ensures compliance with deliverable reporting requirements by performing quality data audits and analysis.

Minimum Experience: 3 years
Minimum Education: Bachelor’s

**Requirements Analyst Healthcare IT**

**Functional Responsibility:** Analyzes healthcare information requirements. Evaluates analytically and systematically problems of workflow, organization, and planning and develops appropriate corrective action. Applies business process improvement practices to reengineer methodologies/principles and business process modernization projects. As appropriate, applies activity and data modeling, transaction flow analysis, internal control and risk analysis, and modern business methods and performance measurement techniques. Assists in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement opportunities consistent with the configuration information management guiding principles, cost savings, and open architecture objectives.

Minimum Experience: 5 years
Minimum Education: Bachelor’s

**SAN Engineer Healthcare IT**

**Functional Responsibility:** Provides storage area network (SAN) and storage technology design, installation, and support experience in recent marketable storage healthcare technologies. Assists in the designs, evaluation, implementation and maintenance of SANs and storage healthcare systems across all customer platforms. Selects the products to be used; designs the solution; completes design and build documentation; and installs, configures, and tests the solution. Supports the acquisition of hardware, software, and subcontractor services. Troubleshoots and resolves operational problems.

Minimum Experience: 3 years
Minimum Education: Bachelor’s

**Security SME Healthcare IT**

**Functional Responsibility:** Manages and guides the maintenance of healthcare systems to protect data from unauthorized users. Develops and administers policies and procedures for identifying, reporting, and resolving security violations. Must be familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a head of a unit/department.

Minimum Experience: 7 years
Minimum Education: Bachelor’s

**Subject Matter Expert I Healthcare IT**

**Functional Responsibility:** Works under guidelines established by supervisor. Receives instructions on specific healthcare assignment objectives, features, possible solutions, etc. Work is reviewed for consistency and completeness. Applicable functional areas include systems engineering, network engineering, acquisition management, business process reengineering, specialty engineering (e.g., communications, systems safety, QA, test and evaluation, human factors, reliability and maintainability, systems
security), organizational planning, financial management, acquisition logistics, configuration and data information systems, and support or program management. Performs routine assignments associated with the implementation of standard techniques, procedures, and/or criteria as they apply to the technical or administrative discipline relating to the task. Using prescribed methods and information supplied, prepares draft inputs to program documentation as it relates to any of the support functions. Reviews final draft documents for conformity to requirements and completeness. Maintains management files. Tracks preparation and delivery status of data deliverables. Attends meetings, design reviews, working groups, and briefings. Reports issues and problems. Performs other related duties as assigned.

Minimum Experience: 2 years
Minimum Education: Bachelor’s

Subject Matter Expert II Healthcare IT
Functional Responsibility: Works under general guidelines established by supervisor. Receives overall instructions on specific healthcare assignment objectives, features, possible solutions, etc. Assistance is furnished on unusual problems and work is reviewed for consistency and completeness. Applicable functional areas include systems engineering, network engineering, acquisition management, business process reengineering, specialty engineering (e.g., communications, systems safety, QA, test and evaluation, human factors, reliability and maintainability, systems security), organizational planning, financial management, acquisition logistics, configuration and data information systems, and support or program management. Performs routine assignments on a broad range of tasks associated with the implementation of standard techniques, procedures, and/or criteria as they apply to the technical or administrative discipline relating to the task. Using prescribed methods and information supplied, develops draft inputs to program documentation as it relates to any of the support functions. Reviews final draft documents for conformity to requirements and completeness. Organizes and maintains management files. Tracks preparation and delivery status of required deliverables. Attends meetings, design reviews, working groups, and briefings. Reports issues and problems. Recommends solutions. May direct the activities of other personnel. Performs other related duties as assigned.

