GENERAL SERVICES ADMINISTRATION

Federal Supply Service
Authorized Federal Supply Schedule Price List

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

Schedule: Multiple Award Schedule (MAS)
FSC Group, Part, and Section or Standard Industrial Group: Professional Services
FSC Class(es)/Product code(s) and/or Service Codes Contract number: R408 and U006

For more information on ordering from Federal Supply Schedules
Click on the FSS Schedules button at http://www.gsa.gov/schedules-ordering

Mettle Solutions, LLC
10320 Little Patuxent Parkway
Suite 233-02
Columbia, MD 21044
Phone: (443) 545-3852
Fax: (443) 545-3401
www.mettles.com

Contract Administrator:
gsa@mettles.com

8(a) Small Disadvantaged Business

Contract Number: 47QTCA21D004Y
Contract Period: February 4, 2021 – February 3, 2026
Price list current as of Modification # PS-0010 effective May 16, 2022
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CUSTOMER INFORMATION

1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers:

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<tr>
<th>SIN</th>
<th>Recovery</th>
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<tr>
<td>54151HEAL</td>
<td>54151HEALRC</td>
<td>Health Information Technology Services</td>
</tr>
<tr>
<td>54151S</td>
<td>54151SRC</td>
<td>Information Technology Professional Services</td>
</tr>
</tbody>
</table>

1b. Lowest Unit Price: See Price List

1c. Hourly rates and a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services is provided below.

2. Maximum Order: $500,000.00

3. Minimum Order: $100.00


5. Point(s) of production (city, county, and state or foreign country): Same as company address


7. Quantity discounts: None Offered

8. Prompt Payment Terms: Net 30 days [Information for Ordering agencies: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for concessions.]

9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold. YES, Government Purchase Cards are accepted below the micro-purchase threshold.

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold. YES, Government Purchase Cards are accepted above the micro-purchase threshold.

10. Foreign items (list items by country of origin): None

11a. Time of Delivery: To be negotiated with the ordering agency on each task order

11b. Expedited Delivery: To be negotiated with the ordering agency on each task order

11c. Overnight and 2-day delivery: To be negotiated with the ordering agency on each task order

11d. Urgent Requirements: To be negotiated with the ordering agency on each task order

12. F.O.B Points(s): Destination, location to be negotiated with ordering agency on each task order

13a. Ordering Address(es): Same as company address
13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s), are found in Federal Acquisition Regulation (FAR) 8.405-3

14. Payment address(es): Same as company address

15. Warranty provision: Standard commercial warranty.

16. Export Packing Charges (if applicable): N/A

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):

   Mettle Solutions, LLC
   Phone: (443) 545-3852
   Fax: (443) 545-3401
   Email: gsa@mettles.com

18. Terms and conditions of rental, maintenance, and repair (if applicable): N/A

19. Terms and conditions of installation (if applicable): N/A

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): N/A

20a. Terms and conditions for any other services (if applicable): N/A

21. List of service and distribution points (if applicable): N/A

22. List of participating dealers (if applicable): N/A

23. Preventive maintenance (if applicable): N/A

24a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: N/A

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: www.Section508.gov./ N/A

25. SAM UEI number: CURWPHLP9PK9

26. Notification regarding registration in System for Award Management (SAM) database: Registered in the System for Award Management (SAM) database.

**Service Contract Labor Standards:** The Service Contract Labor Standards (SCLS) is applicable to this contract as it applies to the entire Multiple Award Schedule (MAS) and all services provided. While no specific labor categories have been identified as being subject to SCLS due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CRF 541.300), this contract still maintains the provisions and protections for SCLS eligible labor categories. If and/or when the contractor adds SCLS labor categories/employees to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS matrix identifying the GSA labor category titles, the occupational code, SCLS labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.
## LABOR CATEGORY DESCRIPTIONS SIN 54151HEAL

