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

Special Item No. 132-56 Health Information Technology

WAKE Technology Services Inc.
117 W. Gay St
STE 126
West Chester, PA 19380
DUNS - 153821603

SBA Certified Small Business

GSA Contract No: 47QTCA21D004N
Period covered by contract: 1/28/2021 - 1/27/2026
1. **AWARDED SPECIAL ITEM NUMBERS (SINs)**
   
   a. SIN 132-56: Health Information Technology Services
   
   b. **LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:**
      
      Not Applicable
   
   c. **HOURLY RATES (Services Only):**
      
      See below

2. **MAXIMUM ORDER**: 
   
   SIN 132-56:
   
   *If the “best value” selection places your order over this 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 contractor 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:**
   
   48 contiguous United States

5. **POINT(S) OF PRODUCTION:**
   
   WAKE Technology Services Inc
   117 W Gay St
   STE 126
   West Chester, PA 19380

6. **DISCOUNT FROM LIST PRICES:**
   
   5% GSA discount

7. **QUANTITY DISCOUNT(S):**
   
   2% orders greater than $150,000
8. PROMPT PAYMENT TERMS:
   1%  Net 20 Days
   0%  Net 21-30 Days

9. GOVERNMENT PURCHASE CARDS
   a. Government purchase cards are accepted at or below the micro-purchase threshold
   b. Government purchase cards are not accepted above the micro-purchase threshold

10. FOREIGN ITEMS:
    None

11. a. TIME OF DELIVERY:
    To be negotiated at the task order level

12. FOB POINT:
    To be negotiated at task order level

13. a. ORDERING ADDRESS:
    WAKE Technology Services Inc
    117 W Gay St
    STE 126
    West Chester, PA 19380

14. PAYMENT ADDRESS:
    WAKE Technology Services Inc
    117 W Gay St
    STE 126
    West Chester, PA 19380

15. WARRANTY PROVISION:
    Not Applicable
16. EXPORT PACKING CHARGES:
   Not Applicable

17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:
   Accepted at and below the micro-purchase threshold

18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (if applicable):
   Not Applicable

19. TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):
   Not Applicable

20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):
   Not Applicable
   a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):
      Not Applicable

21. LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):
   Not Applicable

22. LIST OF PARTICIPATING DEALERS (IF APPLICABLE):
   Not Applicable

23. PREVENTIVE MAINTENANCE (IF APPLICABLE):
   Not Applicable

24. a. SPECIAL ATTRIBUITES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):
   Not Applicable
   b. Section 508 Compliance for EIT:
      As applicable, the EIT standard can be found at www.Section508.gov

25. DUNS NUMBER:
   153821603

26. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE:
   Active
Vendor suitability for offering services through the new Health IT SIN must be in accordance with the following laws and standards when applicable to the specific task orders, including but not limited to:

- Health Information Technology for Economic and Clinical Health Act of 2009 (HITECH)
- The Health Insurance Portability and Accountability Act of 1996 (HIPAA)
- National Institute of Standards and Technology (NIST) Federal Information Processing Standards (FIPS) and Special Publications
- Federal Information Security Management Act (FISMA) of 2002

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

b. This SIN is limited to Health IT Services only. Software and hardware products are out of scope. Hardware and software can be acquired through different Special Item Numbers on IT Schedule 70 (e.g. 142-32, 132-33, 132-8).

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

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

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

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

3. PERFORMANCE OF SERVICES

a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.

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

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

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

4. INSPECTION OF SERVICES


5. RESPONSIBILITIES OF THE CONTRACTOR

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

6. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

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

8. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

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

9. INVOICES

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

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

11. INCIDENTAL SUPPORT COSTS

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

12. APPROVAL OF SUBCONTRACTS

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

13. DESCRIPTION OF HEALTH IT SERVICES AND PRICING

a. The Contractor shall provide a description of each type of Health IT Service offered under Special Item Number 132-56 Health IT Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all Health IT Professional Services shall be in accordance with the Contractor’s customary commercial practices; e.g., hourly rates, monthly rates, and/or fixed prices, minimum general experience and minimum education.

The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE:

Commercial Job Title: Health IT Subject Matter Expert

Minimum Experience: Ten (10) years

Functional Responsibilities: Significant information technology consulting and clinical information system strategy and implementation experience. Experienced in client engagements representing a wide array of activities, related to professional information technology projects, in a healthcare/clinical environment, including strategic planning related to information technology systems and/or software, governance, process
design/ redesign, clinical content development, and communications and training strategies for information technology solutions.

