



U.S. General Services Administration

**AUTHORIZED FEDERAL SUPPLY SERVICE  
INFORMATION TECHNOLOGY SCHEDULE (70) PRICELIST  
GENERAL PURPOSE COMMERCIAL INFORMATION  
TECHNOLOGY EQUIPMENT, SOFTWARE AND SERVICES**

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

<http://www.GSAAdvantage.gov>.

**Contract Number: 47QTCA20D005S**

**Period Covered by Contract: 02/06/2020 - 02/05/2025**

**iHealth Innovative Solutions  
1875 K Street NW, Suite: 400  
Washington, DC 20006**

**Phone Number: (202) 5772646  
Fax Numbers: (202) 478-1859  
Email: [dnorals@ihealthis.com](mailto:dnorals@ihealthis.com)**

**Website: [www.ihealthis.com](http://www.ihealthis.com)**

**Authorized Contact: Deon Norals, President**

**Business Size: Small**

**CUSTOMER INFORMATION:**

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

SIN	DESCRIPTION
132 51	Information Technology Professional Services

**1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:**  
[Not Applicable, Services Only](#)

**1c. HOURLY RATES (Services only):**

Labor Categories	Hourly Rate
Project Manager	\$ 76.59
Sr. Project Manager	\$ 122.16
Sr. Network Engineer	\$ 127.05
IT Consultant	\$171.03
Sr. Mobile Application Developer	\$171.03
Sr. Application Developer	\$ 106.52
Sr. Systems Engineer	\$ 106.52

**2. Maximum Order:** 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.

**3. Minimum Order:** \$100

**4. Geographic Coverage:** Domestic Delivery Only.

**5. Point of production:** N/A

**6. Discount from list prices or statement of net price:** Prices shown herein are net prices

**7. Quantity discounts:** 1% on orders \$250,000 or more

**8. Prompt payment terms:** Net 30.

**9a. Purchase cards are accepted at or below the micro-purchase threshold.** Yes

**9b. Purchase cards are not accepted above the micro-purchase threshold.** Yes

**10. Foreign items:** None

- 11a. **Time of Delivery:** Negotiated with Ordering Agency
- 11b. **Expedited Delivery:** Negotiated with Ordering Agency
- 11c. **Overnight and 2-day delivery:** To Be Determined at the Task Order Level.
- 11d. **Urgent Requirements:** To Be Determined at the Task Order Level.
- 12. **F.O.B Points:** Destination.
- 13a. **Ordering Address:** **iHealth Innovative Solutions**  
1875 K Street, NW Suite 400  
Washington, DC 20006
- 13b. **Ordering procedures:** Fax Or Email.
- 14. **Payment address:** **iHealth Innovative Solutions**  
1875 K Street, NW Suite 400  
Washington, DC 20006
- 15. **Warranty provision:** N/A
- 16. **Export Packing Charges:** N/A
- 17. **Terms and conditions of rental, maintenance, and repair:** N/A
- 18. **Terms and conditions of installation:** N/A
- 20. **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices:** N/A
- 20a. **Terms and Conditions of any other services:** N/A
- 21. **List of service and distribution points:** N/A
- 22. **List of participating dealers:** N/A
- 23. **Preventive maintenance:** N/A
- 24a. **Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants:** N/A
- 24b. **If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contactor's website or other location.) The EIT standards can be found at: [www.Section508.gov/](http://www.Section508.gov/)**
- 25. **Data Universal Numbering System (DUNS) number:** 0 7 9 4 7 2 3 5 7
- 26. **Notification regarding registration in System for Award Management (SAM) database:** iHealth Innovative Solutions., is registered in the SAM Database.

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)  
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)**

**1. SCOPE**

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

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

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

**3. ORDER**

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

**4. PERFORMANCE OF SERVICES**

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

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

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

- (a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-
  - (1) Cancel the stop-work order; or
  - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- (b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
  - (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
  - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- (c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- (d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

**6. INSPECTION OF SERVICES**

The Inspection of Services–Fixed Price (AUG 1996) (Deviation 1 – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (May 2001) (Deviation 1 – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

**7. RESPONSIBILITIES OF THE CONTRACTOR**

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

**8. RESPONSIBILITIES OF THE ORDERING ACTIVITY**

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

**9. INDEPENDENT CONTRACTOR**

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

**10. ORGANIZATIONAL CONFLICTS OF INTEREST**

a. Definitions.

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

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

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

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

## **11. INVOICES**

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

## **12. PAYMENTS**

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

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

## **13. RESUMES**

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

## **14. INCIDENTAL SUPPORT COSTS**

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

## **15. APPROVAL OF SUBCONTRACTS**

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

## 16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

- a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.
- b. Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices.

