

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.

GSA Multiple Award Schedule

Contract number: **47QTCA23D001Z**

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.

Contract period: **November 29, 2022 – November 28, 2027**

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Business size: Small Business
SBA 8(a) Certified Small Disadvantaged Business
Historically Underutilized Business Zone (HUBZone) Small Business

Price list current as of Modification #: ; Effective: January 10, 2023

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Customer Information

1a. Table of awarded special item number(s)(SIN) with appropriate cross-reference to item descriptions and awarded price(s).

SIN	Description
54151S	IT Professional Services
54151HEAL	Health Care Technology Services
518210C	Cloud and Cloud-Related IT Professional Services
561422	Automated Contact Center Solutions (ACCS)
ANCILLARY	Ancillary Supplies and Services
OLM	Order Level Materials (OLMs)

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession-affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

See “Pricing” section of this document.

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item.

See “Labor Category Descriptions” section of this document for descriptions of labor categories.

2. Maximum order: \$500,000

3. Minimum order: \$100

4. Geographic coverage (delivery area): Domestic and Overseas

5. Point(s) of production (city, county, and State or foreign country): Same as Company Address

6. Discount from list prices or statement of net price: Government Net Prices (discounts already deducted)

7. Quantity discounts: None Offered

8. Prompt payment terms: Prompt Payment: None; Net 30 days from receipt of invoice or date of acceptance, whichever is later.



9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold: Yes

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: No

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

11a. Time of delivery. (Contractor insert number of days.): As specified in Task Orders

11b. Expedited Delivery. The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price lists that have expedited delivery:
Contact Contractor

11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Contact Contractor

11d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery: Contact Contractor

12. F.O.B. point(s): Destination

13a. Ordering address(es).
ServBeyond Solutions LLC
5520 Research Park Drive, Suite 100
Baltimore, MD 21228
Office: 301-200-4614

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).
ServBeyond Solutions LLC
5520 Research Park Drive, Suite 100
Baltimore, MD 21228
Office: 301-200-4614

15. Warranty provision: Contractor’s 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): N/A

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. Special attributes such as 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/.

25. Data Universal Number System (DUNS) number: 078678959

26. Notification regarding registration in SAM Registration database: ServBeyond Solutions LLC has registered with the SAM Registration Database. CAGE code: 6ZPY0

Special Item Number (SIN) Descriptions

54151S - Information Technology Professional Services: IT Professional Services and/or labor categories for database planning and design; systems analysis, integration, and design; programming, conversion and implementation support; network services, data/records management, and testing. NOTE: Subject to Cooperative Purchasing

54151HEAL - Health Information Technology Services: Includes a wide range of Health IT services to include connected health, electronic health records, health information exchanges, health analytics, personal health information management, innovative Health IT solutions, health informatics, emerging Health IT research, and other Health IT services. NOTE: Subject to Cooperative Purchasing

518210C - Cloud and Cloud-Related IT Professional Services: Includes commercially available cloud computing services such as Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS) and emerging cloud services. IT professional services that are focused on providing the types of services that support the Government's adoption of, migration to or governance/management of Cloud computing. Specific labor categories and/or fixed price solutions (e.g. migration services, etc.) that support activities associated with assessing Cloud solutions, refactoring workloads for Cloud solutions, migrating legacy or other systems to Cloud solutions, providing management/governance of Cloud solutions, DevOps, developing cloud native applications or other Cloud oriented activities. NOTE: Subject to Cooperative Purchasing

561422 - Automated Contact Center Solutions (ACCS): ACCS is defined as any combination of products, equipment, software and/or services that are required to establish and maintain contact center capabilities managed by the contractor for an agency. These include a wide range of automated and attended managed solutions that allow agencies to respond to inquiries from the public. Permissible offerings under this SIN may include any technologies or services required to deliver and support ACCS to agencies, including but not limited to: Technology: Automated services to include but not limited to Artificial Intelligence (AI), Chat Bots, Robotic Process Automation, Interactive Voice Response (IVR), Voice/Speech Recognition, Text-to-Speech, Voicemail, Callback, Web Callback, Email Delivery, Hosted Online Ordering, Hosted Email Web Form, Hosted FAQ Service, etc. NOTE: Subject to Cooperative Purchasing

ANCILLARY - Ancillary Supplies and Services: Ancillary supplies and/or services are support supplies and/or services which are not within the scope of any other SIN on this schedule. These supplies and/or services are necessary to compliment a contractor's offerings to provide a solution to a customer requirement. This SIN may be used for orders and blanket purchase agreements that involve work or a project that is solely associated with the supplies and/or services purchased under this schedule. NOTE: When used in conjunction with a Cooperative Purchasing eligible SIN, this SIN is Cooperative Purchasing Eligible.

OLM - Order-Level Materials (OLM): OLMs are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Schedule contract or BPA. OLM



pricing is not established at the Schedule contract or BPA level, but at the order level. Since OLMs are identified and acquired at the order level, the ordering contracting officer (OCO) is responsible for making a fair and reasonable price determination for all OLMs. OLMs are procured under a special ordering procedure that simplifies the process for acquiring supplies and services necessary to support individual task or delivery orders placed against a Schedule contract or BPA. Using this new procedure, ancillary supplies and services not known at the time of the Schedule award may be included and priced at the order level. NOTE: Subject to Cooperative Purchasing

Terms and Conditions

1. SCOPE

- a. The prices, terms and conditions apply to services within the scope of this MAS Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

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

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

3. ORDER

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

4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

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

- a. The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which

the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

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

6. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS □ COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I □ OCT 2008) (DEVIATION I ± FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

- a. Definitions.

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

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

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

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

11. INVOICES

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

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.2 12-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31 (Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements Commercial Item Acquisition As prescribed in 16.601 (e)(3), insert the following provision:

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

13. RESUMES



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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. EQUIVALENCY TABLE

The Labor Categories definitions in our pricelist describe the functional responsibilities and education and experience requirements for each labor category.

Education and experience may be substituted for each other. Each year of relevant experience may be substituted for 1 year of education, and vice versa. In addition, certifications, professional licenses, and vocational technical training may be substituted for experience or education with the written approval of the ordering activity

Associate’s Degree + 2 Years of additional relevant experience	Equals	Bachelor's Degree
Bachelor’s Degree + 2 Years of additional relevant experience	Equals	Master's Degree
Master’s Degree + 4 Years of additional relevant experience	Equals	Ph.D.

Labor Category Descriptions (SIN 54151S)

1. Systems Architect I

Functional Responsibility:

Works closely with teams to develop road maps for applications, align development plans, and ensures effective integration among information systems and the IT infrastructure. Understands the interactions between systems, applications, and services within the environment, and evaluates the impact of changes or additions accordingly. Supports planning and implementing new applications and their upgrades, and keeping the system upgraded and configured properly. Highly skilled and proficient in their knowledge and abilities; is a subject matter expert; and oversees aspects of the system.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related technical experience.

Minimum Experience:

5 years, of which at least 2 years must be specialized. Specialized experience includes: use of structured analysis, design methodologies and design tools. General experience includes increasing responsibilities in systems engineering.

2. Systems Architect II

Functional Responsibility:

Works closely with teams to develop road maps for applications, align development plans, and ensures effective integration among information systems and the IT infrastructure. Understands the interactions between systems, applications, and services within the environment, and evaluates the impact of changes or additions accordingly. Responsible for taking the lead on planning and implementing new applications and their upgrades, and keeping the system upgraded and configured properly. Highly skilled and proficient in their knowledge and abilities; is a subject matter expert; provides mentoring, guidance, and support to junior staff; and oversees aspects of the system.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related technical experience.

Minimum Experience:

8 years, of which at least 3 years must be specialized. Specialized experience includes: use of structured analysis, design methodologies and design tools. General experience includes increasing responsibilities in systems engineering.

3. Systems Architect III

Functional Responsibility:

Manages the overall business architecture of a technical solution, as defined by the project requirements. Leads the solution architecture for medium to large complex projects and major phases of very large projects. Works closely with teams to develop road maps for applications, align development plans, and ensures effective integration among information systems and the IT

infrastructure. Provides oversight and guidance on system design, maintenance, and implementation; and recommends actions in the best interest of the team or platform.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related technical experience.

Minimum Experience:

10 years, of which at least 5 years must be specialized. Specialized experience includes: use of structured analysis, design methodologies and design tools. General experience includes increasing responsibilities in systems engineering.

4. Subject Matter Expert I

Functional Responsibility:

Provides business, analytical or technical expertise in support of project or group of projects. Offers knowledge, experience, and insight in a particular functional or technical area. Requires expertise in business or code technical requirements, processes or functionality. May prepare requirements documents, detailed specifications, and participate in development of detailed design for system components. May furnish expert guidance and instruction in a particular technical area or with a specific product, tool or environment, or groups of the same. May assist in execution of technical activities. Requires strong written and verbal communication skills, and the ability to interact productively with many levels of internal technical and client staff members. Provides oversight and guidance on system design, maintenance, and implementation; and recommends actions in the best interest of the team and with a keen sensitivity to the pace of organizational change and impact.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related technical experience.

Minimum Experience:

10 years, of which at least 5 years must be specialized. Specialized experience includes: use of structured analysis, design methodologies and design tools. Expert experience working with teams to develop road maps for enterprise applications, align development plans, and ensure effective integration.