Minimum Education: Medical Doctor or Doctor of Osteopathic Medicine

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>Health IT Network Support Agent</th>
<th>Minimum Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Functional Responsibilities</td>
<td>This role provides comprehensive network support. This includes daily moves, adds, changes, and deletes to the network. Agents access the network remote or onsite making necessary network patches, upgrades, and configuration to ensure maximum uptime.</td>
<td>5</td>
</tr>
<tr>
<td>Minimum Education</td>
<td>Bachelor degree plus required experience</td>
<td></td>
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</tbody>
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<table>
<thead>
<tr>
<th>Labor Category</th>
<th>Health IT Consultant</th>
<th>Minimum Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Functional Responsibilities</td>
<td>This role provides clients with experienced IT consulting. This includes but is not limited to IT Infrastructure, Disaster Recovery, and Problem Resolution services. The goal of the IT consultant is to evaluate the technology landscape and to work with the client to provide practical guidance that improves the technology experience. IT consultants have a background in project management, technical skills, and organizational management.</td>
<td>10</td>
</tr>
<tr>
<td>Minimum Education</td>
<td>Bachelor degree plus required experience</td>
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<thead>
<tr>
<th>Labor Category</th>
<th>Health IT Server Manager</th>
<th>Minimum Experience</th>
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<tbody>
<tr>
<td>Functional Responsibilities</td>
<td>This role is responsible for maintaining and improving physical server infrastructure within the client environment. Duties include monitoring the server infrastructure and system health with remote tools, physical inspection of server facilities, and ongoing recommendations to the client for improvement of the server farm.</td>
<td>5</td>
</tr>
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<td>Minimum Education</td>
<td>Bachelor degree plus required experience</td>
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<thead>
<tr>
<th>Labor Category</th>
<th>Health IT Help Desk Support Agent</th>
<th>Minimum Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Functional Responsibilities</td>
<td>This role provides clients with a number of options for servicing their end users through an outsourced IT helpdesk. All agents are USA based, remotely distributed, and highly trained. Agents can work within the client’s existing helpdesk ticketing system or with a 3rd party helpdesk system. Agents are required to be professional, effective, and skilled problem solvers. Their main duties include fielding calls from end users, attempting problem resolution, and logging ticket activity. The value they provide is increased end user satisfaction and customer brand satisfaction.</td>
<td>5</td>
</tr>
<tr>
<td>Minimum Education</td>
<td>Bachelor degree plus required experience</td>
<td></td>
</tr>
</tbody>
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<tr>
<th>Labor Category</th>
<th>Chief Health IT Advisor</th>
<th>Minimum Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Education</td>
<td></td>
<td>15</td>
</tr>
</tbody>
</table>

SIN 132-56 Labor Category Descriptions
### Functional Responsibilities

This role provides chief information officer level guidance on demand. The expectation of this service is to provide consultative guidance around all things IT from an experienced executive IT viewpoint. The value a chief IT advisor brings includes but is not limited to helping set strategic priorities, providing methods and processes to drive change, offering input on regulatory and compliance matters, guidance with vendor relationships, and assistance with day to day operations.

**Minimum Education**
Bachelor degree plus required experience

### Minimum Experience

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<th>Labor Category</th>
<th>Minimum Experience</th>
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<tbody>
<tr>
<td>Health IT Project Manager</td>
<td>10</td>
</tr>
<tr>
<td>Health IT Chief Technology Advisor</td>
<td>15</td>
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</tbody>
</table>

### Functional Responsibilities

This role provides guidance for information technology related projects. The scope of deliverables include but are not limited to providing comprehensive project leadership, steering projects effectively and efficiently to meet client timelines, assisting the client with evaluating project goals and outcomes, working with numerous departments to ensure project outcome success, driving the necessary changes to effectively deliver agreed upon project scope. Project types include but are not limited to a) software implementations b) Technology infrastructure c) IT security

**Minimum Education**
Bachelor degree plus required experience

### SIN 132-52 Rates (Includes Industrial Funding Fee)

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>Hourly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health IT Network Support Agent</td>
<td>$71.79</td>
</tr>
<tr>
<td>Health IT Consultant</td>
<td>$143.58</td>
</tr>
<tr>
<td>Health IT Server Manager</td>
<td>$143.58</td>
</tr>
<tr>
<td>Health IT Desktop Support Agent</td>
<td>$47.86</td>
</tr>
<tr>
<td>Chief Health IT Advisor</td>
<td>$153.15</td>
</tr>
<tr>
<td>Health IT Project Manager</td>
<td>$143.58</td>
</tr>
<tr>
<td>Health IT Chief Technology Advisor</td>
<td>$153.15</td>
</tr>
</tbody>
</table>