GSA IT SCHEDULE 70
Special Item Number 132-56: Health Information Technology Services

Alpha Ridge Inc.
381 Broadway, 4th Floor
New York, NY 10013
P: (212) 205-1444
gov@alpharidge.com
www.alpharidge.com
Schedule Title
Federal Supply Service
Authorized Federal Supply Schedule Price List
On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!®, a menu-driven database system. The INTERNET address GSA Advantage!® is: GSAAdvantage.gov

Special Item Numbers
132-56 – Healthcare IT Professional Services

Contractor
Alpha Ridge Inc.
381 Broadway, 4th Floor
New York, NY 10013
Office: 212-205-1444
Fax: 719-735-7777

Contract Number
47QTCA20D003C

Period Covered by Contract
December 12th, 2019 to December 11th, 2024

General Services Administration Federal Acquisition Service
For more information on ordering from Federal Supply Schedules click on the FSS schedules button at fss.gsa.gov.

Note 1: All non-professional labor categories must be included to and used solely to support hardware, software, and/or professional services, and cannot be purchased separately.

Note 2: Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.
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1. Customer Information

2. About Alpha Ridge Inc.

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Customer Information

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2. Identification of the lowest priced Health IT Services description and hourly rate awarded under the contract is located on pages 38-39.

3. Health IT Services Descriptions of all corresponding commercial job titles, experience, functional responsibility, and education are outlined on pages 18-38 within this pricelist.

2. **Maximum Order:** $500,000.00

3. **Minimum Order:** $100.00

4. **Geographic Scope of Contract:** The Geographic Scope of Coverage is Domestic Delivery. This is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

5. **Discount from list prices or statement of net price:** Government net prices (discounts already deducted).

6. **Quantity discounts:** None.

7. **Prompt Payment Terms:** A prompt payment discount of 1% is offered when payment is rendered within 10 days.

8. a. **Government Purchase Cards:** Government Purchase Cards will be accepted however no additional discounts will apply under the contract.

   b. **Government Educational Discounts:** The Government Educational Institutions are offered the same types of discounts and concessions under this contract as all other Government customers.

9. **Foreign Items:** Not Applicable

10. a. **Time of Delivery:** Contractor shall deliver or perform services in accordance with the terms negotiated and established in an agency’s order.

   b. **Expedited, Overnight, and 2-day Delivery:** As negotiated between Alpha Ridge Inc. and Ordering Activity.

   c. **Urgent Requirements:** When the Federal Supply Schedule does not meet the urgent delivery requirements of an ordering agency, agencies are encouraged to contact the Contractor for the
purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within three workdays after the receipt. If the Contractor offers an accelerated delivery time acceptable to the ordering agency, and order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

11 F.O.B. Point(s): Destination

12 a. Ordering Address:
Alpha Ridge Inc.
381 Broadway, 4th Floor
New York, NY 10013
Office: 212-205-1444
Fax: 719-735-7777

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance: (212) 205-1444

b. Ordering Procedures: For supplies and 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).

13 Payment Address:
Alpha Ridge Inc.
381 Broadway, 4th Floor
New York, NY 10013

14 Warranty/Guarantee Provision: All services performed under this contract will be guaranteed to completed in a satisfactory workmanlike manner as delineated with this Authorized FSS IT Schedule Pricelist.

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

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

17 Resumes: Resumes shall be provided to the GSA Contracting Officer or the agency ordering activity upon request.

18 Export Packing Charges (if applicable): Not Applicable
19 Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): Contact Contractor

20 Terms and Conditions of rental, maintenance, and repair (if applicable): Not Applicable

21 Terms and Conditions of installation (if applicable): Not Applicable

22 Terms and Conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): Not Applicable

23 Terms and conditions for any other services (if applicable): Not Applicable

24 List of service and distribution points: Not Applicable

25 List of participating dealers (if applicable): Not Applicable

26 Section 508 Compliance: Contact Alpha Ridge Inc. for Section 508 compliance information. The EIT standards can be found at: http://www.section508.gov

27 Preventative maintenance (if applicable): Not Applicable

28 a. Environmental attributes, e.g. recycled content, energy efficiency, and/or reduced pollutants: Not Applicable

29 Data Universal Numbering System (DUNS) Number: 017629319

30 Taxpayer Identification Number (TIN): 46-0788039

31 Business Size: Small Business Concern

32 Cage Code: 8B4N6

33 Alpha Ridge Inc. is currently registered within the System for Award Management (SAM) database.

34 Ordering Procedures for Federal Supply Schedule Contracts: Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.
   a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
   b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

35 Federal Information Technology Telecommunications Standards Requirements: Ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDs), which are cited by ordering activities, shall be responded to promptly by the Contractor.
Federal Information Processing Standards Publications (FIPS PUBS): Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

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

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

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

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

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

d. Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
e. **Personnel:** The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.

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

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

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

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

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

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

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

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

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

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

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

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, only if-
a. All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
b. The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
c. The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
d. All clauses applicable to items not on the Federal Supply Schedule are included in the order.

Contractor Commitments, Warranties and Representations:
a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:
   (1) Time of delivery/installation quotations for individual orders;
   (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/service/software package submitted in response to requirements which result in orders under this schedule contract.
   (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.
b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

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

Overseas Activities: Not Applicable

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

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

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

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

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

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

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

Order: Agencies may use 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. 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.

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

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

b. Any Contractor travel required in the performance of 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.
Stop-Work Order

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 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.

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- a) 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 b) 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 default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

d. 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.
We are AlphaRidge.

Alpha Ridge Inc. is a full-service information technology solutions and consulting firm located in New York City. With over 20 years of experience in IT, our experts deliver industry leading technology solutions. We are driven by the conviction that business value in technology comes from people. We work to enable our clients from all sectors to unleash their potential through the transformative power of technology.

A leader in digital transformation, Alpha Ridge is at the forefront of innovation. Our team of seasoned experts holistically address the entire breadth of clients’ opportunities in the evolving world of cloud, cybersecurity, and technology platforms. Our diverse and talented team utilizes a notable history of working collaboratively with healthcare, finance, real estate, professional services, NFP and government agency clients to deliver unparalleled performance and data driven results.

Our Services

Cloud Migration
Develop and maintain a flexible, scalable, and secure cloud environment. Enjoy a seamless migration, as our experts deliver a fully managed and security-rich transfer of your data.