5. Application Developer I

Functional Responsibility:

With support and supervision, translate requirements into software specifications and detailed design documents. Design, develop, test and implement software entities in different languages, using different development methodologies, on different platforms, in different environments. An Application Developer works under the direct oversight of more experienced developers and analysts and is expected to be able to complete these tasks with ongoing technical support and with guidance.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related technical experience.

Minimum Experience:

1 year.

6. Application Developer II

Functional Responsibility:

Translate requirements into software specifications and detailed design documents. Design, develop, test and implement software entities in different languages, using different development methodologies, on different platforms, in different environments. Requires a basic understanding of the system development life cycle and the primary tasks therein. An Application Developer II works under the general oversight of more experienced developers and analysts and is expected to be able to complete these tasks with only moderate technical support and with guidance.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related technical experience.

Minimum Experience:

3 years.

7. Application Developer III

Functional Responsibility:

Translate requirements into software specifications and detailed design documents. Design, develop, test and implement software entities in different languages, using different development methodologies, on different platforms, in different environments. Requires a comprehensive understanding of the system development life cycle and the primary tasks therein. Must be able to interact independently with project and client business analysts, designers, systems and operations personnel. An Application Developer III performs these tasks for their own assignments and also provides general oversight for less experienced developers and analysts.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related technical experience.

Minimum Experience:

6 years. Basic knowledge of the general system development life cycle and the Capability Maturity Model Integration (CMMI) required.

8. Application Developer IV

Functional Responsibility:

Participate in the overall system design and development process, including functional requirements analysis. Translate requirements into software specifications and detailed design documents. Design, develop, test and implement software entities in different languages, using different development methodologies, on different platforms, in different environments. Requires a comprehensive understanding of the system development life cycle and the primary tasks therein. Must be able to interact independently with project and client business analysts, designers, systems and operations personnel. An Application Developer IV performs these tasks for their own assignments and also provides team-level oversight for less experienced developers and analysts.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related technical experience.

Minimum Experience:

9 years. Detailed knowledge of the general system development life cycle and the Capability Maturity Model Integration (CMMI) required.

9. Application Developer V

Functional Responsibility:

Participate in and lead the overall system design and development process, including functional requirements analysis. Translate complex requirements into software specifications and detailed design documents. Design, develop, test and implement sophisticated software entities in different languages, using different development methodologies, on different platforms, in different environments. Requires a comprehensive understanding of the system development life cycle and the primary tasks therein. Must be able to interact independently with project and client business analysts, designers, systems and operations personnel. Able to supervise teams of application developers, monitor and mentor their technical performance, act as a liaison between overall development activities and project-level objective and management.

Minimum Education:

Master of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related technical experience.

Minimum Experience:

12 years. Detailed knowledge of the general system development life cycle and the Capability Maturity Model Integration (CMMI) required.

10. Business Analyst I

Functional Responsibility:

In collaboration with other business analysts, defines business requirements, understands general business issues and basic data requirements of client's organization and industry. Reviews and edits requirements, specifications, business processes and recommendations related to proposed design solutions. With assistance develops functional and system design specifications. Interacts with client and project management in these activities. Responsible for complying with quality and documentation standards.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

No minimum.

11. Business Analyst V

Functional Responsibility:

Evaluates the overall business need and assists with design and implementation to ensure solutions achieve overall business objectives. Leads assigned technical Scrum Team in prioritizing features, user stories/tasks, and identifying team velocity. Work with Product Owners to identify priorities, participate in Feature/Sprint Reviews, Backlog Refinement, and lead team daily stand-up meetings. Elicits specific requirements using interviews, document analysis, use cases, scenarios, and task and workflow analysis.

Drafts User stories and acceptance criteria, support UAT, Sprint Demos and end user trainings. Serves as the liaison between the customer community (internal and external customers) and the software development team through which requirements flow. Critically evaluates information gathered from multiple sources, reconciles conflicts and distinguishes user requests from the underlying true need. Collaborates on tasks with project team members with clear deliverables and expected time frames.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

6 years.

12. Systems Engineer I

Functional Responsibility:

Performs analysis, design, development, integration, testing and debugging of computer software. Activities range from operating system architecture integration and software design to recommendation of products. Knowledge of computer systems environments and utilities in a particular product range. Adept in multiple script and application programming languages. Familiar with network and computer communications hardware characteristics, preferably in multiple tiers. Interacts with analysts and developers to design and implement custom systems solutions. Able to communicate with internal technical and management staff.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

2 years.

13. Systems Engineer II

Functional Responsibility:

Performs complex analysis, design, development, integration, testing and debugging of computer software. Establishes system information requirements in development of enterprise-wide or large-scale information systems. Designs 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. Senior level knowledge of computer systems environments and utilities in a particular product range. Adept in multiple script and application programming languages. Interacts with analysts and developers to design and implement custom systems solutions. Able to communicate with internal and client technical and management staff.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

5 years.

14. Systems Engineer III

Functional Responsibility:

Expertly develops or configures the development tools using latest releases of the platform and utilities. Has experience and expertise in integrating software components from multiple cloud platforms to support a variety of use cases such as customer facing applications. Expertly uses pair-programming, test-driven development, or other agile development methods. Expertly uses code quality tools and respond to code checks. Expertly applies DevSecOps principles, including deploying and releasing code, and cloning environments. Proactively performs research of trends, new methods, and techniques used to produce high quality code. Proactively creates or updates assigned documentation and in the solution context (repository). Leads the planning and implementation of system and platform tools. Conducts the most complex tasks, within best practice, while working under minimal supervision with widest latitude for independent judgment.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

8 years.

15. Program Analyst

Functional Responsibility:

Supports program requirements and metrics development, definition, data quality assessment, and strategic analysis. Collects and analyzes data to produce forecasts, assessments, recommendations, and reports. Provides risk management support and metrics.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

4 years.

16. Program Manager

Functional Responsibility:

Act as the central point of contact with the Contracting Officer, Contracting Officer's Representative and Task Managers for IT Projects. Responsible for coordinating the management of all work performed on this contract, including subcontractors, team members, and vendors. Keep in constant touch with the project managers regarding the status of various task order projects, the issues facing the project teams and effectively and regularly updates the client representatives. Also facilitate the information, which the team requires from the client to effectively implement various Task Order Projects and if necessary, escalates the burning issues to the client representatives and contract officer. All the Task Order Project Managers typically report to the Program Manager for that contract.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience. PMP Certification may be required.

Minimum Experience:

15 years. At least half of this experience must be in leadership or management roles.

17. Programmer/Analyst I

Functional Responsibility:

Programmer/analyst responsible for analysis, design, programming, testing and documentation of straight forward system requirements, and implementation of solutions of average complexity. Interacts with other development team members, business analysts, client and project managers.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

No minimum.

18. Programmer/Analyst II

Functional Responsibility:

Middle level technical programmer/analyst, responsible for analysis, design, programming, testing, and documentation of system requirements and implementation solutions of average to mid-range complexity. Interacts with other development team members, business and systems analysts, client and project managers.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

2 years.

19. Project Manager II

Functional Responsibility:

Responsible for overall project management of complex, multi-task IT contracts. Plans, organizes and manages groups of employees engaged in various technical duties. Provides administrative and technical direction to personnel; Has the corporate authority to recruit, hire, terminate personnel and commit corporate resources; coordinates approved task order; establishes improved procedures and controls, where necessary, to ensure that all services meet schedule and/or production; Provides the customer representatives the status and activities of personnel covered under contract; responds to administrative or technical requests from the customer representative; and applies continuous evaluation and control measures; Works without supervision.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience. A PMP certification may be required.

Minimum Experience:

10 years.

20. Quality Assurance Specialist I

Functional Responsibility:

Provides basic quality assurance support for a project under the supervision of technical leads and project management. Verifies those technical activities are compliant with company's and external standards. May participate in system test design and development. May perform system testing functions in conjunction with validation and verification processes.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

No minimum.

21. Quality Assurance Specialist II

Functional Responsibility:

Provides quality assurance support for a project with general technical supervision. Verifies that technical activities are compliant with company's and external standards. May participate in system test design and development. May perform system testing functions in conjunction with validation and verification processes. Serves as a liaison between company management and technical staff. May assist with training related to client, government, and company compliance standards and procedures.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

3 years.

22. Scrum Master II

Functional Responsibility:

A team-based servant leader who Exhibits Lean-Agile leadership by helping the team embrace SAFe/Agile Core Values, adopt/apply SAFe/Agile Principles, implement SAFe/Agile practices. Facilitates the team's progress toward team goals, facilitates the removal of impediments, and Facilitates team events, and ensures they are productive and kept within the timebox. Facilitates preparation and readiness for ART/program events and coordinates with other teams to continuously improve communications, cooperation, and relationships with other teams. Supports SAFe/Agile adoption by objectively coaching stakeholders, participating in the Community of Practice, supporting the rules of the Agile Team. Leads the team's efforts in relentless improvement, builds a high-performing team and promotes quality practices. Research Agile trends, new methods, techniques and applies them within best practice. Creates or updates assigned documentation and in the solution context (repository). Conducts work within best practice and conducts other routine tasks as directed and recommends actions in the best interest of the team or further adoption of the testing techniques and agile development.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

2 years.