<table>
<thead>
<tr>
<th>Labor Category Titles</th>
<th>Labor Category Descriptions</th>
<th>Minimum Education / Experience Requirements</th>
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<tbody>
<tr>
<td>Analyst 1</td>
<td>Works with all stakeholders in the Healthcare IT industry to gather, understand, and define business processes, and data requirements. Works with other analysts to create functional and system specifications. Works on documentation of process, requirements, and solution design. Defines configuration specifications. Defines business analysis requirements. Defines reporting and alerting requirements. Elicits requirements when appropriate. Translates and simplifies requirements. Manages communication in relation to requirements. Requirement analysis. Plans and monitors use cases. Performs quality assurance. Develops relationships with the relevant healthcare industry partners. Designs and reviews test cases. Processes change requests. Assists in the design, documentation, and maintenance of system processes. Manages a project’s scope, acceptance, installation and deployment from start to finish. Reports on technical issues and questions, make recommendations to product team. Communicates key insights to stakeholders, facilitators, and partners. Constantly on the lookout for ways to improve business practices and efficiencies.</td>
<td>Minimum Year Experience: 2 Minimum Education: BA / BS Qualifications: Written and verbal communication skills Technical writing skills Critical thinking and problem-solving proficiency.</td>
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<tr>
<td>Analyst 2</td>
<td>Gains an in-depth understanding of the process and works with the Healthcare IT industry stakeholders in creating strategic roadmaps. Identifies, creates, and facilitates process design changes by conducting business and systems process analysis and design at a complex level. Provides leadership to team members and holds self and team accountable for results. Mentors, educates, and trains colleagues as requested.</td>
<td>Minimum Year Experience: 5 Minimum Education: BA / BS Qualifications: Written and verbal communication skills Technical writing skills Leadership aptitude Critical thinking and problem-solving proficiency Business case development experience Systems engineering experience Experience conducting cost/benefit analysis Ability to prioritize requirements and create prototypes and mockups Experience with strategic business process modeling and traceability Business case development experience.</td>
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<td>Solution Architect 1</td>
<td>Plans and architects Healthcare IT related technical solutions to address business requirements, business problems, and process gaps; Works with the analysts, developers, and testing teams to ensure the solution is delivered per the design.</td>
<td>Minimum Year Experience: 7 Minimum Education: BA / BS Qualifications: Technical ability to comprehend business strategies and requirements to develop necessary designs and plans to ensure projects and solutions satisfy those needs. Possesses thorough understanding of the business process in Healthcare IT vertical and technologies used within the vertical. Possesses up to date skills and ability to remain proactively aware of happenings and current events in the Healthcare IT industry.</td>
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<tr>
<td>Solution Architect 2</td>
<td>Works with the analysts, developers, and testing teams to ensure the Healthcare IT solution is delivered per the design. Guides and mentors junior solution architects in best practices.</td>
<td>Minimum Year Experience: 15 Minimum Education: MA / MS Qualifications: Ability to apply technical solutions to address complex business requirements typically spanning multiple departments Possesses a thorough understanding of the business process and technologies used across all departments within the organization Leadership aptitude Critical thinking and problem-solving proficiency</td>
</tr>
<tr>
<td>Developer 1</td>
<td>Works under supervision with a team to design, develop, and unit test Healthcare IT related software based on requirements received from the analyst. Consistently produces clean, efficient code based on client specifications. Integrates software components and third-party programs to meet specifications. Verifies and deploys programs and systems. Troubleshoots, debugs and upgrades existing software. Recommends and executes improvements in collaboration with team. Creates technical documentation for reference and reporting. Assists in the collection and documentation of user's requirements. Prepares manuals and user documentation. Adheres to organizational guidelines and standards during development. Participates in peer-reviews of solution designs and related code. Packages and supports deployment to production and continues to work on defects post-production.</td>
<td>Minimum Year Experience: 2 Minimum Education: BA / BS Qualifications: Strong working knowledge of development methodologies (Agile, Waterfall, etc.) Extensive experience with software design and development in a test-driven environment Solid knowledge of coding languages (e.g. C++, Java, JavaScript) and frameworks/systems (e.g. AngularJS, Git) Relevant experience with databases and Object-Relational Mapping (ORM) frameworks (e.g. Hibernate) Ability and willingness to learn new languages and technologies Excellent verbal and written communication skills needed to gather and evaluate user feedback Resourcefulness and troubleshooting aptitude Flexible and willing to accept a change in priorities as necessary</td>
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<tr>
<td>Developer 2</td>
<td>Works mostly independently to design, develop, and unit test Healthcare IT related software based on requirements received from the analyst. Works on the collection and documentation of user's requirements. Prepares manuals and user documentation. Adheres to organizational guidelines and standards during development. Participates in peer-reviews of solution designs and related code. Packages and support deployment to production and continues to work on defects post-production. Participates in the full development cycle, end-to-end, from design, implementation, and testing to documentation, delivery and maintenance. Produces comprehensive, usable software documentation. Evaluates and makes decisions around the use of new or existing software products and tools. Mentors junior development engineers.</td>
<td>Minimum Year Experience: 5 Minimum Education: BA / BS Qualifications: Strong working knowledge of development methodologies (Agile, Waterfall, etc.) Extensive experience with software design and development in a test-driven environment Solid knowledge of coding languages (e.g. C++, Java, JavaScript) and frameworks/systems (e.g. AngularJS, Git) Relevant experience with databases and Object-Relational Mapping (ORM) frameworks (e.g. Hibernate) Ability and willingness to learn new languages and technologies Excellent verbal and written communication skills needed to gather and evaluate user feedback Excellence in technical communication with peers and non-technical cohorts Resourcefulness and troubleshooting aptitude Flexible and willing to accept a change in priorities as necessary Demonstrated ability to mentor other software developers and provide technical vision and leadership aptitude</td>
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<tr>
<td>Lead Developer</td>
<td>Leads a team of developers in the design, development, and deployment of Healthcare IT related technical solutions.</td>
<td>Minimum Year Experience: 10</td>
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<td>Researches, designs, and implements technical specifications for projects based on user requirements as indicated in scope of work, wireframes and/or sitemap documents.</td>
<td>Minimum Education: BA / BS</td>
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<td>Ensures projects are built to meet performance, security, and functional requirements.</td>
<td>Qualifications: Advanced knowledge of coding languages (e.g. C++, Java, JavaScript) and frameworks/systems (e.g. AngularJS, Git) and web servers (ISS/Apache).</td>
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<td>Oversees the development and maintenance of programming assignments as applicable.</td>
<td>Extensive experience in custom web application development.</td>
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<td>Performs backend/database programming for key projects.</td>
<td>Advanced troubleshooting &amp; debugging skills.</td>
