Authorized Federal Supply Service Information Technology Schedule Price List General Purpose Commercial Information Technology Equipment, Software and Services

Special Item No. 54151S (formerly SIN 132-51) Information Technology Professional Services
Special Item No. 54151HEAL (formerly SIN 132-56) Information Technology Professional Services

FPDS Code D302 IT and Telecom – Systems Development
FPDS Code D306 IT and Telecom – Systems Analysis
FPDS Code D307 IT and Telecom – IT Strategy and Architecture
FPDS Code D308 IT and Telecom – Programming Services
FPDS Code D314 IT and Telecom – System Acquisition Support
FPDS Code R408 Professional Support – Program Management/Support
FPDS Code R425 Professional Support – Engineering/Technical
FPDS Code R415 Professional Support – Technology Sharing/Utilization

FSC Group: Class 70
Contract Number: 47QTCA19D00HT
Contract Period: August 2024 through August 19, 2029
Address:

ScribeDoc.Com, Inc
ATTN: Sandy Kumar
800 Corporate Drive, 3rd Floor, Stafford, VA-22554
Web Site: www.scribedoc.com
Contract Administration: Sandy Kumar
E-mail: sandy@scribedoc.com
Phone: 703-273-7110

Business Size: Small Business
Business Category: 8A, WOSB, EDWOSB,HUBZONE, SMALL DISADVANTAGED BUSINESS

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1.0 Customer Information

UEI # KRN6E48G6GT6

1.1 Company Information

- Name: ScribeDoc.Com, Inc.
- Principal Office: 800 Corporate Dr, 3rd Floor, Stafford, VA-22554
- Mailing Address: 1349 Tate Modern lane, Great Falls, VA-22066
- Phone: 703-989-2627; 703-273-7110
- Web Address: https://www.scribedoc.com
- Point of Contact Information: Sandy Kumar, President & CEO, FSO, Phone: 703-989-2627; email: sandy@scribedoc.com
- Business Size: Small Business
- Business Type Description – 8A, WOSB, Economically Disadvantaged Woman Owned Small Business (EDWOSB), Small Disadvantaged Business
- Facility Clearance: SECRET

1.2 Terms and Conditions

Minimum Order Quantities: $100
Minimum Order Limit: $100 Maximum
Order Limit: $500000
Geographic Coverage: SIN Scope 132 51 V - 48 States, DC
F.O.B. point: *Destination*

1.3 Table of Awarded Special Item Numbers (SINS)

Old SIN#	New SIN Match	SIN Description
132-51	54151S	IT Professional Services
132-56	54151HEAL	Health IT
70-500	OLM	Order-Level Materials Supplies and/or Services

1.4 Hourly Rates (Services only):

Please see the Authorized GSA Schedule pricelist starting on page 17. Descriptions of all job titles, experience, functional responsibility and education are available in this document.

1.5 Maximum Order*:

The Maximum Order value for Special Item Number 54151S - $500,000.
The Maximum Order value for Special Item Number 54151HEAL - $500,000
Note to Ordering Activities: *If the best value selection places your order over the Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contactor for a better price. The contractor may (1) offer a new price for this requirement (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404.

1.6 Minimum Order:

The minimum dollar value of orders to be issued is $100.00.

1.7 Point(s) of Production:

N/A (services only)

1.8 Discount from List Prices:

Government net prices (discounts already deducted). Quantity Discount(s): None

1.9 Prompt Payment Terms:

0% discount for net 30 days.

1.10 Government Purchase Cards

Government Purchase Cards must be accepted at or below the micro-purchase threshold. **Government Purchase Cards are not** accepted above the micro-purchase threshold. Contact contractor for limit.

1.11 Foreign Items:

N/A (services only)

1.12 Time of Delivery:

As negotiated between ScribeDoc.Com, Inc. and the ordering Activity.
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.