23. Scrum Master IV

Functional Responsibility:

A team-based servant leader who Exhibits Lean-Agile leadership by helping the team embrace SAFe/Agile Core Values, adopt/apply SAFe/Agile Principles, implement SAFe/Agile practices. Facilitates the team's progress toward team goals, facilitates the removal of impediments, and facilitates team events, and ensures they are productive and kept within the timebox. Facilitates preparation and readiness for ART/program events and coordinates with other teams to continuously improve communications, cooperation, and relationships with other teams. Supports SAFe/Agile adoption by objectively coaching stakeholders, participating in the Community of Practice, supporting the rules of the Agile Team. Leads the team's efforts in relentless improvement, builds a high-performing team and promotes quality practices. Research Agile trends, new methods, techniques and applies them within best practice. Creates or updates assigned documentation and in the solution context (repository). Conducts work within best practice and conducts other routine tasks as directed and recommends actions in the best interest of the team or further adoption of the testing techniques and agile development. Conducts complex tasks while working under minimal supervision with wide latitude for independent judgment. Highly skilled and proficient in their knowledge and abilities, provides guidance and support to less senior staff, and oversees aspects of furthers the team's adoption of the applied Agile methodology.

Minimum Education:

Master of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

4 years. May require specific training and certifications in Agile framework.

24. Service Desk Support I

Functional Responsibility:

Provides technical and non-technical support to customers via inbound/escalated calls, emails, chat, etc., by handling inquiries and troubleshooting end-user issues. Investigates issues and concerns by reviewing initial support notes and gathering additional information from customer. Updates the tracking system of incident logs and may convey customer feedback to management. Resolves issues and addresses needs efficiently. Escalates, or transfers, more complex issues to the next level up or to management as appropriate. Possesses general knowledge of the organization's products and/or services, policies, terms, and conditions. Conducts routine tasks and more complex tasks as directed and is supervised with some latitude for independent judgment. Requires the ability to listen, analyze, document, resolve and/or escalate issues while providing excellent customer service skills to end users.

Minimum Education:

No minimum.

Minimum Experience:

2 years.

25. Field Technician I

Functional Responsibility:

Investigates and resolves issues and concerns for customers on-site after reviewing initial support notes and gathering additional information from customer. Updates the tracking system of incident logs and may convey customer feedback to management. Possesses general knowledge of the organization's products and/or services, policies, terms, and conditions. Conducts routine tasks and more complex tasks as directed and is supervised with some latitude for independent judgment. Requires the ability to listen, analyze, document, resolve and/or escalate issues while providing excellent customer service skills to end users. Maintains knowledge of all service tasks and lines of business..

Minimum Education:

No minimum.

Minimum Experience:

2 years.

26. Testing Specialist

Functional Responsibility:

Interacts with other engineering groups to define, document, analyze, perform, and interpret tests for integrated systems. Identifies functional problems and suggests resolutions. Assists in the definition of internal quality control standards and the maintenance of reliability programs. Analyzes test cases and provides regular progress reports. Proficient in Automation tools.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

5 years.

27. Systems Administrator I

Functional Responsibility:

Able to provide effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure. Participate in technical research and development to enable continuing innovation within the project or Company infrastructure. Ensure that system hardware, operating systems, software systems, and related procedures adhere to organizational values, as well as client and government control and security requirements. Assist project teams with technical requirements and issues during all phases of the system life cycle. Able to communicate effectively verbally and in writing with project, Company and client team members.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

2 years.

28. Database Administrator II

Functional Responsibility:

Performs complex application and data base administration, management, design, documentation tasks. With others, evaluates database management systems. Serves as a senior level database analyst relative to client systems operations, troubleshooting and problem resolution. Supports business analysts and programmer/analysts in effective use of database technology. Interacts with company management and senior level client technical staff.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

5 years.

29. Technical Writer II

Functional Responsibility:

Prepares and edits system and other technical documentation that incorporate information provided by user, specialist, analyst, and programmer personnel. Writes, edits, and prepares reports, studies, and presentation material of technical information for both technical and non-technical audiences. Interprets technical documentation standards and prepares documentation according to the standards. May provide graphics support.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

5 years.

30. Test Analyst I

Functional Responsibility:

Provides pre-delivery software and systems testing to validate software products. Includes participation in critical review of requirements definition and design, development of test cases, test scripts, executing the same, reporting results. Interacts with business and programmer analysts regarding testing activities, company and client managers and technical team members. Responsible for helping to set up and maintain test environments.

Minimum Education:

Associate degree.

Minimum Experience:

No minimum.

Labor Category Pricing (SIN 54151S)

#	SIN	Labor Category	Year 1	Year 2	Year 3	Year 4	Year 5
1	54151S	Systems Architect I	\$156.60	\$159.73	\$162.92	\$166.18	\$169.51
2	54151S	Systems Architect II	\$174.32	\$177.81	\$181.37	\$185.00	\$188.69
3	54151S	Systems Architect III	\$215.09	\$219.39	\$223.78	\$228.25	\$232.82
4	54151S	Subject Matter Expert I	\$206.83	\$210.96	\$215.18	\$219.49	\$223.88
5	54151S	Application Developer I	\$59.43	\$60.62	\$61.83	\$63.07	\$64.33
6	54151S	Application Developer II	\$72.83	\$74.29	\$75.77	\$77.29	\$78.84
7	54151S	Application Developer III	\$130.99	\$133.61	\$136.28	\$139.01	\$141.79
8	54151S	Application Developer IV	\$140.45	\$143.26	\$146.13	\$149.05	\$152.03
9	54151S	Application Developer V	\$151.79	\$154.83	\$157.92	\$161.08	\$164.30
10	54151S	Business Analyst I	\$73.87	\$75.34	\$76.85	\$78.39	\$79.96
11	54151S	Business Analyst V	\$132.85	\$135.51	\$138.22	\$140.98	\$143.80
12	54151S	Systems Engineer I	\$76.82	\$78.36	\$79.92	\$81.52	\$83.15
13	54151S	Systems Engineer II	\$139.85	\$142.65	\$145.50	\$148.41	\$151.38
14	54151S	Systems Engineer III	\$177.28	\$180.83	\$184.44	\$188.13	\$191.89
15	54151S	Program Analyst	\$132.85	\$135.51	\$138.22	\$140.98	\$143.80
16	54151S	Program Manager	\$221.60	\$226.03	\$230.55	\$235.16	\$239.87
17	54151S	Programmer/Analyst I	\$64.02	\$65.30	\$66.60	\$67.94	\$69.29
18	54151S	Programmer/Analyst II	\$73.87	\$75.34	\$76.85	\$78.39	\$79.96
19	54151S	Project Manager II	\$172.92	\$176.37	\$179.90	\$183.50	\$187.17
20	54151S	Quality Assurance Specialist I	\$69.24	\$70.62	\$72.03	\$73.48	\$74.94
21	54151S	Quality Assurance Specialist II	\$87.09	\$88.84	\$90.61	\$92.42	\$94.27
22	54151S	Scrum Master I	\$102.43	\$104.48	\$106.57	\$108.70	\$110.87
23	54151S	Scrum Master II	\$125.08	\$127.58	\$130.13	\$132.74	\$135.39
24	54151S	Service Desk Support I	\$48.25	\$49.21	\$50.20	\$51.20	\$52.23
25	54151S	Field Technician 1	\$48.25	\$49.21	\$50.20	\$51.20	\$52.23
26	54151S	Automation Testing Specialist	\$74.57	\$76.06	\$77.58	\$79.13	\$80.71
27	54151S	Systems Administrator I	\$60.30	\$61.51	\$62.74	\$64.00	\$65.28

28	54151S	Database Administrator II	\$137.19	\$139.94	\$142.74	\$145.59	\$148.50
29	54151S	Technical Writer II	\$73.87	\$75.34	\$76.85	\$78.39	\$79.96
30	54151S	Test Analyst I	\$72.77	\$74.23	\$75.71	\$77.23	\$78.77

Labor Category Descriptions (SIN 54151HEAL)

1. Health Systems Architect I

Functional Responsibility:

Analyze functional requirements for Health IT applications and use of emerging health information exchange technologies, standards-based interoperability and health policy to develop road maps for healthcare applications, and ensure effective integration among information systems and the IT infrastructure. Understands the interactions between health systems, applications, and services within the healthcare environment, and evaluates the impact of changes or additions accordingly. Ability to contribute to development of strategic roadmaps for investment in and implementation of digital technology as the enabler of digital health transformation, the digital health ecosystem and the achievement of measurable outcomes. Highly skilled and proficient in their knowledge and abilities; is a subject matter expert; and oversees aspects of the system.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related technical experience.

Minimum Experience:

5 years, of which at least 2 years must be specialized. Specialized experience includes: use of structured analysis, design methodologies and design tools for healthcare systems. General experience includes increasing responsibilities in systems engineering and strategic advisory engagements for health systems.

2. Health Systems Architect II

Functional Responsibility:

Leads the analysis of functional requirements for Health IT applications and use of emerging health information exchange technologies, standards-based interoperability and health policy to develop road maps for healthcare applications, and ensure effective integration among information systems and the IT infrastructure. Understands the interactions between health systems, applications, and services within the healthcare environment, and evaluates the impact of changes or additions accordingly. Ability to contribute to development of strategic roadmaps for investment in and implementation of digital technology as the enabler of digital health transformation, the digital health ecosystem and the achievement of measurable outcomes. Responsible for taking the lead on planning and implementing new healthcare applications and their upgrades, and keeping the system upgraded and configured properly. Highly skilled and proficient in their knowledge and abilities; is a subject matter expert; provides mentoring, guidance, and support to junior staff; and oversees aspects of the system.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related technical experience.

