GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

MULTIPLE AWARD SCHEDULE (MAS)

Intervoice Communication Of Puerto Rico Inc.
352 Fernando Primero
San Juan, PR, 00918-2424
Phone: 787-302-1033
https://www.intervoicepr.com/

CONTRACT NUMBER: 47QTCA20D009Q
PERIOD COVERED BY CONTRACT:
May 6, 2020 - May 5, 2025

BUSINESS SIZE:
Small Disadvantaged Business

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: GSAAAdvantage.gov. For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.
CUSTOMER INFORMATION

1a. AUTHORIZED SPECIAL ITEM NUMBERS (SINs):

<table>
<thead>
<tr>
<th>SIN</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>Health Information Technology Services</td>
</tr>
</tbody>
</table>

1b. Lowest Priced Model Number and Price for each SIN: See Price List

1c. SERVICES OFFERED: See Price List

2. MAXIMUM ORDER PER SIN:

<table>
<thead>
<tr>
<th>SIN</th>
<th>MAXIMUM ORDER</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>$500,000 per SIN/Order</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>$500,000 per SIN/Order</td>
</tr>
</tbody>
</table>

3. MINIMUM ORDER LIMITATION: $100

4. GEOGRAPHIC COVERAGE (DELIVERY AREA): Domestic and Overseas

5. POINT OF PRODUCTION: Puerto Rico

6. BASIC DISCOUNT: Prices listed are net, discounts have been deducted and the industrial funding fee has been added.

7. QUANTITY DISCOUNT: None

8. PROMPT PAYMENT TERMS: Net 30. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9a. GOVERNMENT PURCHASE CARDS ARE ACCEPTED UP TO THE MICRO-PURCHASE THRESHOLD.

9b. GOVERNMENT PURCHASE CARDS MAY BE ACCEPTED ABOVE THE MICRO-PURCHASE THRESHOLD.

10. FOREIGN ITEMS: None

11a. TIME OF DELIVERY: As negotiated with the Ordering Activity

11b. EXPEDITED DELIVERY: Contact Contractor

11c. OVERNIGHT AND 2-DAY DELIVERY: Contact Contractor

11d. URGENT REQUIREMENTS: Contact Contractor

12. F.O.B. POINT: Destination

13a. ORDERING ADDRESS: Intervoice Communication Of Puerto Rico Inc.

352 Fernando Primero
San Juan, PR, 00918-2424
13b. ORDERING PROCEDURES: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. PAYMENT ADDRESS: Same as Ordering Address

15. WARRANTY PROVISION: Standard Commercial Warranty

16. EXPORT PACKING CHARGES: Not Applicable

17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE: Will be accepted below the micro-purchase threshold

18. TERMS AND CONDITIONS OF RENTAL: Not Applicable

19. TERMS AND CONDITIONS OF INSTALLATION: Not Applicable

20. TERMS AND CONDITIONS OF REPAIR PARTS: Not Applicable

20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES: Not Applicable

21. LIST OF SERVICE AND DISTRIBUTION POINTS: Not Applicable

22. LIST OF PARTICIPATING DEALERS: Not Applicable

23. PREVENTIVE MAINTENANCE: Not Applicable

24a. SPECIAL ATTRIBUTES: Not Applicable

24b. SECTION 508 COMPLIANCE INFORMATION: Not Applicable

25. DATA UNIVERSAL NUMBER SYSTEM (DUNS) NUMBER: 080861231

26. CONTRACTOR HAS REGISTERED IN THE SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE.
LABOR CATEGORY DESCRIPTIONS

Senior Project Manager

Description: Directs and oversees the Program Management Office (PMO) to ensure IT programs and projects meet organization goals and requirements. Develops and implements PMO processes and policies, directs project management staff, and works with other department leaders to define, prioritize, and develop projects and programs; works with employees, partners, and external customers providing executive level oversight to hands-on management and problem solving, leading development and subject matter experts across all projects, managing budget and cost across all projects and providing client support for vision, issue escalation and resolution. Executive position providing IT engagement leadership, defining clear mission and goals, recruiting and growing quality talent, managing teams, leading and building profitable team and managing P&L.

Functional Responsibilities: Primary interface with the customer agency for large-scale contracts. Senior company authority within a technical field that can act both as a consultant in complex and critical client projects as well as a project manager for very large and complex projects. Manage a diverse group of functional activities, subordinate groups of technical and administrative personnel in the planning and implementation of a project. Responsible for business development, delivery and P&L for the State, Local and Civilian verticals. Key area of focus is Government Healthcare IT solutions, delivery and operations and maintenance.

