General Services Administration
Federal Supply Service
Authorized Federal Supply Schedule Price List

Multiple Award Schedule (MAS)
Federal Supply Schedule (FSS)

Contract Number: GS-03F-022DA

Contract Period: December 1, 2020 through November 30, 2025

DOMA Technologies, LLC
841 Seahawk Circle
Virginia Beach, Virginia 23452
Telephone: (757) 306-4920 Fax: (757) 306-4922
http://www.domaonline.com

Contractor’s Administration Source: Wayne.DeAtley@domaonline.com

Modification # PS-0034, dated 11/3/2021
Business Size: Small Disadvantaged
DUNS: 113657253

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at http://www.fss.gsa.gov.
1a. **TABLE OF AWARDED SPECIAL ITEM NUMBER (SIN):**

SIN 54151HEAL: Health Information Technology Services
SIN 493110RM: Physical Records Management Services
SIN 518210DC: Document Conversion Services
SIN 518210ERM: Electronic Records Management Solutions
SIN 54151S: Information Technology Professional Services
OLM: Order Level Materials

1b. **IDENTIFICATION OF THE LOWEST PRICED MODEL NUMBER AND LOWEST UNIT PRICE FOR THAT MODEL FOR EACH SPECIAL ITEM NUMBER AWARDED IN THE CONTRACT:**

Please see the pricelist below for details.

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:**

Please see the labor category descriptions below for details.

2. **MAXIMUM ORDER**: SINS: 493110RM, 518210DC, 518210ERM: $1,000,000. SINS 54151S, 54151HEAL: $500,000. OLM: $250,000

*If the “best value” selection places your order over this Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contractor for a better price. The contractor may (1) offer a new price for this requirement; (2) offer the lowest price available under this contract; or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the Schedule contract in accordance with FAR 8.404

3. **MINIMUM ORDER**: $100.00

4. **GEOGRAPHIC COVERAGE**: Domestic

5. **POINT(S) OF PRODUCTION**: 841 Seahawk Circle, Virginia Beach, VA 23452

6. **DISCOUNT FROM LIST PRICES**: Net GSA pricing is listed in the attached pricing table

7. **QUANTITY DISCOUNT(S)**: None

8. **PROMPT PAYMENT TERMS**: None. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions

9. **FOREIGN ITEMS**: None

10a. **TIME OF DELIVERY**: Not Applicable

10b. **EXPEDITED DELIVERY**: Not Applicable

10c. **OVERNIGHT AND 2-DAY DELIVERY**: Not Applicable
10d. **URGENT REQUIREMENTS**: Not Applicable

11. **FOB POINT**: Destination; 48 contiguous states and Washington, DC, as well as Alaska, Hawaii, and Puerto Rico

12a. **ORDERING ADDRESS**:
DOMA Technologies, LLC
841 Seahawk Circle, Virginia Beach, VA 23452
Telephone: (757) 306-4920
Fax: (757) 306-4922

12b. **ORDERING PROCEDURES**: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in FAR 8.405-3

13. **PAYMENT ADDRESS**:
DOMA Technologies, LLC
841 Seahawk Circle, Virginia Beach, VA 23452
Telephone: (757) 306-4920
Fax: (757) 306-4922

14. **WARRANTY PROVISION**: N/A

15. **EXPORT PACKING CHARGES**: N/A

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

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

18a. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES** (IF AVAILABLE): Not Applicable

18b. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES** (IF APPLICABLE): Not Applicable

19. **LIST OF SERVICE AND DISTRIBUTION POINTS** (IF APPLICABLE): Refer to Awarded GSA Pricelist

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

21. **PREVENTIVE MAINTENANCE** (IF APPLICABLE): Not Applicable

22a. **SPECIAL ATTRIBUIITES SUCH AS ENVIRONMENTAL ATTRIBUTES** (e.g. recycled content, energy efficiency, and/or reduced pollutants): Not Applicable

22b. **Section 508 Compliance for EIT**: As Applicable. For more information, please go to [http://www.domaonline.com](http://www.domaonline.com)

23. **DUNS NUMBER**: 113657253

24. **NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE**: Active
1. Program Director

**Functional Responsibility:** Serves as the counterpart to the client project/technical manager for intermediate to complex IT or telecommunications-related programs. Manages project support operations involving multiple tasks/projects and personnel at diverse locations. Organizes, directs and coordinates planning and execution of all program/technical support activities. Shall have demonstrated information technology expertise and communication skills to be able to interface with various levels of management. Assigns duties and reviews work of subordinates. Meets and confers with client management regarding the status of specific Contractor project and progress. Resolves problems, issues or conflicts as required. Ensures that program schedule, performance, and deliverables are met.

**Minimum Education and Experience Requirements:** Bachelor’s Degree (with an emphasis in Records Management, Library Science, Business Administration, or Information Management) plus a minimum of 6 years intensive and progressive experience in the design and management of electronic records management systems and applications and/or related IT programs. At least 2 years’ experience supervising document management and/or records management projects of at least 8 personnel.

2. Project Manager

**Functional Responsibility:** Serves as the counterpart to the client program/technical manager for intermediate to complex IT or telecommunications-related programs. Manages program support operations involving multiple tasks and personnel. Organizes, directs and coordinates planning and execution of all program support activities. Shall have demonstrated information technology expertise and communication skills to be able to interface with all levels of management. Assigns duties and reviews work of subordinates. Meets and confers with client management officials regarding the status of specific Contractor program activities and progress. Resolves problems, issues or conflicts as required. Ensures that program schedule, performance, and deliverables are met.

**Minimum Education and Experience Requirements:** Bachelor’s Degree (with an emphasis in Records Management, Library Science, Business Administration, or Information Management) plus a minimum of 4 years intensive/progressive experience in the design and management of electronic records management systems/applications or related IT programs. 2 years supervising document management and/or records management projects of at least 5 personnel.

3. Senior Subject Matter Expert

**Functional Responsibility:** Provides high-level subject matter expertise for both electronic and paper based document/records management policy, procedures, software and systems described in the IT or system related customer program or task. Provides advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and/or implementation advice on complex problems which require a high level knowledge of the subject matter for effective implementation. Participates as needed in all phases of software and hardware application design and development with emphasis on the planning, analysis, testing, integration, documentation, training, and presentation phases. From a business process standpoint, provides technical advice, guidance and direction for the improvement, modification, and re-engineering of business processes, policies and procedures for any functional area under consideration or review. Applies principles, methods, and knowledge of specific functional areas of expertise to specific task order/program. Directs the composition or composes and finalizes documentation.
Minimum Education and Experience Requirements: Bachelor’s Degree (With an emphasis in Records Management, Library Science, Business Administration, or Information Management) plus a minimum of 8 years related experience.

4. Subject Matter Expert

Functional Responsibility: Provides subject matter expertise for both electronic and paper based document/records management policy, procedures, software and systems described in the IT or system related customer program or task. Provides advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and/or implementation advice on complex problems which require a high level knowledge of the subject matter for effective implementation. From a document management systems standpoint, participates as needed in all phases of software and hardware application design and development with emphasis on the planning, analysis, testing, integration, documentation, training, and presentation phases. Provides technical advice, guidance and direction for the improvement, modification, and re-engineering of business processes, policies and procedures for any functional area under consideration or review. Applies principles, methods, and knowledge of specific functional areas of expertise to specific task order/program. Directs the composition or composes and finalizes documentation.

Minimum Education and Experience Requirements: Bachelor’s Degree (With an emphasis in Records Management, Library Science, Business Administration, or Information Management) plus a minimum of 5 years’ experience

5. Senior Systems Engineer

Functional Responsibility: Works from specifications to design, develop or modify complex operating systems applications and/or hardware configurations. Assists with the design, coding, benchmark testing, debugging and documentation of programs. Supports the development of Document Management and Imaging systems and applications dealing with the overall operating system, such as sophisticated file maintenance routines and computer interfaces. Works on most phases of software systems programming applications. Performs a variety of tasks, which are broad in nature and are concerned with the design and implementation of integrated systems, including personnel, hardware, software and support facilities and/or equipment. Works independently. May train subordinate engineers. May be task leader.

Minimum Education and Experience Requirements: Bachelor’s Degree in engineering or computer science or related field of study, plus 4 years’ experience

6. Information Systems Engineer

Functional Responsibility: Works from specifications to develop or modify operating systems applications and/or network/desktop hardware configurations. Assists with design, coding, benchmark testing, debugging and documentation of document management and imaging programs. Supports applications dealing with the overall operating system and file maintenance routines. Supports web based/internet interface and other less complicated software packages. Works on most phases of software programming applications.

Minimum Education and Experience Requirements: Bachelor’s Degree plus 2 years related experience.

7. Senior Analyst

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Functional Responsibility: Performs detailed systems analysis, design, programming, documentation or
implementation of large to mid-sized document management and/or imaging systems and applications
with customers’ existing systems for effective implementation. Studies customer’s
information/records/document processing procedures/capabilities to improve production or workflow.
Prepares workflow charts and diagrams to specify operations to be performed by computers and
operations to be performed by personnel working with the electronic document management system.
Plans and prepares technical reports, instructional manuals and assists in the documentation of
applications development.

Minimum Education and Experience Requirements: A Bachelor’s Degree or a project-related IT or
telecommunications certification, plus 5 years of related experience.

8. Mid-Level Analyst

Functional Responsibility: May perform systems analysis, design, programming, documentation or
implementation of small to mid-sized systems applications. Confers with supervisors on unusual matters.
May review capabilities, workflow, and limitations to determine if requested capability or modification is
possible, also studies records/document management workflow processing.

Minimum Education and Experience Requirements: A Bachelor’s Degree or equivalent, or a project-
related IT or telecommunications certification, plus 3 year related experience.

9. Analyst

Functional Responsibility: Performs varied tasks under minimum supervision, conferring with supervisor
on unusual matters. May be assisted by more junior personnel in the analysis, design, programming,
documentation or implementation of systems applications. May review capabilities, workflow, and
limitations, also studies information-processing. Works under supervision of a Senior Analyst.

