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

**Schedule Title:** Multiple Award Schedule  
**FSC Group:** Information Technology - IT Services, IT Software  
**Contract Number:** 47QTCA19D00DN  
**Contract Period:** June 18, 2019 to June 17, 2024

For more information on ordering from Federal Supply Schedules click on the GSA Schedules link at www.gsa.gov

**Contractor:**  
Platform 3 Solutions, LLC  
601 Carlson Parkway Suite 1050  
Minnetonka, Minnesota, 55305, USA  
**Phone number:** (714) 222-1837  
**Fax number:** (612) 295-0029  
www.platform3solutions.com

**Contractor’s Administration Source:**  
Ravi Rangasami  
**Business Size:** Small Business

**CUSTOMER INFORMATION:**
1a. **TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)**

<table>
<thead>
<tr>
<th>SIN</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>511210</td>
<td>Software License</td>
</tr>
<tr>
<td>54151</td>
<td>Software Maintenance Services</td>
</tr>
<tr>
<td>54151S</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>Health Information Technology Services</td>
</tr>
<tr>
<td>OLM</td>
<td>Order-Level Materials (OLMs)</td>
</tr>
</tbody>
</table>

1b. **LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:**

<table>
<thead>
<tr>
<th>SIN</th>
<th>MODEL</th>
<th>PRICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>511210</td>
<td>1001</td>
<td>$98,740.55</td>
</tr>
</tbody>
</table>

1c. **HOURLY RATES:**

<table>
<thead>
<tr>
<th>SIN(s)</th>
<th>Service</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
<th>Year 4</th>
<th>Year 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S, 54151HEAL</td>
<td>Program Manager / Health IT Program Manager</td>
<td>$143.174</td>
<td>$146.04</td>
<td>$148.96</td>
<td>$151.94</td>
<td>$154.98</td>
</tr>
<tr>
<td>54151S, 54151HEAL</td>
<td>Senior Project Manager / Health IT Senior Project Manager</td>
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<td>$151.31</td>
<td>$154.33</td>
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<td>Senior IT Project lead / Health IT Senior IT Project lead</td>
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<td>$118.14</td>
<td>$120.50</td>
<td>$122.91</td>
</tr>
<tr>
<td>54151S, 54151HEAL</td>
<td>Senior Systems Analyst / Health IT Senior Systems Analyst</td>
<td>$131.32</td>
<td>$133.95</td>
<td>$136.63</td>
<td>$139.36</td>
<td>$142.15</td>
</tr>
<tr>
<td>54151S, 54151HEAL</td>
<td>Senior Business Analyst / Health IT Senior Business Analyst</td>
<td>$131.32</td>
<td>$133.95</td>
<td>$136.63</td>
<td>$139.36</td>
<td>$142.15</td>
</tr>
<tr>
<td>54151S, 54151HEAL</td>
<td>Senior Quality Manager / Health IT Senior Quality Manager</td>
<td>$131.32</td>
<td>$133.95</td>
<td>$136.63</td>
<td>$139.36</td>
<td>$142.15</td>
</tr>
<tr>
<td>54151S, 54151HEAL</td>
<td>Senior Quality Analyst / Health IT Senior Quality Analyst</td>
<td>$130.34</td>
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<td>$135.60</td>
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<td>$141.08</td>
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<tr>
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<td>Senior IT Programmer/Developer / Health IT Senior IT Programmer/Developer</td>
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<td>$133.95</td>
<td>$136.63</td>
<td>$139.36</td>
<td>$142.15</td>
</tr>
<tr>
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<td>IT Programmer/Developer / Health IT IT Programmer/Developer</td>
<td>$124.41</td>
<td>$126.90</td>
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<td>$153.79</td>
<td>$156.87</td>
<td>$160.01</td>
<td>$163.21</td>
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<tr>
<td>54151S, 54151HEAL</td>
<td>Senior Database Analyst / Health IT Senior Database Analyst</td>
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<td>$129.92</td>
<td>$132.52</td>
<td>$135.17</td>
<td>$137.88</td>
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<tr>
<td>54151S, 54151HEAL</td>
<td>Senior ETL Lead / Health IT Senior ETL Lead</td>
<td>$127.38</td>
<td>$129.92</td>
<td>$132.52</td>
<td>$135.17</td>
<td>$137.88</td>
</tr>
</tbody>
</table>
2. **MAXIMUM ORDER**: $500,000