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<td>Stays up-to-date on industry standards and incorporate them appropriately. Assist with testing, debugging, documentation and overall quality assurance of projects.</td>
<td>Experience leading and motivating others without being a toad.</td>
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<td>Leadership &amp; Management</td>
<td>Exceptional communication skills and attention to detail.</td>
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<td>Manages and mentors a team of programmers, keeping them challenged, focused and engaged</td>
<td>Ability to represent the company in a professional manner at client sites, corporate meetings and community functions.</td>
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<td>Reviews client requests and provide time estimates for quotes.</td>
<td>Ability to establish and maintain good working relationships with company members, clients, and the public.</td>
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<td>Manages upkeep of web hosting resources such as servers, SSL certificates and DNS.</td>
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<td>Attends management and client meetings</td>
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<td>Other duties as assigned by management.</td>
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<td>Guides and mentors the team on following best practices and adherence to organizational policies; has a thorough understanding of the development platform and also plays an instrumental role in the solution architecture; provides cost, timeline, and resource allocation assistance to Project Manager as needed.</td>
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<td>Evaluates and makes decisions around the use of new or existing software products and tools. Mentors junior development engineers.</td>
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| Quality Assurance Specialist 1 | Performs basic quality assurance tasks for a Healthcare IT related project under the supervision of senior QA specialists  
Schedules and performs testing services as needed including, but not limited to, test script development, functional testing services, performance testing services, and results reporting.  
Assists in the creation of test cases and execution of test cases  
Collaborates as part of the QA team to find, document, and retest defects  
Participates in functional and automated testing | Minimum Year Experience: 1  
Minimum Education: BA/BS  
Qualifications: Certification as a software quality assurance professional as recognized by the Quality Assurance Institute (QAI) is desired.  
 Logical & systematic approaches to test plan development and execution for both functional and performance testing needs for IT business applications.  
Functional and performance testing experience for a wide range of technical platforms and applications.  
Customer focused with excellent oral and written communication skills.  
Strong team and customer oriented interpersonal skills with a demonstrated ability to function as a consultant to customers on SQA matters.  
Demonstrated ability to plan, organize, and execute work tasks with strong problem solving and analytical skills. |
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| Quality Assurance Specialist 2 | Independently, performs quality assurance tasks for Healthcare IT related projects  
Collaborates, as part of the QA team, to find, document, and retest defects; participates in functional and automated testing  
Schedules and performs testing services as needed including, but not limited to, test script development, functional testing services, performance testing services, and results reporting.  
Guides and mentors junior QA Specialists in best practices | Minimum Year Experience: 5  
Minimum Education: BA/BS  
Qualifications: Certification as a software quality assurance professional as recognized by the Quality Assurance Institute (QAI) is desired.  
Logical & systematic approaches to test plan development and execution for both functional and performance testing needs for IT business applications.  
Functional and performance testing experience for a wide range of technical platforms and applications.  
Customer focused with excellent oral and written communication skills.  
Strong team and customer oriented interpersonal skills with a demonstrated ability to function as a consultant to customers on SQA matters.  
Demonstrated ability to plan, organize, and execute work tasks with strong problem solving and analytical skills.  
Leadership aptitude  
Critical thinking and problem-solving proficiency |
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| Lead Quality Assurance Specialist | Lead, organize and manage testing for Healthcare IT related projects  
Create and maintain meaningful test strategies/plans and automated scripts  
Define metrics and evaluate and select appropriate tools  
Create easily understood and articulate reports of findings in order to ensure resolution  
Synthesize information into actionable solutions  
Liaise with Product and Development teams  
Mitigate risk by identifying problems, communicating a resolution, and confirming a seamless execution before software is released  
Improve testing processes continuously  
Troubleshoot issues  
Support desk ticket resolution  
Leads the Quality Assurance teams and provides mentoring and guidance on best practices to be followed during Quality Assurance planning and execution activities. | Minimum Year Experience: 8  
Minimum Education: BA/BS  
Qualifications: 8+ years software testing experience  
5+ years automated testing experience  
3+ years leadership experience  
3+ years project management experience  
Excel, SQL and scripting proficiency required  
Excellent oral and written communication skills – able to communicate in actionable manner that is clearly understood by others  
Flexible with ability to adjust focus as needed  
Creative, with ability to apply analytical and resourceful approaches when finding solutions to difficult challenges  
Results-driven, with the ability to execute cross functionally as an individual or leader |
| Subject Matter Expert 1        | Works with resources from all departments to understand and document the inter-dependencies between various verticals within the Healthcare IT related projects.  
Provides guidance on area of capability and can resolve organizational needs for area of focus  
Provides expert advice to the customer on gaps, end-to-end process improvements and strategic roadmap changes;  
Identifies and solves problems by proposing technological and process-based solutions  
Coaches and trains teams in specific areas and advises organizational management on staff training needs | Minimum Year Experience: 10  
Minimum Education: BA/BS  
Qualifications:  
Understands, articulates and implements best practices related to his area of expertise in the Healthcare IT industry.  
Ability to lead or be an active participant of a work-group with the need for specialized knowledge.  
Ability to provide guidance on how his area of capability can resolve an organizational need |
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| Subject Matter Expert 2 | Stays informed on latest technology and explores Healthcare IT solutions on application of technology to solve customer’s problems  
Creates innovative data capturing and analyzing methodologies with the goal of increasing process efficiencies and meeting organizational goals  
Contributes to industry best-practices and explores different options to follow the same within the organization  
Leads various pilots and proof of concepts as needed  
Assists leadership in change management by providing research and results based facts | Minimum Year Experience: 15  
Minimum Education: MA/MS  
Qualifications:  
Understands, articulates and implements best practices related to his area of expertise.  
Ability to lead or be an active participant of a work-group with the need for specialized knowledge.  
Ability to provide guidance on how his area of capability can resolve an organizational need |
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| Project Manager 1     | Coordinates internal resources and third parties/vendors for the flawless execution of Healthcare IT projects  
Ensures that all projects are delivered on-time, within scope and within budget  
Develops project scopes and objectives, involving all relevant stakeholders and ensuring technical feasibility  
Ensures resource availability and allocation  
Develops a detailed project plan to track progress  
Uses appropriate verification techniques to manage changes in project scope, schedule and costs  
Measures project performance using appropriate systems, tools and techniques  