Minimum Education and Experience Requirements: A Bachelor’s Degree or equivalent, or a project-
related IT or telecommunications certification, plus 1 year related experience.

10. Senior Database Administrator

Functional Responsibility: Designs and establishes data files and control procedures for mid to complex
systems of networked systems for the document management and/or imaging systems being installed.
Responsible for data integrity. May assign passwords and monitors use of resources. Backs up files as
required. May produce complex periodic business reports; generate output such as labels, letters, and
forms. Responds to frequent management requests for information. Sometimes is the Task Leader or
supervisor of junior and/or entry level database administrators.

Minimum Education and Experience Requirements: Bachelor’s Degree or equivalent and 3 years’
experience.

11. Quality Assurance/Control Specialist

Functional Responsibility: Supports the development and implementation of quality control
methodologies to ensure compliance with document imaging/scanning/retention quality assurance
Minimum Education and Experience Requirements: Associate’s Degree or equivalent and 4 year experience.

12. Multimedia Training Manager

Functional Responsibility: Manages and is responsible for all operations within the training organization for all customer training requirements as they relate to document management, imaging, and scanning software, systems and applications. Supervises, schedules, plans, develops and performs training courses that are up to date and applicable. Ensures that all training courses are appropriate and effective. Responsible for major training projects with training data of a higher complexity and importance than those normally assigned to lower level trainers. Responsible for development and generation of user manuals, training manuals and other documentation required. Responsible for the coordination of training activities, classroom space is adequate. Ensures that all training materials, media and manuals are provided to students. Responsible for supervising and training subordinate training specialist.

Minimum Education and Experience Requirements: Bachelor’s Degree or equivalent and 6 years’ experience.

13. Multimedia Training Specialist

Functional Responsibility: Supports efforts associated with scheduling, planning, developing and performing training courses to end users and systems support personnel for all document/records/scanning/indexing system applications. Supports efforts that ensure all training courses are current, appropriate and effective. Performs coordination of training activities including distance learning and online training classes. Supports the development and production of training manuals, user manuals and other documentation as required. Ensures that all training materials, media and manuals are available to students.

Minimum Education and Experience Requirements: Bachelor’s Degree or equivalent and 3 years’ experience.

14. Technical Writer

Functional Responsibility: Collect, analyze, and organize information required for technical documentation and for the preparation of manuals, materials, and reports. Reviews existing technical literature, develops descriptive copy, and verifies documentation with related departments. May coordinate the production and distribution of finished materials. Develops written technical materials and methodology with regard to information systems and end user requirements. Must have experience in multiple types of word processing systems, and have the capability to develop online technical documentation. May be required to develop output in HTML, PDF, web-based, and other multi-media formats.

Minimum Education and Experience Requirements: Bachelor’s Degree or equivalent (preferably English,
15. Documentation Specialist

**Functional Responsibility:** Responsible for preparing and/or end users documentation, maintenance documentation, systems specifications, procedures and methods, including user reference manuals. Provides or coordinates documentation services as required. Composes and finalizes both functional and IT documentation, including specifications and user manuals, in the style and format required by individual task. Receives initial functional specifications and transform that data into end user documentation. May be required to develop output in HTML, PDF, web-based, and other multi-media formats.

**Minimum Education and Experience Requirements:** Bachelor’s Degree or equivalent (preferably English, Literature, or other related discipline) and 3 years of experience writing and editing technical reports and documents.

16. Senior WEB/Internet Developer

**Functional Responsibility:** Assigned as a Webmaster for establishing and maintaining WEB Sites and the creation/design of WEB pages in support of ASP Document/Records/Imaging/Scanning software and System Applications. Provides support in software development/engineering, specification development, system design, programming, and testing using software applications including JAVA, JDBC, HTML, PERL, SML, FoxPro, Front Page, Visual Basic, FLASH, C//C++ and other Internetworking protocols/development languages. Manages and configures Web Servers and Web Content Document Management Systems. Also documents, designs, and prepares technical reports, presentations, and briefs as required. Develops customer specific reports and databases for web based ASP requirements.

**Minimum Education and Experience Requirements:** Bachelor’s Degree or equivalent and 4 years of experience.

17. WEB Internet Developer

**Functional Responsibility:** Assists in the development and maintenance of WEB Sites and the creation/design of WEB pages in support of ASP Document/Records/Imaging/Scanning software and System Applications. Translates applications requirements into the design of complex web sites, including integrating web pages and applications to serve as either stand-alone sites or as the front end to web-based applications. Provides configuration, installation, maintenance, and site policy development. Formulates, defines system scope, prepares specifications, and develops coding, testing, implementation and life-cycle support of customer web sites. Utilizes multiple types of software applications and languages/protocols including: JAVA, JDBC, HTML, PERL, SML, FoxPro, Front Page, Visual Basic, FLASH, C//C++, XML, and PowerBuilder.

**Minimum Education and Experience Requirements:** Bachelor’s Degree or equivalent and 1 years of experience.

18. Senior Functional Analyst

**Functional Responsibility:** Analyzes end user requirements to determine functional and cross-functional operating requirements for document/records workflow procedures and processes. Conducts functional
distribution to identify specific job tasks and their interrelationships. Develops and maintains DBMS, including designing and analyzing systems, using current operating systems and performs data manipulation. Identifies system requirements for each functional task area. Provides daily supervision and direction to support staff.

**Minimum Education and Experience Requirements:** Six years of current experience directly related to the use of structured analysis; design methodologies, and experience with the logical and physical functional, operational, and technical architecture of large and complex information systems and or records management systems. Bachelor’s Degree in Engineering, Computer Science, Information Systems, or other related technical discipline.

19. **Functional Analyst**

**Functional Responsibility:** Participates in the collection and analyzing of organizational requirements and develops functional requirements for systems operations. Provides input for computer software and system design, documentation development/changes, conducts functional testing of specific software applications, and assists in designing interfaces necessary for software modifications. Provides database and system input. Develops reports, charts, presentations, drawings, and provides input for new end user training requirements.

**Minimum Education and Experience Requirements:** Shall have three years extensive hands-on experience in a functional and/or technical position supporting multiple types of operating systems and software applications. Should have experience in developing, testing and/or implementing application software. Bachelor’s Degree in Engineering, Computer Science, Information Systems, or other related technical discipline.

20. **Instructional Designer**

**Functional Responsibility:** Responsible for hands-on development and production of computer based/paper based/web based curriculum/educational/training materials and study guides in accordance with the principals and processes of formal Instructional Systems Design. Task includes developing and following project schedules, composing course designs, outlines, lesson guides, test questions, graphics, student applications and study materials. Performs review of curriculum drafts and curriculum-related documentation for content, consistency, spelling, grammar, punctuation and style.

**Minimum Education and Experience Requirements:** Shall have five years’ experience in curriculum development, Education, Technical Writing, Training, or have filled a position as a subject matter specialist in a functional and/or technical position related to the curriculum being developed. Bachelor’s Degree in Education, English, Instruction Systems, or a related field.

21. **Task Supervisor**

**Functional Responsibility:** Responsible for the coordination and supervision of a specific task or function. Ensures all activities are carried out in accordance with project requirements and objectives. Typically supervises between 10 and 30 employees. Responsible for day-to-day coordination and administration of task efforts, quality and productivity. Works closely with project manager and/or customer personnel. Ensures completion of administrative reporting, training, timecards, daily reports, logs and narratives. Sets up and manages project facilities as required by workload requirements.
Minimum Education and Experience Requirements: Bachelor’s Degree in a related field or equivalent and three to five years of work experience.

22. Network Administrator


Minimum Education and Experience Requirements: Bachelor’s Degree or equivalent certification and 2 years’ experience

23. Help Desk Manager

Functional Responsibility: Provides specialized management of help desks in a multi-server environment. Provides detailed knowledge of PC/Desktop operating systems, networks, and mail standards. Assists in information system development and network support in a client/server environment. Works with hardware and software vendors for warranty and non-warranty repair issues. Monitors all help desk activity, reviews daily reports from the HD tracking system and coordinates support and training of end users.

Minimum Education and Experience Requirements: Bachelor’s Degree or equivalent and 5 years’ experience.

24. Help Desk Technician

Functional Responsibility: Provides telephone and in-person support to end users in the areas of E-mail, directories, desktop applications, hardware and software issues, and network troubleshooting problems. Serves as the initial point of contact for troubleshooting network applications and hardware, software, and printer problems. Enters data into the help desk software database to identify, escalate, and fix/repair individual support issues.

Minimum Education and Experience Requirements: Associates Degree or equivalent and 2 years IT experience.

25. Records Supervisor

Functional Responsibility: Supervises the operation of a document/records division of a facility or a unit within a facility. Coordinates the work of records technicians and clerks. Plans and organizes the work of the contractor staff. Investigates problems, determines causes, and designs and conducts task and changes necessary to correct problems and prevent reoccurrence. Makes arrangements for urgently required responses. Coordinates review of materials, pending requests, collection and compilation of reports, and conducts quality reviews.

Minimum Education and Experience Requirements: Requires Associates Degree and at least four years working in an office or records management environment.

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26. Records Analyst 2

**Functional Responsibility:** Responsible for performing analysis and inventory of documents/records in general office, field offices, plants, hospitals, and any remote records centers. Develops retention schedules, incorporates data, prepares records for retention, and ensures consistency in records content. Stores, maintains, researches and retrieves records maintained by an organization in paper, microform and electronic format. Organizes files by category and chronological date and determines disposition. Develops and maintains records management databases as required. Oversees work of junior personnel. Reviews and incorporates regulatory and operational policy and procedures. Recommends media formats and storage requirements of specific records.

**Minimum Education and Experience Requirements:** Requires Associates Degree and at least four years working in a records management program or library environment.