Labor Category Skills/Expertise

• Serves as a mentor in the areas of leadership, methodology, tools, people skills and navigating politics. A senior PM must be able to teach many of the skills—both hard and soft—that are required for the successful planning, execution, delivery and support of projects and their products or services. They must also qualify project management training vendors and monitor their delivery and effectiveness.

• Evaluates performance of PM and identifies PM-related training needs. They should be able to evaluate the readiness of a project team or organization and then recommend the related training required to ensure the effective application of project management and leadership principles.

• Perform project reviews by individually assessing the health of a project or leading a team in doing so, clearly identifying problem areas, as well as most noteworthy areas for praise. Senior PM should be able to turn around any-size troubled project in his or her industry.

• Assist significantly in the interview and selection of new project management hires and can be called upon to determine the placement of project managers onto specific projects.

• Own a solid grasp of basic and many advanced project management principles, along with having experience in successfully applying and advancing those principles by sustaining continuous improvement

• Understand the business need for each project and make on-going decisions based on what’s best for the organization, even if that means challenging senior stakeholders on critical success factors.

• Subject matter expert in one or more functional areas.

• Provides both verbal and written communications regarding project status, risks, and issues, and makes recommendations on project decisions to PMO and Senior Management
Other Responsibilities

• Manages the full project management life cycle and software development life cycle for the implementation of highly complex, large-scale, strategic IT and Business Corporate Initiatives within a specific Platform of the Long-Range Strategic Plan

• Implements established policies, system monitors and controls to ensure the successful management and reporting of all corporate initiatives in the Program

• Supervises and leads the program and project staff to oversee the impacts and interdependencies between programs and works to ensure initiatives meet the Goals and Objectives of the executive leadership team.

• Provides both verbal and written communications regarding project status, risks, and issues, and makes recommendations on project decisions to PMO and Senior Management

• Manages allocation of resources within the program(s) to meet work fluctuations and budget and time constraints in the delivery process.

• Serves as subject matter expert, providing technical and analytical guidance to the program and project teams

• Manages all aspects of the project/program management of a corporate initiative, which may include: cost benefit analysis, work plans, functional and technical designs, construction, testing and implementation. Ensures efficient and high-quality installation of new software and/or systems, and monitors all technical aspects of implementing projects

• Provides support to the IT Solutions Team in identifying the appropriate solutions required by the user areas; assists IT Leadership in performing a needs analysis of the relevant business areas and in matching user needs to system capabilities to ensure the new system is easily and quickly integrated into the client's business environment

• Works with the Business areas in the Operational Readiness activities to provide support and coordination to ensure adoption of new systems and business processes in the CareFirst environment

• Manages contracts and vendors assigned to Corporate Initiatives included in the assigned program(s).

Minimum Education: Master’s Degree in an Information Technology related field

Minimum Experience: 10 years

Project Manager

Description: Directs the performance of a variety of related projects, which may be organized by technology, program, or client. Under general direction, responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Solves complex technical, administrative, and managerial problems, responsible for interfacing with customers and technical personnel. Takes projects from original concept through final implementation. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project racking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides IT technical and analytical guidance to project team. Recommends
and acts to direct the analysis and solutions of technology problems. Incumbent might also be company’s expert on specific technologies.

Functional Responsibilities: Manage a diverse group of functional activities, subordinate groups of technical and administrative personnel in the planning and implementation of a project.

Supervises and leads the program and project staff to oversee the impacts and interdependencies between programs and works to ensure initiatives meet the Goals and Objectives of the executive leadership team. Manages allocation of resources within the program(s) to meet work fluctuations and budget and time constraints in the delivery process. Serves as subject matter expert, providing technical and analytical guidance to the program and project teams. Manages all aspects of the project/program management of a corporate initiative, which may include: cost benefit analysis, work plans, functional and technical designs, construction, testing and implementation. Ensures efficient and high-quality installation of new software and/or systems and monitors all technical aspects of implementing projects.

Labor Category Skills/Expertise

• Serves as program manager for large concurrent consulting and facilitation assignments.

• Assigns responsibilities program/project management and team members and establishes priorities.

• Actively plans, directs, and monitors team’s performance in achieving program/project objectives.

• Ensures program/project deliverables are provided in accordance with contract requirements.

• Subject matter expert in one or more functional areas.

• Manages the full project management life cycle and software development life cycle for the implementation of highly complex, large-scale, strategic IT and Business Corporate Initiatives within a specific Platform of the Long-Range Strategic Plan

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• Manages contracts and vendors assigned to Corporate Initiatives included in the assigned program(s).

