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

SCHEDULE TITLE: Multiple Award Schedule
FSC GROUP: Information Technology
CONTRACT NUMBER: 47QTCA21D0028
CONTRACT PERIOD: 12/02/2020 - 12/01/2025

Key ERP Solutions, LLC

ADDRESS: 803 W 3rd Ave S; Tierra Verde, FL 33715-2224
PHONE NUMBER: 703-728-1165
FAX NUMBER: 888-708-6045
E-MAIL: matthew.terl@emkeysolutions.com
WEBSITE: https://www.keyerpsolutions.com/
CONTRACT ADMINISTRATOR: Matthew Terl
(P) 703-728-1165
(F) 888-669-6220
(E) matthew.terl@emkeysolutions.com


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. For more information on ordering from Federal Supply Schedule click on the FSS Schedules button at fss.gsa.gov.

Modification: PA-0005
Effective Date: 10/12/2021

Prices Shown Herein are Net (discount deducted)
CUSTOMER INFORMATION

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

<table>
<thead>
<tr>
<th>SIN</th>
<th>Name</th>
<th>LCAT Description</th>
<th>Prices</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151HEAL (including RC &amp; STLOC)</td>
<td>Health Information Technology Services</td>
<td>Pg. 4 - 10</td>
<td>Pg. 11</td>
</tr>
<tr>
<td>54151S (including RC &amp; STLOC)</td>
<td>Information Technology Professional Services</td>
<td>Pg. 12 – 20</td>
<td>Pg. 21</td>
</tr>
<tr>
<td>541690 (including RC &amp; STLOC)</td>
<td>Technical Consulting Services</td>
<td>Pg. 22</td>
<td>Pg. 23</td>
</tr>
<tr>
<td>OLM (including RC &amp; STLOC)</td>
<td>Order Level Materials</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN: N/A

1c. HOURLY RATES (Services only): See pages 11, 21, and 23 of this volume.

2. MAXIMUM ORDER*:

<table>
<thead>
<tr>
<th>SIN</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S and 54151HEAL</td>
<td>$500,000.00</td>
</tr>
<tr>
<td>541690</td>
<td>$1,000,000.00</td>
</tr>
<tr>
<td>OLM</td>
<td>$250,000.00</td>
</tr>
</tbody>
</table>

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: Worldwide

5. POINT(S) OF PRODUCTION: N/A

6. DISCOUNT FROM LIST PRICES: GSA Net Prices are shown on the attached GSA Pricelist. Negotiated discount has been applied and the IFF has been added.

7. QUANTITY DISCOUNT(S): None

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

10a. TIME OF DELIVERY: Contact

10b. EXPEDITED DELIVERY: Items available for expedited delivery are noted in this price list or negotiated at the task order level.

10c. OVERNIGHT AND 2-DAY DELIVERY: Overnight and 2-day delivery are available. Contact the Contractor for rates.

10d. URGENT REQUIREMENTS: Agencies can contact the Contractor’s representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.

11. FOB POINT: Destination

12a. ORDERING ADDRESS: 803 W 3rd Ave S; Tierra Verde, FL 33715-2224

12b. ORDERING PROCEDURES: Ordering activities shall use the ordering procedures described in Federal Acquisition Regulation 8.405-3 when placing an order or establishing a BPA for supplies or services. The ordering procedures, information on Blanket Purchase Agreements (BPA’s) and a sample BPA can be found at the GSA/FSS Schedule Homepage (fss.gsa.gov/schedules).

13. PAYMENT ADDRESS: 803 W 3rd Ave S; Tierra Verde, FL 33715-2224

14. WARRANTY PROVISION: Standard Commercial Warranty

15. EXPORT PACKING CHARGES: N/A

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

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

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

18b. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE): N/A

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

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

21. PREVENTIVE MAINTENANCE (IF APPLICABLE): N/A
22a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants): N/A

22b. Section 508 Compliance for Electronic and Information Technology (EIT): As applicable. The EIT standard can be found at: www.Section508.gov/.

23. DUNS NUMBER: 117480672 and CAGE CODE: 8K4X0

24. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE: Contractor has an Active Registration in the SAM database.
LABOR CATEGORY DESCRIPTIONS FOR SIN 54151HEAL

**Health IT Sr. Program Manager**

*Description:* Senior manager who independently organizes, directs, and manages large health information technology contract operation support functions, involving multiple, complex, and inter-related project tasks. Manages teams of contract support personnel at multiple locations. Maintains and manages the client interface at the senior levels of the client organization. Meets with customer and contractor personnel to formulate and review task plans and deliverable items. Ensures conformance with health information technology program task schedules and costs. Resources will apply industry standard practices for Health IT environments, apply concepts in computer science and information technology best practices to the management, completion for Health IT related deliverables, apply knowledge and experience conforming to Health IT specific requirements such as HIPAA and standard PHII restrictions.

*Degree:* Bachelors | *Minimum Years of Experience:* 5

**Health IT Program Manager**

*Description:* Organizes, directs, and manages large health information technology contract operation support functions, involving multiple, complex, and inter-related project tasks. Manages teams of contract support personnel at multiple locations. Maintains and manages the client interface at the senior levels of the client organization. Meets with customer and contractor personnel to formulate and review task plans and deliverable items. Ensures conformance with health information technology program task schedules and costs. Resources will apply industry standard practices for Health IT environments, apply concepts in computer science and information technology best practices to the management, completion for Health IT related deliverables, apply knowledge and experience conforming to Health IT specific requirements such as HIPAA and standard PHII restrictions.

*Degree:* Bachelors | *Minimum Years of Experience:* 2

**Health IT Project Manager**

*Description:* Leads team on health information technology projects or significant segment of large complex health information technology projects. Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components. Provides applications systems analysis and programming activities for a Government site, facility or multiple locations. Prepares long and short-range plans for health information technology application selection, systems development, systems maintenance, and production activities and for necessary support resources. Support deliverables Healthcare facilities and at multiple locations. Oversees all aspects of health IT related projects.