27. Testing Specialist

**Functional Responsibility:** Develops test plans, designs test scenarios, develops test programs and documents test results to ensure Electronic Records Management and Scanning/Imaging systems and software perform as designed and required. Develops software QA plans. Develops and maintains processes for evaluating software and associated documentation in a customer’s operating environment. Participates in formal and informal reviews throughout the development life cycle. Responsible for developing and integrating testing into the full software development process. Reviews system requirements and functional specifications for early defect detection and develops high level plans as well as detailed test scenarios. Analyzes internal security within software and systems.

**Minimum Education and Experience Requirements:** Bachelor’s Degree or equivalent IT Certifications and 4 years of experience.

28. Data Technician

**Functional Responsibility:** Provides repository related support functions and customer service functions using existing databases. Performs repository and technical library functions, using reproduction equipment, and performs data entry functions. Classifies, indexes, stores, and circulates documents, books, records, periodicals, papers, microfiche, and technical documentation stored on various electronic media. Performs manual data collection, data entry, word processing, or computer application software to update indices and technical documents. Performs routine cataloging functions. Coordinates lower level Data Entry Operators and assigns data entry task assignments.

**Minimum Education and Experience Requirements:** High School Diploma or equivalent, and three to five years of related office experience.

29. Data Entry Operator

**Functional Responsibility:** Performs data entry via on-line data terminal, key-to-tape, PC, key-to-disk, or similar electronic device. Reviews documentation and manual records prior to input and verifies data entered as required. Maintains files, records, and chronologies of entry activities. Produces output of magnetic tape, diskettes, or other media.

**Minimum Education and Experience Requirements:** High School Diploma or equivalent.
30. Scanning Supervisor

**Functional Responsibility:** Supervises and directs the scanning and microfilm staff to accomplish records retention requirements. Troubleshoots, performs quality control, ensures quality and delivery schedule compliance, and schedules all scanning efforts. Functions as expert operative on all utilized equipment and processes. Determines scanner and scanner settings based on document type, planned processing, and document characteristics. Performs image, text, and content reviews to confirm loading, quality, and storage requirements of the Document Management System. Trains junior staff personnel.

**Minimum Education and Experience Requirements:** High School Diploma or equivalent and at least four years of related experience.

31. Scanning/Microfilm Specialist 1

**Functional Responsibility:** Operates microfilm and scanning equipment to perform efficient storage and retrieval of records, documents, and drawings. Functions as trainee operative on equipment and processes. Prepares internal and external documents including fastener removal, repair of damage, and legibility enhancement. Determines scanner and filming settings based on document type. Store image and text files within the Document Management System file structure and create/update properties to provide client retrieval. Maintains catalogs of materials. Maintains files and storage retention.

**Minimum Education and Experience Requirements:** High School Diploma or equivalent and one to two years of related experience.

32. Scanning/Microfilm Specialist 2

**Functional Responsibility:** Operates microfilm and scanning equipment to perform efficient storage and retrieval of records, documents, and drawings. Functions as trainee operative on equipment and processes. Prepares internal and external documents including fastener removal, repair of damage, and legibility enhancement. Determines scanner and filming settings based on document type. Store image and text files within the Document Management System file structure and create/update properties to provide client retrieval. Maintains catalogs of materials. Maintains files and storage retention. Perform image, text, and property reviews to confirm loading, quality, and location of documents stored on the system. Performs optical character recognition and text correction on documents requiring content-based retrieval. Sets up indexes and print services and assists with training and guidance of less experienced operators.

**Minimum Education and Experience Requirements:** High School Diploma or equivalent and at least three years of related experience.

33. Document Control Specialist

**Functional Responsibility:** This position is responsible for the assisting in the development, inventory, storage, distribution and destruction of forms, documents, records as required under set policy’s and guidelines. May process and ill request for forms, which includes pulling orders, checking quantity, packaging for shipment and delivering records to users. Creates and updates forms by using computer design software. Assists in the administration of the company’s Records Retention Management Program.
**Minimum Education and Experience Requirements:** High School Diploma or equivalent and two to three years of related experience.

**34. Warehouse Specialist**

**Functional Responsibility:** Performs a wide range of material handling and warehousing functions including shipping, receiving, stocking, storing, and inventory of materials. Receives material, verifies quantities and counts against shipping documents and invoices. Processes requests for items; pulls and assembles materials for shipping, destruction, or return to customer. Packs materials for shipping. May assist in loading and unloading vehicles. May pick up materials at customer locations and return them to the warehouse facility. Will be required to enter shipping, receiving, inventory, and material inventory data into computer databases.

**Minimum Education and Experience Requirements:** High School Diploma or equivalent and three years of related warehouse experience.

**35. Administrative Support Specialist**

**Functional Responsibility:** Provides technical support in general administration using various software packages. Applies general knowledge of standards, concepts, practices, and techniques related to administrative support. Performs a variety of technical support duties for management and customer support. Duties may include preparing end of month contract status/performance reports, maintaining computer based and paper files as required, answering office inquiries by customers for helpdesk or service center requests, and performing administrative tasks as established by management. May perform or supervise junior personnel in duties related to word processing, data management, project library, document control, document production, technical aide, data entry and computer support.

**Minimum Education and Experience Requirements:** Associate’s Degree (or equivalent), PLUS up to 2 year related experience.

**36. Outpatient Medical Coder**

**Functional Responsibility:** Responsible for assignment of accurate E&M, ICD-10-CM, CPT, and HCPCS codes, modifiers, and units of service based on medical record documentation; maintains efficiency comments within relevant coding systems on coded medical record encounters to provide statistical data for trending; receives feedback on coding and reviews documentation along with code assignments identified and cites references to support code selections based on the applicable Coding Guidelines, ICD-10-CM and ICD-10-CM Coding books and guidelines, CPT (Current Procedural Terminology) coding books to include CPT Assistant, Coding Clinics, and/or CCE equivalent references.

**Minimum Education and Experience Requirements:** Minimum of two (2) years’ experience in an outpatient setting.
*Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

<table>
<thead>
<tr>
<th>Degree</th>
<th>Substituted Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Associate’s</td>
<td>2 years relevant experience</td>
</tr>
<tr>
<td>Bachelor’s</td>
<td>Associate’s degree + 2 years relevant experience or 4 years relevant experience</td>
</tr>
<tr>
<td>Master’s</td>
<td>Bachelor’s plus 2 years relevant experience or Associate’s degree + 4 years relevant experience or 6 years relevant experience</td>
</tr>
<tr>
<td>PhD</td>
<td>Master’s + 2 years relevant experience, or Bachelor’s + 4 years relevant experience or 8 years relevant experience</td>
</tr>
</tbody>
</table>
1. Program Director/Principal II

**Functional Responsibility:** Highest company line management level. Plans, supervises, manages, and may participate technically in all projects within the operating unit. Typically supervises multiple program managers. Has authority for unsupervised technical and financial decision and action. Responsible for management of very large or extremely complex IT or telecommunications-related programs or research efforts. This individual represents senior level management whose competency concerning effectiveness and efficiency in managing dedicated overall program activity is paramount to contract success. Organizes, directs and coordinates planning and production of all program/effort activities. Must possess excellent oral and written communication skills, with demonstrated capability of dealing with all levels of management personnel, task/project managers and client representatives. Responsible for the performance of all program/effort requirements. Meets with appropriate client management personnel, other program managers and client agency representatives. Formulates and reviews strategic plans, subcontracts, and deliverable items. Responsible for the coordination of all functions of program/effort staff. Actively applies quality assurance measures to the management and performance of the program/effort.

**Minimum Education and Experience Requirements:** Master’s Degree PLUS a minimum of 14 years intensive and progressive experience in managing large IT or telecommunications-related programs. 7 years’ experience supervising IT or telecommunications-related programs, 5 years managing IT or telecommunications-related projects of at least 20 personnel.

2. Program Director/Principal I

**Functional Responsibility:** Responsible for overall management of very large or extremely complex IT or telecommunications-related programs or research efforts. This individual represents senior level management whose competency concerning effectiveness and efficiency in managing dedicated overall program activity is paramount to contract success. Organizes, directs and coordinates planning and production of all program/effort activities. Must possess excellent oral and written communication skills, with demonstrated capability of dealing with all levels of management personnel, task/project managers and client representatives. Responsible for the performance of all program/effort requirements. Meets with appropriate client management personnel, other program managers and client agency representatives. Formulates and reviews strategic plans, subcontracts, and deliverable items. Responsible for the coordination of all functions of program/effort staff. Actively applies quality assurance measures to the management and performance of the program/effort.

**Minimum Education and Experience Requirements:** Master’s Degree PLUS a minimum of 11 years intensive and progressive experience in managing large IT or telecommunications-related programs. 5 years’ experience supervising IT or telecommunications-related programs, 3 years managing IT or telecommunications-related projects of at least 20 personnel.

3. Principal Program Manager

**Functional Responsibility:** Responsible for overall management of large or extremely complex IT or telecommunications-related programs or research efforts. This individual represents senior level management whose competency concerning effectiveness and efficiency in managing dedicated overall program activity is paramount to contract success. Organizes, directs and coordinates planning and production of all program/effort activities. Must possess excellent oral and written communication skills, with demonstrated capability of dealing with all levels of management personnel, task/project managers and client representatives. Responsible for the
performance of all program/effort requirements. Meets with appropriate client management personnel, other program managers and client agency representatives. Formulates and reviews strategic plans, subcontracting, and deliverable items. Responsible for the coordination of all functions of program/effort staff. Actively applies quality assurance measures to the management and performance of the program/effort.

**Minimum Education and Experience Requirements:** Master's Degree plus a minimum of 8 years intensive and progressive experience in management of large IT or telecommunications-related programs. 3 years’ experience supervising IT or telecommunications-related programs, 3 years managing IT or telecommunications-related projects of at least 15 personnel.

### 4. Health Program Manager

**Functional Responsibility:** This person serves as the counterpart to the client program/technical manager for a complex IT or telecommunications-related program. Manages program/technical support operations involving multiple tasks/projects and personnel at diverse locations. Organizes, directs and coordinates planning and execution of all program/technical support activities. Shall have demonstrated information technology expertise and communication skills to be able to interface with all levels of management. Assigns duties and reviews work of subordinates. Establishes and alters (as necessary) management structure within the program to effectively direct program/technical support activities. Meets and confers with client management officials regarding the status of specific Contractor program/technical activities and progress. Resolves problems, issues or conflicts as required. Ensures that program schedule, performance, and deliverables are met.