Minimum Education: Master’s Degree

Minimum Experience: 8 years of consulting and/or relevant industry experience
System Administrator

Description: Responsible for designing, organizing, modifying, and supporting a company's computer systems. Designs and installs LANs, WANs, Internet and intranet systems, and network segments. Protects critical information, systems and assets. Builds solutions, implements new software/hardware, provides training and assists in the development of an overall IT strategy.

Functional Responsibilities: Applies current technology in providing MIS solutions. Provides highly technical expertise in providing business application solutions. Must have a comprehensive understanding of hardware/software and communication environments such as: client/server technology, host/mainframe technology, IS, and related peripheral equipment. Specifies proper types of files organization, indexing methods, and security procedures. Advises contractor project teams on the design of complex databases (e.g., schema and subschema details). Defines specialized aspects of user's data base administrator documentation. Performs detailed comparisons of various data base systems. Provides expertise in data storage systems. Develops backup and archival policies and procedures. Configures storage systems software to meet requirements. Performs administration tasks (installing, maintaining, monitoring, recovering, rebuilding, upgrading, patching and performance tuning). Implements software solutions for performance enhancement, operator interface, and increased user capability.

Labor Category Skills/Expertise

• Deep knowledge of the managed sub-function and solid knowledge of the overall departmental function.

• Handle business-critical IT tasks and systems that provide commercial advantage in a global marketplace

• Enable faster and smarter business processes and implement analytics for meaningful insights

• Nurture dependable IT infrastructure and networking that’s always up and running

• Typically requires 5+ years of managerial experience.

Responsibilities

• Maintain essential IT operations, including operating systems, security tools, applications, servers, email systems, laptops, desktops, software, and hardware

• Own projects, solutions, and key responsibilities within a larger business initiative

• Handle business-critical IT tasks and systems that provide commercial advantage in a global marketplace

• Partner with internal and external partners to communicate project status, activities, and achievements

• Assigns personnel to various projects, directs their activities, and evaluates their work.

• Ensures long-term requirements of systems operations and administration are included in the overall information systems planning of the organization.

• Responsible for the installation, maintenance, configuration and integrity of computer software.

• Implements operating system enhancements that will improve the reliability and performance of the system.
• Perform server administration tasks, including user/group administration, security permissions, group policies, print services, research event log warnings and errors, and resource monitoring, ensuring system architecture components work together seamlessly.

• Monitor datacenter health using preexisting management tools and respond to hardware issues as they arise; help build, test, and maintain new servers as needed.

• Maintain internal infrastructure requirements including, laptop and desktop computers, servers, routers, switches, firewalls, printers, phones, security updates; support internet, intranet, LANs, WANs, and network segments.

• Interact with the help desk and other teams to assist in troubleshooting, identify root cause, and provide technical support when needed.

• Perform routine/scheduled audits of the systems, including all backups.

Minimum Education: Bachelor's Degree
Minimum Experience: 8 years of relevant industry experience

Solution Architect

Description: The Solution Architect is a highly-experienced enterprise architect and an expert in system security, data governance and quality, and system interfaces. Will provide technology thought leadership and hands on expertise for large enterprise solutions. This position has an opportunity to shape solutions' roadmap and help transform them. The candidate must have a passion for applying technology to deliver tangible business results and an ability to differentiate hype from real, practical solutions. Must have comprehensive technical experience in multiple platforms, software, and computer languages.

Functional Responsibilities: Supervise a large development team of IT professionals that define, develop, and maintain information systems within the organization. Establish architecture and standards for security and development, coordinate studies and implement new procedures and techniques. Supervise team members; respond to complex, escalated enquiries; and check the work of others to ensure projects are conducted effectively and recommendations and reports are accurate and timely. Prioritize and assign tasks to ensure that the team's resources are used effectively and that work schedules and targets are met.

Labor Category Skills/Expertise

• A solution architect provides subject matter expertise and direction for implementing and managing client service delivery and operations execution

• Guiding the team with strong technical experience to complete tasks and meet the deliverables

• Expert level delivery experience in complex integration, migration, deployment enterprise service bus, data services, infrastructure, security, cloud, web services to address supply chain, core financial systems, e-commerce, logistics, Telco (IVR/CTI), Contact Center: - customer service, customer facing self-service web portal and business enterprise systems.

• Provide mentorship to teams as a group liaison leading to delivery of: SDLC (Agile / Waterfall), PMLC, SQA, design, architecture and deployment of large-scale commerce, portal and content management systems
• Management enterprise level communication for stakeholders and partners with IRAAD (issues, risks, assumptions, action and decisions) to filter and fast track solutions in support of the Program.