*Degree:* Bachelors | *Minimum Years of Experience:* 4

**Health IT Program Analyst**

*Description:* Has knowledge in how to plan, analyze and evaluate the effectiveness of health information technology operating programs. Uses source data to evaluate the effectiveness of Health IT programs and Healthcare/business processes. Uses qualitative/quantitative analytical skills in comparison to Health IT industry standards to assess the effectiveness of the Health IT operations. Apply common Health IT industry applications and systems for the completion of Health IT deliverables.

*Degree:* Associates | *Minimum Years of Experience:* 1

**Health IT Project Control Specialist**

*Description:* Provides senior level support to the Project Manager or Program manager in development and monitoring of all financial management and administrative activities, such as budgeting, manpower and resource planning and financial reporting related to health information technology projects. Perform evaluations of existing procedures, processes, techniques, models, and/or Health IT systems related to management problems or contractual issues, which would require a report and recommend solutions. Supports the Project Manager or Program Manager in developing health IT work breakdown structure. Utilizes basic understanding of Health IT business processes to produce the support for the Health IT Program/Project Managers.

*Degree:* Bachelors | *Minimum Years of Experience:* 3
Health IT Subject Matter Expert I

**Description:** Performs complex analysis and/or using specialized skills in support of systems engineering, development, or integration for health information technology programs, such as the development of preliminary and detailed functional analysis, design, code development, technical architecture or other services required for health information technology systems. Subject matter functional expertise provided includes areas such as information technology disciplines, inventory management, logistics, provisioning, maintenance, transportation, personnel, financial management, clinical support, nursing/healthcare delivery, specific medical practice or Health IT administration.

**Degree:** Bachelors | **Minimum Years of Experience:** 5

Health IT Subject Matter Expert II

**Description:** Performs complex analysis and/or using specialized skills in support of systems engineering, development, or integration for health information technology programs, such as the development of preliminary and detailed functional analysis, design, code development, technical architecture or other services required for health information technology systems. Subject matter functional expertise provided includes areas such as information technology disciplines, inventory management, logistics, provisioning, maintenance, transportation, personnel, financial management, clinical support, nursing/healthcare delivery, specific medical practice or Health IT administration. Introduces innovative approaches and methodologies for processes and support systems. May provide leadership to small Health IT teams of functional or technical personnel.

**Degree:** Bachelors | **Minimum Years of Experience:** 7

Health IT Subject Matter Expert III

**Description:** Performs complex analysis and/or using specialized skills in support of systems engineering, development, or integration for health information technology programs, such as the development of preliminary and detailed functional analysis, design, code development, technical architecture or other services required for health information technology systems. Subject matter functional expertise provided includes areas such as information technology disciplines, inventory management, logistics, provisioning, maintenance, transportation, personnel, financial management, clinical support, nursing/healthcare delivery, specific medical practice or Health IT administration. Introduces innovative approaches and methodologies for processes and support systems. May provide leadership to large Health IT teams of functional or technical personnel.

**Degree:** Bachelors | **Minimum Years of Experience:** 9

Health IT Subject Matter Expert IV

**Description:** Performs complex analysis and/or using specialized skills in support of systems engineering, development, or integration for health information technology programs, such as the development of preliminary and detailed functional analysis, design, code development, technical architecture or other services required for health information technology systems. Subject matter functional expertise provided includes areas such as information technology disciplines, inventory management, logistics, provisioning, maintenance, transportation, personnel, financial management, clinical support, nursing/healthcare delivery, specific medical practice or Health IT administration. Introduces innovative approaches and methodologies for processes and support systems. May provide leadership to large Health IT teams of functional or technical personnel.

**Degree:** Bachelors | **Minimum Years of Experience:** 10

Health IT Subject Matter Expert V

**Description:** Performs complex analysis and/or using specialized skills in support of systems engineering, development, or integration for health information technology programs, such as the development of preliminary and detailed functional analysis, design, code development, technical architecture or other services required for health information technology systems. Subject matter functional expertise provided includes areas such as information technology disciplines, inventory management, logistics, provisioning, maintenance, transportation, personnel, financial management, clinical support, nursing/healthcare delivery, specific medical practice or Health IT administration.
Introduces innovative approaches and methodologies for processes and support systems. May provide leadership to large Health IT teams of functional or technical personnel.

**Health IT Quality Assurance Specialist**

*Description:* Draft health information technology quality assurance policies and procedures. Interpret and implement quality assurance standards specific to Health IT industry standards. Devise sampling procedures and directions for recording and reporting quality health data. Review the implementation and efficiency of quality and inspection systems. Plan conduct and monitor testing and inspection of materials and products to ensure finished product quality. Document internal audits and other quality assurance activities. Investigate customer complaints and non-conformance issues. Collect and compile statistical quality data. Analyze data to identify areas for improvement in the quality system. Applies general experience working in Health IT environments, concepts in computer science and information technology best practices to the management and completion for Health IT related deliverables. Conforms to Health IT specific requirements such as HIPAA and standard PHII restrictions.

*Degree:* Bachelors | *Minimum Years of Experience:* 12

**Health IT Senior Business Analyst**

*Description:* Acquires an understanding of health information technology needs and facilitates the negotiation of requirements amongst multiple health information technology stakeholders. Identifies the current and future state business processes. Assists the stakeholders in envisioning the future and how their work will need to change to support the future. Creating, analyzing, and validating detailed functional specifications. Facilitating design sessions with the implementation team to define the solution. Delivering elements of systems design, including data migration rules, business rules, wireframes, or other detailed deliverables. Application of common industry standard Healthcare delivery and knowledge of Health IT standards, processes, systems and applications.