Hardware, Software, and Data Solutions
The hardware and software tools that you need to keep your organization running – delivered and deployed on time, every time.

Maintenance & Support Services
A well-managed environment boasts the benefits of reduced risk, cutting edge performance, improved compliance and security adherence, and controlled spending.

Data Analytics & Visualization
Make complex data sets easy to understand through dynamic mapping and transform your data into actionable insights.

Compliance Auditing & Cybersecurity
Full risk assessments for highly regulated environments (i.e. HIPAA, SOX, etc.).

Legacy System Support
Robust support options for legacy medical software, and a timeline to compliance.

IT Consulting & Workflow Optimization
A diverse team of consultants working to define, design, and execute IT strategies that drive your growth.

We combine technology and business expertise with exceptional care and communications to build long-term, trusted relationships. One company, with one goal: enable our clients to unleash their potential through the transformative power of technology. Our clients have included:
Healthcare is Our Core

Alpha Ridge believes that the appropriate and innovative use of information and technology can transform healthcare to save lives, reduce costs, and increase efficiency of healthcare systems.

Our experts are skilled at deploying solutions that promote the standardization and implementation of scalable and sustainable healthcare technology. We are focused on enabling increasingly complex healthcare systems to leverage technological advancements in order to rapidly and compliantly identify real-time solutions to ever-evolving healthcare challenges.

✓ Interoperability + User Experience

Our experts have leveraged HI7 and FHIR, to build a pilot interoperability engine and interface solution designed to connect the top Ambulatory and Outpatient Electronic Health Record Systems (EHRs) for a leading NYC-based health care system. We improve patient access by using innovative patient portals, community outreach programs, and population health management tools to give patients better and more holistic access to care.

✓ Patient Safety

We have worked with the top national hospital quality rating groups to assist in data visualization and business intelligence (BI) in order to refine existing quality measurement tools and meet their mission of increasing national patient safety standards.

✓ Value-Based Care

Our work with DISRIP providers and partners has served to improve population health in measurable and repeatable ways. From infectious and chronic disease management to immunization registries and Health Information Exchanges, we enable technology to help change lives.

✓ Legacy Health IT Systems

Keep your users working seamlessly and avoid expensive transition costs with our custom legacy product support solutions. Our team works to support, upgrade, and re-invent how legacy systems are used in modern healthcare environments by sustaining and interoperating with Electronic Health Record (EHR) systems beyond their end-of-life states.

✓ Social Determinants of Health (SDoH)

We have worked with leading care providers to reduce CMS and insurance costs by enabling appropriate care setting selection in order to avoid the economic burden of expensive emergency room visits.

✓ Privacy & Cybersecurity

Healthcare is facing increasingly aggressive and technologically adept security threats. We work closely with health executives, cybersecurity experts, and product developers to design, implement, and maintain dynamic and secure IT solutions that work to secure Protected Health Information (PHI) and keep patient data safe. Our Governance, Risk and Compliance (GRC) framework enables actionable, measurable, repeatable and results driven security.
The People We Serve

Healthcare

Alpha Ridge’s foundation is deeply rooted in Health IT. The company was started as a healthcare IT specialized consultancy firm with a primary focus on Electronic Health Record and Revenue Cycle Management implementation and customization, HIPAA compliance and expert knowledge of clinical applications, medical devices, and healthcare technology infrastructure. We have honed our service offerings over the years to accommodate the needs of healthcare organizations, from diagnostic centers to private practices to hospital systems, by bring compliant, effective, and process driven IT solutions. We combine our deep medical domain expertise with the right technology to provide an uncompromising experience for all our clients. Our engineers and healthcare technology experts develop and maintain well-managed environments, offering the benefits of reduced risk, environment compliance, security adherence, reliable up-time, and controlled spending.

We have a history of implementing a broad variety of industry leading Electronic Health Record and Revenue Cycle Management systems, including staffing, administrative and physician training, interfacing, help desk, infrastructure and hosting, compliance, HIPAA auditing and full Project Management Office (PMO) lifecycle management across all of our engagements.

Government

Alpha Ridge is committed to helping city, state and federal government agencies address their IT needs and requirements. We work with public agencies to provide best-in-class information technology solutions, including a range of services from micro purchases to large scale project contracts. We provide our standards of excellence to all agencies by employing the most appropriate and secure goods and services needed to most effectively serve the public sector.

Finance

Alpha Ridge provides responsive and reliable IT solutions for financial services organizations that need technology to be compliant and running around the clock from the moment it goes on-line. From cloud migrations to environment security and compliance, our engineers are trained in providing the industry’s highest levels of service excellence and business continuity. Staying ahead of threat vectors, we take a proactive approach and do not compromise on environment security.

Real Estate

AlphaRidge has years of experience developing, deploying, and supporting technology for real estate firms of all sizes. Our IT experts are familiar with the tools and technology that property managers, leasing agents, investors, and developers need to keep their organization at optimal operational efficiency.
TERMS AND CONDITIONS APPLICABLE TO HEALTH INFORMATION TECHNOLOGY (IT) SERVICES (SPECIAL ITEM NUMBER 132-56)

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

Vendor suitability for offering services through the 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

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

**Note: All labor categories under the Special Item Number 132-51 Information Technology Professional Services may remain under SIN 132-51 unless the labor categories are specific to the Health IT SIN.

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

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

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

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

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

2 ORDER
   a. Agencies may use written orders, Electronic Data Interchange (EDI) orders, Blanket Purchase Agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19
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 (SOW) 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, and 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 scoping and pricing the work ordered, shall submit invoices for Health IT Professional services. Progress payments with a minimum of half of the contracted Professional Service fees shall be authorized prior to the commencement of work, as 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 upcoming month.

10 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.

11 APPROVAL OF SUBCONTRACTS
The ordering activity may require that the Contractor receive, from the ordering activity’s Contracting Officer, written consent before placing and subcontract for furnishing any of the work called in for a task order.
<table>
<thead>
<tr>
<th>Labor Category Title</th>
<th>Experience + Certifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Process/Operations Analyst I</td>
<td>High school diploma or higher.</td>
</tr>
<tr>
<td>Business Process/Operations Analyst II</td>
<td>Associate degree or higher.</td>
</tr>
<tr>
<td>Business Process/Operations Analyst III</td>
<td>Bachelor’s degree or higher.</td>
</tr>
</tbody>
</table>

**Business Process/Operations Analyst I**

**General Experience and Functional Responsibility:** In collaboration with other business analysts, defines business requirements, understands general business issues and basic data requirements of client’s organization and industry. Reviews and edits requirements, specifications, business processes and recommendations related to proposed design solutions. With assistance, develops functional and system design specifications. Interacts with client and project management in these activities. Responsible with complying with quality and documentation standards.