• Build Center of Excellence (CoE) for EA Governance for Policies and Procedures, SOP, Enterprise Architecture and SDLC / Testing

• Architect and engineer complex large-scale multi-location IT infrastructure and applications

• Development of strategic roadmap with micro services architecture for healthcare modularity, business requirements decompositions to map IV&V charter

• Mastery in Datacenter Design & Development, Disaster Recovery / BCP, DR Solutioning using active/active, cloud framework for datacenter replications meeting Mission Critical Requirements.

• Hands-on Domain expertise of Datacenter technologies: Private Active/Active native cloud, Pure Cloud, Hybrid, NIST 800-53 compliant SOC using multiple commercial Cloud Service Providers such as IBM, Microsoft, AWS, Rackspace, etc.

• Mentor level Cybersecurity

• Hands-on Performance Engineering addressing solutions and RCA (root cause analysis) ranging from Integration, Validation and Certification of BPM, Code and Data Services, Infrastructure, Security, and Configuration.

• BCP and DR consultant to ensure audit compliance with effective RPO and RTO

• Extensive experience in building BCP, DR testing and validation for enterprise systems taking technology and business process management into the final solution.

Other Responsibilities

• Collaborate with Product and Solution Managers on technology roadmap

• Design key architectural components of large solutions

• Lead transformation initiatives such as Cloud native solutions, DevOps, advanced analytics, intelligent automation. Micro services architecture etc. (depending on your area(s) of expertise)

• Collaborate with solution engineering teams and architects to ensure synergy and consistency across solutions (in terms of technology and architecture)

• Help evaluate and make decisions on technologies, tools and overall technology strategy

• Lead and work with colleagues and clients through the in-depth discovery phase on new projects that identifies their technological needs and translate those into a solution architecture.

• Partner with stakeholders (Project Manager, Business Sponsors, Asset Owner, IT Leaders, technical resources) to review, clarify and refine the documentation corresponding to defined business requirements and need(s).

• Deliver Project/Initiative documents including but not limited to: detailed functional requirements document and technical architecture description to support various IT and development teams.

• Ensure project plan reflects all required technical tasks related to the project domain.

• Support the delivery team in addressing customer issues.

• Propose and drive initiatives to improve integration technologies and processes.
• Act as an internal consultant to project and business teams.
• Influence detailed hosting hardware designs toward best practices.
• Ensure non-functional (solution) requirements are considered (e.g. monitoring, scalability, availability, etc.).
• Identify reporting KPI’s and translate them into measurable data for strategy reporting.
• Work with technical team and developers to ensure proper implementation of the solution architecture.
• Help create and work with ticketing system to enable multiple developers to work on projects.

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

Security Administrator

Description: The Security Administrator is responsible for the administration of the organization’s information and data security policies and practices to ensure authorized users can readily access information and that the information is protected in terms of confidentiality, integrity and availability; managing all IT-related security and safety issues within a company. This can include developing systems and policies, as well as overseeing the implementation of procedures to secure both company and customer data. The security administrator will be expected to either analyze or work with a security analyst to determine the safest and most efficient means for establishing and implementing these policies, while analyzing and shoring up any possible vulnerabilities and must also be aware of any unusual activity and react swiftly to prevent or mitigate breaches. He/she also implements systems aimed toward preventing malware infections of company computer hardware. Finally, the administrator helps implement stability and security procedures regarding malware in the company's information hardware. This can include installation, upgrading, and improvement of malware detection and prevention software across the entire company, as well as implementing policies for firewalls and site-blocking.

Functional Responsibilities: Implements, tests and operates advanced software security techniques in compliance with technical reference architecture. Perform on-going security testing and code review to improve software security. Troubleshoot and debug issues that arise. Provide engineering designs for new software solutions to help mitigate security vulnerabilities. Contribute to all levels of the architecture. Maintain technical documentation. Consult team members on secure coding practices. Develop a familiarity with new tools and best practices.

Labor Category Skills/Expertise

• Possess either a computer science degree with an emphasis on security, or an IT security education from a technical school.
• Familiar with a variety of the field’s concepts, practices, and procedures.
• Relies on extensive experience and judgment to plan and accomplish goals and independently performs a wide variety of complicated tasks.
• Provides consultation on complex projects and considered to be the top-level contributor/specialist.
• Leads and directs the work of others. Reports to an executive or director.
• Performs administration functions related to operating a secured facility, including classified
document control, publication distribution, classification management and processing,
coordination with Government
• Task Manager's and the Contractor's Program Manager. Provides audit support during the
development of software and hardware.
• Conducts preliminary reviews of computer use and makes recommendations to management
personnel regarding security needs for effective operations.
• Monitor physical security for conformance to government requirements.