*Degree:* Bachelors | *Minimum Years of Experience:* 2

**Health IT Business Analyst**

*Description:* Acquires an understanding of health information technology needs and facilitates the negotiation of requirements amongst multiple health information technology stakeholders. Identifies the current and future state business processes. Assists the stakeholders in envisioning the future and how their work will need to change to support the future. Creating, analyzing, and validating detailed functional specifications. Facilitating design sessions with the implementation team to define the solution. Delivering elements of systems design, including data migration rules, business rules, wireframes, or other detailed deliverables. Application of common industry standard Healthcare delivery and knowledge of Health IT standards, processes, systems and applications.

*Degree:* Bachelors | *Minimum Years of Experience:* 4

**Health IT Senior Requirements Analyst**

*Description:* Applies a senior level understanding of health information technology needs and facilitates the negotiation of requirements amongst multiple health information technology stakeholders. Translates health information technology program requirements into testable objectives. Recommends test cycle, test plans, safety reviews, and detailed test objectives. Applies complex test methodologies and compensate for limitations and restrictions. Develops overall test strategy to include objectives, methodologies, analysis, and schedules. Independently assess system performance against stated requirements. Applies test discipline to design a thorough and executable test program. Spearheads analysis efforts to dissect output data, interface with the client, and provide clear results and recommendations. Application of common industry standard Healthcare delivery and knowledge of Health IT standards, processes, systems and applications.

*Degree:* Bachelors | *Minimum Years of Experience:* 2

**Health IT Requirements Analyst**

*Description:* Translates health information technology program requirements into testable objectives. Recommends test cycle, test plans, safety reviews, and detailed test objectives. Applies complex test methodologies and compensate for limitations and restrictions. Develops overall test strategy to include objectives, methodologies, analysis, and schedules. Independently assess system performance against stated requirements. Applies test discipline to design a thorough and executable test program. Spearheads analysis
efforts to dissect output data, interface with the client, and provide clear results and recommendations. Application of common industry standard Healthcare delivery and knowledge of Health IT standards, processes, systems and applications.

**Degree:** Bachelors | **Minimum Years of Experience:** 2

**Health IT Principal Enterprise Architect**

**Description:** Provides expert architectural expertise of health information technology systems to managers and technical staff. Develops architectural products and deliverables for the health information technology enterprise and operational business lines in accordance with the strategy and goals of the organization. Develops strategy of system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development in a Health IT environment. Sets standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, etc.). Advises of feasibility of potential future projects to management. Tracks current plans that will require health IT resources. Monitors and reviews the success of systems and ensures efficiency and effectiveness. Recommends future computer system technologies that will help in the improvement of business in the organization. Integrates IT solution systems for the business with the existing client systems. Will utilize standard concepts for designing and supporting the deployment for Health IT related Systems and Applications.

**Degree:** Bachelors | **Minimum Years of Experience:** 6

**Health IT Software/System Integration Engineer**

**Description:** Determines operational feasibility by evaluating analysis, problem definition, requirements, solution development, and proposed health information technology solutions. Documents and demonstrates health information technology solutions by developing documentation, flowcharts, layouts, diagrams, charts, code comments and clear code. Prepares and installs solutions by determining and designing system specifications, standards, and programming. Improves operations by conducting systems analysis; recommending changes in policies and procedures. Obtains and licenses software by obtaining required information from vendors; recommending purchases; testing and approving products. Provides information by collecting, analyzing, and summarizing development and service issues. Develops health information technology software solutions by studying information needs; conferring with users; studying systems flow, data usage, and work processes; investigating problem areas; following the software development lifecycle. Apply standard concepts for Health IT network security protocols and data management.

**Degree:** Bachelors | **Minimum Years of Experience:** 4

**Health IT Senior Database Specialist**

**Description:** Provides all activities related to the administration of computerized health information databases. Projects long-range requirements for database administration and design in conjunction with other managers in the health information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server and end user environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex health information technology databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., SQL). Will conform to current Health IT industry standards, code sets, security protocols and data performance metrics. Performs database programming and supports systems design. Includes maintenance of database dictionaries i.e. ICD-9 and ICD-10, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design.

**Degree:** Bachelors | **Minimum Years of Experience:** 6

**Health IT Applications Developer**

**Description:** Designs, develops, enhances, debugs, and implements health information technology software. Troubleshoots production problems related to software applications. Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application
requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Acts as team leader on health information technology projects. Instructs, assigns, directs, and checks the work of other software developers on development team. Participates in development of software user manuals. Resources utilize general experience working in Health IT environments, concepts in computer science and information technology best practices to the management and completion for Health IT related deliverables. Conforms to Health IT specific requirements such as HIPAA and standard PHI restrictions.

**Degree:** Bachelors | **Minimum Years of Experience:** 3

**Health IT Senior SharePoint Developer**

**Description:** Leads design of health information SharePoint dashboards and portal based user requirements. Create a business performance / KPI dashboard in SharePoint with automated updates from relevant health information technology business systems. Implement workflows with SharePoint InfoPath. Lead the development capability to provide the project with fast and efficient software development services and manage the pipeline of SharePoint work. Lead/Provide input into architectural decisions on SharePoint platform improvements and Streamlining.

**Degree:** Bachelors | **Minimum Years of Experience:** 6

**Health IT SharePoint Developer**

**Description:** Builds and configures health information technology SharePoint websites using web UI or SharePoint Designer and develops code for SharePoint. Assists in project development, defining technical requirements and developing solutions; on-going support for applications; and designing and customizing SharePoint solutions. Develops health information technology applications around the core concepts of business process management, collaboration, business intelligence or enterprise content management. Plans and implements software version upgrade releases; troubleshoots and debugs SharePoint sites.