Minimum Experience:

8 years, of which at least 3 years must be specialized. Specialized experience includes: use of structured analysis, design methodologies and design tools. General experience includes increasing responsibilities in systems engineering and strategic advisory engagements for health systems.

3. Health Systems Architect III

Functional Responsibility:

Manages the overall business architecture of a technical solution focused on digitally enabled healthcare delivery, the role of clinical information system systems in the digital health ecosystem and person-enabled, digitally connected care. Leads the solution architecture for medium to large complex projects and major phases of very large projects. Ability to lead development of strategic roadmaps for investment in and implementation of digital technology as the enabler of digital health transformation, the digital health ecosystem and the achievement of measurable outcomes. Provides oversight and guidance on system design, maintenance, and implementation of systems focused on digitally enabled patient care, and improving population health outcomes.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related technical experience.

Minimum Experience:

10 years, of which at least 5 years must be specialized. Specialized experience includes: use of structured analysis, design methodologies and design tools. General experience includes increasing responsibilities in systems engineering and strategic advisory engagements for health systems.

4. Health Subject Matter Expert I

Functional Responsibility:

Leads strategic advisory engagements at the health system enterprise level, and is a trusted advisor on digitally enabled patient care, population health outcomes improvement and person enabled care through the digital health ecosystem, providing thought leadership and education. May furnish expert guidance and instruction in a particular technical area or with a specific product, tool or environment. May assist in execution of technical activities. Requires strong written and verbal communication skills, and the ability to interact productively with many levels of internal technical and client staff members. Lead and/or participate in multi-disciplinary projects or initiatives as they pertain to the relevant product portfolio. Will participate in the strategy to address internal and external business and regulatory issues, market forces, healthcare delivery trends, and population health improvement strategies as they pertain to the business and digital transformation of healthcare.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related technical experience.

Minimum Experience:

10 years, of which at least 5 years must be specialized. Specialized experience includes: use of structured analysis, design methodologies and design tools. Experience in health IT standards and standards development; understanding of Integrating the Healthcare Enterprise (IHE) and Health Level 7 (HL7) Fast Healthcare Interoperability Resources (FHIR). Experience working with teams to develop road maps for enterprise applications, and ensure effective integration.

5. Health Application Developer III

Functional Responsibility:

Builds software functionality and participates actively in the delivery team by taking on development responsibilities with the entire technical stack in support of a healthcare software application. Is a part of the team that designs, develops, tests and implements software in a variety of open source and commercial platforms, using different development methodologies. Requires a comprehensive understanding of the system development life cycle and emerging health IT trends such as Integrating the Healthcare Enterprise (IHE) and Health Level 7 (HL7) Fast Healthcare Interoperability Resources (FHIR). Demonstrated experience working with teams to develop road maps for enterprise applications, and ensure effective integration. Must be able to interact independently with project and client business analysts, designers, systems and operations personnel. A Health Application Developer III performs these tasks for their own assignments and also provides general oversight for less experienced developers and analysts.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related technical experience.

Minimum Experience:

6 years. Basic knowledge of the general system development life cycle and the Capability Maturity Model Integration (CMMI) required.

6. Health Application Developer IV

Functional Responsibility:

Builds software functionality and participates actively in the delivery team by taking on development responsibilities with the entire technical stack in support of a healthcare software application. Is a part of the team that designs, develops, tests and implements software in a variety of open source and commercial platforms, using different development methodologies. Requires a comprehensive understanding of the system development life cycle and emerging health IT trends such as Integrating the Healthcare Enterprise (IHE) and Health Level 7 (HL7) Fast Healthcare Interoperability Resources (FHIR). Demonstrated experience working with teams to develop road maps for enterprise applications, and ensure effective integration. Must be able to interact independently with project and client business analysts, designers, systems and operations personnel. An Application Developer IV performs these tasks for their own assignments and also provides team-level oversight for less experienced developers and analysts. Will have a real passion for development and a demonstrated appetite for continual learning, typically manifested in their community contributions (e.g., open-source work, publishing / speaking on technical ideas within healthcare settings).

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related technical experience.

Minimum Experience:

9 years. Detailed knowledge of the general system development life cycle and the Capability Maturity Model Integration (CMMI) required.

7. Health Application Developer V

Functional Responsibility:

Builds software functionality and participates actively in the delivery team by taking on development responsibilities with the entire technical stack in support of a healthcare software application. Is a part of the team that designs, develops, tests and implements software in a variety of open source and commercial platforms, using different development methodologies. Requires a comprehensive understanding of the system development life cycle and emerging health IT trends such as Integrating the Healthcare Enterprise (IHE) and Health Level 7 (HL7) Fast Healthcare Interoperability Resources (FHIR). Demonstrated experience working with teams to develop road maps for enterprise applications, and ensure effective integration. Must be able to interact independently with project and client business analysts, designers, systems and operations personnel. An Application Developer V performs these tasks for their own assignments and also provides team-level oversight for less experienced developers and analysts. Will have a real passion for development and a demonstrated appetite for continual learning, typically manifested in their community contributions (e.g., open-source work, publishing / speaking on technical ideas within healthcare settings).

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related technical experience.

Minimum Experience:

12 years. Detailed knowledge of the general system development life cycle and the Capability Maturity Model Integration (CMMI) required.

8. Health Business Analyst V

Functional Responsibility:

Evaluates the overall business need and assists with design and implementation to ensure healthcare solutions achieve overall business objectives. Leads assigned technical Scrum Team in prioritizing features, user stories/tasks, and identifying team velocity. Requires a comprehensive understanding of the system development life cycle and emerging health IT trends such as Integrating the Healthcare Enterprise (IHE) and Health Level 7 (HL7) Fast Healthcare Interoperability Resources (FHIR). Work with Product Owners to identify priorities, participate in Feature/Sprint Reviews, Backlog Refinement, and lead team daily stand-up meetings. Elicits specific requirements using interviews, document analysis, use cases, scenarios, and task and workflow analysis. Drafts User stories and acceptance criteria, support UAT, Sprint Demos and end user trainings. Serves as the liaison between the customer community (internal and external customers) and the software development team through which requirements flow. Critically evaluates information gathered from multiple sources, reconciles conflicts and distinguishes user requests from the underlying true need. Will participate in the strategy to address internal and external business and regulatory issues, market forces, healthcare delivery trends, and population health improvement strategies as they pertain to the business and digital transformation of healthcare.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

6 years.

9. Health Systems Engineer II

Functional Responsibility:

Performs analysis, design, development, integration, testing and debugging of healthcare computer software. Activities range from operating system architecture integration and software design to recommendation of products for healthcare applications. Ability to interface with leading health IT market suppliers, system developers, and business analysts. Requires a comprehensive understanding of the system development life cycle and emerging health IT trends such as Integrating the Healthcare Enterprise (IHE) and Health Level 7 (HL7) Fast Healthcare Interoperability Resources (FHIR). Designs 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. Adept in multiple script and application programming languages. Able to communicate with internal and client technical and management staff with only a moderate level of supervision.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

5 years.

10. Health Systems Engineer III

Functional Responsibility:

Performs analysis, design, development, integration, testing and debugging of healthcare computer software. Activities range from operating system architecture integration and software design to recommendation of products for healthcare applications. Ability to interface with leading health IT market suppliers, system developers, and business analysts. Expertly develops or configures the development tools using latest releases of the SaaS platform and utilities. Has experience and expertise in integrating software components from multiple cloud platforms to support healthcare applications. Expertly uses pair-programming, test-driven development, or other agile development methods. Requires a comprehensive understanding of the system development life cycle and emerging health IT trends such as Integrating the Healthcare Enterprise (IHE) and Health Level 7 (HL7) Fast Healthcare Interoperability Resources (FHIR). Expertly applies DevSecOps principles, including deploying and releasing code, and cloning environments. Proactively creates or updates assigned documentation and in the solution context (repository). Leads the planning and implementation of system and platform tools. Conducts the most complex tasks, within best practice, while working under minimal supervision with widest latitude for independent judgment.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

8 years.

11. Health Program Manager

Functional Responsibility:

Act as the central point of contact with the Contracting Officer, Contracting Officer's Representative and Task Managers for healthcare focused IT Projects. Lead Interface with health IT market suppliers, system developers, policymakers, and health agencies. Responsible for coordinating the management of all work performed on the contract, including subcontractors, team members, and vendors. Keep in constant touch with the project managers regarding the status of various task order projects, the issues facing the project teams and effectively and regularly updates the client representatives. Also facilitate the information, which the team requires from the client to effectively implement various Task Order Projects and if necessary, escalates the burning issues to the client representatives and contract officer. Ability to lead development of strategic roadmaps for investment in and implementation of digital technology as the enabler of digital health transformation, the digital health ecosystem and the achievement of measurable outcomes. Provides oversight and guidance on system design, maintenance, and implementation of systems focused on digitally enabled patient care, and improving population health outcomes.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience. PMP Certification may be required.

Minimum Experience:

15 years. At least half of this experience must be in leadership or management roles.