1.13 Ordering Address:

Agencies should address all orders to the following address.
ScribeDoc.Com, Inc.
800 Corporate Dr, Suite 300, Third Floor, Stafford, VA -22554
Phone: 703-989-2627 /
Email: sandy@scribedoc.com

1.14 Ordering Procedures:

Ordering activities shall use the ordering procedures described in Federal Acquisition Regulation 8.405-3 when placing an order or establishing a BPA for supplies or services. The ordering procedures, information on Blanket Purchase Agreements (BPA's) and a sample BPA can be found at the GSA/FSS Schedule Homepage (fss.gsa.gov/schedules).

1.15 Payment Address**:**

Agencies should address all payments to the following address.
ScribeDoc.Com, Inc,
800 Corporate Dr, Suite 300, Third Floor, Stafford, VA -22554
Phone: 703-989-2627 /
Email: sandy@scribedoc.com

1.16 Warranty Provision

N/A (services only).

1.17 Export Packing Charges: N/A

1.18 Terms and Conditions of Government Purchase Card Acceptance:

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.

1.19 Special Attributes Such as Environmental Attributes:

(e.g. recycled content, energy efficiency, and/or reduced pollutants): N/A

1.20 Section 508 Compliance for Electronic and Information Technology (EIT)

ScribeDoc's compliance with Section 508 is part of a unified corporate commitment to support accessibility of Electronic and Information Technology for all. ScribeDoc offers extensive experience in developing solutions that meet Federal Section 508 accessibility standards, and insuring that third-party solutions we implement are likewise compliant. We utilize in-house Section 508 experts who use a wide range of accessibility testing validation tools. If applicable, Section 508 compliance information on the supplies and services in this contract are available at the following:

ScribeDoc.Com, Inc, 11350 Random Hills Rd, Ste 800, Fairfax, VA -22030;
Attn: Sandy Kumar Phone (703) 989-2627 Office Phone (703) 273-7110 Email: admin@scribedoc.com.
This contract is mainly designed to provide professional IT services as shown in our price list. Personnel contracted to perform on this schedule for authorized federal agencies have been and will be made aware of Section 508 accessibility standards that are objective to the tasks assigned. Additionally, Voluntary Product Accessibility Template (VPAT) or equivalent qualifications will be available at https://scribedoc.com/contractvehicles/section508.htm. The EIT standard can be found at: www.Section508.gov/.

1.21 Notification Regarding Registration in SAM **(System of Award Management Database):**

Contractor has an Active Registration in the SAM database.

1.22 Service Contract Act:

The Service Contract Act (SCA) is applicable to this contract and applies to the entire IT 70 Schedule and all services provided. While no specific labor categories have been identified as being subject to SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29CRF 5413.300), this contract still maintains the provisions and protections for SCA eligible labor categories. If and/or when the Contractor adds SCA labor categories / employees to the contract through the modification process, the Contractor must inform the Contracting Officer and establish a SCA matrix identifying the GSA labor category titles, the occupational code, SCA labor category titles and applicable wage determination (WD) number.

2.0 Terms and Conditions Applicable to Information Technology (IT) Professional Services (Special Item Number 54151S and 54151HEAL)

2.1 SCOPE

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.
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.

2.2 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.

2.3 Order

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.

a. 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.

2.4 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.

2.5 Stop-Work Order (FAR 52.242-15)

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-

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

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-

- 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
- 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.

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.

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.

2.6 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.

2.7 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.

2.8 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.

2.9 Organizational Conflict of Interest

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.

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.

2.10 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.

2.11 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.

2.12 Resumes

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

2.13 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.

2.14 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.

3.0 Description of IT Professional Services and Pricing- SIN 54151S (132.51) & 54151HEAL (132.56)

54151S-IT Professional Services and **54151S**-54151HEAL **Health IT Professional Services LCAT**