Other Responsibilities
• Monitor and report on the performance of network, system and application security solutions to
highlight areas of non-compliance and inform the development of improved practices and
processes
• Manage the allocation of access privileges of users to ensure appropriate security settings are
applied in accordance with organization policies and application owner-defined parameters
• Assist with security breach investigations to guide the refinement of information security policies
and practices
• Manage the periodic maintenance of security systems and applications to ensure new threats are
identified and managed and the security of the organization’s assets are maintained
• Maintain and prepare, as necessary, Standard Operating Procedures for core area of
responsibility
• Expertly conducts full range of security processing dependent on assignment
• Opens security actions and maintains security records
• Provides accurate and timely responses to customer requests for information or materials
• Conducts briefings on work process issues (e.g. reporting on results of a meeting)
• Communicates clearly and describes work procedures that fall within the job scope in an
organized fashion
• Writes materials that comprehensively summarize and/or present findings in an organized
manner
• Serves as a role model in anticipating customer needs and providing exceptional customer
service
• Assist with developing materials for formal and informal training programs
• Support and maintain customer’s electronic security file processes
• Interact with and support other mission security analysts and security support personnel
• Submits and/or conducts searches and queries using corporate and customer specific databases
• Protects all customer information and data acquired during the preparation from unauthorized
release and employs the “need to know” principle
Minimum Education: Bachelor’s Degree
Minimum Experience: 12 years of consulting/and or directly relevant industry experience

**Health IT Senior Project Manager**

Description: Directs and oversees the Program Management Office (PMO) to ensure IT programs and projects meet organization goals and requirements. Develops and implements PMO processes and policies, directs project management staff, and works with other department leaders to define, prioritize, and develop projects and programs; works with employees, partners, and external customers providing executive level oversight to hands-on management and problem solving, leading development and subject matter experts across all projects, managing budget and cost across all projects and providing client support for vision, issue escalation and resolution. Executive position providing IT engagement leadership, defining clear mission and goals, recruiting and growing quality talent, managing teams, leading and building profitable team and managing P&L.

Functional Responsibilities: Primary interface with the customer agency for large-scale contracts. Senior company authority within a technical field that can act both as a consultant in complex and critical client projects as well as a project manager for very large and complex projects. Manage a diverse group of functional activities, subordinate groups of technical and administrative personnel in the planning and implementation of a project. Responsible for business development, delivery and P&L for the State, Local and Civilian verticals. Key area of focus is Government Healthcare IT solutions, delivery and operations and maintenance.

Labor Category Skills/Expertise

• Serves as a mentor in the areas of leadership, methodology, tools, people skills and navigating politics. A senior PM must be able to teach many of the skills—both hard and soft—that are required for the successful planning, execution, delivery and support of projects and their products or services. They must also qualify project management training vendors and monitor their delivery and effectiveness.

• Evaluates performance of PM and identifies PM-related training needs. They should be able to evaluate the readiness of a project team or organization and then recommend the related training required to ensure the effective application of project management and leadership principles.

• Perform project reviews by individually assessing the health of a project or leading a team in doing so, clearly identifying problem areas, as well as most noteworthy areas for praise. Senior PM should be able to turn around any-size troubled project in his or her industry.

• Assist significantly in the interview and selection of new project management hires and can be called upon to determine the placement of project managers onto specific projects.

• Own a solid grasp of basic and many advanced project management principles, along with having experience in successfully applying and advancing those principles by sustaining continuous improvement.

• Understand the business need for each project and make on-going decisions based on what’s best for the organization, even if that means challenging senior stakeholders on critical success factors.

• Subject matter expert in one or more functional areas.
• Provides both verbal and written communications regarding project status, risks, and issues, and makes recommendations on project decisions to PMO and Senior Management

Other Responsibilities

• Manages the full project management life cycle and software development life cycle for the implementation of highly complex, large-scale, strategic IT and Business Corporate Initiatives within a specific Platform of the Long-Range Strategic Plan

• Implements established policies, system monitors and controls to ensure the successful management and reporting of all corporate initiatives in the Program

• Supervises and leads the program and project staff to oversee the impacts and interdependencies between programs and works to ensure initiatives meet the Goals and Objectives of the executive leadership team.

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• Manages allocation of resources within the program(s) to meet work fluctuations and budget and time constraints in the delivery process.