**Minimum Education and/or Equivalent Experience:**

High school diploma or higher.

**Business Process/Operations Analyst II**

**General Experience and Functional Responsibility:** In addition to the responsibilities laid out above, they must: define complex business requirements, understand business issues and data requirements of client’s organization and industry. Develops functional and system design specifications. Interacts with client and project management in these activities. Responsible with complying with quality and documentation standards. Assists in applying industry best practices to project work, using a knowledge base to create conceptual business models and to identify relevant issues and considerations.

**Minimum Education and/or Equivalent Experience:**

Associate degree or higher.

**Business Process/Operations Analyst III**

**General Experience and Functional Responsibility:** In addition to the responsibilities laid out above, they must: lead on complex business requirements, understand business issues and data requirements of client’s organization and industry. Conduct development sessions and develop functional and system design specifications. Interacts with client, project management, and technical team(s) in these activities. Responsible for complying with quality and documentation standards. Is responsible for assessing the operational and functional baseline of an organization and its organizational components, working to define the direction and strategy for an engagement while ensuring that organizational needs are being
addressed. Typical areas addressed include Human Resources (HR), Finance, Supply, and Operations. Identified Information Technology (IT) inadequacies and/or deficiencies that affect the functional area’s ability to support/meet organizational goals. Supports the development of organizational strategies for dynamic and suitable IT.

**Minimum Education and/or Equivalent Experience:**

Bachelor’s degree or higher.

<table>
<thead>
<tr>
<th>Labor Category Title</th>
<th>Experience + Certifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health IT Help Desk Specialist</td>
<td>Bachelor’s degree or equivalent experience and training.</td>
</tr>
</tbody>
</table>

**Health IT Help Desk Specialist**

**General Experience and Functional Responsibility:** Assists with the daily activities of configuration and operation of web-based systems. Provides specialized help desk support with a knowledge of commonly used software applications and hardware used in a healthcare environment. Assists with the optimizing of system operation, resource utilization, capacity planning and analysis. Provides assistance to clients/end-users in accessing and utilizing business systems.

**Minimum Education and/or Equivalent Experience:**

Bachelor’s degree or equivalent experience and training.

<table>
<thead>
<tr>
<th>Labor Category Title</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Software Developer I</td>
<td>Bachelor’s degree or equivalent experience and training.</td>
</tr>
<tr>
<td>Software Developer II</td>
<td>Bachelor’s degree and at least 2 years of relevant experience.</td>
</tr>
<tr>
<td>Software Developer III</td>
<td>Bachelor’s degree and at least 4 years of relevant experience.</td>
</tr>
</tbody>
</table>

**Software Developer I**

**General Experience and Functional Responsibility:** Analyzes project requirements, and designs, develops, or alters software for simple to moderately complex computer systems or portions of large integrated systems. Experience in software development, installation, evaluation, enhancement, integration, maintenance, testing, and problem diagnoses and resolution.

**Minimum Education and/or Equivalent Experience:**

Bachelor’s degree or equivalent experience and training.
Software Developer II

**General Experience and Functional Responsibility:** Analyzes and studies complex system requirements. Designs software tools and subsystems that support software reuse and domain analyses and manages their implementations.

**Minimum Education and/or Equivalent Experience:**
Bachelor’s degree and minimum of 2 years of relevant experience.

Software Developer III

**General Experience and Functional Responsibility:** Analyzes and studies complex system requirements. Designs software tools and subsystems that support software reuse and domain analyses and manages their implementations. Manages software development and support, estimates software development costs and timelines, and has the ability to produce quality software. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques. Supervises software configuration management, and establishes software programming standards and support.

**Minimum Education and/or Equivalent Experience:**
Bachelor’s degree or equivalent experience and minimum of 4 years of relevant experience.

<table>
<thead>
<tr>
<th>Labor Category Title</th>
<th>Experience + Certifications</th>
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</thead>
<tbody>
<tr>
<td>Network Engineer I</td>
<td>2 Years of related experience and training.</td>
</tr>
<tr>
<td>Network Engineer II</td>
<td>4 Years of related experience and training.</td>
</tr>
<tr>
<td>Network Engineer III</td>
<td>6 Years of related experience and training.</td>
</tr>
</tbody>
</table>

Network Engineer I

**General Experience and Functional Responsibility:** Performs network systems engineering support services, including installation, troubleshooting and support of local area networking hardware, software, and applications. They are knowledgeable in industry-standard network operating systems, and can install and configure LAN hardware such as switches, hubs, and bridges.

**Minimum Education and/or Equivalent Experience:**
2 Years of related experience and training.

Network Engineer II
General Experience and Functional Responsibility: Performs full range of network systems engineering support services, including installation, troubleshooting and support of local area networking hardware, software, and applications. They are knowledgeable in industry-standard network operating systems, and can install and configure LAN hardware such as switches, hubs, and bridges. Is responsible for analyzing and optimizing network architecture and performance.

Minimum Education and/or Equivalent Experience:

4 Years of related experience and training.

Network Engineer III

General Experience and Functional Responsibility: Performs full range of network systems engineering support services, including installation, troubleshooting and support of local area networking hardware, software, and applications. They are knowledgeable in industry-standard network operating systems, and can install and configure LAN hardware such as switches, hubs, and bridges. Is responsible for analyzing and optimizing network architecture and performance. Works with project management team in order to execute tasks in accordance with contractual terms, design network solutions, and generate robust service reports.

Minimum Education and/or Equivalent Experience:

6 Years of related experience and training.

<table>
<thead>
<tr>
<th>Labor Category Title</th>
<th>Experience + Certifications</th>
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</thead>
<tbody>
<tr>
<td>Infrastructure Engineer I</td>
<td>2-3 Years of experience and training.</td>
</tr>
<tr>
<td>Infrastructure Engineer II</td>
<td>3-4 Years of experience and training.</td>
</tr>
<tr>
<td>Infrastructure Engineer III</td>
<td>4-5 Years of experience and training.</td>
</tr>
</tbody>
</table>

Infrastructure Engineer I

General Experience and Functional Responsibility: Responsible for the build-out, deployment, and ongoing maintenance of the IT infrastructure. They are required to collaborate and participate in activities to make certain there is knowledge improvement, and share and integrate programs within as well as across the whole work as suitable.