SIN	Commercial Job Title:	LCAT Description
54151S 54151HEAL	**Program Manager Level**	Responsible for all aspects of project performance, performing independently of leading a team in planning, analyzing, implementation and management He/She is responsible for the timely execution of the various Task Order projects awarded under the master contract. He/She is responsible for project planning, team composition, task allocation, task monitoring, task facilitation, risk management, disaster recovery, overview analysis/designing, programming, testing and technical and user documentation, maintaining project status documentation, giving regular updates to the Account manager, giving technical presentations to the client representatives and periodically attend status meetings with the client representatives. Education Level Required: Bachelor's degree in Engineering (any discipline), Science, Information Systems, or Business Administration or equivalent combination of education and experience. Minimum Technical Qualifications/Experience: Five (5) years of experience in managing Information Technology projects. Must have a thorough know how of Software Development Lifecycle, project planning, risk management, project reporting, proficiency in Project Management tools like MS Project, tools like Visio, MS Word, Excel and Power Point.
54151S	**SharePoint Content Administrator**	Job Duties Description: Responsible for website data placement and integrity. Understand the website design template, the website data status of each resource, the data file PDF construction, nomenclature and saving process, and the start/continue loading timeframe from resource folders (from the data gatherers and maintenance librarian) and from subject term folders (from the reference librarians and maintenance librarian).Subject classification will denote organizing data resource file content according to government designated subject terms creating subject-specific knowledge structures. This will enable website users to access website content by subject or by resource. Subject classification has no relationship

		to any type of US Government security classification. Education Level Required: Associate's degree (Bachelor's degree preferred) in computer related field with courses in website development, design, and management. Experience: A minimum of 3 years experience. Working knowledge of XHTML, CSS, Adobe, and Photoshop. Experience working in both Windows-based and UNIX environments.
54151S	**Section 508 Analyst**	Conduct in depth 508 assessments via manual reviews and using automated test tools such as digital diagnostics (Watchfire, DQ Worldspace, WAVE); screen readers (WindowEyes, JAWS, NVDA), speech recognition (Dragon Naturally Speaking), magnification (Zoomtext). Provide Section 508 support for Windows .Net (Windows Presentation Foundation) software applications for laptops/desktops, and eventually mobile devices. Conduct technical evaluations against a blue print and also functional evaluations to ensure the software applications are accessible. Use your knowledge of how Section 508 is enforced to develop technical workarounds and advise software developers on how to execute these workarounds. Experience working in both Windows-based and UNIX environments ands on UI development - perform 508 remediation's to correct any compliance issues you find. Dig into the code and work on complex UI programming issues that the development team cannot resolve. Coach / train the development teams on how to develop applications that are 508 accessible via meetings, one on one or brown bag sessions. Evaluate browser generated code and read code to advise and explain to developers how they can fix technical issues related to 508 compliance. Help the UI team to develop standards- compliant, cross-browser web pages in (X) HTML, CSS and JavaScript. Use frameworks and libraries to make UI development more efficient. Advocate for and implement front-end engineering best practices related to usability, performance, security and code quality. Work directly with multiple project managers and application developers in varying server-side environments. Support technical leads in over-arching initiatives; collaborate with visual designers, user-centered designers, requirements analysts, and testers. Work in a team-oriented environment while also being self- motivated and working independently; manage multiple tasks and projects simultaneously. Education Level Required: Bachelor degree preferred. HTML, CSS, JavaScript, jQuery, 3-5 Years of experience (min).Expertise in section 508 accessibility and knowledge of WCAG, Strong understanding of (X)HTML, CSS, JavaScript and experience developing software applications and/or web sites that are 508 compliant. Certification Requirements: None
54151S 54151HEAL	**Web Developer**	Job Duties Description: Analyzing, understanding the architecture and developing Internet applications using languages like Cold Fusion, Microsoft .Net, Java, XML, JSP, EJB and JavaScript and deploying the applications on the Application Servers. Also responsible for writing interfaces, developing stored Procedures, Triggers and Views, Unit testing and code review. Can work independently in support of a joint applications development effort. Education Level Required: Overall four (4) years of experience in independently analyzing web systems and developing Internet/Intranet applications with any combination of the tools such as .Net, XML, Java, EJB and Java Script and deploying the applications on the Application Servers like WebSphere. Must be proficient in one or more of .Net, Java, HTML, DHTML, JavaScript, CGI, Cold Fusion. Minimum Education: Bachelor's degree in Computer Sciences, Information Systems, Mathematics or Engineering. Candidates having Associate degree in any discipline will also be considered if they have at least six (6) years of experience in independently developing industry Internet/web applications. Certification