Reports and escalates to management as needed  
Manages the relationship with the client and all stakeholders  
Performs risk management to minimize project risks  
Establishes and maintains relationships with third parties/vendors  
Creates and maintains comprehensive project documentation  
Responsible for planning and defining scope of the project  
Works with lead project resources on task planning, sequencing, scheduling, and resource allocation  
Works proactively in ensuring the team collectively has the skills needed to execute project scope in a timely manner  
Estimates cost and timeline of the project and ensures project delivery is completed to customer’s satisfaction within the budget and deadlines committed to  
Constantly analyzes risks and plans for risk mitigation strategies  
Responsible for communication to all project stakeholders | Minimum Year  
Experience: BA/BS + 5 years industry experience or MA/MS + 3 years of experience  
Minimum Education:  
BA/BS + 5 years industry experience or MA/MS + 3 years of experience  
Qualifications: Proven working experience as a project administrator in the information technology sector  
Solid technical background, with understanding or hands-on experience in software development and web technologies  
Excellent client-facing and internal communication skills  
Excellent written and verbal communication skills  
Solid organizational skills including attention to detail and multi-tasking skills  
Strong working knowledge of Microsoft Office  
PMP certification is a plus |
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<td>Project Manager 2</td>
<td>Has ownership of complete Healthcare IT project lifecycle from initiation to deployment for one major or several minor initiatives simultaneously Establishes success criteria and metrics to effectively measure project performance Plans and executes reporting and communication format and frequency and ensures all levels of the organization have up-to-date information on projects Understands interdependencies between technology, operations and business needs Provides team with leadership and mentoring and actively contributes to organization’s best practices Assists in dispute resolution, negotiation, arbitration or litigation, as needed</td>
<td>Minimum Year Experience: BA/BS + 10 years industry experience or MA/MS + 7 years of experience Minimum Education: BA/BS + 10 years industry experience or MA/MS + 7 years of experience Qualifications: Proven working experience as a project administrator in the information technology sector Solid technical background, with understanding or hands-on experience in software development and web technologies Excellent client-facing and internal communication skills Excellent written and verbal communication skills Solid organizational skills including attention to detail and multi-tasking skills Strong working knowledge of Microsoft Office PMP Certification</td>
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<tr>
<td>Program Manager</td>
<td>Formulates, organizes, and monitors inter-connected Healthcare IT projects&lt;br&gt;Decides on suitable strategies and objectives&lt;br&gt;Coordinates cross-project activities&lt;br&gt;Leads and evaluates project managers and other staff&lt;br&gt;Develops and controls deadlines, budgets and activities&lt;br&gt;Applies change, risk and resource management&lt;br&gt;Assumes responsibility for the program’s people and vendors&lt;br&gt;Assesses program performance and aim to maximize ROI&lt;br&gt;Resolves projects’ higher scope issues&lt;br&gt;Prepares reports for program directors&lt;br&gt;Works with organization leadership on resource planning, availability, and training needs at a strategic level</td>
<td>Minimum Year Experience: BA/BS + 12 Years MA/MS 10 + Years&lt;br&gt;Minimum Education: BA/BS + 12 Years MA/MS 10 YRS experience&lt;br&gt;Qualifications: Proven experience as a Program Manager or other managerial position&lt;br&gt;Thorough understanding of project/program management techniques and methods&lt;br&gt;Excellent Knowledge of performance evaluation and change management principles&lt;br&gt;Excellent knowledge of MS Office; working knowledge of program/project management software (MS Project etc.) is a strong advantage&lt;br&gt;Outstanding leadership and organizational skills&lt;br&gt;Excellent communication skills&lt;br&gt;Excellent problem-solving ability</td>
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<tr>
<td>Communication Specialist</td>
<td>Understands communication needs of all Healthcare IT project stakeholders&lt;br&gt;Designs and implements communication methods appropriate for each stakeholder&lt;br&gt;Designs and performs outreach activities on the project as needed&lt;br&gt;Assists the project manager as a major contributor to the communication plan&lt;br&gt;Drives the creation and dissemination of all information packages&lt;br&gt;Works with project members and gathers inputs on all topics that need to be communicated to stakeholders</td>
<td>Minimum Year Experience: BA/BS + 3 years MA/MS 1year experience&lt;br&gt;Minimum Education: BA/BS + 3 years MA/MS 1year experience&lt;br&gt;Qualifications: Excellent communication skills, both verbal and written&lt;br&gt;Proven experience as a communication or coordination specialist&lt;br&gt;Thorough understanding of communication needs of stakeholders&lt;br&gt;Excellent knowledge of MS Office; working knowledge of collaboration tools like MS SharePoint is a strong advantage&lt;br&gt;Outstanding organizational skills</td>
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| IT Helpdesk Technician      | Acts as the first point of contact for customer assistance to Healthcare IT projects, both via verbal and written channels  
                             | Walks the customer through a series of steps to analyze, identify, and resolve the issue if possible  
                             | Logs events, problems, tickets, etc. are captured in necessary systems of record  
                             | Passes on unresolved issues to the next level of support  
                             | Follows-up with next level of support and report status back to customer  
                             | Conveys customer feedback, if any, to the appropriate teams  
|                             |                                                                                                                                                                                                                           | Minimum Year Experience: BA/BS + 2 years or MA/MS  
                             | Minimum Education: BA/BS + 2 years or MA/MS  
                             | Qualifications: Excellent communication skills especially verbal  
                             | Good understanding of computer systems, web and mobile applications  
                             | Proven experience as an IT support technician  
                             | Customer-oriented, composed, and even-tempered  
                             | Ability to analyze and resolve basic technical issues  
                             | Tech-savvy and eager to learn new technologies  
| Subject Matter Expert 3     | Has doctorate educational and significant industry experience in high-level, complex Information Technology services and products. Provides thought leadership related to current and future customer plans with regard to Health Information Technology industry focus. Stays informed on latest healthcare and IT industry trends and technology to drive innovative and achievable solutions to customer’s problems.  
                             | Leads development of Healthcare and/or IT best-practices and explores different options to follow the same within the organization.  
|                             |                                                                                                                                                                                                                           | Minimum Education: PhD  
                             | Minimum Year Experience: 15  
                             | Substitutes for PhD include Master’s Degree + 2 years’ relevant healthcare, IT, and/or health IT experience or Bachelor’s Degree + 4 years’ relevant healthcare, IT, and/or health IT experience  
                             | 8 years’ relevant healthcare, IT, and/or health IT experience  
|                             |                                                                                                                                                                                                                           |
## Labor Category Titles