Minimum Education and/or Equivalent Experience:

2-3 Years of experience and training.

Infrastructure Engineer II
**General Experience and Functional Responsibility:** Responsible for the design, build-out, deployment, and ongoing maintenance of the IT infrastructure. They are required to collaborate and participate in activities to make certain there is knowledge improvement, and share and integrate programs within as well as across the whole work as suitable. They are responsible for ensuring that infrastructure components are working in tandem and can be executed without compilation errors in various platforms and environments.

**Minimum Education and/or Equivalent Experience:**

3-4 Years of experience and training.

### Infrastructure Engineer III

**General Experience and Functional Responsibility:** Responsible for the design, build-out, deployment, and ongoing maintenance of the IT infrastructure. They are required to lead projects, collaborate and participate in activities to make certain there is knowledge improvement, in addition to sharing and integrating programs within as well as across the whole work as suitable. They are responsible for designing solutions that meet organizational/client needs, ensuring that these solutions meet best practices standards and comply with federal P&P, ensuring that infrastructure components are working in tandem, and can be executed without compilation errors in various platforms and environments.

**Minimum Education and/or Equivalent Experience:**

4-5 Years of experience and training.

<table>
<thead>
<tr>
<th>Labor Category Title</th>
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</thead>
<tbody>
<tr>
<td>Database Engineer I</td>
<td>2 years of database experience and training.</td>
</tr>
<tr>
<td>Database Engineer II</td>
<td>4 years of database experience and training.</td>
</tr>
<tr>
<td>Database Engineer III</td>
<td>6 years of database experience and training.</td>
</tr>
</tbody>
</table>

### Database Engineer I

**General Experience and Functional Responsibility:** Database engineers are tasked with the installation, upgrading, and overall maintenance of databases. They must document database schemas and models, including functions, tables, and stored procedures as well as data dictionaries. Additionally, database engineers must monitor databases, apply patches, execute scripts, and create backups to ensure both access and consistency of data.

**Minimum Education and/or Equivalent Experience:**

2 years of database experience and training.

### Database Engineer II
**General Experience and Functional Responsibility:** Database engineers are tasked with the installation, upgrading, and overall maintenance of databases. They must document database schemas and models, including functions, tables, and stored procedures as well as data dictionaries. Additionally, database engineers must monitor databases, apply patches, execute scripts, and create backups to ensure both access and consistency of data. Level two database engineers work with lead DB engineer to design and develop data strategies that will support business intelligence reporting, and build-out of optimal solutions for client data access and analysis.

**Minimum Education and/or Equivalent Experience:**

4 years of database experience and training.

**Database Engineer III**

**General Experience and Functional Responsibility:** Database engineers are tasked with the installation, upgrading, and overall maintenance of databases. They must document database schemas and models, including functions, tables, and stored procedures as well as data dictionaries. Additionally, database engineers must monitor databases, apply patches, execute scripts, and create backups to ensure both access and consistency of data. They are responsible for the design and development of data strategies that will support business intelligence reporting, and build-out of optimal solutions for client data access and analysis. They must liaise with project management team throughout the lifetime of the project, ensuring that project/product meets the contractual objectives of the organization.

**Minimum Education and/or Equivalent Experience:**

6 years of database experience and training.

<table>
<thead>
<tr>
<th>Labor Category Title</th>
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</thead>
<tbody>
<tr>
<td>Health IT Systems Engineer I</td>
<td>Associates degree or equivalent experience and training.</td>
</tr>
<tr>
<td>Health IT Systems Engineer II</td>
<td>Associates degree and 2 years of related experience.</td>
</tr>
<tr>
<td>Health IT Systems Engineer III</td>
<td>4 Years of related experience.</td>
</tr>
<tr>
<td>Health IT Systems Engineer IV</td>
<td>6 Years of related experience.</td>
</tr>
</tbody>
</table>

**Health IT Systems Engineer I**

**General Experience and Functional Responsibility:** The Health IT Systems Engineer is tasked with performing the daily activities of operation and configuration of health information technology systems including mainframe, mini, or server based. They are responsible for providing analysis related to the design, development, and integration of hardware, software, user-device interfaces and all system level requirements to provide an integrated IT solution.

**Minimum Education and/or Equivalent Experience:**
Associates degree or equivalent experience and training.

**Health IT Systems Engineer II**

**General Experience and Functional Responsibility:** The Health IT Systems Engineer is tasked with performing the daily activities of operation and configuration of health information technology systems including mainframe, mini, or server based. They are responsible for providing analysis related to the design, development, and integration of hardware, software, user-device interfaces and all system level requirements to provide an integrated IT solution. Additionally, they are responsible for developing the integrated system(s) test requirement, it’s strategies, devices, and systems.

**Minimum Education and/or Equivalent Experience:**
Associates degree and 2 years of related experience.

**Health IT Systems Engineer III**

**General Experience and Functional Responsibility:** Responsible for designing and developing the integrated system(s) test requirement, it’s strategies, devices, and systems. They are responsible for managing the health IT systems engineering team, it’s analysis, and proposed solutions. Additionally, they are responsible for providing consultative services from a small practice to a hospital wide level to departments/divisions/committees from all contractually identified entities associated with clinical process engineering, or transformation. They are required to work with interdisciplinary teams across organization on projects to assess and analyze current processes, identify best practices, and implement improvements in alignment with contractual obligations.

**Minimum Education and/or Equivalent Experience:**
4 Years of related experience.

**Health IT Systems Engineer IV**

**General Experience and Functional Responsibility:** Responsible for designing and developing the integrated system(s) test requirement, it’s strategies, devices, and systems. They are responsible for managing the health IT systems engineering team, it’s analysis, and proposed solutions. Additionally, they are responsible for providing consultative services from a small practice to a hospital wide level to departments/divisions/committees from all contractually identified entities associated with clinical process engineering, or transformation. They are required to work with interdisciplinary teams across organization on projects to assess and analyze current processes, identify best practices, and implement improvements in alignment with contractual obligations. They are also responsible for coordinating with project management and executive team, ensuring contract deliverables meet quality and timeline objectives.