		Requirements: None.
54151S 54151HEAL	**Subject Matter Expert**	Description - Extensive experience and knowledge in the subject area (it could be related to specific computer technologies/ types of testing/coaching/ technical standards). Capable of reviewing proposed regulations and providing comments and technical guidance on improving technologies/ methodologies. Experienced with providing specialized support in a functional domain or technical area. Applies functional knowledge or innovative technology to evaluate alternatives as part of solutioning for customers. Supports with the process to determine recommendations for overall operational and performance enhancements and lead the team with implementing recommended solutions. Possesses good oral and written communications skills. Requires specialized experienced with a functional domain or technical area or emerging technology or customer environment. Education Level Required: BA/BS and 8 years of relevant experience Preferred (can substitute education for experience) Minimum Experience: 6 year of experience Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.
54151S 54151HEAL	**Software Engineer**	Description: Responsible for analyzing, designing, developing, testing, implementing, and maintaining complex software applications using latest SDLC guidelines and technologies like Java, .NET, C#, XML, C, C++, PL/SQL, Web methods, and COBOL. Responsible for, technical and user documentation, software conversions; environments include but are not limited to mainframe, mid range, personal computers, laptops. Working with minimal supervision, conducts project feasibility and implementation studies, including the development of plans and testing for evaluation. Develops and implements data conversion routines. Performs system testing to insure satisfactory results. Duties require knowledge of data sources, data flow, system interactions, and computer equipment and software applications. May perform selected project tasks independently or with minimal direction. Provides technical support to the project team. Establishes and maintains development, testing environments and the configuration management process and structures. Serves as point-of- contact for third-party software and hardware vendors. Education Level Required: Overall four (4) years of experience in analyzing, designing, developing, testing, implementing, and maintaining complex software applications using latest SDLC guidelines. Minimum Education: Bachelor's degree in Computer Sciences, Information Systems, Mathematics or Engineering. Candidates having Associate Degree in any discipline will also be considered if and only if they have at least six (6) years of experience in independently developing industry applications.
54151S 54151HEAL	**Application Engineer**	Job Duties Description: Write codes and application programs in various languages like Cold Fusion, Java, XML, .Net, C#, C, C++, Perl, COBOL, Oracle PL/SQL. Also responsible for Unit testing, and code maintenance. Can work independently in support of a joint applications development effort. Responsible for writing application software, technical and user documentation, software conversions; environments include but are not limited to mainframe, mid range, personal computers, laptops. Education Level Required: Overall two (2) years of experience in writing application codes/programs using various programming language/s (Java, XML, .Net, C#, C, C++, Perl, COBOL, Oracle PL/SQL). Bachelor's degree in Computer Sciences, Information Systems, Mathematics or Engineering. Candidates having Associate Degree in any discipline will also be considered if and only if they have at least four (4) years of experience in independently developing industry applications. Certification Requirements: None.