• Serves as subject matter expert, providing technical and analytical guidance to the program and project teams

• Manages all aspects of the project/program management of a corporate initiative, which may include: cost benefit analysis, work plans, functional and technical designs, construction, testing and implementation. Ensures efficient and high-quality installation of new software and/or systems, and monitors all technical aspects of implementing projects

• Provides support to the IT Solutions Team in identifying the appropriate solutions required by the user areas; assists IT Leadership in performing a needs analysis of the relevant business areas and in matching user needs to system capabilities to ensure the new system is easily and quickly integrated into the client's business environment

• Works with the Business areas in the Operational Readiness activities to provide support and coordination to ensure adoption of new systems and business processes in the CareFirst environment

• Manages contracts and vendors assigned to Corporate Initiatives included in the assigned program(s).

Minimum Education: Master’s Degree in an Information Technology related field

Minimum Experience: 10 years

Health IT Project Manager

Description: Directs the performance of a variety of related projects, which may be organized by technology, program, or client. Under general direction, responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Solves complex technical, administrative, and managerial problems, responsible for interfacing with customers and technical personnel. Takes projects from original concept through final implementation. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings
and is responsible for project racking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides IT technical and analytical guidance to project team. Recommends and acts to direct the analysis and solutions of technology problems. Incumbent might also be company’s expert on specific technologies.

Functional Responsibilities: Manage a diverse group of functional activities, subordinate groups of technical and administrative personnel in the planning and implementation of a project.

Supervises and leads the program and project staff to oversee the impacts and interdependencies between programs and works to ensure initiatives meet the Goals and Objectives of the executive leadership team. Manages allocation of resources within the program(s) to meet work fluctuations and budget and time constraints in the delivery process. Serves as subject matter expert, providing technical and analytical guidance to the program and project teams. Manages all aspects of the project/program management of a corporate initiative, which may include: cost benefit analysis, work plans, functional and technical designs, construction, testing and implementation. Ensures efficient and high-quality installation of new software and/or systems and monitors all technical aspects of implementing projects.

Labor Category Skills/Expertise

• Serves as program manager for large concurrent consulting and facilitation assignments.

• Assigns responsibilities program/project management and team members and establishes priorities.

• Actively plans, directs, and monitors team’s performance in achieving program/project objectives.

• Ensures program/project deliverables are provided in accordance with contract requirements.

• Subject matter expert in one or more functional areas.

• Manages the full project management life cycle and software development life cycle for the implementation of highly complex, large-scale, strategic IT and Business Corporate Initiatives within a specific Platform of the Long-Range Strategic Plan

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• Works with the Business areas in the Operational Readiness activities to provide support and coordination to ensure adoption of new systems and business processes in the CareFirst environment

• Manages contracts and vendors assigned to Corporate Initiatives included in the assigned program(s).

Minimum Education: Master’s Degree

Minimum Experience: 8 years of consulting and/or relevant industry experience
Health IT System Administrator

Description: Responsible for designing, organizing, modifying, and supporting a company's computer systems. Designs and installs LANs, WANs, Internet and intranet systems, and network segments. Protects critical information, systems and assets. Builds solutions, implements new software/hardware, provides training and assists in the development of an overall IT strategy.

Functional Responsibilities: Applies current technology in providing MIS solutions. Provides highly technical expertise in providing business application solutions. Must have a comprehensive understanding of hardware/software and communication environments such as: client/server technology, host/mainframe technology, IS, and related peripheral equipment. Specifies proper types of files organization, indexing methods, and security procedures. Advises contractor project teams on the design of complex databases (e.g., schema and subschema details). Defines specialized aspects of user's data base administrator documentation. Performs detailed comparisons of various data base systems. Provides expertise in data storage systems. Develops backup and archival policies and procedures. Configures storage systems software to meet requirements. Performs administration tasks (installing, maintaining, monitoring, recovering, rebuilding, upgrading, patching and performance tuning). Implements software solutions for performance enhancement, operator interface, and increased user capability.

Labor Category Skills/Expertise

• Deep knowledge of the managed sub-function and solid knowledge of the overall departmental function.

• Handle business-critical IT tasks and systems that provide commercial advantage in a global marketplace

• Enable faster and smarter business processes and implement analytics for meaningful insights

• Nurture dependable IT infrastructure and networking that’s always up and running

• Typically requires 5+ years of managerial experience.

Responsibilities

• Maintain essential IT operations, including operating systems, security tools, applications, servers, email systems, laptops, desktops, software, and hardware

• Own projects, solutions, and key responsibilities within a larger business initiative

• Handle business-critical IT tasks and systems that provide commercial advantage in a global marketplace

• Partner with internal and external partners to communicate project status, activities, and achievements

• Assigns personnel to various projects, directs their activities, and evaluates their work.