**Minimum Education and Experience Requirements:** Bachelor’s Degree plus a minimum of 8 years intensive and progressive experience in management of large IT or telecommunications-related programs. 3 years’ experience supervising IT or telecommunications-related programs, 3 years managing IT or telecommunications-related projects of up to 15 personnel.

### 5. Project Director II

**Functional Responsibility:** Serves as the counterpart to the client project/technical manager for intermediate to complex IT or telecommunications-related programs. Manages project support operations involving multiple tasks/projects and personnel at diverse locations. Organizes, directs and coordinates planning and execution of all program/technical support activities. Shall have demonstrated information technology expertise and communication skills to be able to interface with various levels of management. Assigns duties and reviews work of subordinates. Meets and confers with client management officials regarding the status of specific Contractor project and progress. Resolves problems, issues or conflicts as required. Ensures that program schedule, performance, and deliverables are met.

**Minimum Education and Experience Requirements:** Bachelor’s Degree plus a minimum of 7 years intensive and progressive experience in management of IT or telecommunications-related programs. 3 years’ experience supervising IT or telecommunications-related programs, 2 years managing IT or telecommunications-related projects of up to 10 personnel.
6. Project Director I
**Functional Responsibility:** Serves as the counterpart to the client project/technical manager for intermediate to complex IT or telecommunications-related programs. Manages project support operations involving multiple tasks/projects and personnel at diverse locations. Organizes, directs and coordinates planning and execution of all program/technical support activities. Shall have demonstrated information technology expertise and communication skills to be able to interface with various levels of management. Assigns duties and reviews work of subordinates. Meets and confers with client management officials regarding the status of specific Contractor project and progress. Resolves problems, issues or conflicts as required. Ensures that program schedule, performance, and deliverables are met.

**Minimum Education and Experience Requirements:** Bachelor’s Degree plus a minimum of 6 years intensive and progressive experience in management of IT or telecommunications-related programs. Up to 2 years’ experience supervising IT or telecommunications-related programs, up to 2 years managing IT or telecommunications-related projects of at least 8 personnel.

7. Project Director
**Functional Responsibility:** Serves as the counterpart to the client project/technical manager for intermediate to complex IT or telecommunications-related programs. Manages project support operations involving multiple tasks and personnel. Organizes, directs and coordinates planning and execution of all technical support activities. Shall have demonstrated information technology expertise and communication skills to be able to interface with all levels of management. Assigns duties and reviews work of subordinates. Meets and confers with client management officials regarding the status of specific Contractor project and progress. Resolves problems, issues or conflicts as required. Ensures that program schedule, performance, and deliverables are met.

**Minimum Education and Experience Requirements:** Bachelor’s Degree plus up to 5 years intensive and progressive experience in management of IT or telecommunications-related programs. Up to 2 years’ experience supervising IT or telecommunications-related programs, up to 2 years managing IT or telecommunications-related projects of up to 5 personnel.

8. Program Manager
**Functional Responsibility:** Serves as the counterpart to the client program/technical manager for intermediate to complex IT or telecommunications-related programs. Manages program support operations involving multiple tasks and personnel. Organizes, directs and coordinates planning and execution of all program support activities. Shall have demonstrated information technology expertise and communication skills to be able to interface with all levels of management. Assigns duties and reviews work of subordinates. Meets and confers with client management officials regarding the status of specific Contractor program activities and progress. Resolves problems, issues or conflicts as required. Ensures that program schedule, performance, and deliverables are met.

**Minimum Education and Experience Requirements:** Bachelor’s Degree plus up to 4 years intensive and progressive experience in management of large IT or telecommunications-related
programs. Up to 2 years’ experience supervising IT or telecommunications-related programs, up to 2 years managing IT or telecommunications-related projects of up to 5 personnel.

9. Senior Subject Matter Expert
**Functional Responsibility:** Provides high-level subject matter expertise for work described in the IT or telecommunications-related program or task. Provides advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and/or implementation advice on complex problems which require a high level knowledge of the subject matter for effective implementation. From computer systems standpoint, participates as needed in all phases of software and hardware development with emphasis on the planning, analysis, testing, integration, documentation, training, and presentation phases. From a business process standpoint, provides technical advice, guidance and direction for the improvement, modification, and re-engineering of business processes, policies and procedures for any functional area under consideration or review. Applies principles, methods, and knowledge of specific functional areas of expertise to specific task order/program. Is able to work independently at the highest level. Directs the composition or composes and finalizes documentation.

**Minimum Education and Experience Requirements:** Master’s Degree plus 10 years related experience.

10. Subject Matter Expert
**Functional Responsibility:** Provides subject matter expertise for work described in the IT or telecommunications-related program or task. Provides technical knowledge and analysis of specialized applications and operational environment, functional systems analysis, design, integration, documentation, training, and/or implementation advice on complex problems, which require knowledge of the subject matter for effective implementation. From computer systems standpoint, participates as needed in all phases of software and hardware development with emphasis on the planning, analysis, testing, integration, documentation, training, and presentation phases. From a business process standpoint, provides technical advice, guidance and direction for the improvement, modification, and re-engineering of business processes, policies and procedures for any functional area under consideration or review. Applies principles, methods, and knowledge of specific functional areas of expertise to specific task order/program. Is able to work independently. Directs the composition or composes and finalizes documentation.

**Minimum Education and Experience Requirements:** Bachelor’s Degree plus 8 years related experience.

11. Consultant III
**Functional Responsibility:** Plans, conducts, supervises, and/or manages more complex projects or multiple IT or telecommunications-related projects. Typically trains and supervises junior and mid-level personnel. Has substantial latitude for unsupervised decision and action. Typically has overall responsibility for project technical direction, as well as financial and technical management. Provides technical knowledge and analysis of specialized applications and operational environment, functional systems analysis, design, integration, documentation, training, and/or implementation on complex problems. Applies principles, methods, and knowledge of specific functional areas of expertise to specific task.
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Minimum Education and Experience Requirements: Bachelor's Degree plus up to 5 years related experience.

12. Consultant II

Functional Responsibility: Plans, conducts, supervises, and/or manages most IT or telecommunications-related tasks under minimum supervisions, conferring with a supervisor on unusual matters. Assignments are broad in nature requiring originality and ingenuity. May train and supervise junior and mid-level personnel. Has substantial latitude for unsupervised decision and action. May have overall responsibility for project technical direction, as well as financial and technical management. Provides technical knowledge and analysis of specialized applications and operational environment, functional systems analysis, design, integration, documentation, training, and/or implementation on complex problems.

Minimum Education and Experience Requirements: Bachelor's Degree plus up to 4 years related experience.

13. Consultant I

Functional Responsibility: Performs varied and difficult IT or telecommunications-related tasks under minimum supervision, conferring with supervisor on unusual matters. Assignments may be routine or may be broad in nature requiring originality and ingenuity. May be assisted by or may supervise junior and mid-level personnel. Has some latitude for unsupervised decision and action. Provides technical knowledge and analysis of specific functional areas of expertise.

Minimum Education and Experience Requirements: Bachelor's Degree plus up to 3 years related experience.

14. Consultant

Functional Responsibility: Performs assigned IT or telecommunications-related tasks that are varied and that may be somewhat difficult in character, but usually involve limited responsibility. Work may be routine. Instructions are typically detailed. Provides knowledge and analysis of specialized applications and functional systems. Applies knowledge of specific functional area of expertise to a specific task.

Minimum Education and Experience Requirements: Bachelor's Degree plus 2 years related experience.

15. Mid-Level Expert

Functional Responsibility: Provides subject matter expertise for work described in the IT or telecommunications-related task. Provides technical knowledge and analysis for a specific task. From computer systems standpoint, can participate in most phases of software and hardware development. From a business process standpoint, can provide some technical advice, guidance and direction.

Minimum Education and Experience Requirements: Bachelor's Degree plus up to 2 years related experience.
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16. Principal Info Systems Engineer

**Functional Responsibility:** Acts as IT or telecommunications-related lead engineer or project leader. Formulates, modifies and maintains, and defines specifications for operating systems applications and/or hardware configurations. Uses engineering releases and utilities from manufacturer. Responsible for program design, coding, testing, debugging and documentation. Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, and computer accounting. Instructs, directs, and checks the work of other task personnel or lower-level engineers. Plans and performs network engineering research, design development, and other assignments in conformance with system design, engineering and customer specifications. Supervises team of Engineers through project completion, responsible for major technical/engineering projects of higher complexity and importance than those normally assigned to lower level engineers. Coordinates the activities of Engineers and Technicians assigned to specific network engineering projects. Responsible for quality assurance review and the evaluation of existing and new software products. Trains and supervises subordinate engineers. May support multiple tasks.

**Minimum Education and Experience Requirements:** Bachelor’s Degree in engineering or computer science, or with engineering or computer science as a major field of study, or equivalent, plus 6 years related experience.

17. Sr. Info Systems Engineer

**Functional Responsibility:** Works from specifications to develop or modify complex operating systems applications and/or hardware configurations. Assists with design, coding, benchmark testing, debugging and documentation of programs. Supports applications dealing with the overall operating system, such as sophisticated file maintenance routines and computer accounting. Works on most phases of software systems programming applications. Performs a variety of tasks, which are broad in nature and are concerned with the design and implementation of integrated systems, including personnel, hardware, software and support facilities and/or equipment. Works independently. May train subordinate engineers. May be task leader.

**Minimum Education and Experience Requirements:** Bachelor’s Degree in engineering or computer science or related field of study, plus 4 years’ experience.

18. Info Systems Engineer

**Functional Responsibility:** Works from specifications to develop or modify operating systems applications and/or hardware configurations. Assists with design, coding, benchmark testing, debugging and documentation of programs. Supports applications dealing with the overall operating system and file maintenance routines. Supports computer accounting and other less complicated software packages. Works on most phases of software systems programming applications. Works under minimal supervision.