12. Health Systems Administrator I

Functional Responsibility:

Able to provide effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure for a healthcare IT application. Participate in technical research and development to enable continuing innovation within the IT infrastructure, to support data, technology and information compliance with the business policy and external legal requirements (i.e. GDPR, HIPAA) and emerging health IT trends such as Integrating the Healthcare Enterprise (IHE) and Health Level 7 (HL7) Fast Healthcare Interoperability Resources (FHIR). Ensure that system hardware, operating systems, software systems, and related procedures adhere to organizational values, as well as client and government control and security requirements. Assist project teams with technical requirements and issues during all phases of the system life cycle. Able to communicate effectively verbally and in writing with project team members.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

2 years.

13. Health Database Administrator II

Functional Responsibility:

Performs complex healthcare application and data base administration, management, design, documentation tasks. Supports business policy and external legal requirements (i.e. GDPR, HIPAA) and emerging health IT trends such as Integrating the Healthcare Enterprise (IHE) and Health Level 7 (HL7) Fast Healthcare Interoperability Resources (FHIR). Serves as a senior level database analyst relative to client systems operations, troubleshooting and problem resolution. Supports business analysts and programmer/analysts in effective use of database technology. Interacts with healthcare program stakeholders and senior level technical staff.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

5 years.

14. Health Technical Writer II

Functional Responsibility:

Prepares and edits system and other technical documentation that incorporate information provided by user, specialist, analyst, and programmer personnel for a health IT program. Requires a comprehensive understanding of the system development life cycle and emerging health IT trends such as Integrating the Healthcare Enterprise (IHE) and Health Level 7 (HL7) Fast Healthcare Interoperability Resources (FHIR). Writes, edits, and prepares reports, studies, and presentation material of technical information for both technical and non-technical audiences in support of a health IT program. Interprets technical documentation standards and prepares documentation according to the standards. May provide graphics support.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

5 years.

15. Health Test Analyst I

Functional Responsibility:

Provides pre-delivery software and systems testing to validate software products for a healthcare application. Includes participation in critical review of requirements definition and design, development of test cases, test scripts, executing the same, reporting results. Requires a comprehensive understanding of the system development life cycle and emerging health IT trends such as Integrating the Healthcare Enterprise (IHE) and Health Level 7 (HL7) Fast Healthcare Interoperability Resources (FHIR). Interacts with business and programmer analysts regarding testing activities, achieve desired customer outcomes for the healthcare application. Responsible for helping to set up and maintain multiple test environments to support regression testing and User Acceptance Testing (UAT).

Minimum Education:



Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

No minimum.

Labor Category Pricing (SIN 54151HEAL)

#	SIN	Labor Category	Year 1	Year 2	Year 3	Year 4	Year 5
1	54151HEAL	Health Systems Architect I	\$156.60	\$159.73	\$162.92	\$166.18	\$169.51
2	54151HEAL	Health Systems Architect II	\$174.32	\$177.81	\$181.37	\$185.00	\$188.69
3	54151HEAL	Health Systems Architect III	\$215.09	\$219.39	\$223.78	\$228.25	\$232.82
4	54151HEAL	Health Subject Matter Expert I	\$206.83	\$210.96	\$215.18	\$219.49	\$223.88
5	54151HEAL	Health Application Developer III	\$130.99	\$133.61	\$136.28	\$139.01	\$141.79
6	54151HEAL	Health Application Developer IV	\$140.45	\$143.26	\$146.13	\$149.05	\$152.03
7	54151HEAL	Health Application Developer V	\$151.79	\$154.83	\$157.92	\$161.08	\$164.30
8	54151HEAL	Health Business Analyst V	\$132.85	\$135.51	\$138.22	\$140.98	\$143.80
9	54151HEAL	Health Systems Engineer II	\$139.85	\$142.65	\$145.50	\$148.41	\$151.38
10	54151HEAL	Health Systems Engineer III	\$177.28	\$180.83	\$184.44	\$188.13	\$191.89
11	54151HEAL	Health Program Manager	\$221.60	\$226.03	\$230.55	\$235.16	\$239.87
12	54151HEAL	Health Systems Administrator I	\$60.30	\$61.51	\$62.74	\$64.00	\$65.28
13	54151HEAL	Health Database Administrator II	\$137.19	\$139.94	\$142.74	\$145.59	\$148.50
14	54151HEAL	Health Technical Writer II	\$73.87	\$75.34	\$76.85	\$78.39	\$79.96
15	54151HEAL	Health Test Analyst I	\$72.77	\$74.23	\$75.71	\$77.23	\$78.77

Labor Category Descriptions (SIN 518210C)

1. Cloud Systems Architect I

Functional Responsibility:

Works closely with teams to develop road maps for cloud applications, align development plans, and ensures effective integration among information systems and the cloud infrastructure. Understands the interactions between systems, applications, and services within the environment, and evaluates the impact of changes or additions accordingly. Supports planning and implementing new applications and their upgrades, and keeping the system upgraded and configured properly. Highly skilled and proficient in their knowledge and abilities; is a subject matter expert for cloud computing including Software as Service (SaaS), Platform as Service (PaaS), or Infrastructure as a Service (IaaS); and oversees aspects of the system.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related technical experience.

Minimum Experience:

5 years, of which at least 2 years must be specialized. Specialized experience includes: use of structured analysis, design methodologies and design tools for cloud applications. General experience includes increasing responsibilities in systems engineering.

2. Cloud Systems Architect II

Functional Responsibility:

Works closely with teams to develop road maps for cloud applications, align development plans, and ensures effective integration among information systems and the IT infrastructure. Understands the interactions between systems, applications, and services within the environment, and evaluates the impact of changes or additions accordingly. Responsible for taking the lead on planning and implementing new applications and their upgrades, and keeping the system upgraded and configured properly. Highly skilled and proficient in their knowledge and abilities; is a subject matter expert for cloud computing including Software as Service (SaaS), Platform as Service (PaaS), or Infrastructure as a Service (IaaS); provides mentoring, guidance, and support to junior staff; and oversees aspects of the system.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related technical experience.

Minimum Experience:

8 years, of which at least 3 years must be specialized. Specialized experience includes: use of structured analysis, design methodologies and design tools for cloud applications. General experience includes increasing responsibilities in systems engineering.

3. Cloud Systems Architect III

Functional Responsibility:

Manages the overall business architecture of a cloud based technical solution, as defined by the project requirements. Leads the solution architecture for medium to large complex projects and major phases of very large projects. Works closely with teams to develop road maps for applications, align development plans, and ensures effective integration among information systems and the IT infrastructure. Has a deep understanding of system development in cloud environments, including Software as Service (SaaS), Platform as Service (PaaS), or Infrastructure as a Service (IaaS). Provides oversight and guidance on system design, maintenance, and implementation; and recommends actions in the best interest of the team or platform.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related technical experience.

Minimum Experience:

10 years, of which at least 5 years must be specialized. Specialized experience includes: use of structured analysis, design methodologies and design tools for cloud applications. General experience includes increasing responsibilities in systems engineering.

4. Cloud Subject Matter Expert I

Functional Responsibility:

Provides business, analytical or technical expertise in support of project or group of projects. Offers knowledge, experience, and insight in a particular functional or technical area. Requires expertise in business or code technical requirements, processes or functionality. May prepare requirements documents, detailed specifications, and participate in development of detailed design for system components. May furnish expert guidance and instruction in a particular technical area or with a specific product, tool or environment, or groups of the same. May assist in execution of technical activities. Requires strong written and verbal communication skills, and the ability to interact productively with many levels of internal technical and client staff members. Provides oversight and guidance on system design, maintenance, and implementation; and recommends actions in the best interest of the team and with a keen sensitivity to the pace of organizational change and impact.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related technical experience.

Minimum Experience:

10 years, of which at least 5 years must be specialized. Specialized experience includes: use of structured analysis, design methodologies and design tools for cloud applications. Expert experience working with teams to develop road maps for enterprise applications, align development plans, and ensure effective integration.

5. Cloud Application Developer I

Functional Responsibility:

With support and supervision, translate requirements into software specifications and detailed design documents for a cloud application. Design, develop, test and implement software entities in different languages, using different development methodologies, on different cloud platforms, in different environments. An Application Developer works under the direct oversight of more experienced developers and analysts and is expected to be able to complete these tasks with ongoing technical support and with guidance.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related technical experience.

Minimum Experience:

1 year.

6. Cloud Application Developer II

Functional Responsibility:

Translate requirements into software specifications and detailed design documents for a cloud application. Design, develop, test and implement software entities in different languages, using different development methodologies, on different platforms, in different environments. Requires a basic understanding of the system development life cycle and the primary tasks therein. A Cloud Application Developer II works under the general oversight of more experienced developers and analysts and is expected to be able to complete these tasks with only moderate technical support and with guidance.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related technical experience.

Minimum Experience:

3 years.

7. Cloud Application Developer III

Functional Responsibility:

Translate requirements into software specifications and detailed design documents for a cloud application. Design, develop, test and implement software entities in different languages, using different development methodologies, on different cloud platforms, in different environments. Requires a comprehensive understanding of the system development life cycle and the primary tasks therein. Must be able to interact independently with project and client business analysts, designers, systems and operations personnel. A Cloud Application Developer III performs these tasks for their own assignments and also provides general oversight for less experienced developers and analysts.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related technical experience.

Minimum Experience:

6 years. Basic knowledge of the general system development life cycle and the Capability Maturity Model Integration (CMMI) required.