54151S	**Systems Engineer I**	Job Duties Description: Performs systems engineering planning; performance management; capacity planning, testing and validation; benchmarking; information engineering. Develops and staffs a systems engineering management plan. Supports a Sr. Systems Engineer, as required. Analyzes and develops technical documentation detailing the integration and system performance. Coordinates the activities of Systems Engineers and Jr. Systems Engineers assigned to specific systems engineering projects. Education Level Required: Bachelor's degree in a related scientific or technical discipline. Years of Experience: Minimum six (6) years related work experience. With a Master's degree, three (3) years of experience is acceptable.
54151S 54151HEAL	**Technical Writer**	Job Duties Description: Responsible for the researching, outlining and writing of end-user documentation including all user manuals, technical manuals/documents, online Help and infrastructure documentation. Assists in collecting and organizing information required for preparation of user's manuals, training materials, installation guides, proposals, and other reports and deliverables. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents or information security related documents. Translate technical and/or complicated information into clear, concise documents appropriate for various target audiences. Resolves problems, working with the related technical subject matter. Conducts research by interviewing subject matter experts, reviewing existing documentation and by gleaning information from the system or product being documented. May create graphics that aid the target audience in understanding the documented material. Designs and writes documentation on selected media. Ensures all documentation is delivered according to specified guidelines. Proofreads documents for accuracy. Strong PC background. Must have experience with word processing, desktop publishing and flow diagrams. Excellent organizational skills. Excellent spelling, grammar and editing; and good verbal/written communication skills are necessary. Advanced PC skills with word processing, desktop publishing, flow diagrams, as well as web design, HTML, and web development tools. Ability to design and generate web-based/interactive surveys, interactive pdf forms, and HTML documents. Excellent organizational skills. Five (5) years of experience editing and preparing technical documents, standard operating procedures, flow diagrams, etc. Experience translating technical automotive language into user-friendly documents. Excellent spelling, grammar and editing; and good verbal and written communication skills are necessary. Education Level Required: BA/BS Degree and 5+ years of relevant experience (can substitute graduate degree)
54151S 54151HEAL	**Information Security Engineer**	Job Duties Description: Experience should include independent assessment overview of the implementation of the policy and procedures associated with the enterprise system software, security on Windows and UNIX/Linux servers, and the analysis of security vulnerabilities identifying recommendations for the remedy of the particular environment. Experience in developing and implementing policies, standards and guidelines covering data security, disaster recovery, continuity of operations, and contingency planning. Experience with network operations and security essential. Able to read and interpret logs from anti-virus software, intrusion detection software, and server operating system. Education Level Required: Bachelor s degree in Computer Science or a related field Years of Experience: Min of Six (6) years of experience in developing, maintaining, and enforcing a cybersecurity program covering information resources and activities.
54151S	**Help Desk Specialist**	Job Duties Description: Provides first line technical support to computer customers with questions regarding account administration, distribution of software and documentation, system and network status, and problem entry via problem tracking

		tool. Maintain and update tracking tool. May report recurring problems to management. Provides support to end users on a variety of issues.• Identifies, researches, and resolves technical problems. • Responds to telephone calls, email and personnel requests for technical support. • Documents, tracks, and monitors the problem to ensure a timely resolution. Education Level Required: High school education or equivalent and 7 years of technical training and/or relevant experience. Certifications: CompTIA A+ Certification; CompTIA Network+ Certification; CompTIA Security+ Certification; MCSA: Windows 10;MCSE: Desktop Infrastructure.
54151S	**System Administrator**	Job Duties Description: Responsible for managing the functionality, monitoring and efficiency of one or more operating systems, servers and user support and open trouble tickets with system vendors. Principal Duties and Responsibilities: Duties to include setting up administrator and service accounts, maintaining system documentation, tuning system performance, installing system wide software, validating and implementing critical system patches, and allocating storage space. Schedules, plans, and oversees system upgrades. Open trouble tickets with system vendors. Develops functional requirements through interaction with end-users and coordinates with development team on systematic enhancements or changes. Provide basic support on Information Assurance, Security checklist patching, Cyber Security, Assessment and Authorization Support to systems. Education Level Required: High school diploma or equivalent and 3 years of relevant data processing experience. Knowledge of personal computer and server processes and network operations is preferred. Should be a well-developed technical resource capable of handling simple and medium assignments.
54151S	**Database Specialist**	Job Duties Description: Responsible for designing, tuning, and maintaining the database. This includes the design of the tables, fields, screens, triggers and stored procedures so as to optimize the database performance (efficiency, reliability, scalability). Will analyze database systems and programs, which include access methods, access time, file structures, device allocation, validation checks, statistical methods, and security. Will also work with user community to understand data access and integration needs, ensure integration of systems through the database structure, perform data modeling, monitor database standards and procedures, system usage and performance, troubleshoot and resolve database and data problems, and develop and administer disaster recovery plans. Other responsibilities may include: Maintaining and creating Users, Nodes, Instances, Databases, Tables Spaces, Containers, Buffer Pools and Logs. Migrating data between databases. Extracting data from one system into flat files and then loading into the database without constraints. Writing Stored procedures, Triggers to populate data from non-constraints tables to normalized tables with constraints. Writing scripts to create instances, databases, web enabling access. Education Level Required: Overall four (4) years experience in analyzing, designing, developing, and administering databases (Oracle, MS SQL, DB2, DMS, Sybase, MS-Access). Minimum Education: Bachelor's degree in Computer Sciences, Information Systems, Mathematics or Engineering or equivalent combination of education and experience. Candidates having Associate Degree will also be considered if they have at least six (6) years of experience analyzing and designing databases. Certification Requirements: None
54151HEAL	**Business Analyst**	Job Duties Description: Coordinates and supports the development, enhancement, and maintenance of products and services applicable to multiple lines of a customer's business using information technology. Responsible for analyzing the various business processes and systems in an organization and how they interact with each other. Responsible for identifying the performance bottlenecks and