| Healthcare Industry SME | Provide in-depth industry knowledge of the healthcare insurance industry including Medicare, Medicaid, commercial, public and private payers. Stay abreast of all current and emerging HIT and healthcare regulatory changes & requirements with a knowledge of impact and requirements to enact them. Provide background and SME expertise in various healthcare disciplines. Collaborate with dynamic International Healthcare Communities such as HL7. Engage with technical team to guide the practical application of emerging technologies to affect efficiencies such as automation in the healthcare Payer Communities to provide increase in quality of care in the most timel and cost effective manner. Serve as the technical lead in the development, evaluation, and implementation of policies, procedures, and training/education modules relating to all contract activities. Stay abreast of all HIT and healthcare regulatory changes & requirements. Implement & communicate Minimum Education: Masters Minimum Year Experience: 15 Bachelor's Degree plus two years relevant experience, or six years relevant experience. | Minimum Education: Masters Minimum Year Experience: 15 Bachelor's Degree plus two years relevant experience, or six years relevant experience. |

## Experience and Degree Substitution

The above describes the responsibilities, education, and experience requirements for each labor category. These requirements are a guide to the types of experience and educational background of typical personnel in each labor category.

At times, education and experience may be substituted for each other. Each year of relevant experience may be substituted for one year of education, and vice versa. See the table below for additional details.

### Experience & Degree Substitution

<table>
<thead>
<tr>
<th>Degree</th>
<th>Experience Equivalence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bachelors</td>
<td>- Associate Degree + 2 years’ relevant experience or</td>
</tr>
<tr>
<td></td>
<td>- 4 years’ relevant experience</td>
</tr>
<tr>
<td>Masters</td>
<td>- Bachelor’s Degree +2 years’ relevant experience or</td>
</tr>
<tr>
<td></td>
<td>- Associates Degree + 4 years’ relevant experience or</td>
</tr>
<tr>
<td></td>
<td>- 6 years’ relevant experience</td>
</tr>
</tbody>
</table>
### Doctorate
- Master’s Degree + 2 years’ relevant experience or
- Bachelor’s Degree + 4 years’ relevant experience
- 8 years’ relevant experience

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## LABOR CATEGORY DESCRIPTIONS SIN 54151S