8. Cloud Application Developer IV

Functional Responsibility:

Participate in the overall system design and development process, including functional requirements analysis for a cloud application. Translate requirements into software specifications and detailed design documents. Design, develop, test and implement software entities in different languages, using different development methodologies, on different platforms, in different environments. Requires a comprehensive understanding of the system development life cycle and the primary tasks therein. Must be able to interact independently with project and client business analysts, designers, systems and operations personnel. A Cloud Application Developer IV performs these tasks for their own assignments and also provides team-level oversight for less experienced developers and analysts.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related technical experience.

Minimum Experience:

9 years. Detailed knowledge of the general system development life cycle and the Capability Maturity Model Integration (CMMI) required.

9. Cloud Application Developer V

Functional Responsibility:

Participate in and lead the overall system design and development process, including functional requirements analysis for a cloud application. Translate complex requirements into software specifications and detailed design documents for a cloud application. Design, develop, test and implement sophisticated software entities in different languages, using different development methodologies, on different cloud platforms, in different environments. Requires a comprehensive understanding of the system development life cycle and the primary tasks therein. Must be able to interact independently with project and client business analysts, designers, systems and operations personnel. Able to supervise teams of application developers, monitor and mentor their technical performance, act as a liaison between overall development activities and project-level objective and management.

Minimum Education:

Master of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related technical experience.

Minimum Experience:

12 years. Detailed knowledge of the general system development life cycle and the Capability Maturity Model Integration (CMMI) required.

10. Cloud Business Analyst V

Functional Responsibility:

Evaluates the overall business need and assists with design and implementation to ensure solutions achieve overall business objectives of a cloud application. Leads assigned technical Scrum Team in prioritizing features, user stories/tasks, and identifying team velocity. Work with Product Owners to identify priorities, participate in Feature/Sprint Reviews, Backlog Refinement, and lead team daily stand-up meetings. Elicits specific requirements using interviews, document analysis, use cases, scenarios, and task and workflow analysis. Drafts User stories and acceptance criteria, support UAT, Sprint Demos and end user trainings. Serves as the liaison between the customer community (internal and external customers) and the software development team through which requirements flow. Critically evaluates information gathered from multiple sources, reconciles conflicts and distinguishes user requests from the underlying true need. Collaborates on tasks with project team members with clear deliverables and expected time frames.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

6 years.

11. Cloud Systems Engineer II

Functional Responsibility:

Performs complex analysis, design, development, integration, testing and debugging of computer software. Establishes system information requirements in development of enterprise-wide or large-scale cloud-based information systems. Designs 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. Senior level knowledge of cloud-based computer systems environments and utilities in a particular product range. Adept in multiple script and application programming languages. Interacts with analysts and developers to design and implement custom systems solutions. Able to communicate with internal and client technical and management staff..

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

5 years.

12. Cloud Systems Engineer III

Functional Responsibility:

Expertly develops or configures the development tools using latest releases of the SaaS platform and utilities. Has experience and expertise in integrating software components from multiple cloud platforms to support a variety of use cases such as customer facing applications and contact center operations. Expertly uses pair-programming, test-driven development, or other agile development methods. Expertly uses code quality tools and respond to code checks. Expertly applies DevSecOps

principles, including deploying and releasing code, and cloning environments. Proactively performs research of trends, new methods, and techniques used to produce high quality code. Proactively creates or updates assigned documentation and in the solution context (repository). Leads the planning and implementation of system and platform tools. Conducts the most complex tasks, within best practice, while working under minimal supervision with widest latitude for independent judgment.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

8 years.

13. Cloud Program Manager

Functional Responsibility:

Act as the central point of contact with the Contracting Officer, Contracting Officer's Representative and Task Managers for Cloud based projects. Responsible for coordinating the management of all work performed on this contract, including subcontractors, team members, and vendors. Keep in constant touch with the project managers regarding the status of various task order projects, the issues facing the project teams and effectively and regularly updates the client representatives. Also facilitate the information, which the team requires from the client to effectively implement various Task Order Projects and if necessary, escalates the burning issues to the client representatives and contract officer. All the Task Order Project Managers typically report to the Program Manager for that contract.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience. PMP Certification may be required.

Minimum Experience:

15 years. At least half of this experience must be in leadership or management roles.

14. Cloud Project Manager II

Functional Responsibility:

Responsible for overall project management of complex, multi-task Cloud IT contracts. Plans, organizes and manages groups of employees engaged in various technical duties. Provides administrative and technical direction to personnel; Has the corporate authority to recruit, hire, terminate personnel and commit corporate resources; coordinates approved task order; establishes improved procedures and controls, where necessary, to ensure that all services meet schedule and/or production; Provides the customer representatives the status and activities of personnel covered under contract; responds to administrative or technical requests from the customer representative; and applies continuous evaluation and control measures; Works without supervision.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience. A PMP certification may be required.

Minimum Experience:

10 years.

15. Cloud Quality Assurance Specialist II

Functional Responsibility:

Provides quality assurance support for a Cloud IT project with general technical supervision. Verifies that technical activities are compliant with company's and external standards. May participate in system test design and development. May perform system testing functions in conjunction with validation and verification processes. Serves as a liaison between company management and technical staff. May assist with training related to client, government, and company compliance standards and procedures.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

3 years.

16. Cloud Scrum Master II

Functional Responsibility:

A team-based servant leader who Exhibits Lean-Agile leadership by helping the team embrace SAFe/Agile Core Values, adopt/apply SAFe/Agile Principles, implement SAFe/Agile practices for Cloud IT programs. Facilitates the team's progress toward team goals, facilitates the removal of impediments, and Facilitates team events, and ensures they are productive and kept within the timebox. Facilitates preparation and readiness for ART/program events and coordinates with other teams to continuously improve communications, cooperation, and relationships with other teams. Supports SAFe/Agile adoption by objectively coaching stakeholders, participating in the Community of Practice, supporting the rules of the Agile Team. Leads the team's efforts in relentless improvement, builds a high-performing team and promotes quality practices. Research Agile trends, new methods, techniques and applies them within best practice. Creates or updates assigned documentation and in the solution context (repository). Conducts work within best practice and conducts other routine tasks as directed and recommends actions in the best interest of the team or further adoption of the testing techniques and agile development.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

2 years.

17. Cloud Scrum Master IV

Functional Responsibility:

A team-based servant leader who Exhibits Lean-Agile leadership by helping the team embrace SAFe/Agile Core Values, adopt/apply SAFe/Agile Principles, implement SAFe/Agile practices for Cloud IT programs. Facilitates the team's progress toward team goals, facilitates the removal of impediments, and facilitates team events, and ensures they are productive and kept within the timebox. Facilitates preparation and readiness for ART/program events and coordinates with other teams to continuously improve communications, cooperation, and relationships with other teams. Supports SAFe/Agile

adoption by objectively coaching stakeholders, participating in the Community of Practice, supporting the rules of the Agile Team. Leads the team's efforts in relentless improvement, builds a high-performing team and promotes quality practices. Research Agile trends, new methods, techniques and applies them within best practice. Creates or updates assigned documentation and in the solution context (repository). Conducts work within best practice and conducts other routine tasks as directed and recommends actions in the best interest of the team or further adoption of the testing techniques and agile development. Conducts complex tasks while working under minimal supervision with wide latitude for independent judgment. Highly skilled and proficient in their knowledge and abilities, provides guidance and support to less senior staff, and oversees aspects of furthers the team's adoption of the applied Agile methodology.

Minimum Education:

Master of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

4 years. May require specific training and certifications in Agile framework.

18. Cloud Testing Specialist

Functional Responsibility:

Interacts with other engineering groups to define, document, analyze, perform, and interpret tests for integrated Cloud IT systems. Identifies functional problems and suggests resolutions. Assists in the definition of internal quality control standards and the maintenance of reliability programs. Analyzes test cases and provides regular progress reports. Proficient in Automation tools.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

5 years.

19. Cloud Systems Administrator I

Functional Responsibility:

Able to provide effective provisioning, installation/configuration, operation, and maintenance of Cloud IT software and related infrastructure. Participate in technical research and development to enable continuing innovation within the project or Company infrastructure. Ensure that system hardware, operating systems, software systems, and related procedures adhere to organizational values, as well as client and government control and security requirements. Assist project teams with technical requirements and issues during all phases of the system life cycle. Able to communicate effectively verbally and in writing with project, Company and client team members.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

2 years.

20. Cloud Database Administrator II

Functional Responsibility:

Performs complex application and data base administration, management, design, documentation tasks for Cloud applications. With others, evaluates database management systems. Serves as a senior level database analyst relative to client systems operations, troubleshooting and problem resolution. Supports business analysts and programmer/analysts in effective use of database technology. Interacts with company management and senior level client technical staff.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

5 years.

21. Cloud Technical Writer II

Functional Responsibility:

Prepares and edits system and other technical documentation that incorporate information provided by user, specialist, analyst, and programmer personnel for Cloud IT programs. Writes, edits, and prepares reports, studies, and presentation material of technical information for both technical and non-technical audiences. Interprets technical documentation standards and prepares documentation according to the standards. May provide graphics support.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

5 years.