**Degree:** Bachelors | **Minimum Years of Experience:** 4

**Health IT SharePoint Administrator**

**Description:** Builds and configures health information technology SharePoint websites using web UI or SharePoint Designer and develops code for SharePoint. Setup and configure SharePoint environments and backend SQL Database. Maintain all hardware consisting of: servers running Windows, MS SQL xx, and MS SharePoint xx including all patches and STIGS. Develops health information technology applications around the core concepts of business process management, collaboration, business intelligence or enterprise content management. Administer and manage SharePoint farm sites and sub-sites. Test the system to ensure the requirements have been satisfied. Monitor applications XX, event logs, and system health. Troubleshoot SharePoint related performance, configuration issues while collaborating with stakeholders. Implement SharePoint lists, libraries, web parts, workflows, sites/sub-sites, and SharePoint applications. Manage site permissions and set SharePoint policies and procedures.

**Degree:** Bachelors | **Minimum Years of Experience:** 4

**Health IT Network Administrator**

**Description:** Support the installation, implementation, troubleshooting, and maintenance of agency wide-area networks (WANs) and local-area networks (LANs). Assist in designing and managing the WAN infrastructure and any processes related to the WAN. Provide Production Support of the Network, including: day-to-day operations, monitoring and problem resolution client Networks. Provide second level problem identification, diagnosis and resolution of problems. Support the dispatch of circuit and hardware vendors involved in the resolution process. Support the escalation and communication of status to agency management and internal customers. Possesses a working knowledge of various health information technology software systems and architectures, communications protocols: and network hardware devices. Will apply standard health IT practices when working with multiple Healthcare facilities, applications and medical IT resources which may include medical specific IT and Hardware.

**Degree:** Bachelors | **Minimum Years of Experience:** 4
Health IT Test Manager

**Description:** Provides oversight and leadership and evaluates, recommends, and implements automated test tools and strategies for health information technology systems. Designs, implements, and conducts test and evaluation procedures to ensure health information technology 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. Analyzes test cases and provides regular progress reports. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware health IT applications. Directs and/or participates in all phases of risk management assessments and software/hardware health IT development with emphasis on analysis of user requirements, test design and test tools selection.

**Degree:** Bachelors | **Minimum Years of Experience:** 5

Health IT Test Engineer

**Description:** Provides oversight and leadership and evaluates, recommends, and implements automated test tools and strategies for health information technology systems. Designs, implements, and conducts test and evaluation procedures to ensure health information technology 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. Analyzes test cases and provides regular progress reports. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware health IT applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

**Degree:** Bachelors | **Minimum Years of Experience:** 3

Health IT Senior Test Specialist (Clinical)

**Description:** Provides senior level understanding to evaluate, recommend, and implement automated test tools and strategies for health information technology systems. Designs, implements, and conducts test and evaluation procedures to ensure health information technology 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. Analyzes test cases and provides regular progress reports. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware health IT applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

**Degree:** Bachelors | **Minimum Years of Experience:** 2

Health IT Test Specialist

**Description:** Evaluates, recommends, and implements automated test tools and strategies for health information technology systems. Designs, implements, and conducts test and evaluation procedures to ensure health information technology 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. Analyzes test cases and provides regular progress reports. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware health IT applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

**Degree:** Bachelors | **Minimum Years of Experience:** 2

Health IT Test Analyst

**Description:** Evaluate, recommend, and implement automated test tools and strategies for health information technology systems. Designs, implements, and conducts test and evaluation procedures to ensure health information technology 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. Analyzes test cases and provides regular progress reports. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware health IT applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.
applications. Directs and/or participates in all phases of risk management assessments and software/hardware
development with emphasis on analysis of user requirements, test design and test tools selection.

**Degree:** Associates | **Minimum Years of Experience:** 1

**Health IT Senior Clinical Systems Trainer**

**Description:** Assesses, designs, and conceptualizes health information technology training scenarios, approaches, objectives, plans, tools, aids, curriculums, and other state of the art technologies related to training and behavioral studies. Identifies the best approach training requirements to include, but not limited to hardware, software, simulations, course assessment and refreshment, assessment centers, oral examinations, interviews, computer assisted and adaptive testing, behavior-based assessment and performance, and team and unit assessment and measurement. Develops and revises health information technology training courses. Prepares training catalogs and course materials. Trains personnel by conducting formal classroom courses, workshops, and seminars. Application of common Health IT industry practices when supporting Clinical/Healthcare environments. Utilizes understanding of Health IT process and systems to produce Health IT training related deliverables.

**Degree:** Bachelors | **Minimum Years of Experience:** 4

**Health IT Clinical Systems Trainer**

**Description:** Assesses, designs, and conceptualizes health information technology training scenarios, approaches, objectives, plans, tools, aids, curriculums, and other state of the art technologies related to training and behavioral studies. Identifies the best approach training requirements to include, but not limited to hardware, software, simulations, course assessment and refreshment, assessment centers, oral examinations, interviews, computer assisted and adaptive testing, behavior-based assessment and performance, and team and unit assessment and measurement. Develops and revises health information technology training courses. Prepares training catalogs and course materials. Trains personnel by conducting formal classroom courses, workshops, and seminars. Application of common Health IT industry practices when supporting Clinical/Healthcare environments. Utilizes understanding of Health IT process and systems to produce Health IT training related deliverables.

**Degree:** Bachelors | **Minimum Years of Experience:** 2

**Health IT Help Desk Specialist**

**Description:** Provide phone, email, web, and in-person support to users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of health information technology computer systems, and applications developed or deployed under the contract. Serve as the first point of contact for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems.

**Degree:** Associates | **Minimum Years of Experience:** 1
<table>
<thead>
<tr>
<th>Labor Category</th>
<th>Year 1 Price + IFF</th>
<th>Year 2 Price + IFF</th>
<th>Year 3 Price + IFF</th>
<th>Year 4 Price + IFF</th>
<th>Year 5 Price + IFF</th>
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Sr. Program Manager

Description: Serves as senior manager an independently organizing, directing, and managing large information technology contract operation support functions, involving multiple, complex, and inter-related project tasks. Manages teams of contract support personnel at multiple locations Maintains and manages the client interface at the senior levels of the client organization. Meets with customer and contractor personnel to formulate and review task plans and deliverable items. Ensures conformance with program task schedules and costs.