*Ordering activities may request a price reduction at any time before placing an order, establishing a BPA, or in conjunction with the annual BPA review. However, the ordering activity shall seek a price reduction when the order or BPA exceeds the simplified acquisition threshold. Schedule contractors are not required to pass on to all schedule users a price reduction extended only to an individual ordering activity for a specific order or BPA.

3. **MINIMUM ORDER**: $100

4. **GEOGRAPHIC COVERAGE**: 48 contiguous states, Washington D.C.

5. **POINT(S) OF PRODUCTION**: US

6. **DISCOUNT FROM LIST PRICES**: Prices shown are net, discount deducted.

7. **QUANTITY DISCOUNT(S)**: Additional 5% discount for single task orders exceeding $300K

8. **PROMPT PAYMENT TERMS**: .5% Net 15 Days

9a. Government Purchase Cards must be accepted at or below the micro-purchase threshold.

9b. Government Purchase Cards are accepted above the micro-purchase threshold.

10. **FOREIGN ITEMS**: None

11a. **TIME OF DELIVERY**: Contact contractor

11b. **EXPEDITED DELIVERY**: Contact contractor

11c. **OVERNIGHT AND 2-DAY DELIVERY**: Contact contractor

11d. **URGENT REQUIREMENTS**: Agencies can contact the Contractor’s representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.

12. **FOB POINT**: Destination

13a. **ORDERING ADDRESS**: 601 Carlson Parkway Suite 1050 Minnetonka, Minnesota, 55305, USA

13b. **ORDERING PROCEDURES**: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3

14. **PAYMENT ADDRESS**: 601 Carlson Parkway Suite 1050 Minnetonka, Minnesota, 55305, USA
15. **WARRANTY PROVISION:** Standard Commercial Warranty

16. **EXPORT PACKING CHARGES:** N/A

17. **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:** N/A

18. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):** N/A

19. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** N/A

20. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):** N/A

20a. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):** N/A

21. **LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):** N/A

22. **LIST OF PARTICIPATING DEALERS (IF APPLICABLE):** N/A

23. **PREVENTIVE MAINTENANCE (IF APPLICABLE):** N/A

24a. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):** N/A

24b. **Section 508 Compliance for EIT:** N/A

25. **DUNS NUMBER:** 079809680

26. Contractor has an active registration in the SAM database.
1. **INSPECTION/ACCEPTANCE**

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its postacceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the software, unless the change is due to the defect in the software.

2. **ENTERPRISE USER LICENSE AGREEMENTS REQUIREMENTS (EULA)**

The Contractor shall provide all Enterprise User License Agreements in an editable Microsoft Office (Word) format.

3. **GUARANTEE/WARRANTY**

a. Unless specified otherwise in this contract, the Contractor’s standard commercial guarantee/warranty as stated in the contract’s commercial pricelist will apply to this contract.

b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.

c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

4. **TECHNICAL SERVICES**

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number ____________ for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from ____________ to ____________.

5. **SOFTWARE MAINTENANCE**

a. Software maintenance as it is defined: (select software maintenance type) :

_______  1. Software Maintenance as a Product (SIN 511210)

Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that are included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, online help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user’s self diagnostics.

Software maintenance as a product does NOT include the creation, design, implementation, integration, etc. of a software package. These examples are considered software maintenance as a service.
Software Maintenance as a product is billed at the time of purchase.

___X____  2. Software Maintenance as a Service (SIN 54151)

Software maintenance as a service creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software. Software maintenance as a service includes person-to-person communications regardless of the medium used to communicate: telephone support, on-line technical support, customized support, and/or technical expertise which are charged commercially. Software maintenance as a service is billed in arrears in accordance with 31 U.S.C. 3324.