**Minimum Education and/or Equivalent Experience:**
6 Years of related experience.
<table>
<thead>
<tr>
<th>Labor Category Title</th>
<th>Experience + Certifications</th>
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</thead>
<tbody>
<tr>
<td>Health IT Technical Lead II</td>
<td>4 Years of related experience.</td>
</tr>
<tr>
<td>Health IT Technical Lead III</td>
<td>6 Years of related experience.</td>
</tr>
</tbody>
</table>

**Health IT Technical Lead II**

**General Experience and Functional Responsibility:** They are responsible for assisting in the identification and mapping of client/organization’s unique health IT needs and developing an effective solution(s) on a resource effective basis. Additionally, they are responsible for assisting in the monitoring and control of the global view of databases, access and permissions, safety and cybersecurity measures.

**Minimum Education and/or Equivalent Experience:**

4 Years of related experience.

**Health IT Technical Lead III**

**General Experience and Functional Responsibility:** Provides medical and health information technology leadership to evaluate client information technology environment. They are responsible for identifying the client/organization’s unique needs and developing an effective solution(s) on a resource effective basis. They are tasked with leveraging current engineering frameworks and best practices in order to design and develop core data frameworks that will be utilized by key identified stakeholders. Additionally, they are responsible for controlling the global view of healthcare information technology stack, access and permissions, safety and cybersecurity measures, in addition to monitoring the usage of the specific software and applications.

**Minimum Education and/or Equivalent Experience:**

Bachelor’s 6 Years of related experience.

<table>
<thead>
<tr>
<th>Labor Category Title</th>
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<tbody>
<tr>
<td>Configuration Manager II</td>
<td>Bachelor’s degree in science, engineering, business management, math, computer science or 3-4 years equivalent experience and training.</td>
</tr>
<tr>
<td>Configuration Manager III</td>
<td>Bachelor’s degree in science, engineering, business management, math, computer science or 4-5 years equivalent experience and training.</td>
</tr>
</tbody>
</table>

**Health IT Configuration Manager II**
**General Experience and Functional Responsibility:** Possesses a knowledge of configuration management practices and procedures. Provides robust configuration management planning, which provides for configuration identification, change control, status accounting, and audits. They are responsible for providing support to the project team in configuring and base-lining project items. They are also responsible for preparing configuration documentations and maintaining the Configuration Management (CM) database, reviewing and recommending improvements to the existing CM processes, scheduling audits on the CM database and assisting in recommending and implementing scheduled audits, maintaining proper version controls of software deliverables, and analyzing configuration issues and proposing appropriate solutions.

**Minimum Education and/or Equivalent Experience:**
Bachelor’s degree in science, engineering, business management, math, computer science or 3-4 years equivalent experience and training.

**Health IT Configuration Manager III**

**General Experience and Functional Responsibility:** Possesses a knowledge of configuration management practices and procedures. Provides robust configuration management planning, which provides for configuration identification, change control, status accounting, and audits. They are responsible for providing support to the project team in configuring and base-lining project items. They are also responsible for preparing configuration documentations and maintaining the Configuration Management (CM) database, reviewing and recommending improvements to the existing CM processes, scheduling audits on the CM database and assisting in recommending and implementing scheduled audits, maintaining proper version controls of software deliverables, and analyzing configuration issues and proposing appropriate solutions. They must also oversee the delivery of software applications in both test and deployment environments, as well as develop security guidelines to avoid unauthorized damage or usage of project items.

**Minimum Education and/or Equivalent Experience:**
Bachelor’s degree in science, engineering, business management, math, computer science or 4-5 years equivalent experience and training.

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<thead>
<tr>
<th>Labor Category Title</th>
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</thead>
<tbody>
<tr>
<td>Health IT Digital Transformation Manager</td>
<td>Bachelor’s degree in addition to at least 2 years of related experience.</td>
</tr>
</tbody>
</table>

**Health IT Digital Transformation Manager**

**General Experience and Functional Responsibility:** Is responsible for overseeing large scale projects, analyzing digital/IT maturity, end-user experience, and the implementation of legacy application modernization. Must be familiar with industry standard security protocols, compliance measures, tools and
solutions. The Health IT Digital Transformation Manager is tasked with the management of support staff, in addition to performing quality assurance, quality control, and reporting. They provide a comprehensive range of solutions based on organizational goals, resource limitations, and capacity planning.

**Minimum Education and/or Equivalent Experience:**

Bachelor’s degree in addition to at least 2 years of related experience.

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<thead>
<tr>
<th>Labor Category Title</th>
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</thead>
<tbody>
<tr>
<td>Health IT Systems Architect I</td>
<td>Minimum of two years of Health IT experience. Experience must show expertise in relevant platforms and software solutions.</td>
</tr>
<tr>
<td>Health IT Systems Architect II</td>
<td>Minimum of three years of Health IT experience. Experience must show expertise in relevant platforms and software solutions.</td>
</tr>
<tr>
<td>Health IT Systems Architect III</td>
<td>Minimum of four years of Health IT experience. Experience must show expertise in relevant platforms and software solutions.</td>
</tr>
</tbody>
</table>

**Health IT Systems Architect I**

**General Experience and Functional Responsibility:** Supports both the analysis and design of health information technology solutions, including but not limited to: Service Desk, Network Management and Engineering, Software Development, etc. They must utilize a working knowledge of the technologies necessary to support implementation/upgrade of the applications indicated in contract, including but not limited to: data modeling, relational database environments, structured analysis, information engineering, model building, sampling, and cost accounting to plan the system. They are responsible for assisting in the design of the processing steps, and specifies output formats to meet the users’ requirements for interfaces or uses existing standard interfaces to external systems as required. Assists in preparation and execution of test scripts.

**Minimum Education and/or Equivalent Experience:**

Minimum of two years of Health IT experience. Experience must show expertise in relevant platforms and software solutions.

**Health IT Systems Architect II**

**General Experience and Functional Responsibility:** Supports both the analysis and design of health information technology solutions, including but not limited to: Service Desk, Network Management and Engineering, Software Development, etc. They must utilize a working knowledge of the technologies necessary to support implementation/upgrade of the applications indicated in contract, including but not
limited to: data modeling, relational database environments, structured analysis, information engineering, model building, sampling, and cost accounting to plan the system. They are responsible for assisting in the design of the processing steps, and specifies output formats to meet the users’ requirements for interfaces or uses existing standard interfaces to external systems as required. Assists in preparation and execution of test scripts.