<p>| Labor Category Titles | Labor Category Descriptions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Minimum Education / Experience Requirements                                                                                                                                                                                                                   |
|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| IT Analyst 1          | Works with all stakeholders to gather, understand, and define business processes, and data requirements. Works with other analysts to create functional and system specifications. Works on documentation of process, requirements, and solution design. Defines configuration specifications. Defines business analysis requirements. Defines reporting and alerting requirements. Elicits requirements when appropriate. Translates and simplifies requirements. Manages communication in relation to requirements. Requirement analysis. Plans and monitors use cases. Performs quality assurance. Develops relationships with partners. Designs and reviews test cases. Processes change requests. Assists in the design, documentation, and maintenance of system processes. Manages a project’s scope, acceptance, installation and deployment from start to finish. Reports on technical issues and questions, make recommendations to product team. Communicates key insights to stakeholders, facilitators, and partners. Constantly on the lookout for ways to improve business practices and efficiencies. | Minimum Year Experience: 2 Minimum Education: BA / BS Qualifications: Written and verbal communication skills Technical writing skills Critical thinking and problem-solving proficiency. |</p>
<table>
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<tr>
<th>Labor Category Titles</th>
<th>Labor Category Descriptions</th>
<th>Minimum Education / Experience Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>IT Analyst 2</td>
<td>Gains an in-depth understanding of the process and works with stakeholders in creating strategic roadmaps&lt;br&gt;Identifies, creates, and facilitates process design changes by conducting business and systems process analysis and design at a complex level&lt;br&gt;Provides leadership to team members and holds self and team accountable for results&lt;br&gt;Mentors, educates, and trains colleagues as requested</td>
<td>Minimum Year Experience: 5 Minimum Education: BA / BS Qualifications: Written and verbal communication skills Technical writing skills Leadership aptitude Critical thinking and problem-solving proficiency Business case development experience Systems engineering experience Experience conducting cost/benefit analysis Ability to prioritize requirements and create prototypes and mockups Experience with strategic business process modeling and traceability Business case development experience.</td>
</tr>
<tr>
<td>Technical Solution Architect 1</td>
<td>Plans and architects technical solutions to address business requirements, business problems, and process gaps;&lt;br&gt;Works with the analysts, developers, and testing teams to ensure the solution is delivered per the design;</td>
<td>Minimum Year Experience: 7 Minimum Education: BA / BS Qualifications: Technical ability to comprehend business strategies and requirements to develop necessary designs and plans to ensure projects and solutions satisfy those needs. Possesses thorough understanding of the business process in a given vertical and technologies used within the vertical Possesses up to date skills and ability to remain proactively aware of happenings and current events in the industry</td>
</tr>
<tr>
<td>Labor Category Titles</td>
<td>Labor Category Descriptions</td>
<td>Minimum Education / Experience Requirements</td>
</tr>
<tr>
<td>------------------------------</td>
<td>----------------------------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| Technical Solution Architect 2 | Works with the analysts, developers, and testing teams to ensure the solution is delivered per the design  
Guides and mentors junior solution architects in best practices                                      | Minimum Year Experience: 15  
Minimum Education: MA / MS  
Qualifications:  
Ability to apply technical solutions to address complex business requirements typically spanning multiple departments  
Possesses a thorough understanding of the business process and technologies used across all departments within the organization  
Leadership aptitude  
Critical thinking and problem-solving proficiency |
| Software Developer 1         | Works under supervision with a team to design, develop, and unit test software based on requirements received from the analyst  
Consistently produces clean, efficient code based on client specifications  
Integrates software components and third-party programs to meet specifications  
Verifies and deploys programs and systems  
Troubleshoots, debugs and upgrades existing software  
Recommends and executes improvements in collaboration with team  
creates technical documentation for reference and reporting  
Assists in the collection and documentation of user's requirements  
Prepares manuals and user documentation  
Adheres to organizational guidelines and standards during development  
Participates in peer-reviews of solution designs and related code  
Packages and supports deployment to production and continues to work on defects post-production. | Minimum Year Experience: 2  
Minimum Education: BA / BS  
Qualifications: Strong working knowledge of development methodologies (Agile, Waterfall, etc.)  
Extensive experience with software design and development in a test-driven environment  
Solid knowledge of coding languages (e.g. C++, Java, JavaScript) and frameworks/systems (e.g. AngularJS, Git)  
Relevant experience with databases and Object-Relational Mapping (ORM) frameworks (e.g. Hibernate)  
Ability and willingness to learn new languages and technologies  
Excellent verbal and written communication skills needed to gather and evaluate user feedback  
Resourcefulness and troubleshooting aptitude  
Flexible and willing to accept a change in priorities as necessary |
<table>
<thead>
<tr>
<th>Labor Category Titles</th>
<th>Labor Category Descriptions</th>
<th>Minimum Education / Experience Requirements</th>
</tr>
</thead>
</table>
| Software Developer 2  | Works mostly independently to design, develop, and unit test software based on requirements received from the analyst  
Works on the collection and documentation of user's requirements  
Prepares manuals and user documentation  
Adheres to organizational guidelines and standards during development;  
Participates in peer-reviews of solution designs and related code;  
Packages and support deployment to production and continues to work on defects post-production.  
Participates in the full development cycle, end-to-end, from design, implementation, and testing to documentation, delivery and maintenance  
Produces comprehensive, usable software documentation  
Evaluates and makes decisions around the use of new or existing software products and tools.  
Mentors junior development engineers. | Minimum Year Experience: 5  
Minimum Education: BA / BS  
Qualifications:  
Strong working knowledge of development methodologies (Agile, Waterfall, etc.)  
Extensive experience with software design and development in a test-driven environment  
Solid knowledge of coding languages (e.g. C++, Java, JavaScript) and frameworks/systems (e.g. AngularJS, Git)  
Relevant experience with databases and Object-Relational Mapping (ORM) frameworks (e.g. Hibernate)  
Ability and willingness to learn new languages and technologies  
Excellent verbal and written communication skills needed to gather and evaluate user feedback  
Excellence in technical communication with peers and non-technical cohorts  
Resourcefulness and troubleshooting aptitude  
Flexible and willing to accept a change in priorities as necessary  
Demonstrated ability to mentor other software developers and provide technical vision and leadership aptitude  
Critical thinking and problem-solving proficiency |
<table>
<thead>
<tr>
<th>Labor Category Titles</th>
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<th>Minimum Education / Experience Requirements</th>
</tr>
</thead>
</table>
| Lead Software Developer       | **Leads a team of developers in the design, development, and deployment of technical solution**  
|                               | Researches, designs, and implements technical specifications for projects based on user requirements as indicated in scope of work, wireframes and/or sitemap documents. Ensures projects are built to meet performance, security, and functional requirements. Oversees the development and maintenance of programming assignments as applicable. Performs backend/database programming for key projects. Stays up-to-date on industry standards and incorporate them appropriately. Assist with testing, debugging, documentation and overall quality assurance of projects. Leadershi & Management Manages and mentors a team of programmers, keeping them challenged, focused and engaged Reviews client requests and provide time estimates for quotes. Manages upkeep of web hosting resources such as servers, SSL certificates and DNS. Attends management and client meetings Other duties as assigned by management. Guides and mentors the team on following best practices and adherence to organizational policies; has a thorough understanding of the development platform and also plays an instrumental role in the solution architecture; provides cost, timeline, and resource allocation assistance to Project Manager as needed. Evaluates and makes decisions around the use of new or existing software products and tools. Mentors junior development engineers. | Minimum Year Experience: 10  
Minimum Education: BA / BS  
Qualifications: Advanced knowledge of coding languages (e.g. C++, Java, JavaScript) and frameworks/systems (e.g. AngularJS, Git) and web servers (ISS/Apache).  
Extensive experience in custom web application development. Advanced troubleshooting & debugging skills. Experience leading and motivating others without being a toad. Exceptional communication skills and attention to detail. Ability to represent the company in a professional manner at client sites, corporate meetings and community functions. Ability to establish and maintain good working relationships with company members, clients, and the public. |
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<th>Labor Category Titles</th>
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<th>Minimum Education / Experience Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical Quality Assurance Specialist 1</td>
<td>Performs basic quality assurance tasks for a project under the supervision of senior QA specialists. Schedules and performs testing services as needed including, but not limited to, test script development, functional testing services, performance testing services, and results reporting. Assists in the creation of test cases and execution of test cases. Collaborates as part of the QA team to find, document, and retest defects. Participates in functional and automated testing.</td>
<td>Minimum Year Experience: 1 Minimum Education: BA/BS Qualifications: Certification as a software quality assurance professional as recognized by the Quality Assurance Institute (QAI) is desired. Logical &amp; systematic approaches to test plan development and execution for both functional and performance testing needs for IT business applications. Functional and performance testing experience for a wide range of technical platforms and applications. Customer focused with excellent oral and written communication skills. Strong team and customer oriented interpersonal skills with a demonstrated ability to function as a consultant to customers on SQA matters. Demonstrated ability to plan, organize, and execute work tasks with strong problem solving and analytical skills.</td>
</tr>
<tr>
<td>Labor Category Titles</td>
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</tr>
<tr>
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</tr>
<tr>
<td>Technical Quality Assurance Specialist 2</td>
<td>Independently, performs quality assurance tasks Creates and executes testcases and test plans Collaborates, as part of the QA team, to find, document, and retest defects; participates in functional and automated testing Schedules and performs testing services as needed including, but not limited to, test script development, functional testing services, performance testing services, and results reporting. Guides and mentors junior QA Specialists in best practices</td>