Degree: Bachelors | Minimum Years of Experience: 5

Program Manager

Description: Organizes, directs, and manages large contract information technology operation support functions, involving multiple, complex, and inter-related project tasks. Manages teams of contract support personnel at multiple locations Maintains and manages the client interface at the senior levels of the client organization. Meets with customer and contractor personnel to formulate and review task plans and deliverable items. Ensures conformance with program task schedules and costs.

Degree: Bachelors | Minimum Years of Experience: 2

Project Manager

Description: Leads team on projects or significant segment of large information technology complex projects. Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components. Provides applications systems analysis and programming activities for a Government site, facility or multiple locations. Prepares long and short-range plans for application selection, systems development, systems maintenance, and production activities and for necessary support resources. Oversees all aspects of projects.

Degree: Bachelors | Minimum Years of Experience: 4

Task Manager

Description: Serves as the central point of information technology contact for a delivery/task order and interfaces with the Government’s Technical Representative. Establishes and enforces procedures to assure that the task is performed in accordance with applicable standards, quality requirements, estimated costs, and schedules. Coordinates development, quality assurance, configuration management, documentation support, software maintenance, and daily supervision of subordinates. Prepares reports and delivers briefings on the status of task assignments to contract management personnel and technical points of contact. Reviews work of subordinates, resolves discrepancies, prioritizes work, and accommodates changes.

Degree: Bachelors | Minimum Years of Experience: 3

Project Scheduler

Description: Supports the program manager or project manager in completing project schedules and coordinating flow of information across the team. Make arrangement for task completion based on specifications of the project manager. Suggest strategies for achieving task goals to the project manager. Make the arrangement for task documentation on the recommendation and specification of the project manager and ensure that specifications are met.

Degree: Associates | Minimum Years of Experience: 2

Project Control Specialist II

Description: Supports the Project Manager or Program manager in development and monitoring of all financial management and administrative activities, such as budgeting, manpower and resource planning and financial reporting related to information technology projects. Performs evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues, which would require a report and recommend solutions. Supports the Project Manager or Program Manager in developing work breakdown structure.

Degree: Bachelors | Minimum Years of Experience: 1
Subject Matter Expert I

**Description:** Performs complex analysis and/or using specialized skills in support of information technology systems engineering, development, or integration for programs, such as the development of preliminary and detailed functional analysis, design, code development, technical architecture or other services required for systems. Subject matter functional expertise provided for information technology projects includes areas such as information technology disciplines, inventory management, logistics, provisioning, maintenance, transportation, personnel, financial management, and administration.

**Degree:** Bachelors | **Minimum Years of Experience:** 5

Subject Matter Expert II

**Description:** Performs complex analysis and/or using specialized skills in support of systems information technology engineering, development, or integration for programs, such as the development of preliminary and detailed functional analysis, design, code development, technical architecture or other services required for systems. Subject matter functional expertise provided for information technology projects includes areas such as information technology disciplines, inventory management, supply, provisioning, maintenance, transportation, personnel, financial management, and administration. Introduces innovative approaches and methodologies for processes and support systems. May provide leadership to small teams of functional or technical personnel.

**Degree:** Bachelors | **Minimum Years of Experience:** 7

Subject Matter Expert III

**Description:** Performs complex analysis and/or using specialized skills in support of information technology systems engineering, development, or integration for programs, such as the development of preliminary and detailed functional analysis, design, code development, technical architecture or other services required for systems. Subject matter functional expertise provided for information technology projects includes areas such as information technology disciplines, inventory management, supply, provisioning, maintenance, transportation, personnel, financial management, and administration. Introduces innovative approaches and methodologies for processes and support systems. May provide leadership to large teams of functional or technical personnel.

**Degree:** Bachelors | **Minimum Years of Experience:** 9

Subject Matter Expert IV

**Description:** Performs complex analysis and/or using specialized skills in support of information technology systems engineering, development, or integration for programs, such as the development of preliminary and detailed functional analysis, design, code development, technical architecture or other services required for systems. Subject matter functional expertise provided for information technology projects includes areas such as information technology disciplines, inventory management, supply, provisioning, maintenance, transportation, personnel, financial management, and administration. Introduces innovative approaches and methodologies for processes and support systems. May provide leadership to large teams of functional or technical personnel.

**Degree:** Bachelors | **Minimum Years of Experience:** 10

Subject Matter Expert V

**Description:** Performs complex analysis and/or using specialized skills in support of information technology systems engineering, development, or integration for programs, such as the development of preliminary and detailed functional analysis, design, code development, technical architecture or other services required for systems. Subject matter functional expertise provided for information technology projects includes areas such as information technology disciplines, inventory management, supply, provisioning, maintenance, transportation, personnel, financial management, and administration. Introduces innovative approaches and methodologies for processes and support systems. May provide leadership to large teams of functional or technical personnel.

**Degree:** Bachelors | **Minimum Years of Experience:** 12

Quality Manager

**Description:** Provides development of project Software Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the information technology contracts. Provides an independent assessment of how the project’s software development process is being implemented relative to the defined process and recommends methods to optimize the organization’s process. May be responsible for all activities
involving quality assurance and compliance with applicable regulatory requirements. Conducts audits and
reviews/analyzes data and documentation. Develops and implements procedures and test plans for assuring
quality in a system development environment which supports large databases and applications.

**Degree:** Bachelors  |  **Minimum Years of Experience:** 4

**Quality Assurance Specialist**

**Description:** Serves as the focal point for maintaining the quality of contract deliverables. Develops plans and
guidelines for quality assurance, instructs project staff in the principles of quality management and the specifics of
quality programs for projects and tasks, and works with project leadership to implement quality assurance
procedures. Leads independent quality review teams for project and task deliverables and prepares reports and
delivers briefings on the quality status of deliverables.