• Ensures long-term requirements of systems operations and administration are included in the overall information systems planning of the organization.

• Responsible for the installation, maintenance, configuration and integrity of computer software.

• Implements operating system enhancements that will improve the reliability and performance of the system.
•Perform server administration tasks, including user/group administration, security permissions, group policies, print services, research event log warnings and errors, and resource monitoring, ensuring system architecture components work together seamlessly.

•Monitor datacenter health using preexisting management tools and respond to hardware issues as they arise; help build, test, and maintain new servers as needed.

•Maintain internal infrastructure requirements including, laptop and desktop computers, servers, routers, switches, firewalls, printers, phones, security updates; support internet, intranet, LANs, WANs, and network segments.

•Interact with the help desk and other teams to assist in troubleshooting, identify root cause, and provide technical support when needed.

•Perform routine/scheduled audits of the systems, including all backups.

Minimum Education: Bachelor's Degree
Minimum Experience: 8 years of relevant industry experience

Health IT Solution Architect

Description: The Solution Architect is a highly-experienced enterprise architect and an expert in system security, data governance and quality, and system interfaces. Will provide technology thought leadership and hands on expertise for large enterprise solutions. This position has an opportunity to shape solutions' roadmap and help transform them. The candidate must have a passion for applying technology to deliver tangible business results and an ability to differentiate hype from real, practical solutions. Must have comprehensive technical experience in multiple platforms, software, and computer languages.

Functional Responsibilities: Supervise a large development team of IT professionals that define, develop, and maintain information systems within the organization. Establish architecture and standards for security and development, coordinate studies and implement new procedures and techniques. Supervise team members; respond to complex, escalated enquiries; and check the work of others to ensure projects are conducted effectively and recommendations and reports are accurate and timely. Prioritize and assign tasks to ensure that the team's resources are used effectively and that work schedules and targets are met.

Labor Category Skills/Expertise

•A solution architect provides subject matter expertise and direction for implementing and managing client service delivery and operations execution

•Guiding the team with strong technical experience to complete tasks and meet the deliverables

•Expert level delivery experience in complex integration, migration, deployment enterprise service bus, data services, infrastructure, security, cloud, web services to address supply chain, core financial systems, e-commerce, logistics, Telco (IVR/CTI), Contact Center: - customer service, customer facing self-service web portal and business enterprise systems.

•Provide mentorship to teams as a group liaison leading to delivery of: SDLC (Agile / Waterfall), PMLC, SQA, design, architecture and deployment of large-scale commerce, portal and content management systems
• Management enterprise level communication for stakeholders and partners with IRAAD (issues, risks, assumptions, action and decisions) to filter and fast track solutions in support of the Program.

• Build Center of Excellence (CoE) for EA Governance for Policies and Procedures, SOP, Enterprise Architecture and SDLC / Testing

• Architect and engineer complex large-scale multi-location IT infrastructure and applications

• Development of strategic roadmap with micro services architecture for healthcare modularity, business requirements decompositions to map IV&V charter

• Mastery in Datacenter Design & Development, Disaster Recovery / BCP, DR Solutioning using active/active, cloud framework for datacenter replications meeting Mission Critical Requirements.

• Hands-on Domain expertise of Datacenter technologies: Private Active/Active native cloud, Pure Cloud, Hybrid, NIST 800-53 compliant SOC using multiple commercial Cloud Service Providers such as IBM, Microsoft, AWS, Rackspace, etc.

• Mentor level Cybersecurity

• Hands-on Performance Engineering addressing solutions and RCA (root cause analysis) ranging from Integration, Validation and Certification of BPM, Code and Data Services, Infrastructure, Security, and Configuration.

• BCP and DR consultant to ensure audit compliance with effective RPO and RTO

• Extensive experience in building BCP, DR testing and validation for enterprise systems taking technology and business process management into the final solution.

Other Responsibilities

• Collaborate with Product and Solution Managers on technology roadmap

• Design key architectural components of large solutions

• Lead transformation initiatives such as Cloud native solutions, DevOps, advanced analytics, intelligent automation. Micro services architecture etc. (depending on your area(s) of expertise)

• Collaborate with solution engineering teams and architects to ensure synergy and consistency across solutions (in terms of technology and architecture)

• Help evaluate and make decisions on technologies, tools and overall technology strategy

• Lead and work with colleagues and clients through the in-depth discovery phase on new projects that identifies their technological needs and translate those into a solution architecture.

• Partner with stakeholders (Project Manager, Business Sponsors, Asset Owner, IT Leaders, technical resources) to review, clarify and refine the documentation corresponding to defined business requirements and need(s).