<td>Minimum Year Experience: 5 Minimum Education: BA/BS Qualifications: Certification as a software quality assurance professional as recognized by the Quality Assurance Institute (QAI) is desired. Logical &amp; systematic approaches to test plan development and execution for both functional and performance testing needs for IT business applications. Functional and performance testing experience for a wide range of technical platforms and applications. Customer focused with excellent oral and written communication skills. Strong team and customer oriented interpersonal skills with a demonstrated ability to function as a consultant to customers on SQA matters. Demonstrated ability to plan, organize, and execute work tasks with strong problem solving and analytical skills. Leadership aptitude Critical thinking and problem-solving proficiency</td>
</tr>
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</tbody>
</table>
| **Lead Technical Quality Assurance Specialist** | Lead, organize and manage testing  
Create and maintain meaningful test strategies/plans and automated scripts  
Define metrics and evaluate and select appropriate tools  
Create easily understood and articulate reports of findings in order to ensure resolution  
Synthesize information into actionable solutions  
Liaise with Product and Development teams  
Mitigate risk by identifying problems, communicating a resolution, and confirming a seamless execution before software is released  
Improve testing processes continuously  
Troubleshoot issues  
Support desk ticket resolution  
Leads the Quality Assurance teams and provides mentoring and guidance on best practices to be followed during Quality Assurance planning and execution activities. | Minimum Year Experience: 8  
Minimum Education: BA/BS  
Qualifications: 8+ years software testing experience  
5+ years automated testing experience  
3+ years leadership experience  
3+ years project management experience  
Excel, SQL and scripting proficiency required  
Excellent oral and written communication skills—able to communicate in actionable manner that is clearly understood by others  
Flexible with ability to adjust focus as needed  
Creative, with ability to apply analytical and resourceful approaches when finding solutions to difficult challenges  
Results-driven, with the ability to execute cross functionally as an individual or leader |
| **Technology Subject Matter Expert 1**      | Works with resources from all departments to understand and document the inter-dependencies between various verticals  
Provides guidance on area of capability and can resolve organizational needs for area of focus  
Provides expert advice to the customer on gaps, end-to-end process improvements and strategic roadmap changes;  
Identifies and solves problems by proposing technological and process-based solutions  
Coaches and trains teams in specific areas and advises organizational management on staff training needs | Minimum Year Experience: 10  
Minimum Education: BA/BS  
Qualifications: Understands, articulates and implements best practices related to his area of expertise.  
Ability to lead or be an active participant of a work-group with the need for specialized knowledge.  
Ability to provide guidance on how his area of capability can resolve an organizational need |
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| Technology Subject Matter Expert 2         | Stays informed on latest technology and explores solutions on application of technology to solve customer’s problems  
|                                            | Creates innovative data capturing and analyzing methodologies with the goal of increasing process efficiencies and meeting organizational goals  
|                                            | Contributes to industry best-practices and explores different options to follow the same within the organization  
|                                            | Leads various pilots and proof of concepts as needed  
|                                            | Assists leadership in change management by providing research and results based facts        | Minimum Year Experience: 15  
|                                            |                                                                                               | Minimum Education: MA/MS  
|                                            |                                                                                               | Qualifications: Understands, articulates and implements best practices related to his area of expertise.  
|                                            |                                                                                               | Ability to lead or be an active participant of a work-group with the need for specialized knowledge.  
<p>|                                            |                                                                                               | Ability to provide guidance on how his area of capability can resolve an organizational need |</p>
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| Technical Project Manager 1 | Coordinates internal resources and third parties/vendors for the flawless execution of projects  
Ensures that all projects are delivered on-time, within scope and within budget  
Develops project scopes and objectives, involving all relevant stakeholders and ensuring technical feasibility  
Ensures resource availability and allocation  
Develops a detailed project plan to track progress  
Uses appropriate verification techniques to manage changes in project scope, schedule and costs  
Measures project performance using appropriate systems, tools and techniques  
Reports and escalates to management as needed  
Manages the relationship with the client and all stakeholders  
Performs risk management to minimize project risks  
Establishes and maintains relationships with third parties/vendors  
Creates and maintains comprehensive project documentation Responsible for planning and defining scope of the project  
Works with lead project resources on task planning, sequencing, scheduling, and resource allocation  
Works proactively in ensuring the team collectively has the skills needed to execute project scope in a timely manner  
Estimates cost and timeline of the project and ensures project delivery is completed to customer’s satisfaction within the budget and deadlines committed to  
Constantly analyses risks and plans for risk mitigation strategies  
Responsible for communication to all project stakeholders                                                                 | Minimum Year Experience: BA/BS +5 years industry experience or MA/MS + 3 years of experience  
Minimum Education: BA/BS + 5 years industry experience or MA/MS + 3 years of experience  
Qualifications: Proven working experience as a project administrator in the information technology sector  
Solid technical background, with understanding or hands-on experience in software development and web technologies  
Excellent client-facing and internal communication skills  
Excellent written and verbal communication skills  
Solid organizational skills including attention to detail and multi-tasking skills  
Strong working knowledge of Microsoft Office  
PMP certification is a plus                                                                 |
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</table>
| Technical Project Manager 2 | Has ownership of complete project lifecycle from initiation to deployment for one major or several minor initiatives simultaneously  
Establishes success criteria and metrics to effectively measure project performance  
Plans and executes reporting and communication format and frequency and ensures all levels of the organization have up-to-date information on projects  
Understands interdependencies between technology, operations and business needs  
Provides team with leadership and mentoring and actively contributes to organization’s best practices  
Assists in dispute resolution, negotiation, arbitration or litigation, as needed | 5 Minimum Year Experience:  
BA/BS + 10 years industry experience or MA/MS + 7 years of experience  
Minimum Education: BA/BS + 10 years industry experience or MA/MS + 7 years of experience  
Qualifications: Proven working experience as a project administrator in the information technology sector  
Solid technical background, with understanding or hands-on experience in software development and web technologies  
Excellent client-facing and internal communication skills  
Excellent written and verbal communication skills  
Solid organizational skills including attention to detail and multi-tasking skills  
Strong working knowledge of Microsoft Office  
PMP Certification |
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</table>
| Technical Program Manager | Formulates, organizes, and monitors interconnected projects  
Decides on suitable strategies and objectives  
Coordinates cross-project activities  
Leads and evaluates project managers and other staff  
Develops and controls deadlines, budgets and activities  
Applies change, risk and resource management  
Assumes responsibility for the program’s people and vendors  
Assesses program performance and aim to maximize ROI  
Resolves projects’ higher scope issues  
Prepares reports for program directors  
Works with organization leadership on resource planning, availability, and training needs at a strategic level | Minimum Year Experience:  
BA/BS + 12 Years MA/MS  
10 + Years  
Minimum Education: BA/BS + 12 Years MA/MS  
10 YRS experience  
Qualifications: Proven experience as a Program Manager or other managerial position  
Thorough understanding of project/program management techniques and methods  
Excellent Knowledge of performance evaluation and change management principles  
Excellent knowledge of MS Office; working knowledge of program/project management software (MS Project etc.) is a strong advantage  
Outstanding leadership and organizational skills  
Excellent communication skills  
Excellent problem-solving ability |
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| Technical Communication Specialist | Understands communication needs of all project stakeholders  
Designs and implements communication methods appropriate for each stakeholder  
Designs and performs outreach activities on the project as needed  
Assists the project manager as a major contributor to the communication plan  
Drives the creation and dissemination of all information packages  
Works with project members and gathers inputs on all topics that need to be communicated to stakeholders | Minimum Year Experience:  
BA/BS + 3 years MA/MS  
1 year experience  
Minimum Education:  
BA/BS + 3 years MA/MS  
1 year experience  
Qualifications:  
Excellent communication skills, both verbal and written  
Proven experience as a communication or coordination specialist  
Thorough understanding of communication needs of stakeholders  
Excellent knowledge of MS Office; working knowledge of collaboration tools like MS SharePoint is a strong advantage  
Outstanding organizational skills |
| IT Helpdesk Specialist     | Acts as the first point of contact for customer assistance, both via verbal and written channels  
Walks the customer through a series of steps to analyze, identify, and resolve the issue if possible  
Logs events, problems, tickets, etc. are captured in necessary systems of record  
Passes on unresolved issues to the next level of support  
Follows-up with next level of support and report status back to customer  
Conveys customer feedback, if any, to the appropriate teams | Minimum Year Experience:  
BA/BS + 2 years or MA/MS  
Minimum Education:  
BA/BS + 2 years or MA/MS  
Qualifications:  
Excellent communication skills especially verbal  
Good understanding of computer systems, web and mobile applications  
Proven experience as an IT support technician  
Customer-oriented, composed, and even-tempered  
Ability to analyze and resolve basic technical issues  
Tech-savvy and eager to learn new technologies |
The above describes the responsibilities, education, and experience requirements for each labor category. These requirements are a guide to the types of experience and educational background of typical personnel in each labor category. At times, education and experience may be substituted for each other. Each year of relevant experience may be substituted for one year of education, and vice versa. See the table below for additional details.