**Degree:** Bachelors  |  **Minimum Years of Experience:** 2

**Quality Assurance Analyst**

**Description:** Supports maintaining the quality of contract deliverables. Develops plans and guidelines for quality
assurance, instructs project staff in the principles of quality management and the specifics of quality programs for
projects and tasks, and works with project leadership to implement quality assurance procedures. Leads
independent quality review teams for project and task deliverables and prepares reports and delivers briefings on
the quality status of deliverables.

**Degree:** Associates  |  **Minimum Years of Experience:** 1

**Security Engineer**

**Description:** Implements, tests and operates advanced software security techniques in compliance with technical
reference architecture. Performed 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.

**Degree:** Bachelors  |  **Minimum Years of Experience:** 4

**Senior Information Assurance/Security Specialist**

**Description:** Develops and implements assurance/security standards and procedures. Coordinates, develops, and
evaluates security programs for an organization. Recommends information assurance/security solutions to support
customers’ requirements. Identifies, reports, and resolves security violations. Supports customers at the highest
levels in the development and implementation of doctrine and policies. Applies know-how to government and
commercial common user systems, as well as to dedicated special purpose systems requiring specialized security
features and procedures. Performs analysis, design, and development of security features for information system
architectures. Analyzes and defines security requirements for computer systems which may include mainframes,
workstations, and personal computers. Provides integration and implementation of the computer system security
solution. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system
development life cycle. Ensures that all systems are functional and secure.

**Degree:** Bachelors  |  **Minimum Years of Experience:** 6

**Enterprise Architect**

**Description:** Provides high-level architectural expertise to managers and technical staff. Develops architectural
products and deliverables for the enterprise and operational business lines in accordance with the strategy and
goals of the organization. Develops strategy of system and the design infrastructure necessary to support that
strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and
applications development. Sets standards for the client/server relational database structure for the organization
(SQL, ORACLE, SYBASE, etc.). Advises of feasibility of potential future projects to management. Tracks current plans
that will require IT resources. Monitors and reviews the success of systems and ensures efficiency and
effectiveness. Recommends future computer system technologies that will help in the improvement of business in
the organization. Integrates IT solution systems for the business with the existing client systems.

**Degree:** Bachelors  |  **Minimum Years of Experience:** 4
**Systems Architect**

*Description:* Establish requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale or other information systems. Design architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensure these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and ISO reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of information management solution of the application platform, across the Application Program Interface (API), and the external environment/software application. Ensure that the common operating environment is compliant with the Agency enterprise architecture and applicable reference models. Evaluate analytically and systematically problems of workflows, organization, and planning and develop appropriate corrective action. Provide daily supervision and direction to staff.

*Degree:* Bachelors | *Minimum Years of Experience:* 4

**Senior Software Integration Engineer**

*Description:* Provides senior level experience in determining operational feasibility by evaluating analysis, problem definition, requirements, solution development, and proposed solutions. Documents and demonstrates solutions by developing documentation, flowcharts, layouts, diagrams, charts, code comments and clear code. Prepar es and installs solutions by determining and designing system specifications, standards, and programming. Improves operations by conducting systems analysis; recommending changes in policies and procedures. Obtains and licenses software by obtaining required information from vendors; recommending purchases; testing and approving products. Provides information by collecting, analyzing, and summarizing development and service issues. Develops software solutions by studying information needs; conferring with users; studying systems flow, data usage, and work processes; investigating problem areas; following the software development lifecycle.

*Degree:* Bachelors | *Minimum Years of Experience:* 6

**Software Integration Engineer**

*Description:* Determines operational feasibility by evaluating analysis, problem definition, requirements, solution development, and proposed solutions. Documents and demonstrates solutions by developing documentation, flowcharts, layouts, diagrams, charts, code comments and clear code. Prepares and installs solutions by determining and designing system specifications, standards, and programming. Improves operations by conducting systems analysis; recommending changes in policies and procedures. Obtains and licenses software by obtaining required information from vendors; recommending purchases; testing and approving products. Provides information by collecting, analyzing, and summarizing development and service issues. Develops software solutions by studying information needs; conferring with users; studying systems flow, data usage, and work processes; investigating problem areas; following the software development lifecycle.

*Degree:* Bachelors | *Minimum Years of Experience:* 4

**Principal Database Systems Administrator**

*Description:* 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.

*Degree:* Bachelors | *Minimum Years of Experience:* 6

**Senior Database Specialist**

*Description:* Provides all activities related to the administration of computerized information databases. Projects long-range requirements for database administration and design in conjunction with other managers in the
information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., SQL). Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design.

**Degree:** Bachelors | **Minimum Years of Experience:** 8

**Database Specialist**

**Description:** Provides all activities related to the administration of computerized information databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., SQL). Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design.

**Degree:** Bachelors | **Minimum Years of Experience:** 6

**Senior Systems Analyst**

**Description:** Applies knowledge of computer science principles, automated data processing functions, and software languages to develop solutions to user requirements. Provides direction on complex application problems involving all phases of system analysis to provide resolution. Assists users, functional and technical activity personnel in the application, definition, and design. Oversees and performs the gathering, analysis, and synthesis of information for system definition. Supports the development of test plans, test descriptions, and test procedures and reviews results to ensure compliance with specifications. Develops and maintains user support documentation. Analyzes software maintenance requirements including trouble report and change proposal analysis. Proposes economical and efficient solutions as part of developing solutions to user requirements. Acts as team leader, providing guidance to junior level staff.

**Degree:** Bachelors | **Minimum Years of Experience:** 4

**Systems Analyst**

**Description:** Applies knowledge of computer science principles, automated data processing functions, and software languages to develop solutions to user requirements. Provides direction on complex application problems involving all phases of system analysis to provide resolution. Assists users, functional and technical activity personnel in the application, definition, and design. Oversees and performs the gathering, analysis, and synthesis of information for system definition. Supports the development of test plans, test descriptions, and test procedures and reviews results to ensure compliance with specifications. Develops and maintains user support documentation. Analyzes software maintenance requirements including trouble report and change proposal analysis. Proposes economical and efficient solutions as part of developing solutions to user requirements. Acts as team leader, providing guidance to junior level staff.