**Minimum Education and/or Equivalent Experience:**

Minimum of three years of Health IT experience. Experience must show expertise in relevant platforms and software solutions.

**Health IT Systems Architect III**

**General Experience and Functional Responsibility:** Supports both the analysis and design of health information technology solutions, including but not limited to: Service Desk, Network Management and Engineering, Software Development, etc. They must utilize a working knowledge of the technologies necessary to support implementation/upgrade of the applications indicated in contract, including but not limited to: data modeling, relational database environments, structured analysis, information engineering, model building, sampling, and cost accounting to plan the system. They are responsible for assisting in the design of the processing steps, and specifies output formats to meet the users’ requirements for interfaces or uses existing standard interfaces to external systems as required. Assists in preparation and execution of test scripts. Responsible for reporting to project management team and adhering to project deadlines and quality control standards.

**Minimum Education and/or Equivalent Experience:**

Minimum of four years of Health IT experience. Experience must show expertise in relevant platforms and software solutions.

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<thead>
<tr>
<th>Labor Category Title</th>
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<tbody>
<tr>
<td>Health IT Quality Assurance QA I</td>
<td>Associates degree and 2 years equivalent experience and training.</td>
</tr>
<tr>
<td>Health IT Quality Assurance QA II</td>
<td>Bachelor’s degree and 3 years equivalent experience and training.</td>
</tr>
<tr>
<td>Health IT Quality Assurance QA III</td>
<td>Bachelor’s degree and 4 years equivalent experience and training.</td>
</tr>
</tbody>
</table>

**Health IT Quality Assurance QA I**

**General Experience and Functional Responsibility:** Provides technical and administrative direction for health IT related projects and tasks, including the review of work products, and adherence to design concepts, user standards and contract requirements. Regulates the change process, evaluates,
recommends, and implements automated test tools and strategies. Writes, implements, and reports status for system test cases for testing. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Conducts audits and reviews/analyzes data and documentation.

**Minimum Education and/or Equivalent Experience:**
Associates degree and 2 years equivalent experience and training.

**Health IT Quality Assurance QA II**

**General Experience and Functional Responsibility:** Provides technical and administrative direction for health IT related projects and tasks, including the review of work products, and adherence to design concepts, user standards and contract requirements. Regulates the change process, evaluates, recommends, and implements automated test tools and strategies. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Conducts audits and reviews/analyzes data and documentation.

**Minimum Education and/or Equivalent Experience:**
Bachelor’s degree and 3 years equivalent experience and training.

**Health IT Quality Assurance QA III**

**General Experience and Functional Responsibility:** Provides technical and administrative direction for health IT related projects and tasks, including the review of work products, and adherence to design concepts, user standards and contract requirements. Regulates the change process, evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Conducts audits and reviews/analyzes data and documentation.

**Minimum Education and/or Equivalent Experience:**
Bachelor’s degree and 4 years equivalent experience and training.

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<th>Labor Category Title</th>
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<tbody>
<tr>
<td>Cybersecurity Engineer II</td>
<td>3 years of experience and training.</td>
</tr>
<tr>
<td>Cybersecurity Engineer III</td>
<td>4 years of experience and training.</td>
</tr>
</tbody>
</table>
Chief Cybersecurity Officer

Bachelor’s degree and 4 years of experience and training.

Cybersecurity Engineer II

General Experience and Functional Responsibility: Provides functional expertise in defining security requirements and developing security solutions for information protection. Defines and develops security policies and processes related to the protection of sensitive or classified information. Provides integration and implementation of the computer system security solution. Analyzes general information assurance and cyber security-related technical problems and provides basic engineering and technical support in solving these problems. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle.

Minimum Education and/or Equivalent Experience:

3 years of experience and training.

Cybersecurity Engineer III

General Experience and Functional Responsibility: Provides functional expertise in defining security requirements and developing security solutions for information protection. Defines and develops security policies and processes related to the protection of sensitive or classified information. Designs, develops, engineers and implement solutions to protection of sensitive or classified information. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer system security solution. Analyzes general information assurance and cyber security-related technical problems and provides basic engineering and technical support in solving these problems. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle.

Minimum Education and/or Equivalent Experience:

4 years of experience and training.

Chief Cybersecurity Officer

General Experience and Functional Responsibility: In addition to the responsibilities indicated above, the Chief Cybersecurity Office is tasked with oversight and management of the cybersecurity team. They must direct and approve the design of security systems, ensuring that disaster recover (DR) and business continuity plans are implemented and tested. They are responsible for reviewing and approving security policies, controls and cyber incident response planning; approving identity and access policies; conducting and reviewing investigations after a cybersecurity incident, including impact analysis and recommendations for avoiding similar vulnerabilities. CCO’s and VCIO’s are responsible for maintaining a current understanding of the IT threat landscape for the industry, and ensuring compliance with changing laws and applicable regulations.

Minimum Education and/or Equivalent Experience:
Bachelor’s degree and 4 years of experience and training.

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<thead>
<tr>
<th>Labor Category Title</th>
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<tbody>
<tr>
<td>Health IT Big Data Architect/Data Scientist I</td>
<td>Bachelor’s degree and 2 years of relevant experience and training.</td>
</tr>
<tr>
<td>Health IT Big Data Architect/Data Scientist II</td>
<td>Bachelor’s degree and 3 years of relevant experience and training.</td>
</tr>
<tr>
<td>Health IT Big Data Architect/Data Scientist III</td>
<td>Bachelor’s degree and 4-6 years of relevant experience and training.</td>
</tr>
</tbody>
</table>

**Health IT Big Data Architect/Data Scientist I**

**General Experience and Functional Responsibility:** Responsible for application of data mining techniques, statistical analysis, and the designing planning and build-out of predictive tools that integrate with organization infrastructure. Evaluate and identify opportunities to utilize innovative technology solutions to meet the data analysis and processing needs of the client/organization.

**Minimum Education and/or Equivalent Experience:**

Bachelor’s degree and 2 years of relevant experience and training.