• Deliver Project/Initiative documents including but not limited to: detailed functional requirements document and technical architecture description to support various IT and development teams.

• Ensure project plan reflects all required technical tasks related to the project domain.

• Support the delivery team in addressing customer issues.

• Propose and drive initiatives to improve integration technologies and processes.
• Act as an internal consultant to project and business teams.
• Influence detailed hosting hardware designs toward best practices.
• Ensure non-functional (solution) requirements are considered (e.g. monitoring, scalability, availability, etc.).
• Identify reporting KPI’s and translate them into measurable data for strategy reporting.
• Work with technical team and developers to ensure proper implementation of the solution architecture.
• Help create and work with ticketing system to enable multiple developers to work on projects.

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

**Health IT Security Administrator**

Description: The Security Administrator is responsible for the administration of the organization’s information and data security policies and practices to ensure authorized users can readily access information and that the information is protected in terms of confidentiality, integrity and availability; managing all IT-related security and safety issues within a company. This can include developing systems and policies, as well as overseeing the implementation of procedures to secure both company and customer data. The security administrator will be expected to either analyze or work with a security analyst to determine the safest and most efficient means for establishing and implementing these policies, while analyzing and shoring up any possible vulnerabilities and must also be aware of any unusual activity and react swiftly to prevent or mitigate breaches. He/she also implements systems aimed toward preventing malware infections of company computer hardware. Finally, the administrator helps implement stability and security procedures regarding malware in the company's information hardware. This can include installation, upgrading, and improvement of malware detection and prevention software across the entire company, as well as implementing policies for firewalls and site-blocking.

Functional Responsibilities: Implements, tests and operates advanced software security techniques in compliance with technical reference architecture. Perform on-going security testing and code review to improve software security. Troubleshoot and debug issues that arise. Provide engineering designs for new software solutions to help mitigate security vulnerabilities. Contribute to all levels of the architecture. Maintain technical documentation. Consult team members on secure coding practices. Develop a familiarity with new tools and best practices.

Labor Category Skills/Expertise

• Possess either a computer science degree with an emphasis on security, or an IT security education from a technical school.
• Familiar with a variety of the field’s concepts, practices, and procedures.
• Relies on extensive experience and judgment to plan and accomplish goals and independently performs a wide variety of complicated tasks.
• Provides consultation on complex projects and considered to be the top-level contributor/specialist.
• Leads and directs the work of others. Reports to an executive or director.
• Performs administration functions related to operating a secured facility, including classified document control, publication distribution, classification management and processing, coordination with Government

• Task Manager's and the Contractor's Program Manager. Provides audit support during the development of software and hardware.

• Conducts preliminary reviews of computer use and makes recommendations to management personnel regarding security needs for effective operations.

• Monitor physical security for conformance to government requirements.

Other Responsibilities

• Monitor and report on the performance of network, system and application security solutions to highlight areas of non-compliance and inform the development of improved practices and processes

• Manage the allocation of access privileges of users to ensure appropriate security settings are applied in accordance with organization policies and application owner-defined parameters

• Assist with security breach investigations to guide the refinement of information security policies and practices

• Manage the periodic maintenance of security systems and applications to ensure new threats are identified and managed and the security of the organization’s assets are maintained

• Maintain and prepare, as necessary, Standard Operating Procedures for core area of responsibility

• Expertly conducts full range of security processing dependent on assignment

• Opens security actions and maintains security records

• Provides accurate and timely responses to customer requests for information or materials

• Conducts briefings on work process issues (e.g. reporting on results of a meeting)

• Communicates clearly and describes work procedures that fall within the job scope in an organized fashion

• Writes materials that comprehensively summarize and/or present findings in an organized manner

• Serves as a role model in anticipating customer needs and providing exceptional customer service

• Assist with developing materials for formal and informal training programs

• Support and maintain customer’s electronic security file processes

• Interact with and support other mission security analysts and security support personnel

• Submits and/or conducts searches and queries using corporate and customer specific databases

• Protects all customer information and data acquired during the preparation from unauthorized release and employs the “need to know” principle

Minimum Education: Bachelor’s Degree

Minimum Experience: 12 years of consulting/and or directly relevant industry experience
Substitutions.
Intervoice Communication of Puerto Rico reserves the right to make the following substitutions in the education and/or experience requirements of any of the labor categories set forth herein.

1. Two (2) years of experience is equal to an Associate’s Degree, four (4) years of experience is equal to a Bachelor’s Degree, six (6) years of experience is equal to a Master’s Degree, and vice versa.
2. Certification relevant to the labor category is equivalent to two (2) years of the experience or the comparable education requirement.
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