**Degree:** Bachelors | **Minimum Years of Experience:** 2

**Senior Software Engineer**

**Description:** Applies senior development experience and ability to lead or direct of team of software engineers developing and maintaining operating systems, applications software, database packages, compilers, assemblers, utility programs and other highly complex system software requirements. Modifies and creates special purpose software and ensure systems efficiency and integrity. Analyzes systems requirements and design specifications.
Develops block diagrams and logic flow charts. Translates detailed systems designs into executable software. Tests, debugs, and refines software to produce the required product. Prepares required documentation, including project plans and software program documentation. Designs, modifies, develops and implements software systems and applications. Also, coordinates work teams. Provides technical support to project team members. May provide consultation on complex projects and is considered to be the top-level contributor/specialist. Typically reports to an executive or a manager.

**Degree:** Bachelors  |  **Minimum Years of Experience:** 6

**Software Engineer**

*Description:* Applies demonstrated experience and ability in developing and maintaining operating systems, applications software, database packages, compilers, assemblers, utility programs and other highly complex system software requirements. Modifies and creates special purpose software and ensure systems efficiency and integrity. Analyzes systems requirements and design specifications. Develops block diagrams and logic flow charts. Translates detailed systems designs into executable software. Tests, debugs, and refines software to produce the required product. Prepares required documentation, including project plans and software program documentation. Designs, modifies, develops and implements software systems and applications. Also, coordinates work teams. Provides technical support to project team members. May provide consultation on complex projects and is considered to be the top-level contributor/specialist. Typically reports to an executive or a manager.

**Degree:** Bachelors  |  **Minimum Years of Experience:** 4

**Senior Application Programmer**

*Description:* Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Acts as team leader on projects. Instructs, assigns, directs, and checks the work of other software developers on development team. Participates in development of software user manuals.

**Degree:** Bachelors  |  **Minimum Years of Experience:** 6

**Application Programmer**

*Description:* Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Acts as team leader on projects. Instructs, assigns, directs, and checks the work of other software developers on development team. Participates in development of software user manuals.

**Degree:** Bachelors  |  **Minimum Years of Experience:** 3

**Web Designer**

*Description:* Designs and builds web pages using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special-effects elements. Contributes to the design group's efforts to enhance the look and feel of the organization's online offerings. Designs the website to support the organization's strategies and goals relative to external communications.

**Degree:** Bachelors  |  **Minimum Years of Experience:** 4
**Senior Configuration Management Specialist**

*Description:* Provides configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software.

*Degree:* Bachelors | *Minimum Years of Experience:* 6

**Configuration Management Specialist**

*Description:* Perform duties related to change, release, and build management for projects. Identify errors in the build and release process; recommend improvements. Create and maintain documentation for tools used to support configuration management.

*Degree:* Bachelors | *Minimum Years of Experience:* 2

**Network Manager**

*Description:* Provides technical guidance for directing and monitoring systems operations. Designs, builds, and implements network systems. Directs compilation of records and reports concerning network operations and maintenance. Troubleshoots network performance issues. Analyzes network traffic and provides capacity planning solutions. Monitors and responds to complex technical control facility hardware and software problems. Interfaces with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Manages the purchase, testing, installation, and support of network communications, including LAN/MAN/WAN systems. Performs system-level design and configuration of products including determination of hardware, OS, and other platform specifications. Performs a variety of systems engineering tasks and activities that are broad in nature and are concerned with major systems design, integration, and implementation, including personnel, hardware, software, budgetary, and support facilities and/or equipment. Provides assistance and oversight for all systems operations activities, including computer and telecommunications/communications operations, data entry, data control, LAN/MAN/WAN administration and operations support, operating systems programming, system security policy procedures, and/or web strategy and operations. Provides input to policy level discussions regarding standards and budget constraints. Supervises all personnel engaged in the operation and support of network facilities, including all communications equipment on various platforms in large scale or multi-shift operations. Supervises complex operations that involve two or more additional functions such as, but not limited to, network operations, systems security, systems software support, and production support activities. Utilizes software and hardware tools and identifies and diagnoses complex problems and factors affecting network performance.

*Degree:* Bachelors | *Minimum Years of Experience:* 6

**Senior Network Engineer**

*Description:* Provides technical guidance for directing and monitoring systems operations. Designs, builds, and implements network systems. Directs compilation of records and reports concerning network operations and maintenance. Troubleshoots network performance issues. Analyzes network traffic and provides capacity planning solutions. Monitors and responds to complex technical control facility hardware and software problems. Interfaces with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Manages the purchase, testing, installation, and support of network communications, including LAN/MAN/WAN systems. Performs system-level design and configuration of products including determination of hardware, OS, and other platform specifications. Performs a variety of systems engineering tasks and activities that are broad in nature and are concerned with major systems design, integration, and implementation, including personnel, hardware, software, budgetary, and support facilities and/or equipment. Provides assistance and oversight for all systems operations activities, including computer and telecommunications/communications operations, data entry, data control, LAN/MAN/WAN administration and operations support, operating systems programming, system security policy procedures, and/or web strategy and operations. Provides input to policy level discussions regarding standards and budget constraints. Supervises all personnel engaged in the operation and support of network facilities, including all communications equipment on various platforms in large scale or multi-shift operations. Supervises complex operations that involve two or more additional functions such as, but not limited to, network operations, systems security, systems software support, and production support activities. Utilizes software and hardware tools and identifies and diagnoses complex problems and factors affecting network performance.
software support, and production support activities. Utilizes software and hardware tools and identifies and
diagnoses complex problems and factors affecting network performance.

**Systems Engineer**

*Description:* Provides analysis related to the design, development, and integration of hardware, software, man-
machine interfaces and all system level requirements to provide an integrated IT solution. Develops integrated
system test requirement, strategies, devices and systems. Directs overall system level testing.