Minimum Experience: 4 years
Minimum Education: Bachelor’s

Subject Matter Expert III Healthcare IT
Functional Responsibility: Works independently under general guidelines or objectives set by supervisor. Possesses advanced healthcare technical and managerial skills; fully knowledgeable and experienced in all aspects of a healthcare program or healthcare functional area. Applicable functional areas include systems engineering, network engineering, acquisition management, business process reengineering, specialty engineering (e.g., communications, systems safety, QA, test and evaluation, human factors, reliability and maintainability, systems security), organizational planning, financial management, acquisition logistics, configuration and data information systems, and support or program management. Manages a single systems acquisition program/project or major functional area. Fully knowledgeable of all aspects of the program or programs under his/her management. Establishes objectives and requirements. Develops budgets. Develops program/project standards and schedules. Monitors outside resources. Has experience or extensive knowledge with the processes and procedures relative to the functional area. Coordinates, reviews, and supervises work of assigned staff.

Reviews/oversees the preparation of all related documentation. Conducts program reviews, meetings, etc. Performs other related duties as assigned.

Minimum Experience: 6 years
Minimum Education: Master’s

Support Engineer Healthcare IT
Functional Responsibility: Responsible for the healthcare enterprise network to ensure the availability of network services for the business. Works with engineers and other stakeholders across the IT organization to ensure that all changes and/or new implementations into the production network have been thoroughly tested/certified, have been documented appropriately, and transitioned to the production environment in a mature manner. Provides troubleshooting and problem analysis skills.
Minimum Experience: 3 years
Minimum Education: Bachelor’s

Systems Administrator I Healthcare IT
Functional Responsibility: Under close supervision, manages the daily activities of configuration and operation of healthcare business systems, which may be mainframe, mini, or client/server based. Optimizes system operation and resource utilization, and performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems.

Minimum Experience: 2 years
Minimum Education: Bachelor’s

Systems Administrator II Healthcare IT
Functional Responsibility: Under general supervision, provides daily operational availability of hardware and software systems to support facility operation for a complex healthcare computer system. Work is of a routine nature. Performs system backup for major systems in accordance with established procedures. Performs scheduled testing and review of hardware and software. Documents all hardware and/or software adjustments and/or modifications as changes are effected. Responsible for the preparation of reports and analysis of operations as required. Performs other related duties as assigned.

Minimum Experience: 3 years
Minimum Education: Bachelor’s

Systems Administrator Manager Healthcare IT
Functional Responsibility: Under minimal supervision, ensures the operational availability of hardware and software systems to support facility operation for a complex healthcare computer system. Ensures system availability and functionality. Performs system backup for major systems in accordance with established procedures. Performs adjustments on hardware and recommends software changes to maximize system throughput. Performs scheduled testing and review of hardware and software. Documents all hardware and/or software adjustments. Responsible for the preparation of reports and analysis operations as required.

Minimum Experience: 7 years
Minimum Education: Bachelor’s

Systems Development Manager Healthcare IT
Functional Responsibility: Manages daily operations in the healthcare department responsible for the planning and engineering of an organization’s systems infrastructure. Ensures that hardware and/or software are designed and installed in a manner that meets the needs of the organization. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Leads and directs the work of others.

Minimum Experience: 5 years
Minimum Education: Bachelor’s

Technical Lead Healthcare IT
Functional Responsibility: Works with various healthcare IT application development teams and consults with them on the appropriate use of tools to realize agile methodologies. Is an advocate for the use of agile and software engineering best practices. Mentors teams on agile ways of working. Creates, coordinates, and conducts best practices and tools training. Supports teams on simulation sessions and mentors project teams to implement best practices.

Minimum Experience: 7 years
Minimum Education: Bachelor’s

Technical Writer Healthcare IT
Functional Responsibility: Under general supervision, develops, writes, and edits material for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with healthcare work methods and
procedures. Receives assignments from supervisor. May arrange for typing, duplication, and distribution of material. May write articles and public/employee relation releases. May edit, standardize, or make changes to material prepared by other writers. May specialize in writing material regarding work methods and procedures.