**Health IT Big Data Architect/Data Scientist II**

**General Experience and Functional Responsibility:** Responsible for application of data mining techniques, statistical analysis, and the designing planning and build-out of predictive tools that integrate with organization infrastructure. Evaluate and identify opportunities to utilize innovative technology solutions to meet the data analysis and processing needs of the client/organization. They are responsible for developing software code and/or algorithms to explore, extract, clean, integrate and otherwise prepare data for consumption into models or business intelligence (BI).

**Minimum Education and/or Equivalent Experience:**

Bachelor’s degree and 3 years of relevant experience and training.

**Health IT Big Data Architect/Data Scientist III**

**General Experience and Functional Responsibility:** Responsible for application of data mining techniques, statistical analysis, and the designing planning and build-out of predictive tools that integrate with organization infrastructure. Evaluate and identify opportunities to utilize innovative technology solutions to meet the data analysis and processing needs of the client/organization. They are responsible for developing software code and/or algorithms to explore, extract, clean, integrate and otherwise prepare data for consumption into models or business intelligence (BI). Additionally, they are tasked with developing advanced BI dashboards and visualizations, presenting complex data sets and concepts in a
format digestible by the contractually specified audience. They are essential in translating business queries into quantitative methods utilized to address and support data-driven strategic decision making.

**Minimum Education and/or Equivalent Experience:**

Bachelor’s degree and 4-6 years of relevant experience and training.

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<thead>
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<th>Labor Category Title</th>
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<tbody>
<tr>
<td>Health IT Project Manager I</td>
<td>Bachelor’s degree and 2 years of related experience.</td>
</tr>
<tr>
<td>Health IT Project Manager II</td>
<td>Bachelor’s degree and 3 years of related experience.</td>
</tr>
<tr>
<td>Health IT Project Manager III</td>
<td>Bachelor’s degree and 4 years of related experience.</td>
</tr>
</tbody>
</table>

**Health IT Project Manager I**

**General Experience and Functional Responsibility:** With oversight from the Program Manager, oversees various health IT-related projects or project subtasks of a low-moderate complexity nature. Assemble project teams, assign individual responsibilities, identify appropriate resources, and develop schedules, methodology, tools, and solution components of the project. Familiar with the contract scope and project objectives, as well as the role and function of each team member in order to effectively coordinate the activities of the project team.

**Minimum Education and/or Equivalent Experience:**

Bachelor’s degree and 2 years of related experience.

**Health IT Project Manager II**

**General Experience and Functional Responsibility:** With oversight from the Program Manager, oversees various health IT-related projects or project subtasks of a moderate complexity nature. Assemble project teams, assign individual responsibilities, identify appropriate resources, and develop schedules, methodology, tools, and solution components of the project. Familiar with the contract scope and project objectives, as well as the role and function of each team member in order to effectively coordinate the activities of the project team.

**Minimum Education and/or Equivalent Experience:**

Bachelor’s degree and 3 years of related experience.

**Health IT Project Manager III**

**General Experience and Functional Responsibility:** With oversight from the Program Manager, oversees various health IT-related projects or project subtasks of a moderate-high complexity nature. Assemble project teams, assign individual responsibilities, identify appropriate resources, and develop schedules, methodology, tools, and solution components of the project. Familiar with the contract scope and project
objectives, as well as the role and function of each team member in order to effectively coordinate the activities of the project team.

**Minimum Education and/or Equivalent Experience:**

Bachelor’s degree and 4 years of related experience.

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<thead>
<tr>
<th>Labor Category Title</th>
<th>Experience + Certifications</th>
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<tbody>
<tr>
<td>Health IT Program Manager I</td>
<td>Bachelor’s degree and minimum of 2 years of equivalent experience.</td>
</tr>
<tr>
<td>Health IT Program Manager II</td>
<td>Bachelor’s degree and minimum of 3 years of equivalent experience.</td>
</tr>
<tr>
<td>Health IT Program Manager III</td>
<td>Bachelor’s degree and minimum of 4 years of equivalent experience.</td>
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</table>

**Health IT Program Manager I**

**General Experience and Functional Responsibility:** Oversees the performance of related projects. Responsible for direction of Health IT projects or application of product or service including the management of resource allocation within the program. Responsible for the management of personnel, financial resources, client communication and is responsible for the quality and timely delivery of contractual items. Operates within contractual guidelines, acting as the point of contact for client inquiries and ensuring program design, development, and delivery meet contractual and quality standards.

**Minimum Education and/or Equivalent Experience:**

Bachelor’s degree and minimum of 2 years of equivalent experience.

**Health IT Program Manager II**

**General Experience and Functional Responsibility:** Oversees the performance of related projects. Responsible for direction of Health IT projects or application of product or service including the management of resource allocation within the program. Responsible for the management of personnel, financial resources, client communication and is responsible for the quality and timely delivery of contractual items. Operates within contractual guidelines, acting as the point of contact for client inquiries and ensuring program design, development, and delivery meet contractual and quality standards. Maintains the development and execution of Health IT business opportunities. Must have 3 years of experience in management of or implementation of Health IT projects.

**Minimum Education and/or Equivalent Experience:**

Bachelor’s degree and minimum of 3 years of equivalent experience.
Health IT Program Manager III

General Experience and Functional Responsibility: Oversees the performance of related projects. Responsible for direction of Health IT projects or application of product or service including the management of resource allocation within the program. Responsible for the management of personnel, financial resources, client communication and is responsible for the quality and timely delivery of contractual items. Operates within contractual guidelines, acting as the point of contact for client inquiries and ensuring program design, development, and delivery meet contractual and quality standards. Maintains the development and execution of Health IT business opportunities. Additionally, must be responsible for meeting budgetary guidelines, increasing efficiency while maintaining compliance standards. Must have a minimum of 5 years of experience in management of or implementation of Health IT projects as related to systems analysis, quality control, and/or administration.

Minimum Education and/or Equivalent Experience:

Bachelor’s degree and minimum of 4 years of equivalent experience.