**Minimum Education and Experience Requirements:** Bachelor’s Degree plus up to 2 years related experience.
19. Network Engineer

**Functional Responsibility:** Performs a variety of network management functions in support of MIS services related to operation, performance or availability of data communications networks. Modifies command language programs, network start up files, assigns/re-assigns network device logical, analyzes network performance and recommends adjustments to wide variety of complex network management functions with responsibility for overall performance and availability of networks. LAN/WAN consultant skilled in network analysis, integration and tuning. Ability to analyze client LANs/WANs, isolate source of problem(s), and recommend reconfiguration and implementation of new network hardware to increase performance. Working knowledge of network operating systems. Conducts load balancing efforts to achieve optimum device utilization and network performance. Manages network e-mail functions. Establishes mailboxes and monitors mail performance on the network. Coordinates with Systems or Communications Engineering to resolve hardware problems. Works with client and operations staff in scheduling preventive and emergency maintenance activities. May serve as task leader on one or more projects.

**Minimum Education and Experience Requirements:** Bachelor’s Degree or equivalent or certification and 4 years’ experience.

20. Network Administrator

**Functional Responsibility:** Designs, installs, and maintains complex networks that typically link numerous computing platforms, operating systems, and network topologies across widely dispersed geographic areas. Evaluates hardware and software suitable for large, complex networks, Designs, test, and implements interface programs. Develops security procedures. Manages network performance. Troubleshoots and resolves complex problems to ensure no disruption of mission-critical applications. Designs and maintains fault-tolerant systems and manages systems backups. Generally has supervisory responsibility for subordinate network analyst. May serve as task leader.

**Minimum Education and Experience Requirements:** Bachelor’s Degree or equivalent or certification and 2 years’ experience.

21. Computer Operator III

**Functional Responsibility:** Resolves a variety of difficult operating problems (e.g., making unusual equipment connections and rarely used equipment and hardware configurations to direct processing through or around problems in equipment, circuits, or channels. Reviews test run requirements and develops system configurations that allow test programs to process without inferring with ongoing operations. Applies high level systems solutions and methods to arrive at automated solutions. Directs and participates in all phases of system development with emphasis on planning, analysis, evaluation, integration, testing and acceptance. Also provides systems research, configuration management, quality assurance, performance evaluation, and life cycle management support.

**Minimum Education and Experience Requirements:** A Bachelor’s Degree or equivalent plus 4 years related experience.
22. Computer Operator II

**Functional Responsibility:** Adapts and responds to a variety of nonstandard problems that require operator intervention (e.g., frequent introduction of new programs, applications, or procedures.) In response to computer output instructions or error conditions, chooses or devises a course of action from among several alternatives and alters or deviates from standard procedures in resolving systems problems. Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, networks, or system software packages. Administers complex operating systems and database management software. Other duties may include the design and installation of cabling; maintenance of system files; operations of data communications equipment; and upgrading of system components.

**Minimum Education and Experience Requirements:** A Bachelor’s Degree or equivalent plus 2 years related experience.

23. Computer Operator I

**Functional Responsibility:** Operates computer systems hardware and software in a data processing and/or teleprocessing environment. Applies experience and understanding of basic operating systems, hardware/software configurations, utility programs, procedures and scheduling paradigms. Recognizes problems and initiates corrective actions. Maintains equipment and performs routine repairs. Assists in the planning, organization, controlling, integration and completion of systems upgrades and systems projects.

**Minimum Education and Experience Requirements:** An Associate’s Degree or equivalent related experience.

24. Principal Analyst III

**Functional Responsibility:** May act as lead analyst in the development, implementation, and maintenance of small to medium-sized computer systems, including multi-platform, networked, and client-server applications. Coordinates and instructs programmers and analyst assigned to project(s). Designs, develops, implements, and maintains complex business, accounting and management information applications and systems. Prepares feasibility studies of potential systems, configurations of computers, and interactive applications. Prepares more complex application specifications. Leads post-implementation analyses. Provides assistance and training to lower-level analyst. May be task leader for one or more projects.

**Minimum Education and Experience Requirements:** A Bachelor’s Degree or equivalent plus 6 years related experience.

25. Principal Analyst II

**Functional Responsibility:** Designs, develops, implements, and maintains complex business, scientific and management information applications and systems. Supports efforts in the development, implementation, and maintenance of small to medium-sized computer systems, including multi-platform, networked, and client-server applications. Coordinates with programmers and analyst assigned to project. Supports the preparation of feasibility studies of
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potential systems, configurations of computers, and interactive applications. Prepares more complex application specifications. Supports post-implementation analyses. Works independently and provides assistance to lower-level analyst. May be task leader.

**Minimum Education and Experience Requirements:** A Bachelor’s Degree or equivalent, or a project-related IT or telecommunications certification plus 5 years related experience.

26. Principal Analyst I

**Functional Responsibility:** Performs systems analysis, design, programming, documentation or implementation of mid-sized systems applications and related IT/ADP systems concepts for effective implementation. Reviews existing computer capabilities, workflow, and limitations to determine if requested capability or modification is possible within existing configurations and systems. Studies information-processing capabilities to improve production or workflow. Prepares workflow charts and diagrams to specify in detail operations to be performed by computers and operations to be performed by personnel working with computers. Plans and prepares technical reports and instructional manuals and assists in the documentation of applications development.

**Minimum Education and Experience Requirements:** A Bachelor’s Degree or equivalent, or a project-related IT or telecommunications certification, plus 4 year related experience.

27. Senior Analyst

**Functional Responsibility:** Performs simple systems analysis, design, programming, documentation or implementation of small to mid-sized systems applications and related IT/ADP systems concepts for effective implementation. Studies information-processing capabilities to improve production or workflow. Prepares workflow charts and diagrams to specify in detail operations to be performed by computers and operations to be performed by personnel working with computers. Plans and prepares technical reports and instructional manuals and assists in the documentation of applications development.

**Minimum Education and Experience Requirements:** A Bachelor’s Degree or equivalent, or a project-related IT or telecommunications certification, plus 3 year related experience.

28. Mid-Level Analyst

**Functional Responsibility:** May perform systems analysis, design, programming, documentation or implementation of mid-sized systems applications. Confers with supervision on unusual matters. May review capabilities, workflow, and limitations to determine if requested capability or modification is possible, also studies information-processing.

**Minimum Education and Experience Requirements:** A Bachelor’s Degree or equivalent, or a project-related IT or telecommunications certification, plus 2 year related experience.

29. Analyst

**Functional Responsibility:** Performs varied tasks under minimum supervision, conferring with supervisor on unusual matters. May be assisted by more junior personnel in the analysis,
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design, programming, documentation or implementation of systems applications. May review capabilities, workflow, and limitations, also studies information-processing. Works under supervision.

Minimum Education and Experience Requirements: A Bachelor’s Degree or equivalent, or a project-related IT or telecommunications certification, plus 1 year related experience.

30. Junior Analyst
Functional Responsibility: Performs assigned IT tasks that are varied, but involve limited responsibility. Work may be routine. Instructions are typically detailed. Works under supervision.

Minimum Education and Experience Requirements: A Bachelor’s Degree or equivalent, or a project-related IT or telecommunications certification.

31. Programmer-Analyst IV

Functional Responsibility: Works independently, with management review of end results or acts as lead programmer. Has prime accountability for the maintenance and operating efficiency of a major subsystem. Continually assesses the performance of appropriate software systems to identify and correct problems that impact operation efficiency and work quality. Maintains active liaison with user personnel to ensure continuing responsiveness of applicable system software user requirements; analyzes performance indicators such as system’s response time and number of programs being processed to ensure operational efficiency. Designs, codes, installs, and maintains appropriate systems software program; identifies, evaluates, tailors, and directs the implementation of vendor-supplied software packages. Performs special systems re-generations where applicable to reflect changes in peripheral configuration; ensures the maintenance of adequate software systems documentation; recommends to management the purchase or lease of systems software personnel in the resolution of complex systems-related problems. Trains users in applications programming and other user personnel in the use of systems software and related hardware.

Minimum Education and Experience Requirements: A Bachelor’s Degree or equivalent, plus 5 years of related work experience.

32. Programmer-Analyst III

Functional Responsibility: Interprets, implements, and maintains complex operating systems and subsystems from specifications prepared by vendors and engineers. Directs or fine-tunes applications to maximize throughput on various computing platforms and equipment configurations. Responsible for integrating equipment and systems from multiple vendors into the overall organizational configuration to maximize data communications and resource sharing. Designs, codes, installs, and maintains appropriate systems software program; identifies, evaluates, tailors, and directs the implementation of vendor-supplied software. Performs systems re-generations where applicable to reflect changes in peripheral configuration; ensures the maintenance of adequate software systems documentation; recommends to management the purchase or lease of systems software personnel in the resolution of complex systems-related problems.
Minimum Education and Experience Requirements: A Bachelor’s Degree or equivalent, plus 3 years of related work experience.

33. Programmer-Analyst II

Functional Responsibility: Interprets, implements, and maintains operating systems and subsystems from specifications prepared by vendors and engineers. May fine-tune applications to maximize throughput on various computing platforms and equipment configurations. Support efforts for integrating equipment and systems from multiple vendors into the overall organizational configuration to maximize data communications and resource sharing. Supports design, code, installation, and maintenance of appropriate systems software program. Identifies, evaluates, tailors, and directs the implementation of vendor-supplied software packages. Performs simplistic systems re-generations where applicable to reflect changes in peripheral configuration; ensures the maintenance of adequate software systems documentation; prepares alterations to management the purchase or lease of systems software personnel in the resolution of complex systems-related problems.

Minimum Education and Experience Requirements: A Bachelor’s Degree or equivalent plus 1 year related work experience.