Minimum Experience: 3 years
Minimum Education: Bachelor’s

Test Manager Healthcare IT

Functional Responsibility: Provides technical leadership and team leadership for one healthcare project with multiple test phases including but not limited to integration, system, load & performance, and user acceptance testing. Designs, develops, and implements testing methods and tools. Plans and arranges the labor, schedules, and labs required for testing. Provides test area with data for sample testing and specifies tests to be performed. Compiles data and defines changes required in testing labs, testing procedures, or new testing requirements. Frequently uses industry practice and techniques, applying standard concepts and principles. Independently applies solutions of moderate scope and complexity, and performs standard assignments. Represents organization on specific projects/teams. Principal accountabilities include managing testing of updated functionality of software products, providing technical leadership, developing and implementing test plans, writing requirements and other appropriate testing documentation, providing status reporting and work documentation, managing resources (labs and personnel), and performing annual employee assessments.

Minimum Experience: 7 years
Minimum Education: Bachelor’s

Tester I Healthcare IT

Functional Responsibility: Working under general guidelines established by supervisor, receives overall instructions on specific healthcare testing assignments. Principal accountabilities include developing test cases from approved project requirements and design, executing test cases, and recording results. Follows established project standards for testing and defect management, working directly with Development and Functional team areas to resolve defects, escalating items as appropriate to gain resolution, working cooperatively with the Development team throughout project lifecycle, and reporting weekly to test lead/manager on progress and issues.

Minimum Experience: 1 year
Minimum Education: Bachelor’s

Tester II Healthcare IT

Functional Responsibility: Working under general guidelines established by supervisor, receives overall instructions on specific healthcare testing assignments. Principal accountabilities include developing test cases from approved project requirements and design, executing test cases, and recording results. Follows established project standards for testing and defect management, working directly with Development and Functional team areas to resolve defects, escalating items as appropriate to gain resolution, working cooperatively with the Development team throughout project lifecycle, and reporting weekly to test lead/manager on progress and issues.

Minimum Experience: 2 years
Minimum Education: Bachelor’s

Tester III Healthcare IT

Functional Responsibility: Assists the test manager in providing technical leadership and team leadership for one healthcare project with multiple test phases including but not limited to integration, system, load & performance, and user acceptance testing. Assists in design, development, and implementation of testing methods and tools. Assists in the compilation of testing data and defines changes required in testing labs, testing procedures, or new testing requirements. Responsible for testing all customer samples and for special tests that cannot be performed in the test area. Frequently uses industry practice and techniques, applying standard concepts and principles. Independently applies solutions of moderate scope and complexity, and performs standard assignments. Represents organization on specific projects/teams when test manager is not available. Principal accountabilities include testing of updated functionality of software products, providing technical leadership, providing input into test plans and
other testing documentation as assigned, status reporting, and managing resources (labs and personnel) to a limited degree. Works independently under general guidelines or objectives set by the Test Manager for the project. Unique skills and experience must include eight years SDLC experience, highly organized with excellent attention to detail, test automation tool experience, excellent verbal and written communication skills, basic leadership skills, and implementation of test plans, procedures, and documentation.

Minimum Experience: 3 years  
Minimum Education: Bachelor’s

Training Manager Healthcare IT  
**Functional Responsibility:** Determines the healthcare training strategy and ensures alignment with project and contract objectives. Designs, delivers, and evaluates training material, including objectives, outlines, presentations, handouts, tests, and laboratory exercises. Arranges and facilitates meetings with the customer and documents these meetings. Provides classroom instruction on technical topics, following outline, handouts, and texts. Administers written and practical exams and compiles surveys and reports to evaluate trainees' comprehension and ability to use the new information in their work environment.

Minimum Experience: 5 years  
Minimum Education: Bachelor’s

Training Specialist Healthcare IT  
**Functional Responsibility:** Under general supervision, determines healthcare training objectives. Assists in the development of training material, including objectives, outlines, presentations, handouts, tests, and laboratory exercises. Participates in meetings with the customer and documents these meetings. Provides classroom instruction on technical topics, following outline, handouts, and texts. Administers written and practical exams and compiles surveys and reports to evaluate trainees' comprehension and ability to use the new information in their work environment. Develops Computer Based Training (CBT) content to meet specific training objectives and updates and maintains content in coordination with customer needs and feedback.