Software maintenance as a service is billed in arrears in accordance with 31 U.S.C. 3324.

b. Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

6. PERIODS OF TERM LICENSES (SIN 511210) AND MAINTENANCE (SIN 54151)

a. The Contractor shall honor orders for periods for the duration of the contract period or a lesser period of time.

b. Term licenses and/or maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice to the Contractor.

c. Annual Funding. When annually appropriated funds are cited on an order for term licenses and/or maintenance, the period of the term licenses and/or maintenance shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of the term licenses and/or maintenance orders citing the new appropriation shall be required, if the term licenses and/or maintenance is to be continued during any remainder of the contract period.

d. Cross-Year Funding Within Contract Period. Where an ordering activity’s specific appropriation authority provides for funds in excess of a 12 month (fiscal year) period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.

e. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of an order, if the term licenses and/or maintenance is to be terminated at that time. Orders for the continuation of term licenses and/or maintenance will be required if the term licenses and/or maintenance is to be continued during the subsequent period.

7. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE

a. The ordering activity may convert term licenses to perpetual licenses for any or all software at any time following acceptance of software. At the request of the ordering activity the Contractor shall furnish, within ten (10) calendar days, for each software product that is contemplated for conversion, the total amount of conversion credits which have accrued while the software was on a term license and the date of the last update or enhancement.

b. Conversion credits which are provided shall, within the limits specified, continue to accrue from one contract period to the next, provided the software remains on a term license within the ordering activity.

c. The term license for each software product shall be discontinued on the day immediately preceding the effective date of conversion from a term license to a perpetual license.

d. The price the ordering activity shall pay will be the perpetual license price that prevailed at the time such software was initially ordered under a term license, or the perpetual license price prevailing at the time of conversion from a term license to a perpetual license, whichever is the less, minus an amount equal to ________% of all term license payments during the period that the software was under a term license within the ordering activity.
8. TERM LICENSE CESSATION

a. After a software product has been on a continuous term license for a period of ___________ * months, a fully paid-up, non-exclusive, perpetual license for the software product shall automatically accrue to the ordering activity. The period of continuous term license for automatic accrual of a fully paid-up perpetual license does not have to be achieved during a particular fiscal year; it is a written Contractor commitment which continues to be available for software that is initially ordered under this contract, until a fully paid-up perpetual license accures to the ordering activity. However, should the term license of the software be discontinued before the specified period of the continuous term license has been satisfied, the perpetual license accrual shall be forfeited.

b. The Contractor agrees to provide updates and maintenance service for the software after a perpetual license has accrued, at the prices and terms of Special Item Number 132-34, if the licensee elects to order such services. Title to the software shall remain with the Contractor.

9. UTILIZATION LIMITATIONS - (SIN 511210, AND SIN 54151)

a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.

b. When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:

(1) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.

(2) Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on a sharing basis where multiple agencies have joint projects that can be satisfied by the use of the software placed at one ordering activity's site. This would allow other agencies access to one ordering activity's database. For ordering activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data. The user ordering activity will take appropriate action by instruction, agreement, or otherwise, to protect the Contractor's proprietary property with any third parties that are permitted access to the computer programs and documentation in connection with the user ordering activity's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.

(3) Except as is provided in paragraph 8.b(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.

(4) The ordering activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of Disaster Recovery, the ordering activity has the right to transfer the software to another site if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the computer software and documentation with a backup computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.

(5) “Commercial Computer Software” may be marked with the Contractor's standard commercial restricted rights legend, but the schedule contract and schedule pricelist, including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.
10. SOFTWARE CONVERSIONS - (SIN 511210)

Full monetary credit will be allowed to the ordering activity when conversion from one version of the software to another is made as the result of a change in operating system, or from one computer system to another. Under a perpetual license (511210), the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version. Under a term license (511210), conversion credits which accrued while the earlier version was under a term license shall carry forward and remain available as conversion credits which may be applied towards the perpetual license price of the new version.

11. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY

The Contractor shall include, in the schedule pricelist, a complete description of each software product and a list of equipment on which the software can be used. Also, included shall be a brief, introductory explanation of the modules and documentation which are offered.

12. RIGHT-TO-COPY PRICING

The Contractor shall insert the discounted pricing for right-to-copy licenses.

<table>
<thead>
<tr>
<th>SIN</th>
<th>Mfr Part No</th>
<th>Product Name</th>
<th>Product Description</th>
<th>UOI</th>
<th>GSA Price w/ IFF</th>
</tr>
</thead>
<tbody>
<tr>
<td>511210</td>
<td>1001</td>
<td>Archon</td>
<td>Archon product is a one step, time effective and cost reducing approach to archive data from retiring legacy applications enabling organization to achieve greater ROI. It supports wide range of RDBMS and legacy data formats enabling data to be extracted in variety of formats including XML, HTML, CSV, JSON, etc. The toolkit is primarily customized to extract data in XML formats around which screens are built to enable users to query and get the details they need at ease.</td>
<td>Per Application</td>
<td>$98,740.55</td>
</tr>
<tr>
<td>54151</td>
<td>Annual Maintenance</td>
<td>Annual Maintenance Agreement</td>
<td>Annual Maintenance Agreement</td>
<td>Per Application</td>
<td>$22,710.33</td>
</tr>
</tbody>
</table>
**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 54151S Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.

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

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

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

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

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

### 3. ORDER

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

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

### 4. PERFORMANCE OF SERVICES

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

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

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

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

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

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

(1) Cancel the stop-work order; or

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

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

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

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

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

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) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition. As prescribed in 16.601(e)(3), insert the following provision:

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

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity’s Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.
16. DESCRIPTION OF IT/IAMPROFESSIONAL SERVICES AND PRICING.

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

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

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

EXAMPLE:
Commercial Job Title: System Engineer
Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.
Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.
Minimum Education: Bachelor’s Degree in Computer Science
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 54151HEAL Health Information Technology Services apply exclusively to Health IT Services within the scope of this Information Technology Schedule.

b. This SIN is limited to Health IT Services only. Software and hardware products are out of scope. Hardware and software can be acquired through different Special Item Numbers on IT Schedule 70 (e.g. 511210, 511210, 33411).