34. Programmer-Analyst I

Functional Responsibility: Interprets, implements, and maintains simple operating systems and subsystems from specifications prepared by vendors and engineers. May fine-tune simple applications to maximize throughput on various computing platforms and equipment configurations. Support efforts for integrating equipment and systems from multiple vendors into the overall organizational configuration to maximize data communications and resource sharing. Supports design, code, installation, and maintenance of appropriate systems software program. Performs simplistic systems re-generations where applicable to reflect changes in peripheral configuration; ensures the maintenance of adequate software systems documentation; supports gathering of information to management the purchase or lease of systems software personnel in the resolution of complex systems-related problems.

Minimum Education and Experience Requirements: Associate’s Degree plus 1 year related experience.

35. Senior Data Engineer

Functional Responsibility: Manages the maintenance of the data files and control procedures for mid to complex system of networked microcomputers or for a single group of microcomputers linked to a host workstation, minicomputer or mainframe. Responsible for data integrity. Delegates duties such as assigning passwords and monitors use of resources, file backups and periodic business reports. Responsible for the responses to frequent management requests for information. Requires extensive knowledge of database languages that support major business applications. Manages all levels of Database Administrators.
Minimum Education and Experience Requirements: Bachelor’s Degree or equivalent and 4 years’ experience.

36. Senior Database Administrator

Functional Responsibility: Maintains data files and control procedures for mid to complex system of networked microcomputers or for a single group of microcomputers linked to a host workstation, minicomputer or mainframe. Responsible for data integrity. Assigns passwords and monitors use of resources. Backs up files as required. May produce complex periodic business reports, generate output such as labels, letters, and forms. Responds to frequent management requests for information. Although the incumbent may be a resident expert for applications running on a department-wide LAN or for the entire computer system in a smaller enterprise, complex hardware and software applications may be maintained by other professional staff or by vendors. Sometimes is the Task Leader or supervisor of junior and/or entry level database administrators.

Minimum Education and Experience Requirements: Bachelor’s Degree or equivalent and 3 years’ experience.

37. Database Administrator

Functional Responsibility: Maintains data files and control procedures for mid to complex system of networked microcomputers or for a single group of microcomputers linked to a host workstation, minicomputer or mainframe. Responsible for data integrity. Assigns passwords and monitors use of resources. Backs up files as required. May produce complex periodic business reports, generate output such as labels, letters, and forms. Responds to frequent management requests for information. Although the incumbent may be a resident expert for applications running on a department-wide LAN or for the entire computer system in a smaller enterprise, complex hardware and software applications may be maintained by other professional staff or by vendors.

Minimum Education and Experience Requirements: Bachelor’s Degree or equivalent and 1 years’ experience

38. Senior Data Analyst

Functional Responsibility: Maintains data files and control procedures for a simple to mid-level system of networked microcomputers or for a single group of microcomputers linked to a host workstation, minicomputer or mainframe. Responsible for system security and data integrity. Assigns passwords and monitors use of resources. Backs up files as required. May produce simple periodic business reports, generate output such as labels, letters, and forms. Responds to frequent management requests for information. May require knowledge of database languages that support major business applications. Although the incumbent may be a resident expert for applications running on a department-wide LAN or for the entire computer
system in a smaller enterprise, complex hardware and software applications are typically
maintained by other professional staff or by vendors. Requires very little supervision.

**Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent or
certification and 1 month experience.

39. Database Analyst III

**Functional Responsibility:** Analyzes complex organizational and computer database
system(s); designs and implements computer database systems in both stand-alone and
network configurations; is very knowledgeable in both commercially-available off-the-shelf
(COTS) and custom database software platforms; and develops technical documentation
detailing the installation procedures. Performs analyses of organizational and computer
database system(s). Designs and implements computer databases systems in both stand-alone
and networks configurations using commercially available and custom database software
platforms. Requires very little supervision. Performs training of lower-level database analyst.

**Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent and 3
year experience.

40. Database Analyst II

**Functional Responsibility:** Analyzes intermediately complex organizational and computer
database system(s); designs and implements computer database systems in both stand-alone
and network configurations; is familiar with both commercially-available off-the-shelf (COTS)
and custom database software platforms; and develops technical documentation detailing the
installation procedures. Performs analyses of organizational and computer database system(s).
Supports the designs and implementation of computer database systems in both stand-alone
and network configurations using commercially available and custom database software
platforms. Requires minimal supervision.

**Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent and 1
year experience.

41. Database Analyst I

**Functional Responsibility:** Supports the Analysis of organizational and computer database
system(s); is familiar with both commercially available off-the-shelf (COTS) and custom
database software platforms. Performs simple analyses of organizational and computer
database system(s). Supports the designs and implementation of computer database systems
in both stand-alone and network configurations using commercially available and custom
database software platforms. Requires direct supervision.

**Minimum Education and Experience Requirements:** Associates Degree or equivalent and 0-6
months experience.

42. Configuration Management III

**Functional Responsibility:** Develops and maintains complex configuration management plans,
and scheduling and documenting all configuration management reviews. Shall be capable of
monitoring the configuration control process and ensuring that procedures comply with client and/or applicable specifications. Acts as lead when required, reports to the Project Manager/Program Manager. Knowledgeable of software development techniques, configuration audits and client/government regulations, manuals, standards and industry publications related to configuration/data management required to perform the task. Trains lower level configuration management specialist.

**Minimum Education and Experience Requirements:** Bachelor’s Degree or equivalent in a related field and 3 years’ experience.

### 43. Configuration Management II

**Functional Responsibility:** Develops and maintains configuration management plans, and scheduling and documenting all configuration management reviews. Shall be capable of monitoring the configuration control process and ensuring that procedures comply with client and/or applicable specifications. Reports to the Project Manager, Configuration Management Specialist III, or Lead or Program Manager. Knowledgeable of software development techniques, configuration audits and client/government regulations, manuals, standards and industry publications related to configuration/data management required to perform the task.

**Minimum Education and Experience Requirements:** Bachelor’s Degree or equivalent in a related field and 2 years’ experience. Two additional years of directly related job experience may be substituted for each year of college not attended.

### 44. Configuration Management I

**Functional Responsibility:** Supports the development and maintenance of configuration management plans, and scheduling and documenting configuration management reviews. Shall be capable of monitoring the configuration control process and ensuring that procedures comply with client and/or applicable specifications. Reports the Project Lead or Configuration Management Specialist III or II and requires supervision. Requires very little supervision.

**Minimum Education and Experience Requirements:** Bachelor’s Degree or equivalent in a related field.

### 45. Quality Assurance/Control Specialist III

**Functional Responsibility:** Supports the development and implementation of quality control methodologies to ensure compliance with quality assurance standards, guidelines and procedures in a mid-sized logistical computer-based organization. Supports the development and definition efforts of major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual effort. Maintains a process for evaluating hardware, software, and associated documentation and/or assists in the evaluation. Conducts and/or participates in formal and informal reviews at predetermined points throughout the development cycle.
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Minimum Education and Experience Requirements: Associate’s Degree or equivalent and 4 years’ experience.

46. Quality Assurance/Control Specialist II

Functional Responsibility: Supports the development and implementation of quality control methodologies to ensure compliance with quality assurance standards, guidelines and procedures in a small to mid-sized logistical computer-based organization. Supports the development and definition efforts of major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual effort. Maintains a process for evaluating hardware, software, and associated documentation and/or assists in the evaluation. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development cycle.

Minimum Education and Experience Requirements: Associate’s Degree or equivalent and 2 year experience. Two additional years of directly related job experience may be substituted for each year of college not attended.

47. Quality Assurance/Control Specialist I

Functional Responsibility: Supports the development and implementation of quality control methodologies to ensure compliance with quality assurance standards, guidelines and procedures in a small logistical computer-based organization. Supports the development and definition efforts of major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual effort. Maintains a process for evaluating hardware, software, and associated documentation and/or assists in the evaluation. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development cycle.

Minimum Education and Experience Requirements: Associate’s Degree or equivalent.

48. Security Specialist III

Functional Responsibility: Analyze and design mid to complex security requirements for Multilevel Security (MLS) issues. Design, develops, engineers, and implements solutions to MLS requirements. Gather and organize technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Perform risk analysis and risk assessments as required.

Minimum Education and Experience Requirements: Bachelor's degree or equivalent and 4 years' experience

49. Security Specialist II

Functional Responsibility: Analyze intermediate to complex security requirements for Multilevel Security (MLS) issues. Design, develops, engineers, and implements solutions to MLS requirements. Gather and organize technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Perform risk analysis and risk assessments as required. Requires minimal supervision.
Minimum Education and Experience Requirements: Bachelor's degree or equivalent and 3 years’ experience

50. Security Specialist I

Functional Responsibility: Supports the Analysis effort of simplistic to intermediate security requirements for Multilevel Security (MLS) issues. Design, develops, engineers, and implements solutions to MLS requirements. Gathers technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Perform risk analysis and risk assessments as required. Requires supervision.

Minimum Education and Experience Requirements: Bachelor's degree or equivalent experience.

51. Multimedia Training Manager

Functional Responsibility: Manages and is responsible for all operations within the training organization. Supervises, schedules, plans, develops and performs training courses that are designed to support information management systems, communications networks, hardware and software in support of the overall IT project. Ensures that all training courses are appropriate and effective. Responsible for major training projects with training data of a higher complexity and importance than those normally assigned to lower level trainers. Responsible for development and generation of user manuals, training manuals and other documentation required. Responsible for the coordination of training activities, classroom space is adequate. Ensures that all training materials, media and manuals are provided to students. Responsible for supervising and training subordinate training specialist.

Minimum Education and Experience Requirements: Bachelor's Degree or equivalent and 6 years’ experience.

52. Multimedia Training Specialist IV

Functional Responsibility: May act as a training lead. Supports efforts associated with scheduling, planning, developing and performing training courses that are designed to support information management systems, communications networks, hardware and software in support of the overall IT project. Ensures that all training courses are appropriate and effective. Performs major training projects with training data of a higher complexity and importance than those normally assigned to lower level trainers. Performs coordination of training activities and ensures that classroom space is adequate. Develops and produces training manuals, user manuals and other documentation as required. Ensures that all training materials, media and manuals are provided to students. Trains subordinate or lower level training specialist.