Minimum Experience: 1 year  
Minimum Education: Bachelor’s

Workplan Administrator I Healthcare IT  
**Functional Responsibility:** Under general supervision, responsible for designing, developing, and maintaining detailed schedules for healthcare system development life cycle projects including, but not limited to, analysis, design, development, implementation, and operational phases. In conjunction with the PM, and with input from the cross-functional team, generates publishes, and maintains an accurate Master Schedule using MS Project, showing the tasks and resources required to deliver on-time, per customer requirements and milestones. Works closely with the PMO, development, operations and other project teams to develop detailed schedules, and keeps these schedules current and seamlessly integrated into the Master Schedule. Provides hands-on development of layered schedules detailing how a specific project is progressing, including how the project contributes to overarching program requirements and objectives. Develops and maintains linkages, dependencies, and inter-dependencies with related projects. Identifies major milestones, decision points, and project life-cycle and other project events. Identifies critical path and task dependencies.

Sets and maintains the baseline schedule and tracks all changes to the baselined schedule. Performs "what if" scenarios within the schedule. Liaises with cross-functional project team members and PM to obtain required data to update schedules, including remaining work and estimated completion date (ECD) for planned tasks. Develops and maintains summary level schedule reports; Gantt, PERT, milestone charts; and other project management tools used to support critical path analysis, near-term tasks work authorizations, priority-based resource allocations, performance variances, and cost/schedule integration. Performs schedule estimating through elicitation of team members and other stakeholders to capture estimations of new work, updated actuals, and remaining work. Champions and supports continuous risk mitigation and issue management through schedule analysis. Tracks and informs the project team regarding upcoming tasks and status of work in progress. Assists in establishing and allocating resource pools, and aggregating separately maintained project schedules into a consolidated view specifying dependencies and over/under allocation of staff between multiple separate tasks. Generates schedule reports based on planned vs actual work or others as required.
Minimum Experience: 1 year
Minimum Education: Bachelor’s

Workplan Administrator II Healthcare IT

Functional Responsibility: Under minimal supervision, responsible for designing, developing, and maintaining detailed schedules for healthcare system development life cycle projects including, but not limited to, analysis, design, development, implementation, and operational phases. In conjunction with the PM, and with input from the cross-functional team, generates, publishes, and maintains an accurate Master Schedule, using MS Project, showing the tasks and resources required to deliver on-time, per customer requirements and milestones. Works closely with the PMO, development, operations, and other project teams to develop detailed schedules, and keeps these schedules current and seamlessly integrated into the Master Schedule. Provides hands-on development of layered schedules detailing how a specific project is progressing, including how the project contributes to overarching program requirements and objectives. Develops and maintains linkages, dependencies, and inter-dependencies with related projects. Identifies major milestones, decision points, and project life-cycle and other project events. Identifies critical path and task dependencies. Sets and maintains the baseline schedule and tracks all changes to the baselined schedule. Performs "what if" scenarios within the schedule. Liaises with cross-functional project team members and PM to obtain required data to update schedules, including remaining work and estimated completion date (ECD) for planned tasks.

Works in collaboration with Project Management team to drive consistency of the project scheduling approach to facilitate accuracy in project execution and reporting. Assists in defining and implementing industry standard schedule management processes and procedures. Develops schedule version control processes, policies, and procedures and ensures they are followed during the development and maintenance of schedules. Develops and maintains summary level schedule reports; Gantt, PERT, and milestone charts; and other project management tools used to support critical path analysis, near-term tasks work authorizations, priority-based resource allocations, performance variances, and cost/schedule integration. Performs schedule estimating through elicitation of team members and other stakeholders to capture estimations of new work, updated actuals, and remaining work. Champions and supports continuous risk mitigation and issue management through schedule analysis. Tracks and informs the project team regarding upcoming tasks and status of work in progress. Assists in establishing and allocating resource pools, aggregating separately maintained project schedules into a consolidated view specifying dependencies and over/under allocation of staff between multiple separate tasks. Generates schedule reports based on planned vs actual work or others as required.