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

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

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

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

EXAMPLE: Commercial Job Title: Health IT Subject Matter Expert
Minimum Experience: Ten (10) years.
Functional Responsibilities: Significant information technology consulting and clinical information system strategy and implementation experience. Experienced in client engagements representing a wide array of activities, related to professional information technology projects, in a healthcare/clinical environment, including strategic planning related to information technology systems and/or software, governance, process design/ redesign, clinical content development, and communications and training strategies for information technology solutions. Minimum Education: Medical Doctor or Doctor of Osteopathic Medicine.
<table>
<thead>
<tr>
<th>Job Title</th>
<th>Detailed Position Description and functional responsibilities</th>
<th>Min Years of Experience</th>
<th>Min Education Level</th>
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<tbody>
<tr>
<td>Program Manager / Health IT Program Manager</td>
<td>1. Experience in managing multiple projects and task orders in parallel&lt;br&gt;2. Experience in managing technical teams and functional teams and respective project managers and project leads&lt;br&gt;3. Experience in developing program level plans, project plan, work breakdown structure, project roadmap&lt;br&gt;4. Developing project scopes and objectives, involving all relevant stakeholders and ensuring technical feasibility&lt;br&gt;5. Experienced in governance and leadership reporting at senior levels&lt;br&gt;6. Manage, track and report budget and schedule&lt;br&gt;7. Use appropriate verification techniques to manage changes in project scope, schedule and costs&lt;br&gt;8. Measure project performance using appropriate systems, tools and techniques&lt;br&gt;9. Perform risk management to minimize project risks&lt;br&gt;10. Create and maintain comprehensive project documentation&lt;br&gt;11. Excellent written and verbal communication skills&lt;br&gt;12. Strong organizational skills including attention to detail and multi-tasking skills&lt;br&gt;13. Experience in Health IT related program management including Connected Health, handling of Electronic health records, Emerging new technology projects related to healthcare, Development of IT based new Innovative health solutions, Healthcare analytics and personal health information management</td>
<td>6 Years</td>
<td>Bachelors degree or equivalent</td>
</tr>
<tr>
<td>Senior Project Manager / Health IT Senior Project Manager</td>
<td>1. Experience in developing project plan, work breakdown structure, project roadmap&lt;br&gt;2. Developing project scopes and objectives, involving all relevant stakeholders and ensuring technical feasibility&lt;br&gt;3. Identify, allocate, manage resources&lt;br&gt;4. Manage, track and report budget and schedule&lt;br&gt;5. Use appropriate verification techniques to manage changes in project scope, schedule and costs&lt;br&gt;6. Measure project performance using appropriate systems, tools and techniques&lt;br&gt;7. Perform risk management to minimize project risks&lt;br&gt;8. Create and maintain comprehensive project documentation&lt;br&gt;9. Excellent written and verbal communication skills&lt;br&gt;10. Excellent client-facing and internal communication skills&lt;br&gt;11. Strong organizational skills including attention to detail and multi-tasking skills&lt;br&gt;12. Experience in Health IT related project management including Connected Health, handling of Electronic health records, Emerging new technology projects related to healthcare, Healthcare analytics and personal health information management</td>
<td>4 Years</td>
<td>Bachelors degree or equivalent</td>
</tr>
<tr>
<td>Senior IT Project lead / Health IT Senior IT Project lead</td>
<td>1. Experience in managing IT project teams that include application design, development or application maintenance&lt;br&gt;2. Experience in managing IT developers, IT testers, Quality engineers and IT Architects&lt;br&gt;3. Ability to understand technical activities, tasks, dependencies and ability to prioritize day to day tasks and activities&lt;br&gt;4. Understanding and/or hands on experience in IT technology skills such as Java/J2EE stack, or Mainframe stack, or .Net stack&lt;br&gt;5. Identify , allocation, manage resources&lt;br&gt;6. Manage, track and report project tasks, activities, issues and risks&lt;br&gt;7. Ability to develop risk mitigation plans using technical skills and project team technical inputs&lt;br&gt;8. Strong written and verbal communication skills&lt;br&gt;9. Strong client-facing and internal communication skills&lt;br&gt;10. Good organizational skills including attention to detail and multi-tasking skills&lt;br&gt;11. Experience in Health IT related Project Lead skills including Connected Health, handling of Electronic health records, Emerging new technology projects related to healthcare, Healthcare analytics and personal health information management</td>
<td>4 Years</td>
<td>Bachelors degree or equivalent</td>
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<tr>
<td>Role</td>
<td>Responsibilities</td>
<td>Experience</td>
<td>Education</td>
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| Senior Systems Analyst / Health IT | 1. Experience in analyzing and evaluating existing or proposed systems and designs computer systems to process data  
2. Ability to analyze systems and procedures to refine their formulation and converts them to programmable formats  
3. Writes or updates software specifications  
4. Creates logical data models based on functional requirements  
5. Performs quality assurance review of specifications for internal and external delivery  
6. Troubleshoots and provides technical support and solutions to users  
7. Develops analytical tools for use in the design and redesign of systems  
8. Analyzes detail systems factors, including input and output requirements, information flow, hardware and software requirements, and reliability characteristics  
9. Prepares and updates documentation for new or existing systems  
10. Monitors system effectiveness in satisfying user needs  
11. Experience in Health IT related Systems Analyst including Connected Health, handling of Electronic health records, Emerging new technology projects related to healthcare, Healthcare analytics and personal health information management. | 4 Years | Bachelors degree or equivalent |
| Senior Business Analyst / Health IT | 1. Experience in gathering business requirements from business teams  
2. Ability to understand business functions and functional inter-relations  