		recommend steps to eradicate them with the goal of making the processes and therefore the systems more efficient. Identify ways to re-design and improve the processes, work closely with the design group to implement the process changes, and integrate them. Constantly monitor the performance of the IT systems and ensure optimal process efficiency and performance. Coordinates with business stakeholders, and interact with the customers' technology team to ensure the alignment of the customers' business needs and IT solutions. Also perform the analysis of the architecture of the system, study what hardware, operating system and software the organization uses, what is the role of each hardware and software element, what databases the organization runs and on what platforms, is the data being used reliable, which processes run on which platform/hardware, in what programming languages have the business logic been written. Anticipates and identifies user problems and needs. Recommends IT solutions based on customer requirements and industry trends. Education Level Required: Overall six (6) years of experience in analyzing the business processes, coordinating and supporting the development, enhancement, and maintenance of products and services applicable to multiple lines of a customer's business using latest information technology practices and trends. Minimum Education: Bachelor's degree in Computer Sciences, Information Systems, Business, Mathematics or Engineering or equivalent combination of education and experience. Certification Requirements: None
54151S	**Program Analyst**	Job Duties Description: Responsible for performing complex program assignments in analyzing, defining, coding in the design, and implementing cost effective information technology solutions. Develops and review operator and control instructions. Prepares and conducts system and programming tests requiring interfacing of hardware and software. Conducts system programming activities such as program language codes, processing routines and report generators. Develops flow charts and diagrams outlining process and steps in operation; prepares documentation of program development, conducts program test and makes modification to code as needed. May analyze system capabilities to resolve input/output problems. A high aptitude for analytical problem solving and the ability to work independently is desired. Work on multiple projects simultaneously; some of a high priority/high visibility nature will be required. Ability to exercise independent judgment and control of project with minimal guidance also will be required. Education Level Required: BA/BS Degree and 5+ years of relevant experience (can substitute graduate degree)in a related field and 8 years of systems programming experience, including leadership skills. Involves comprehensive knowledge of this field and the ability to complete highly complex assignments. Basic PC skills are required. Must possess advanced technical and project management's skills in the areas of trend and data analysis.
54151HEAL	**IT Training Consultant**	Job Duties Description: Functional Responsibility: Gather requirements, develop, and deliver information technology related training to customers. Work with the IT, MIS, and other IT related staff to innovate and re-engineer current business practices. Assist customers with the personnel growth and education & training goals. Conduct analysis for the best industry practices, research and development in the IT areas. Experience managing and delivering systems training with emphasis on the information technology areas. Expertise in the areas of developing and implementing e-commerce, e-business, and client- server systems. Design, Develop, and Deliver training to IT, MIS, and related staff. Education Level Required: Bachelor's degree or equivalent professional experience; Experience: 6 years of applicable experience, with 3 years managing teams or delivering training products. An advanced degree is equivalent to 3 years of experience.