### Experience & Degree Substitution

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<tr>
<td>Masters</td>
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<tr>
<td></td>
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</tr>
<tr>
<td></td>
<td>- 6 years’ relevant experience</td>
</tr>
<tr>
<td>Doctorate</td>
<td>- Master’s Degree + 2 years’ relevant experience or</td>
</tr>
<tr>
<td></td>
<td>- Bachelor’s Degree + 4 years’ relevant experience</td>
</tr>
</tbody>
</table>
## AUTHORIZED GSA RATES

**Labor Category Pricing**

These rates include the Industrial Funding Fee (IFF) of 0.75%

<table>
<thead>
<tr>
<th>Item</th>
<th>SIN</th>
<th>Awarded Labor Category</th>
<th>Site</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
<th>Year 4</th>
<th>Year 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>54</td>
<td>Analyst 1</td>
<td>Both</td>
<td>$54.95</td>
<td>$56.33</td>
<td>$57.73</td>
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<tr>
<td>2</td>
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<td>Analyst 2</td>
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<td>$88.76</td>
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<tr>
<td>3</td>
<td>54</td>
<td>Solution Architect 1</td>
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<td>$122.04</td>
<td>$125.09</td>
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<tr>
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<td>Solution Architect 2</td>
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<tr>
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<td>$76.97</td>
<td>$78.90</td>
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<tr>
<td>6</td>
<td>54</td>
<td>Developer 2</td>
<td>Both</td>
<td>$109.90</td>
<td>$112.65</td>
<td>$115.47</td>
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<tr>
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<td>Lead Developer</td>
<td>Both</td>
<td>$128.22</td>
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<td>$134.71</td>
<td>$138.07</td>
<td>$141.53</td>
</tr>
<tr>
<td>8</td>
<td>54</td>
<td>Quality Assurance Specialist 1</td>
<td>Both</td>
<td>$54.95</td>
<td>$56.33</td>
<td>$57.73</td>
<td>$59.18</td>
<td>$60.66</td>
</tr>
<tr>
<td>9</td>
<td>54</td>
<td>Quality Assurance Specialist 2</td>
<td>Both</td>
<td>$73.26</td>
<td>$75.10</td>
<td>$76.97</td>
<td>$78.90</td>
<td>$80.87</td>
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<td>54</td>
<td>Lead Quality Assurance Specialist</td>
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<td>$111.19</td>
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<tr>
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<tr>
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<td>Project Manager 2</td>
<td>Both</td>
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<td>$131.42</td>
<td>$134.71</td>
<td>$138.07</td>
<td>$141.53</td>
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