3. Strong written and oral communication skills  
4. Defines and documents customer business functions and processes  
5. Analyzes the feasibility, develop requirements for new systems and enhancements to existing systems, ensures the system design fits the needs of the users.  
6. Experience in requirements management, tracking changes  
7. Ability to interact with technical and functional teams and serve as liaison between these teams to analyze, validate and clarify the requirements  
8. Ability to develop user manuals, job aid documents  
9. Experience in Health IT related Business Analysis including Connected Health, handling of Electronic health records, Emerging new technology projects related to healthcare, Healthcare analytics and personal health information management. | 4 Years | Bachelors degree or equivalent |
| Senior Quality Manager / Health IT | 1. Experienced in managing QA testing efforts for new application developments and ongoing application maintenance  
2. Develop and manage QA process and procedures  
3. Represent QA in preliminary project estimation for testing activities  
4. Develop a strong understanding of the application and domain to perform testing of the services from a technical standpoint including non-functional aspects such as load, response time, end-to-end connectivity, availability, security etc.  
5. Define and document test strategy, test plans, and test cases by evaluating functional and non-functional requirements  
6. Identify, create, execute and manage test cases  
7. Provide leadership to non-technical functional testers on a day-to-day basis by empowering the test team and teaching them how to design and implement testing tasks necessary to meet the project deliverables  
8. Mentor testers on a daily basis and train them to function independently  
9. Help troubleshoot issues that arise during project lifecycle and operations  
10. Participate in meetings with the IT teams, business teams, and vendors to discuss requirements, design and testing updates  
11. Create metrics/reports to capture test progress for projects and releases  
12. Communicate ideas and information tailored to the style and needs of the audience (technical and non-technical)  
13. Experience in Health IT related quality management including Connected Health, handling of Electronic health records, Emerging new technology projects related to healthcare, Healthcare analytics and personal health information management. | 4 Years | Bachelors degree or equivalent |
<table>
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<tr>
<th>Role</th>
<th>Requirements</th>
<th>Experience Level</th>
<th>Education Level</th>
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</table>
| Senior Quality Analyst / Health IT Senior Quality Analyst | 1. Strong understanding of SDLC software development process and methodologies  
2. Good understanding of Agile software development process and methodologies  
3. Experience in performing system testing, integration testing using software applications  
4. Experience in using quality process management tools such as Quality Center  
5. Strong documentation skills to document and capture test plans, test results  
6. Strong communication skills to interact with business and technical team members.  
7. Ability to capture, prioritize and manage test defects and communicate with development team  
8. Identify, create, execute and manage test cases  
9. Strong communication, and documentation skills  
10. Experience in Health IT related Quality Analyst skills including Connected Health, handling of Electronic health records, Emerging new technology projects related to healthcare, Healthcare analytics and personal health information management. | 2 Years          | Bachelors degree or equivalent |
| Senior IT Programmer/Developer / Health IT Senior IT Programmer/Developer | 1. Experienced in designing, developing and implementing applications with technologies such as Java/J2EE Stack or .Net Stack or Mainframe stack or new technologies stack  
2. Ability to Assist in design, and outline solution architectures providing conceptual, logical and application level design.  
3. Provide technical expertise in support of application development and govern the implementations of the applications.  
4. Strong understanding of SDLC or Agile or ITIL methodologies for Software development and maintenance  
5. Design and develop solutions with multiple technologies, complex environments and determine which is appropriate for the situation  
6. Capable of implementing industry best-practice processes related to application development concepts, designs, and architectures  
7. Apply company and Client policies and procedures to resolve complex issues  
8. Prepare and review estimates for tasks and/or projects  
9. Participating in the design process of new features and enhancements to the software platform.  
10. Participate in the development effort resulting in well structured, easily maintained program code.  
11. Meet all established policies and procedures within technology environment for the assigned projects  
12. Prepare and execute unit, system and integration test scripts within multiple projects  
13. Ability to perform across all phases of system development for multiple complex projects; including coding, technical design, and end-to-end testing  
14. Ability to clearly document own work products and review and contribute to the documentation across multiple projects  
15. Experience in Health IT related Programming skills including Connected Health, handling of Electronic health records, Emerging new technology projects related to healthcare, Development of new health innovation related products using latest technologies, Healthcare analytics and personal health information management. | 4 Years          | Bachelors degree or equivalent |
| IT Programmer/Developer / Health IT IT Programmer/Developer | 1. Experience in designing, developing and implementing applications with technologies such as Java/J2EE, .Net.  
2. Ability to design and develop software code based on system requirements  
3. Experience in developing software code using various programming languages such as Java/J2EE, .Net.  
4. Understanding in software code version management and version control  
5. Ability to develop system and technical documentations based on software design and development  
6. Ability to work in a team environment  
7. Strong analytical and problem solving skills  
8. Experience in Health IT related Programming skills including Connected Health, handling of Electronic health records, Emerging new technology projects related to healthcare, Development of new health innovation related products using latest technologies. | 2 Years          | Bachelors degree or equivalent |
### Senior IT Solutions Architect / Health IT