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<thead>
<tr>
<th>Labor Category Title</th>
<th>Experience + Certifications</th>
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<tbody>
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<td>Bachelor’s degree and 2 years of experience and training.</td>
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<tr>
<td>Health IT Consultant/Subject Matter Expert SME II</td>
<td>Bachelor’s degree and 4 years of experience and training.</td>
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<tr>
<td>Health IT Consultant/Subject Matter Expert SME III</td>
<td>Bachelor’s degree and 6 years of experience and training.</td>
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</table>

Health IT Consultant/Subject Matter Expert SME I

General Experience and Functional Responsibility: Responsible for identifying and analyzing the role of information technology in a healthcare organization and evaluate the efficiency and ability of existing systems to meet and support organizational/client goals. Knowledgeable in electronic health records, health information exchanges, health analytics, personal health information management, innovative Health IT solutions, health informatics, HIPAA compliance, and/or Health IT research. Contributes to the functional and technical specifications for development of contracted project deliverable of moderate complexity. Complete assigned engagement tasks within the project scope and budget, while meeting deliverable requirements. Serves as a key analytical resource on engagement team. Assumes responsibility for conducting relevant research, distilling data, and creating reports. Actively engages consulting tools and methodologies to meet project objectives and complete program management activities.

Minimum Education and/or Equivalent Experience:

Bachelor’s degree and 2 years of experience and training.
Health IT Consultant/Subject Matter Expert SME II

General Experience and Functional Responsibility: Responsible for identifying and analyzing the role of information technology in a healthcare organization and evaluate the efficiency and ability of existing systems to meet and support organizational/client goals. Knowledgeable in electronic health records, health information exchanges, health analytics, personal health information management, innovative Health IT solutions, health informatics, HIPAA compliance, and/or Health IT research. Contributes to the functional and technical specifications for development of contracted project deliverable of varying complexity. Complete assigned engagement tasks within the project scope and budget, while meeting deliverable requirements. Serves as a key analytical resource on engagement team. Assumes responsibility for conducting relevant research, distilling data, and creating reports. Actively engages consulting tools and methodologies to meet project objectives and complete program management activities.

Minimum Education and/or Equivalent Experience:

Bachelor’s degree and 4 years of experience and training.

Health IT Consultant/Subject Matter Expert SME III

General Experience and Functional Responsibility: Responsible for identifying and analyzing the role of information technology in a healthcare organization and evaluate the efficiency and ability of existing systems to meet and support organizational/client goals. Knowledgeable in electronic health records, health information exchanges, health analytics, personal health information management, innovative Health IT solutions, health informatics, HIPAA compliance, and/or Health IT research. Contributes to the functional and technical specifications for development of contracted project deliverable of robust complexity. Complete assigned engagement tasks within the project scope and budget, while meeting deliverable requirements. Serves as a key analytical resource on engagement team. Assumes responsibility for conducting relevant research, distilling data, and creating reports. Actively engages consulting tools and methodologies to meet project objectives and complete program management activities.

Minimum Education and/or Equivalent Experience:

Bachelor’s degree and 6 years of experience and training.

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<thead>
<tr>
<th>Labor Category Title</th>
<th>Experience + Certifications</th>
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<tbody>
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<td>Bachelor’s degree or 2 years of related experience and training.</td>
</tr>
<tr>
<td>Medical Coding Audit Expert III</td>
<td>Bachelor’s degree or 4 years of related experience and training.</td>
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</table>

Medical Coding Audit Expert II
**General Experience and Functional Responsibility:** Responsible for the medical coding audit, assessment and education, including review of documentation and individual encounters to ensure appropriate and optimal level and codes are used. Follows an audit with a detailed feedback.

**Minimum Education and/or Equivalent Experience:**
Bachelor’s degree or 2 years of related experience and training.

**Medical Coding Audit Expert III**

**General Experience and Functional Responsibility:** Responsible for the medical coding audit, assessment and education, including review of documentation and individual encounters to ensure appropriate and optimal level and codes are used. Follows an audit with a detailed feedback.

**Minimum Education and/or Equivalent Experience:**
Bachelor’s degree or 4 years of related experience and training.

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<th>Labor Category Title</th>
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<td>Revenue Cycle Management Expert II</td>
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</tr>
<tr>
<td>Revenue Cycle Management Expert III</td>
<td>Bachelor’s degree and 4 years of experience.</td>
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</table>

**Revenue Cycle Management Expert II**

**General Experience and Functional Responsibility:** Assists in the design and management of Revenue Cycle Management process. Responsible for quality control metrics, process mapping, issue diagnosis and remediation.

**Minimum Education and/or Equivalent Experience:**
Bachelor’s degree and 2 years of experience.

**Revenue Cycle Management Expert III**

**General Experience and Functional Responsibility:** Assists in design and development of economic comparison criteria for use in selecting Health IT systems as relates to the Revenue Cycle Management process. Evaluates the systems and processes of operational data entry, including but not limited to: demographic data entry, claims coding, claims filing/billing, payment posting, denials management, aging management, patient billing, reporting, and client communication. Responsible for quality control, industry best practices, process mapping, issue diagnosis/solutions, vendor management, cost review and analysis.

**Minimum Education and/or Equivalent Experience:**
Bachelor’s degree and 4 years of experience.

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<th>Labor Category Title</th>
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<tr>
<td>Healthcare Analytics Expert III</td>
<td>Bachelor’s degree in addition to 4 years of related experience and training.</td>
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</table>

Healthcare Analytics Expert II

**General Experience and Functional Responsibility:** Responsible for performing healthcare system data management and analytics. They are tasked with compiling and organization of healthcare data and analyzing that data in order to assist in identifying specified measures that serve to address management and operational disparities. They must be able to visualize and communicate their findings with project management team.

**Minimum Education and/or Equivalent Experience:**

Bachelor’s degree in addition to 2 years of related experience and training.

Healthcare Analytics Expert III

**General Experience and Functional Responsibility:** Responsible for overseeing healthcare system data management and analytics. They are tasked the compiling and organization of healthcare data and analyzing that data in order to assist in identifying specified measures that serve to address management and operational disparities. They must be able to visualize and communicate their findings with project management team and client decision makers.

**Minimum Education and/or Equivalent Experience:**

Bachelor’s degree in addition to 4 years of related experience and training.
## Health IT Services Rates

### SINs 132-56, 132-56STLOC and 132-56RC

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</table>

The Vendor offers only the personnel who meet or exceed the minimum qualification requirements stated in the Commercial Labor Category Descriptions provided herein. Vendor allows experience to substitute for minimum education requirements and education to substitute for minimum years of experience.

GSA and/or the ordering activities may request access to any employee resume (by request) before, during, or after assignment of any GSA order. If for some extenuating reason a person assigned to an order must be replaced for substituted, the ordering activity will be notified in advance, in writing, and the substituted personnel will meet or exceed the required qualifications for the departing employee’s labor category.