Minimum Education and Experience Requirements: Bachelor’s Degree or equivalent and 4 years’ experience
53. Multimedia Training Specialist III

**Functional Responsibility:** Supports efforts associated with scheduling, planning, developing and performing training courses that are designed to support information management systems, communications networks, hardware and software in support of the overall IT project. Supports efforts that ensure all training courses are appropriate and effective. Performs training projects with training data of an intermediate complexity. Performs coordination of training activities and ensures that classroom space is adequate. Supports the development and production of training manuals, user manuals and other documentation as required. Ensures that all training materials, media and manuals are provided to students.

**Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent and 2 years’ experience.

54. Multimedia Training Specialist II

**Functional Responsibility:** Supports efforts associated with scheduling, planning, developing and performing training courses that are designed to support information management systems, communications networks, hardware and software in support of the overall IT project. Supports efforts that ensure all training courses are appropriate and effective. Performs training projects with training data of a simplistic or intermediately complex nature. Supports the coordination of training activities and ensures that classroom space is adequate. Supports the development and production of training manuals, user manuals and other documentation as required. Ensures that all training materials, media and manuals are provided to students.

**Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent and 1 year experience.

55. Multimedia Training Specialist I

**Functional Responsibility:** Supports efforts associated with scheduling, planning, developing and performing training courses that are designed to support information management systems, communications networks, hardware and software in support of the overall IT project. Supports efforts that ensure all training courses are appropriate and effective. Performs training projects with training data of a simplistic nature. Supports the coordination of training activities and ensures that classroom space is adequate. Supports the development and production of training manuals, user manuals and other documentation as required. Ensures that all training materials, media and manuals are provided to students.

**Minimum Education and Experience Requirements:** Bachelor’s Degree or equivalent.

56. Principal Technician

**Functional Responsibility:** Performs as the senior technical resource for information management projects. Supports the review of task performance and work products for correctness, for adherence to design concepts and user requirements, and for progress in accordance with contracted schedules. Coordinates with the project task leader, the COR, and user agency project managers as appropriate, to ensure solution and user satisfaction for technical matters. Prepares and delivers presentations to peers, subordinates, and user representatives. Performs analysis of applications and operational environment, functional systems analysis, design, integration, documentation, training, and/or implementation. Must have working knowledge of appropriate tools, techniques, and methodologies to perform tasks.
Minimum Education and Experience Requirements: Bachelor’s Degree (or equivalent), or a certification for the subject matter of the project, plus 6 years related experience.

57. Help Desk Manager

Functional Responsibility: Provides specialized management of help desks in a multi-server environment. Provides detailed knowledge of PC/Desktop operating systems, networks, and mail standards. Assists in information system development and network support in a client/server environment. Works with hardware and software vendors for warranty and non-warranty repair issues. Monitors all help desk activity, reviews daily reports from the HD tracking system and coordinates support and training of end users.

Minimum Education and Experience Requirements: Bachelor’s Degree or equivalent and 5 years’ experience.

58. Help Desk Technician

Functional Responsibility: Provides telephone and in-person support to end users in the areas of E-mail, directories, desktop applications, hardware and software issues, and network troubleshooting problems. Serves as the initial point of contact for troubleshooting network applications and hardware, software, and printer problems. Enters data into the help desk software database to identify, escalate, and fix /repair individual support issues.

Minimum Education and Experience Requirements: Associates Degree or equivalent and 2 years IT experience.

59. Senior Technical Writer

Functional Responsibility: Gathers, analyzes, and composes technical information for technical documents, manuals, instructions, policy and procedures guides, systems specifications, and systems operating requirements. Conducts research and ensures the use of proper technical terminology for IT/Communications systems for operators and end users. Ensures a level of understanding for written text for end users. Coordinates the production and distribution of approved materials. Interfaces with systems developers, analysts, programmers, computer operators and end users in ensuring technical accuracy and completeness.

Minimum Education and Experience Requirements: Bachelor’s Degree or equivalent (preferably English, Literature, or other related discipline) and 5 years of experience writing and editing technical reports and documents.

60. Technical Writer

Functional Responsibility: Collect, analyze, and organize information required for technical documentation and for the preparation of manuals, materials, and reports. Reviews existing technical literature, develops descriptive copy, and verifies documentation with related departments. May coordinate the production and distribution of finished materials. Develops written technical materials and methodology with regard to information systems and end user
requirements. Must have experience in multiple types of word processing systems, and have the capability to develop online technical documentation.

**Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent (preferably English, Literature, or other related discipline) and 2 years of experience writing and editing technical reports and documents.

### 61. Documentation Specialist

**Functional Responsibility:** Responsible for preparing and/or maintaining systems, programming and operations documentation, procedures and methods, including user reference manuals. Provides or coordinates documentation services as required. Composes and finalizes IT documentation, including specifications and user manuals, in the style and format required by individual task. Receives initial functional specifications and transform that data into end user documentation. May be required to develop output in HTML, PDF, web-based, and other multimedia formats.

**Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent (preferably English, Literature, or other related discipline) and 3 years of experience writing and editing technical reports and documents.

### 62. Senior WEB/Internet Developer

**Functional Responsibility:** Assigned as a Webmaster for establishing and maintaining WEB Sites and the creation/design of WEB pages. Provides support in software development/engineering, specification development, system design, programming, and testing using software applications including JAVA, JDBC, HTML, PERL, SML, FoxPro, Front Page, Visual Basic, FLASH, C//C++ and other Internetworking protocols/development languages. Manages and configures Web Servers and Web Content Document Management Systems. Also documents, designs, and prepares technical reports, presentations, and briefs as required. Develops customer specific reports and databases for web based ASP requirements.

**Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent and 4 years of experience.

### 63. WEB Internet Developer

**Functional Responsibility:** Translates applications requirements into the design of complex web sites, including integrating web pages and applications to serve as either stand-alone sites or as the front end to web-based applications. Provides configuration, installation, maintenance, and site policy development. Formulates, defines system scope, prepares specifications, and develops coding, testing, implementation and life-cycle support of customer web sites. Utilizes multiple types of software applications and languages/protocols including: JAVA, JDBC, HTML, PERL, SML, FoxPro, Front Page, Visual Basic, FLASH, C//C++, XML, and PowerBuilder.

**Minimum Education and Experience Requirements:** Bachelor’s Degree or equivalent and 1 years of experience.
64. Testing Specialist

**Functional Responsibility:** Develops test plans, designs test scenarios, develops test programs and documents test results to ensure systems and software perform as designed and required. Develops software QA plans. Develops and maintains processes for evaluating software and associated documentation. Participates in formal and informal reviews throughout the development life cycle. Responsible for developing and integrating testing into the full software development process. Reviews system requirements and functional specifications for early defect detection and develops high level plans as well as detailed test scenarios. Analyzes internal security within software and systems.

**Minimum Education and Experience Requirements:** Bachelor’s Degree or equivalent and 4 years of experience.

65. Senior Technical/Data Librarian

**Functional Responsibility:** Directs the classification, indexing, cataloging, shelving, and distribution of technical publications, papers, reports, manuals, microfilms, and electronic media. Provides assistance to technical support personnel by conducting library research and preparing technical documentation and reports. Responsible for maintaining the security and quality of Automated Electronic Records Management Systems and web-based automated document archives. Participates with organization personnel in the exploration, development, and implementation of technological infrastructure and tools for incorporation of new methods of data storage and retrieval.

**Minimum Education and Experience Requirements:** Bachelor’s Degree or equivalent and 5 years of experience.

66. Technical/Data Librarian

**Functional Responsibility:** Assists in the classification, indexing, cataloging, updating, and control of manuals, papers, instructions, specifications, reports, multimedia, and electronic data. Maintains manual records for configuration control of all paper based documentation managed by the technical library. Maintains electronic records databases including troubleshooting, managing automated library management systems, developing/maintaining document web sites, and tracking changes to the library system. Stays current with and shares knowledge of new technologies that contribute to access, creation and use of electronic data files.

**Minimum Education and Experience Requirements:** Bachelor’s Degree or equivalent and 2 years of experience.

67. Senior Technician

**Functional Responsibility:** Serves as lead or expert field engineer. Possess expert knowledge and understanding of and performs work in structured premise cabling systems, grounding, bonding and electrical protection, pulling cable, cable termination, retrofits and system upgrades, LAN cabling systems, media, preparation for installation of hardware and software, cable testing, cable troubleshooting. As it relates to Hardware/Software support, oversees efforts or provides maintenance support for customer-owned or leased equipment and products.
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Must perform administrative tasks such as, documenting results, “as-builts”, completing daily reports, inventory of materials and supplies. Trains subordinate and lower-level staff.

Minimum Education and Experience Requirements: Associate’s Degree (or equivalent), or a project-related IT or telecommunications technical certification plus 4 years’ experience.

68. Technician

Functional Responsibility: Serves as field engineer. Performs varied and difficult tasks under minimum supervision. Possess knowledge and understanding of and performs work in structured premise cabling systems, grounding, bonding and electrical protection, pulling cable, cable termination, retrofits and system upgrades, LAN cabling systems, media, preparation for installation of hardware and software, cable testing, cable troubleshooting. As it relates to Hardware/Software support, oversees efforts or provides maintenance support for customer-owned or leased equipment and products. May perform administrative tasks such as, documenting results, “as-builts”, completing daily reports, inventory of materials and supplies. This labor category is used solely to support hardware, software and/or professional services on a specific project, and cannot be purchased separately.

Minimum Education and Experience Requirements: Associate’s Degree (or equivalent), or a project-related IT or telecommunications technical certification plus up to 3 years’ experience.

69. Mid-Level Technician

Functional Responsibility: Possesses knowledge and understanding of and performs work in structured premise cabling systems, grounding, bonding and electrical protection, pulling cable, cable termination, retrofits and system upgrades, LAN cabling systems, media, preparation for installation of hardware and software, cable testing, cable troubleshooting. Must perform administrative tasks such as, documenting results, “as-builts”, completing daily reports, inventory of materials and supplies. As it relates to Hardware/Software support, provides maintenance support for customer-owned or leased equipment and performs on-site installation, preventive maintenance and routine repair of supported projects. This labor category is used solely to support hardware, software and/or professional services on a specific project, and cannot be purchased separately.