Labor Category Pricing (SIN 518210C)

#	SIN	Labor Category	Year 1	Year 2	Year 3	Year 4	Year 5
1	518210C	Cloud Systems Architect I	\$156.60	\$159.73	\$162.92	\$166.18	\$169.51
2	518210C	Cloud Systems Architect II	\$174.32	\$177.81	\$181.37	\$185.00	\$188.69
3	518210C	Cloud Systems Architect III	\$215.09	\$219.39	\$223.78	\$228.25	\$232.82
4	518210C	Cloud Subject Matter Expert I	\$206.83	\$210.96	\$215.18	\$219.49	\$223.88
5	518210C	Cloud Application Developer I	\$59.43	\$60.62	\$61.83	\$63.07	\$64.33
6	518210C	Cloud Application Developer II	\$72.83	\$74.29	\$75.77	\$77.29	\$78.84
7	518210C	Cloud Application Developer III	\$130.99	\$133.61	\$136.28	\$139.01	\$141.79
8	518210C	Cloud Application Developer IV	\$140.45	\$143.26	\$146.13	\$149.05	\$152.03
9	518210C	Cloud Application Developer V	\$151.79	\$154.83	\$157.92	\$161.08	\$164.30
10	518210C	Cloud Business Analyst V	\$132.85	\$135.51	\$138.22	\$140.98	\$143.80
11	518210C	Cloud Systems Engineer II	\$139.85	\$142.65	\$145.50	\$148.41	\$151.38
12	518210C	Cloud Systems Engineer III	\$177.28	\$180.83	\$184.44	\$188.13	\$191.89
13	518210C	Cloud Program Manager	\$221.60	\$226.03	\$230.55	\$235.16	\$239.87
14	518210C	Cloud Project Manager II	\$172.92	\$176.37	\$179.90	\$183.50	\$187.17
15	518210C	Cloud Quality Assurance Specialist II	\$87.09	\$88.84	\$90.61	\$92.42	\$94.27
16	518210C	Cloud Scrum Master II	\$102.43	\$104.48	\$106.57	\$108.70	\$110.87
17	518210C	Cloud Scrum Master IV	\$125.08	\$127.58	\$130.13	\$132.74	\$135.39
18	518210C	Cloud Testing Specialist	\$74.57	\$76.06	\$77.58	\$79.13	\$80.71
19	518210C	Cloud Systems Administrator I	\$60.30	\$61.51	\$62.74	\$64.00	\$65.28
20	518210C	Cloud Database Administrator II	\$137.19	\$139.94	\$142.74	\$145.59	\$148.50
21	518210C	Cloud Technical Writer II	\$73.87	\$75.34	\$76.85	\$78.39	\$79.96

Labor Category Descriptions (SIN 561422)

1. Contact Center Systems Architect I

Functional Responsibility:

Leads the development of Automated Contact Center Solutions to include the integration of COTS tools and the development of customer software. Supports the development and integration of Automated Call Distribution (ACD) systems, Interactive Voice Response (IVR) systems, case management solutions and ticketing solutions. Develops custom applications and integrates new technologies to meet customer requirements. Supports planning and implementing new applications and their upgrades, and keeping the system upgraded and configured properly. Highly skilled and proficient in their knowledge and abilities; is a subject matter expert; and oversees aspects of the system.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related technical experience.

Minimum Experience:

5 years, of which at least 2 years must be specialized. Specialized experience includes use of structured analysis, design methodologies and design tools. General experience includes increasing responsibilities in systems engineering.

2. Contact Center Systems Architect II

Functional Responsibility:

Leads the development of comprehensive Automated Contact Center Solutions to include the integration of COTS tools and the development of customer software. Supports the development and integration of Automated Call Distribution (ACD) systems, Interactive Voice Response (IVR) systems, case management solutions and ticketing solutions. Develops custom applications and integrates new technologies to meet customer requirements. Responsible for taking the lead on planning and implementing new contact center applications and their upgrades, and keeping the system upgraded and configured properly. Highly skilled and proficient in their knowledge and abilities; is a subject matter expert; provides mentoring, guidance, and support to junior staff; and oversees aspects of the system.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related technical experience.

Minimum Experience:

8 years, of which at least 3 years must be specialized. Specialized experience includes use of structured analysis, design methodologies and design tools. General experience includes increasing responsibilities in systems engineering.

3. Contact Center Systems Architect III

Functional Responsibility:

Manages the overall business architecture of Automated Contact Center Solution, as defined by the project requirements. Leads the development of comprehensive contact center solutions to include the

integration of COTS tools and the development of customer software. Supports the development and integration of Automated Call Distribution (ACD) systems, Interactive Voice Response (IVR) systems, case management solutions and ticketing solutions. Develops custom applications and integrates new technologies such as Chat bots, and Machine Learning algorithms, Text to Speech functionality, and self-help portals to increase customer satisfaction by providing omnichannel capabilities. Provides oversight and guidance on system design, maintenance, and implementation; and recommends actions in the best interest of the team or platform.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related technical experience.

Minimum Experience:

10 years, of which at least 3 years must be specialized. Specialized experience includes: use of structured analysis, design methodologies and design tools. General experience includes increasing responsibilities in systems engineering.

4. Contact Center Subject Matter Expert I

Functional Responsibility:

Responsible for providing expert level advice on Automated Contact Center Solutions and programs. Provides expertise on assessment and integration of a particular technologies, products, tools, techniques, or frameworks. Defines and analyzes problems and develops plans and requirements in the subject matter area for moderately complex to complex Automated Contact Center Solutions. Performs analyses and studies, evaluations and recommendations for proper implementation of Programs and specifications. Has a deep understanding of system development in contact center environments, including Software as Service (SaaS), Platform as Service (PaaS), or Infrastructure as a Service (IaaS). Requires expertise in business or code technical requirements, processes or functionality. May prepare requirements documents, detailed specifications, and participate in development of detailed design for system components. Requires strong written and verbal communication skills, and the ability to interact productively with many levels of internal technical and client staff members. Provides oversight and guidance on system design, maintenance, and implementation; and recommends actions in the best interest of the team and with a keen sensitivity to the pace of organizational change and impact.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related technical experience.

Minimum Experience:

10 years, of which at least 5 years must be specialized. Specialized experience includes: use of structured analysis, design methodologies and design tools for cloud applications. Expert experience working with teams to develop road maps for enterprise applications, align development plans, and ensure effective integration.

5. Contact Center Application Developer I

Functional Responsibility:

Participates in development, testing and deployment activities for new Automated Contact Center Solutions. Supports the development and integration of Automated Call Distribution (ACD) systems,

Interactive Voice Response (IVR) systems, case management solutions and ticketing solutions. Works under the direct oversight of more experienced developers and analysts and is expected to be able to complete these tasks with ongoing technical support and with guidance.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related technical experience.

Minimum Experience:

1 years

6. Contact Center Application Developer III

Functional Responsibility:

Responsible for leading the development of comprehensive contact center solutions to include the integration of COTS tools and the development of customer software. Supports the development and integration of Automated Call Distribution (ACD) systems, Interactive Voice Response (IVR) systems, case management solutions and ticketing solutions. Develops custom applications and integrates new technologies to meet customer requirements. A Contact Center Application Developer III performs these tasks for their own assignments and also provides general oversight for less experienced developers and analysts.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related technical experience.

Minimum Experience:

6 years. Basic knowledge of the general system development life cycle and the Capability Maturity Model Integration (CMMI) required.

7. Contact Center Business Analyst I

Functional Responsibility:

Responsible for leading business intelligence and reporting requirements for Automated Contact Center Solutions. Recommends and designs cost effective strategies to increase the effectiveness and efficiency of the organization's business processes and data utilizations through changes in policies, procedures, organizational structure, and the application of enabling technology. Designs solutions based on customer needs and technical considerations. Applies analytical expertise to assist in defining, analyzing, validating, and documenting complex operating environments, states of technology and current processes for Automated Contact Center Solutions programs and activities.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

1 year.

8. Contact Center Business Analyst V

Functional Responsibility:

Evaluates the overall business need of the contact center and assists with design and implementation to ensure solutions achieve overall business objectives. Recommends and designs cost effective strategies to increase the effectiveness and efficiency of the organization's business processes and data utilizations through changes in policies, procedures, organizational structure, and the application of enabling technology. Designs solutions based on customer needs and technical considerations. Applies analytical expertise to assist in defining, analyzing, validating, and documenting complex operating environments, states of technology and current processes for Automated Contact Center Solutions programs and activities. Work with Product Owners to identify priorities, participate in Feature/Sprint Reviews, Backlog Refinement, and lead team daily stand-up meetings. Elicits specific requirements using interviews, document analysis, use cases, scenarios, and task and workflow analysis. Drafts User stories and acceptance criteria, support UAT, Sprint Demos and end user trainings. Serves as the liaison between the customer community (internal and external customers) and the software development team through which requirements flow. Critically evaluates information gathered from multiple sources, reconciles conflicts and distinguishes user requests from the underlying true need. Collaborates on tasks with project team members with clear deliverables and expected time frames.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

6 years.

9. Contact Center Systems Engineer I

Functional Responsibility:

Responsible for performing systems engineering tasks including concept definition, requirements analysis, architecture, detailed design, modeling and analysis, integration, verification and validation, test planning, and transition to operations for Automated Contact Center Solutions. Develops system requirements through functional decomposition and allocation. Designs interface controls to integrate networks, operating systems, legacy systems and high-end technologies to provide complete Automated Contact Center Solutions. Able to communicate with internal technical and management staff.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

2 years.

10. Contact Center Systems Engineer II

Functional Responsibility:

Responsible for performing senior-level systems engineering tasks including concept definition, requirements analysis, architecture, detailed design, modeling and analysis, integration, verification and validation, test planning, and transition to operations for Automated Contact Center Solutions. Develops system requirements through functional decomposition and allocation. Designs interface

controls to integrate networks, operating systems, legacy systems and high-end technologies to provide complete Automated Contact Center Solutions. Provides guidance and supervision to daily support staff.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

5 years.