**Degree:** Bachelors  |  **Minimum Years of Experience:** 4

**Senior Test Specialist**

*Description:* 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. Analyzes test cases and provides regular progress reports. Serves as subject
matter specialist providing testing know-how for the support of user requirements of complex to highly complex
software/hardware IT applications.

Directs and/or participates in all phases of risk management assessments and software/hardware development
with emphasis on analysis of user requirements, test design and test tools selection.

**Degree:** Bachelors  |  **Minimum Years of Experience:** 4

**Test Specialist**

*Description:* 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. Analyzes test cases and provides regular progress reports. Serves as subject
matter specialist providing testing know-how for the support of user requirements of complex to highly complex
software/hardware IT applications.

Directs and/or participates in all phases of risk management assessments and software/hardware development
with emphasis on analysis of user requirements, test design and test tools selection.

**Degree:** Bachelors  |  **Minimum Years of Experience:** 2

**Test Analyst**

*Description:* 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. Analyzes test cases and provides regular progress reports. Serves as subject
matter specialist providing testing know-how for the support of user requirements of complex to highly complex
software/hardware IT applications.

Directs and/or participates in all phases of risk management assessments and software/hardware development
with emphasis on analysis of user requirements, test design and test tools selection.

**Degree:** Associates  |  **Minimum Years of Experience:** 1

**Training Specialist**

*Description:* Applies understanding of information technology systems and assesses, designs, and conceptualizes
training scenarios, approaches, objectives, plans, tools, aids, curriculums, and other state of the art technologies
related to training and behavioral studies. Identifies the best approach training requirements to include, but not
limited to hardware, software, simulations, course assessment and refreshment, assessment centers, oral
examinations, interviews, computer assisted and adaptive testing, behavior-based assessment and performance,
and team and unit assessment and measurement. Develops and revises training courses. Prepares training catalogs
and course materials. Trains personnel by conducting formal classroom courses, workshops, and seminars.

**Degree:** Bachelors  |  **Minimum Years of Experience:** 2
Technical Writer/Editor

**Description:** Using experienced understanding of information technology, writes and/or edits a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. Coordinates the display of graphics and the production of the document. Ensures content is of high quality and conforms to standards.

**Degree:** Bachelors | **Minimum Years of Experience:** 4

Technical Writer

**Description:** Applies understanding of information technology and writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. Coordinates the display of graphics and the production of the document. Ensures content is of high quality and conforms to standards.

**Degree:** Associates | **Minimum Years of Experience:** 1

Help Desk Analyst

**Description:** Provide phone, email, web, and in-person support to users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed under the contract. Serve as the first point of contact for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems.

**Degree:** Associates | **Minimum Years of Experience:** 1
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<tr>
<th>Labor Category</th>
<th>Year 1 Price + IFF</th>
<th>Year 2 Price + IFF</th>
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LABOR CATEGORY DESCRIPTIONS FOR SIN 541690

Subject Matter Expert - Expert - Top Secret
Description: Subject matter expert in disciplines including logistics, engineering, science, medicine, technical research, education and training development. Performs as a recognized expert in specifications and/or utilization in a specific domain.
Degree: PhD | Minimum Years of Experience: 5

Subject Matter Expert - Junior - Top Secret
Description: The contractor shall demonstrate experience and ability to define the problems and analyze and develop plans and requirements in the subject matter area for moderately complex to complex systems in the subject matter area. The contractor shall demonstrate the ability to coordinate and manage the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications in the areas of risk management; life-cycle management; policy development, and methodologies in the functional area being addressed.
Degree: Bachelors | Minimum Years of Experience: 4

Systems Analyst - Senior - Top Secret
Description: Analyses and evaluates new and existing systems and defines problems, develops new requirements and reports system design issues. Formulates systems strategy to parallel overall business strategies in conjunction with functional users. Analyzes problems and develops system requirements and program specifications from which programmers prepare detailed flowcharts, programs, and tests. Determines the most accurate, feasible and economical methods for data input and output including file specifications and communication protocols. Builds conversion procedures and system implementation plans to include user training and orientation specifications. Closely coordinates with programmers to ensure proper implementation of program, data availability, and system specifications. Relies on extensive experience and judgment to plan and accomplish goals. May provide consultation on complex projects and is considered to be the top level contributor/specialist. A wide degree of creativity and latitude is expected.
Degree: Masters | Minimum Years of Experience: 5

Technical Editor - Intermediate - Top Secret
Description: Able to accurately edit and format documents, including technical documents, functional descriptions, system specifications, user manuals, special reports, and any other customer deliverables and documents. Demonstrated experience and ability to work independently or under only general direction.
Degree: Bachelors | Minimum Years of Experience: 4

Technical Editor - Junior - Top Secret
Description: Able to accurately edit and format documents, including technical documents, functional descriptions, system specifications, user manuals, special reports, and any other customer deliverables and documents. Demonstrated experience and ability to work independently or under only general direction.
Degree: Associates | Minimum Years of Experience: 2

Trainer - Top Secret
Description: The Contractor conducts the research necessary to develop and revise training courses. Develops and revises these courses and prepares appropriate training catalogs. Prepares instructor materials (course outline, background material, and training aids). Prepares student materials (course manuals, workbooks, handouts, course critique forms, etc.). Trains personnel by conducting formal classroom courses, workshops and seminars.
Degree: Bachelors | Minimum Years of Experience: 4

Training Specialist - Senior - Top Secret
Description: Delivers in-depth training programs and workshops to various entities. Monitors the effectiveness of training programs through individual or group performance results. Collects feedback on sessions from training recipients to use for future improvements to content and presentation. Develops new training program design and existing program enhancements including various forms of training aids such as lesson plans and training aids.
Degree: Masters | Minimum Years of Experience: 12
## CATEGORY PRICING FOR SIN 541690

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<th>Labor Category</th>
<th>Year 1 Price + IFF</th>
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