Minimum Experience: 7 years
Minimum Education: Bachelor’s

Experience and Degree Substitution Equivalency
Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

<table>
<thead>
<tr>
<th>Equivalent Degree</th>
<th>Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Associate’s</td>
<td>2 years relevant experience plus Industry Certification</td>
</tr>
<tr>
<td>Master’s</td>
<td>Associate degree + 2 to 4 years relevant experience and Industry Certification</td>
</tr>
<tr>
<td>PhD</td>
<td>Bachelor’s plus 6 to 10 years relevant experience and Industry Certification</td>
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</table>

SIN 54151HEAL

<table>
<thead>
<tr>
<th>LABOR CATEGORY</th>
<th>PRICE OFFERED TO GSA (including IFF)</th>
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</thead>
<tbody>
<tr>
<td>Position</td>
<td>Rate</td>
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<tr>
<td>----------------------------------------------</td>
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</tr>
<tr>
<td>Architect I Healthcare IT</td>
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<tr>
<td>Architect II Healthcare IT</td>
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<tr>
<td>Architect Lead Healthcare IT</td>
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<td>Business Analyst I Healthcare IT</td>
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<td>Business Analyst II Healthcare IT</td>
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<tr>
<td>Business Analyst III Healthcare IT</td>
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<td>Chief Medical Officer Healthcare IT</td>
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<td>Computer Systems Analyst Healthcare IT</td>
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<tr>
<td>Configuration Management Manager</td>
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<td>Config Management Specialist I Healthcare IT</td>
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<td>Data Conversion Manager Healthcare IT</td>
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<td>Data Modeler Manager Healthcare IT</td>
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<td>Database Administrator I Healthcare IT</td>
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<td>Medicaid SME Healthcare IT</td>
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<td>Position</td>
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<td>--------------------------------------------</td>
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<tr>
<td>Quality Assurance Manager Healthcare IT</td>
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<td>Reports Analyst Healthcare IT</td>
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<td>Requirements Analyst Healthcare IT</td>
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<td>SAN Engineer Healthcare IT</td>
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<td>Security SME Healthcare IT</td>
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<td>Subject Matter Expert I Healthcare IT</td>
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<td>$51.30</td>
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Royal Aquarian Consultancy, Inc.

GSA Contract #: 47QTCA19D00AZ

<table>
<thead>
<tr>
<th>Position</th>
<th>Rate</th>
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<tbody>
<tr>
<td>Tester II Healthcare IT</td>
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<tr>
<td>Tester III Healthcare IT</td>
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<tr>
<td>Architect I Healthcare IT</td>
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</tbody>
</table>

**BEST VALUE**

**BLANKET PURCHASE AGREEMENT**

**FEDERAL SUPPLY SCHEDULE**

Royal Aquarian Consultancy, Inc.

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

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.
This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

Signatures

Ordering Activity  Date  Contractor  Date
(CUSTOMER NAME)
BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s) ____________, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering activity):

(1) The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

<table>
<thead>
<tr>
<th>MODEL NUMBER/PART NUMBER</th>
<th>*SPECIAL BPA DISCOUNT/PRICE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<tr>
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</table>

(2) Delivery:

<table>
<thead>
<tr>
<th>DESTINATION</th>
<th>DELIVERY SCHEDULES / DATES</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<tr>
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</tr>
</tbody>
</table>

(3) The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be ________________.

(4) This BPA does not obligate any funds.

(5) This BPA expires on ________________ or at the end of the contract period, whichever is earlier.

(6) The following office(s) is hereby authorized to place orders under this BPA:

<table>
<thead>
<tr>
<th>OFFICE</th>
<th>POINT OF CONTACT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.

(8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:

(a) Name of Contractor;
(b) Contract Number;
(c) BPA Number;
(d) Model Number or National Stock Number (NSN);
(e) Purchase Order Number;
(f) Date of Purchase;
(g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
(h) Date of Shipment.

(9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.

(10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor’s invoice, the provisions of this BPA will take precedence.

***************************************************************************
BASIC GUIDELINES FOR USING “CONTRACTOR TEAM ARRANGEMENTS”

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

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

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

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

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

Here is a general outline on how it works:

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