11. Contact Center Program Analyst

Functional Responsibility:

Supports business intelligence and reporting requirements for Automated Contact Center Solutions based on program requirements. Participates in metrics development, definition, data quality assessment, and strategic analysis and pricing for Automated Contact Center platforms. Collects and analyzes Key Performance Metrics (KPIs) to produce forecasts, assessments, recommendations, and reports. Provides risk management support and metrics.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

4 years.

12. Contact Center Program Manager

Functional Responsibility:

Responsible for managing complex Contact Center programs involving Automated Contact Center Solutions (ACCS), Interactive Voice Response Technologies and customer service teams. Has extensive experience in leading Automated Contact Center teams, organizing, directing, and coordinating, planning and support of all contract support activities. Directs all technical, financial management, and administrative activities as well as schedule and budget support. Provides technical, organizational and leadership support as needed. Leads the program or multiple projects and is responsible for overall program performance, including cost, schedule, ACCS Deliverables and contractual compliance. Provides Quality Control and Quality Assurance for all ACCS deliverables while meeting program deadlines and budget constraints. Identifies, acquires and utilizes company resources to achieve program objectives. All the IT Task Order Project Managers report to the Contact Center Program Manager for that contract.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience. PMP Certification may be required.

Minimum Experience:

15 years. At least half of this experience must be in leadership or management roles.

13. Contact Center Project Manager II

Functional Responsibility:

Responsible for overall coordination, status reporting and stability of Automated Contact Center Solutions projects, including integration, training, maintenance, technical infrastructure, and/or telecommunications management. Leads IT projects to involve the successful management of automated contact center initiatives. Establishes and implements project management processes and methodologies, manages project timelines, quality standards, and budget. Performs day-to-day management of overall IT infrastructure, automation and contact center support operations. Provides guidance and supervision for all Automation developers, IT infrastructure and support staff.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

10 years.

14. Contact Center Quality Assurance Specialist II

Functional Responsibility:

Responsible for providing supervisory support to a group of Contact Center Specialists. Ensures standard methodology is followed and projects service level agreements for performance and customer satisfaction are met. Provides one-on-one and group training to Contact Center Specialists to improve ability to meet customer requirements. Collaborates with other functions to ensure quality is maintained.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

4 years.

15. Contact Center Scrum Master II

Functional Responsibility:

A team-based servant leader who leads Automated Contact Center Solutions (ACCS), Interactive Voice Response Technologies and customer service teams by helping the Contact Center team embrace SAFe/Agile Core Values, adopt/apply SAFe/Agile Principles, implement SAFe/Agile practices. To support the fast pace and operational nature of automated contact center operations, tailors the ART/program events and coordinates with other teams to continuously improve communications, cooperation, and relationships with other teams. Reinforces SAFe/Agile adoption by objectively coaching stakeholders, participating in the Community of Practice, supporting the rules of the Agile Team. Leads the team's efforts in relentless improvement, builds a high-performing team and promotes quality practices. Research Agile trends, new methods, techniques and applies them within best practice. Provides one-on-one and group training to Contact Center Specialists to improve ability to meet customer.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

4 years. May require specific training and certifications in specific area of expertise.

16. Contact Center Scrum Master IV

Functional Responsibility:

A team-based servant leader who leads Automated Contact Center Solutions (ACCS), Interactive Voice Response Technologies and customer service teams by helping the Contact Center team embrace SAFe/Agile Core Values, adopt/apply SAFe/Agile Principles, implement SAFe/Agile practices. To support the fast pace and operational nature of automated contact center operations, tailors the ART/program events and coordinates with other teams to continuously improve communications, cooperation, and relationships with other teams. Reinforces SAFe/Agile adoption by objectively coaching stakeholders, participating in the Community of Practice, supporting the rules of the Agile Team. Leads the team's efforts in relentless improvement, builds a high-performing team and promotes quality practices.

Research Agile trends, new methods, techniques and applies them within best practice. Provides one-on-one and group training to Contact Center Specialists to improve ability to meet customer requirements. Conducts complex tasks while working under minimal supervision with wide latitude for independent judgment. Highly skilled and proficient in their knowledge and abilities, provides guidance and support to less senior staff, and oversees aspects of furthers the team's adoption of the applied Agile methodology.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

6 years.

17. Contact Center Customer Service Representative I

Functional Responsibility:

Responsible for providing customer support via Chat-bots, phone, email and web-based self-service portals. Serves as the first point of contact for troubleshooting customer issues and addressing needs. Investigates issues and concerns by reviewing initial support notes and gathering additional information from customer. Requires technical proficiency in supporting multiple channels of communication for the customer. Requires the ability to listen, analyze, document, resolve and/or escalate issues while providing excellent customer service skills to end users, using automated call center solutions.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

2 years.

18. Contact Center Technician I

Functional Responsibility:

Investigates and resolves technical issues for the Automated Contact Center Solutions after reviewing initial support notes and gathering additional information from customer. Updates the tracking system of incident logs. Requires technical proficiency in supporting multiple channels of communication for the customer. Requires the ability to listen, analyze, document, resolve and/or escalate issues while providing excellent customer service skills to end users, using automated call center solutions. Maintains knowledge of all IT support tasks.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

2 years.

19. Contact Center Testing Specialist

Functional Responsibility:

Interacts with other engineering groups to define, document, analyze, perform, and interpret tests for testing and deployment activities for new Automated Contact Center Solutions. Identifies functional problems and suggests resolutions. Assists in the definition of internal quality control standards and the maintenance of reliability programs. Analyzes test cases and provides regular progress reports. Proficient in integration, verification and validation, test planning, and deployment of new features to contact center operations.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

5 years.

20. Contact Center Systems Administrator I

Functional Responsibility:

Responsible for providing specialized knowledge of complex Automated Contact Center Solutions processes and requirements. Applies technical expertise to assist in defining, analyzing, designing, implementing, testing, validation, and documenting complex operating environments, states of technology, and current software and/or computer network systems processes related to Automated Contact Center Solutions.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

2 years.

21. Contact Center Technical Writer II

Functional Responsibility:

Creates new knowledge articles and training materials for contact center personnel. Provides support to contact center operations by creating standard operational procedures (SOPs) and work instructions. Must have good experience with using Human Centered Design (HCD) to support the design and implementation of multiple channels for communicating with the customers, including chat bots, emails, text messages, self-service portals and IVR interfaces.

Minimum Education:

Bachelor of science in computer science, Information systems or relevant technical, engineering, or scientific field; or equivalent of education or related experience.

Minimum Experience:

5 years.

Labor Category Pricing (SIN 561422)

#	SIN	Labor Category	Year 1	Year 2	Year 3	Year 4	Year 5
1	561422	Contact Center Systems Architect I	\$156.60	\$159.73	\$162.92	\$166.18	\$169.51
2	561422	Contact Center Systems Architect II	\$174.32	\$177.81	\$181.37	\$185.00	\$188.69
3	561422	Contact Center Systems Architect III	\$215.09	\$219.39	\$223.78	\$228.25	\$232.82
4	561422	Contact Center Subject Matter Expert I	\$206.83	\$210.96	\$215.18	\$219.49	\$223.88
5	561422	Contact Center Application Developer I	\$59.43	\$60.62	\$61.83	\$63.07	\$64.33
6	561422	Contact Center Application Developer III	\$130.99	\$133.61	\$136.28	\$139.01	\$141.79
7	561422	Contact Center Business Analyst I	\$73.87	\$75.34	\$76.85	\$78.39	\$79.96
8	561422	Contact Center Business Analyst V	\$132.85	\$135.51	\$138.22	\$140.98	\$143.80
9	561422	Contact Center Systems Engineer I	\$76.82	\$78.36	\$79.92	\$81.52	\$83.15
10	561422	Contact Center Systems Engineer II	\$139.85	\$142.65	\$145.50	\$148.41	\$151.38
11	561422	Contact Center Program Analyst	\$132.85	\$135.51	\$138.22	\$140.98	\$143.80
12	561422	Contact Center Program Manager	\$221.60	\$226.03	\$230.55	\$235.16	\$239.87
13	561422	Contact Center Project Manager II	\$172.92	\$176.37	\$179.90	\$183.50	\$187.17
14	561422	Contact Center Quality Assurance Specialist II	\$87.09	\$88.84	\$90.61	\$92.42	\$94.27
15	561422	Contact Center Scrum Master II	\$102.43	\$104.48	\$106.57	\$108.70	\$110.87
16	561422	Contact Center Scrum Master IV	\$125.08	\$127.58	\$130.13	\$132.74	\$135.39
17	561422	Contact Center Customer Service Representative I	\$48.25	\$49.21	\$50.20	\$51.20	\$52.23
18	561422	Contact Center Technician I	\$48.25	\$49.21	\$50.20	\$51.20	\$52.23
19	561422	Contact Center Testing Specialist	\$74.57	\$76.06	\$77.58	\$79.13	\$80.71
20	561422	Contact Center Systems Administrator I	\$60.30	\$61.51	\$62.74	\$64.00	\$65.28

21	561422	Contact Center Technical Writer II	\$73.87	\$75.34	\$76.85	\$78.39	\$79.96
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