### LABOR CATEGORY DESCRIPTIONS

#### INFRASTRUCTURE MANAGEMENT BRANCH PROJECT MANAGER

**Minimum Education:** B.S. degree.

**Minimum/General Experience:** Must have 10 years of IT experience, including at least 8 years of IT and/or telecommunications system management experience. At least 8 years of direct supervision of IT software development, integration, maintenance projects, and/or telecommunications systems. Must be capable of leading projects that involve the successful management of teams composed of data processing and other information management professionals who have been involved in analysis, design, integration, testing, documenting, converting, extending, and implementing automated information and/or telecommunications systems.

**Functional Responsibility:** Performs day-to-day management of overall contract support operations, possibly involving multiple projects and groups of personnel at multiple locations. Organizes, directs, and coordinates the planning and production of all contract support activities. Demonstrates written and oral communication skills. Establishes and alters (as necessary) corporate management structure to direct effective contract support activities.

#### SENIOR PROJECT MANAGER

**Minimum Education:** B.A. or B.S. degree.

**Minimum/General Experience:** Must have 10 years of IT or telecommunications experience, including at least 5 years of IT software management experience. At least 5 years of experience in direct supervision of IT software development, integration maintenance projects, and/or telecommunications management.

**Functional Responsibility:** Performs day-to-day management of assigned delivery order projects that involve teams of data processing and other information system and management professionals who have previously been involved in analyzing, designing, integrating, testing, documenting, converting, extending, and implementing automated information and telecommunications systems. Demonstrates proven skills in those technical areas addressed by the delivery order to be managed. Organizes, directs, and coordinates the planning and production of all activities associated with assigned delivery order projects. Demonstrates writing and oral communication skills.

## **IT CONSULTANT**

**Minimum Education:** B.A. or B.S. degree or 5 years of equivalent experience in a related field.

**Minimum/General Experience:** Must have 5 years of computer experience in information systems design and management. Must demonstrate an ability to work independently, or under only general direction, on requirements that are moderately complex to analyze, plan, program, and implement. At least 3 years of experience in analysis and design of business applications for complex large-scale or mid-tier computer systems, or LAN-based systems, including experience in DBMS, and use of programming languages. Knowledge of current storage and retrieval methods; 1 year of system analysis experience designing technical applications on computer systems; and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs.

**Functional Responsibility:** Provide consulting and guidance on building and/or maturing information security programs, risk management and the implementation of tools and technologies used for enterprise security. Advise on data privacy compliance regulations and how to efficiently meet requirements and protect personal data. Leads, tracks and communicates all IT hardware and software needs, upgrades, maintenance and other related functions for Admin and any shared services agencies that Admin supports. Monitors and assists with security and privacy related matters and communicate outcomes to management; Develops and maintains required infrastructure diagrams, documentation, procedures, user guides, and other related materials. Provides consultation services and system analysis, based on agency needs, for Admin and third-party operational software; Performs software updates/patches for maintenance to ensure the servers are compliant with agency policies.

## **SENIOR MOBILE APPLICATION DEVELOPER**

**Minimum Education:** B.A. or B.S. degree or 4 years of equivalent experience in a related field.

**Minimum/General Experience:** Must have 4 years of experience in planning, designing, building, and implementing IT systems. At least 3 years of experience developing application, development, network, and technical architectures for small-scale client/server and mainframe applications. Demonstrated ability to develop and execute architecture strategies and to perform feasibility studies and integration analyses. Experience supervising and providing guidance in implementing various small-scale architectures and supporting implementation of mid-range and large-scale applications.

**Functional Responsibility:** Implement cloud-based services to build scalable, modern web and mobile applications. Gathers user requirements by working directly with stakeholders to produce intuitive solutions for business requirements, meeting technical design with business and educational needs. Analyze user requirements, create a project plan and manage the project from beginning to end with minimal guidance from senior team members. Oversee assigned projects and development tasks and communicate effectively with the Director of Software Development on the status of each task. Lead quality assurance processes to ensure our software solutions are tested properly and ready for production. Assess work of software developers for accuracy and completeness, while providing guidance and feedback as necessary. Troubleshoot code problems and develop solutions to enhance application performance and usability.

## **SENIOR APPLICATION DEVELOPER**

**Minimum Education:** B.A. or B.S. degree or 7 years of equivalent experience in a related field.

**Minimum/General Experience:** Must have 7 years of programming experience in software development or maintenance. At least 5 years of experience in IT system analysis and programming.

**Functional Responsibility:** Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers to ensure program deadlines are met.

## **SENIOR SYSTEMS ENGINEER**

**Minimum Education:** B.A. or B.S. degree or 5 years of equivalent experience in a related field.

**Minimum/General Experience:** Must have 8 years of experience in managing implementation of information engineering projects and experience in systems analysis, design, and programming using CASE and IE tools and methods. At least 5 years of experience in information system development, functional and data requirement analysis, system analysis and design, programming, program design, and documentation preparation.

**Functional Responsibility:** Must be capable of applying business process improvement practices to modernization projects. Applies, as appropriate, activity and data modeling transaction flow analysis; internal control and risk analysis; modern business methods; and performance measurement techniques. Assists in establishing standards for information system procedures. Develops and applies organization wide information models for use in designing and building integrated, shared software and database management systems.