54151S 54151HEAL	**System Data Administrator**	Job Duties Description: Experience with data migration, data validation, and updates. Transforming data from paper based systems to electronic systems. Experience with data integration. Validation and conformance of the functional business rules. Experience with data extraction from source systems, transformation of data, and loading data into the destination systems. The format of the data could be spreadsheets, paper based, relational database, or text files. Perform data quality functions to make sure that quality is consistent through the operations of the source and destination systems. Develop, test, and run reports as required. Minimum/General Experience: Experience with administering data for client-server, Internet based, and other systems. Education Level Required: High school diploma or equivalent professional experience; Minimum Experience: 1 years of applicable experience.
54151S 54151HEAL	**Quality Assurance Specialist**	Job Duties Description: Maintains, and monitors processes for evaluating software and associated documentation. Manages and monitors quality metrics. Conducts quality monitoring and control activities as per SDLC requirements , Controls and Monitors quality throughout the software life cycle. Conducts formal and informal reviews throughout the SDLC, Performs scheduling, planning and conducting quality program audits of various systems and processes. Prepares written reports, memoranda and correspondence detailing results of audits or other assignments. Minimum/General Experience: Requires minimum 3 years of professional experience demonstrating responsibilities in quality assurance and quality control. 2 years of specialized Quality Assurance experience to include Configuration Management, verification and validation, system/software testing and integration, software metrics and their application to system/software quality assessment Education Level Required: Bachelor's Degree. Master's degree may be substituted with two years less experience
54151HEAL	Project Manager	Functional Responsibility: Plans, manages, and executes IT Projects. Supports Program Manager in working with the government personnel. Responsible for managing a Task Order (TO) or a project within the program ensuring quality and timely completion of projects. Requires experience with managing IT projects. Minimum Experience: 5 years IT experience Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific, or technical discipline.
54151HEAL	Functional Consultant Health IT	Implements technology solutions under the direction of the Systems Consultant (Sr.). Provides technical guidance and expertise in COTS software, technical and data architectures, user requirements definition and system prototyping. Serves as the task leader for the project. Minimum years of experience for performance of this service is 5 years. Minimum educational requirement is bachelor's degree. Alternative work-related experience, Military duty or training and/or specialized or higher education may be substituted.
54151HEAL	Systems Architect Health IT	Functional Responsibilities: Plans and performs systems and networking engineering research, design, development, and other assignments in conformance with health systems and network design, engineering, and customer specifications specific to health systems. Supervises team of Sr. Systems Engineers, Systems Engineers, Sr. Network Engineers, and Network Engineers. Responsible for highly complex technical/engineering health projects. Coordinates the activities of Sr. Systems Engineers, Systems Engineers, Sr. Network Engineers, and Network Engineers assigned to specific system and network engineering health care projects. Education: Bachelor's degree in a related technical discipline. Years of Experience: Five years of related work experience in healthcare care settings preferred.
54151HEAL	Database Administrator Health IT	Functional Responsibilities: Analyze and solve data problems that affect enterprise Health IT applications. Must have significant technical experience designing logical data models, implementing physical schema, and implementing and maintaining

		databases. Experience should include participation in all phases of the database development life cycle, including the data model design, physical schema implementation, application development, integration, testing, production operation, performance tuning, quality assurance, technical review, and assisting in the resolution of end-user problems. Education: Bachelor's degree in Computer Science or a related field. Years of Experience: Four years of experience in developing and administering healthcare database management systems and/or enterprise data warehouses with 1 year experience in healthcare projects.
54151HEAL	Business Intelligence Programmer	Functional Responsibility: Develops various dashboards utilizing data extracts from multiple Health IT applications. Create visualizations and dashboards using other 3rd party Data Management, Information Management and Business Intelligence-related technologies and products via various analytical approaches, and develop assessment documents. Has experience working with various Healthcare providers to create analytic files using administrative health care data (e.g., commercial claims, hospital claims, Medicare or Medicaid data) and healthcare informatics. Minimum/General Experience: Minimum years of experience for performance of this service is three (3) years of which a minimum of one (1) year is specialty related. Minimum Education: Minimum educational requirement is a Bachelor's degree. Alternative work related experience, Military duty or training and/or specialized or higher education may be substituted.
54151HEAL	Test Engineer	Subject matter specialist providing testing know-how in for the support of user requirements of complex to highly complex software/hardware healthcare applications. Directs and/or participates in all phases of risk management healthcare assessments and software/hardware development in health settings with emphasis on analysis of user requirements, test design and test tools selection. 3 years or more of experience performing test result reporting, regression testing, interface testing, and integration with legacy. Minimum/General Experience: Minimum years of experience for performance of this service is three (3) years of which a minimum of one (1) year is specialty related in healthcare setting preferred. Minimum Education: Minimum educational requirement is a Bachelor's degree. Alternative work related experience, Military duty or training and/or specialized or higher education may be substituted.