**Senior IT Solutions Architect**

1. Collaborate with other professionals to determine functional and non-functional requirements for new software or applications
2. Use tools and methodologies to create representations for functions and user interface of desired product
3. Develop high-level product specifications with attention to system integration and feasibility
4. Define all aspects of development from appropriate technology and workflow to coding standards
5. Communicate successfully all concepts and guidelines to development team
6. Oversee progress of development team to ensure consistency with initial design
7. Provide technical guidance and coaching to developers and engineers
8. Ensure software meets all requirements of quality, security, modifiability, extensibility
9. Develop system components interface and data flow architecture
10. Strong communication and presentation abilities
11. Experience in Health IT related Solutions Architecture including Connected Health, handling of Electronic health records, Emerging new technology projects related to healthcare, Healthcare analytics and personal health information management.

| 4 Years | Bachelors degree or equivalent |

### Senior Database Analyst / Health IT

**Senior Database Analyst**

1. Experience in maintaining the integrity, security and availability of multiple databases
2. Experienced in disaster recovery, performance analysis and tuning, index maintenance, and monitoring of data
3. Administers, maintains, develops and implements policies and procedures for ensuring the security and integrity of the database
4. Evaluates and recommends available database management system (DBMS) products
5. Performs database and software life-cycle activities to ensure highest level of system performance and availability and compliance with business requirements
6. Performs Oracle, SQL Server, SYBASE, and other DBMS database and application server administration
7. Organizes and formats data for efficient query and storage processes
8. Experienced to perform all database administrator functions to include disaster recovery, performance analysis and tuning, index maintenance, and monitoring of data
9. Coordinate and develop database backup, storage, and replication schemes across the customers’ enterprise. Develop policies and procedures for ensuring the security and integrity of the database
10. Ability to identify and implement indexing, performance tuning, data segmentation and data management for the given database systems
11. Experience in Health IT related Database Analysis including Connected Health, handling of Electronic health records, Emerging new technology projects related to healthcare, Healthcare analytics and personal health information management.

| 4 Years | Bachelors degree or equivalent |

### Senior ETL Lead / Health IT

**Senior ETL Lead**

1. Experienced in business data model design and implementation
2. Ability to Manage data aspects of project implementations and application functionalities
3. Reverse engineering the existing data flow and transformation logic from data source systems and ability to Design, develop, and maintain new data ingestion processes
4. Collaborate with other business entities for new data source ingestion and extraction
5. Build effective working relationship with all functional areas of project and client teams
6. Provide technical documentation on systems and related business rules
7. Work closely with internal team to determine requirements and implement software solutions
8. Experienced in ETL tools and technologies such as DataStage, Informatica, Talend

| 4 Years | Bachelors degree or equivalent |
etc.
9. Ability to validate and verify data chain of custody for the data handled in ETL process
10. Experience in Health IT related ETL skills including Connected Health, handling of Electronic health records, Emerging new technology projects related to healthcare, Healthcare analytics and personal health information management.