4.0 Products and Services Pricelist

GSA discount hourly labor rates. All rates are fully burdened and include IFF. ScribeDoc.com, Inc. is in compliance with Clause 552.216-70, Economic Price Adjustment. A list of the services and the agreed upon rates are included in this document and are part of the Final Proposal Revision.

54151S-IT Professional Services Price List

SNO	SIN#	Service	Unit of Issue	Prices offered to GSA (including IFF)
1	54151S	Program Manager Level	hour	140.12
2	54151S	SharePoint Content Administrator	hour	80.16
3	54151S	Section 508 Analyst	hour	76.95
4	54151S	Web Developer	hour	97.80
5	54151S	Subject Matter Expert	hour	108.96
6	54151S	Software Engineer	hour	88.19
7	54151S	Applications Engineer	hour	95.80
8	54151S	System Engineer 1	hour	75.95
9	54151S	Technical writer I	hour	64.09
10	54151S	Information Security Engineer I	hour	72.85
11	54151S	Help Desk Specialist	hour	60.82
12	54151S	System Administrator	hour	76.92
13	54151S	Database Specialist	hour	81.76
14	54151S	Business Analyst	hour	86.88
15	54151S	Program Analyst	hour	75.47
16	54151S	IT Training Consultant	hour	89.28
17	54151S	System Data Administrator	hour	58.05
18	54151S	Quality Assurance Specialist II	hour	92.10

54151HEAL Health IT Price List

SNO	SIN#	Service	Unit of Issue	Prices offered to GSA (including IFF)
1	54151HEAL	Program Manager	hour	**$135.08**
4	54151HEAL	Project Manager	hour	**$108.02**
5	54151HEAL	Subject Matter Expert	hour	**$109.52**
6	54151HEAL	Web Developer	hour	**$97.80**
7	54151HEAL	Functional Consultant Health IT	hour	**$93.38**
8	54151HEAL	Systems Architect Health IT	hour	**$88.64**
9	54151HEAL	Applications Engineer	hour	**$83.45**
10	54151HEAL	Database Administrator Health IT	hour	**$98.66**
11	54151HEAL	System Data Administrator	hour	**$58.05**
12	54151HEAL	Help Desk Specialist	hour	**$62.80**
13	54151HEAL	Software Engineer	hour	**$88.64**
14	54151HEAL	Business Analyst	hour	**$86.89**
15	54151HEAL	Quality Assurance Specialist I	hour	**$78.10**
16	54151HEAL	Technical writer II	hour	**$65.43**
17	54151HEAL	Information Security Engineer II	hour	**$73.60**
18	54151HEAL	IT Training Consultant II	hour	**$90.2**
19	54151HEAL	Business Intelligence Programmer	hour	**$107.63**
20	54151HEAL	Test Engineer	hour	**$94.89**

This table reflects all agreed upon pricing, whether accepted as proposed or negotiated. The data also includes other proposed or negotiated discounts, e.g. volume discounts, prompt payment terms, etc. ScribeDoc.com, Inc. understands that the Industrial Funding Fee must be set aside for remittance to GSA on a quarterly basis. The Industrial Funding Fee (IFF) is a separate collection mechanism and any increase or decrease in the fee does not change the price discount relationship stated above. The current IFF is .75% and should be calculated as follows:
Negotiated price divided by (1 minus .0075) which equates to Negotiated price divided by 0.9925. Example: ($100,000 / 0.9925) = $100,755.67

ScribeDoc.Com, Inc is an 8A, EDWOSB certified, consulting services company with a culture of innovation and a focus on solving problems for our clients. With ISO 9001:2015 certifications, ScribeDoc combines over a decade of federal experience, institutional knowledge with a deep commitment to customer relationships. We help streamline business processes and modernize IT through technology innovations while simultaneously facilitating efficiencies. Our team of experts use strategy and design and use data and technology to transform enterprises, resolve bottlenecks and solve problems.

5.0 Blanket Purchase Agreements (BPAs)

(Insert Customer Name)
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		CONTRACTOR	
Name	Date	Name	Date