Minimum Education and Experience Requirements: Associate’s Degree (or equivalent), or a project-related IT or telecommunications technical certification plus up to 1 year related experience.

70. Junior Technician

Functional Responsibility: Provides maintenance support for customer-owned or leased IT or telecommunications equipment and products. Performs on-site installation, preventive maintenance and routine repair on a specific project. As it relates to Hardware/Software support, provides maintenance support for customer-owned or leased equipment and products. Requires minimal supervision. This labor category is used solely to support hardware, software and/or professional services on a specific project, and cannot be purchased separately.

Minimum Education and Experience Requirements: Associate’s Degree or Professional Certificate, plus up to 6 months related experience.
71. Data Entry Clerk II
**Functional Responsibility:** Oversees data entry staff in the accumulation, review, and input of electronic data entry. Works closely with the Database Administrator and program developers to ensure familiarity with database input requirements and reports generation. Performs data entry via on-line data terminal, key-to-tape, PC, key-to-disk, or similar electronic device. Reviews documentation and manual records prior to input and verifies data entered as required. This labor category is used solely to support hardware, software and/or professional services on a specific project, and cannot be purchased separately.

**Minimum Education and Experience Requirements:** Associate's Degree or Professional Certificate, plus 2 years related experience.

72. Data Entry Clerk I

**Functional Responsibility:** Performs data entry via on-line data terminal, key-to-tape, PC, key-to-disk, or similar electronic device. Reviews documentation prior to input and verifies data entered as required. This labor category is used solely to support hardware, software and/or professional services on a specific project, and cannot be purchased separately.

**Minimum Education and Experience Requirements:** Associate's Degree or Professional Certificate, plus up to 6 months related experience.

73. Senior Functional Analyst

**Functional Responsibility:** Analyzes user requirements to determine functional and cross-functional operating requirements. Conducts functional distribution to identify specific job tasks and their interrelationships. Develops and maintains DBMS, including designing and analyzing systems, using current operating systems and performs data manipulation. Identifies system requirements for each functional task area. Provides daily supervision and direction to support staff.

**Minimum Education and Experience Requirements:** Six years of current experience directly related to the use of structured analysis; design methodologies, and experience with the logical and physical functional, operational, and technical architecture of large and complex information systems. Bachelor's Degree in Engineering, Computer Science, information systems, or other related scientific or technical discipline.

74. Functional Analyst

**Functional Responsibility:** Participates in the collection and analyzing of organizational requirements and develops functional requirements for systems operations. Provides input for computer software and system design, documentation development/changes, conducts functional testing of specific software applications, and assists in designing interfaces necessary for software modifications. Provides database and system input. Develops reports, charts, presentations, drawings, and provides input for new end user training requirements.

**Minimum Education and Experience Requirements:** Shall have three years extensive hands-on experience in a functional and/or technical position supporting multiple types of operating systems and software applications. Should have experience in developing, testing and/or
implementing application software. Bachelor’s Degree in Engineering, Computer Science, Information Systems, or other related scientific or technical discipline.

75. Systems Administrator

**Functional Responsibility:** Works closely with management to define, document, and implement standards, policies, and tools to support the management, security, and operation of systems and servers. Monitors and reports on system usage, performance, and security. Provides recommendations for tools, procedures, enhancements, and hardware to support future systems growth. Manage day to day operations of servers/systems and communication tools including email, source code management, instant messaging, file sharing and collaboration.

**Minimum Education and Experience Requirements:** Shall have five years extensive hands-on experience in a functional and/or technical position supporting multiple types of operating systems and networked environments. Should have experience in hardware maintenance, help desk support, and network operations. Bachelor’s Degree in Engineering, Computer Science, Information Systems, or other related scientific or technical discipline.

76. Instructional Designer

**Functional Responsibility:** Responsible for hands-on development and production of computer based/paper based/web based curriculum/educational/training materials and study guides in accordance with the principals and processes of formal Instructional Systems Design. Task includes developing and following project schedules, composing course designs, outlines, lesson guides test questions, graphics, student applications and study materials. Performs review of curriculum drafts and curriculum-related documentation for content, consistency, spelling, grammar, punctuation and style. Responsible for ensuring that all courseware is designed and available to support information management systems, communications networks, hardware and software in support of the overall IT project.

**Minimum Education and Experience Requirements:** Shall have five years’ experience in curriculum development, Education, Technical Writing, Training, or have filled a position as a subject matter specialist in a functional and/or technical position related to the curriculum being developed. Bachelor’s Degree in Education, English, Instruction Systems, or a related field.

77. Senior Administrative Support

**Functional Responsibility:** Provides technical support in general administration using various software packages. Applies general knowledge of standards, concepts, practices, and techniques related to administrative support. May perform or supervise junior personnel in duties related to word processing, data management, project library, document control, document production, technical aide, data entry and computer support. Requires minimal supervision. This labor category is used solely to support hardware, software and/or professional services on a specific project, and cannot be purchased separately.

**Minimum Education and Experience Requirements:** Associate’s Degree (or equivalent), plus up to 1 year related experience.
78. Mid-Level Admin Support

**Functional Responsibility:** Performs a variety of technical support duties for management and customer support. Duties may include preparing end of month contract status/performance reports, maintaining computer based and paper files as required, answering office inquiries by customers for helpdesk or service center requests, and performing administrative tasks as established by management. Must be proficient in the use of a personal computer and have good typing skills. This labor category is used solely to support hardware, software and/or professional services on a specific project, and cannot be purchased separately.

**Minimum Education and Experience Requirements:** Associate's Degree or Professional Certificate, plus up to 6 months related experience.

79. Junior Administrative Support

**Functional Responsibility:** Performs assigned administrative technical support tasks under immediate supervision. Work is routine and instructions are detailed. This labor category is used solely to support hardware, software and/or professional services on a specific project, and cannot be purchased separately.

**Minimum Education and Experience Requirements:** Associate's Degree or Professional Certificate.
1. Health Program Director/Principal II

**Functional Responsibility:** Highest company line management level. Plans, supervises, manages, and may participate technically in all projects within the operating unit. Typically supervises multiple program managers. Has authority for unsupervised technical and financial decision and action. Responsible for management of very large or extremely complex Health IT or telecommunications-related programs or research efforts. This individual represents senior level management whose competency concerning effectiveness and efficiency in managing dedicated overall program activity is paramount to contract success. Organizes, directs and coordinates planning and production of all program/effort activities. Must possess excellent oral and written communication skills, with demonstrated capability of dealing with all levels of management personnel, task/project managers and client representatives. Responsible for the performance of all program/effort requirements. Meets with appropriate client management personnel, other program managers and client agency representatives. Formulates and reviews strategic plans, subcontracts, and deliverable items. Responsible for the coordination of all functions of program/effort staff. Actively applies quality assurance measures to the management and performance of the program/effort.

**Minimum Education and Experience Requirements:** Master’s Degree PLUS a minimum of 14 years intensive and progressive experience in managing large IT or telecommunications-related programs. 7 years’ experience supervising IT or telecommunications-related programs, 5 years managing IT or telecommunications-related projects of at least 20 personnel.

2. Health Program Director/Principal I

**Functional Responsibility:** Responsible for overall management of very large or extremely complex Health IT or telecommunications-related programs or research efforts. This individual represents senior level management whose competency concerning effectiveness and efficiency in managing dedicated overall program activity is paramount to contract success. Organizes, directs and coordinates planning and production of all program/effort activities. Must possess excellent oral and written communication skills, with demonstrated capability of dealing with all levels of management personnel, task/project managers and client representatives. Responsible for the performance of all program/effort requirements. Meets with appropriate client management personnel, other program managers and client agency representatives. Formulates and reviews strategic plans, subcontracts, and deliverable items. Responsible for the coordination of all functions of program/effort staff. Actively applies quality assurance measures to the management and performance of the program/effort.

**Minimum Education and Experience Requirements:** Master’s Degree PLUS a minimum of 11 years intensive and progressive experience in management of large IT or telecommunications-related programs. 5 years’ experience supervising IT or telecommunications-related programs, 3 years managing IT or telecommunications-related projects of at least 20 personnel.

3. Health Principal Program Manager

**Functional Responsibility:** Responsible for overall management of large or extremely complex Health IT or telecommunications-related programs or research efforts. This individual represents senior level management whose competency concerning effectiveness and efficiency in managing dedicated overall program activity is paramount to contract success. Organizes,
directs and coordinates planning and production of all program/effort activities. Must possess excellent oral and written communication skills, with demonstrated capability of dealing with all levels of management personnel, task/project managers and client representatives. Responsible for the performance of all program/effort requirements. Meets with appropriate client management personnel, other program managers and client agency representatives. Formulates and reviews strategic plans, subcontracting, and deliverable items. Responsible for the coordination of all functions of program/effort staff. Actively applies quality assurance measures to the management and performance of the program/effort.

**Minimum Education and Experience Requirements:** Master’s Degree plus a minimum of 8 years intensive and progressive experience in management of large IT or telecommunications-related programs. 3 years’ experience supervising IT or telecommunications-related programs, 3 years managing IT or telecommunications-related projects of at least 15 personnel.

**4. Senior Health Program Manager**

**Functional Responsibility:** This person serves as the counterpart to the client program/technical manager for a complex Health IT or telecommunications-related program. Manages program/technical support operations involving multiple tasks/projects and personnel at diverse locations. Organizes, directs and coordinates planning and execution of all program/technical support activities. Shall have demonstrated information technology expertise and communication skills to be able to interface with all levels of management. Assigns duties and reviews work of subordinates. Establishes and alters (as necessary) management structure within the program to effectively direct program/technical support activities. Meets and confers with client management officials regarding the status of specific Contractor program/technical activities and progress. Resolves problems, issues or conflicts as required. Ensures that program schedule, performance, and deliverables are met.

**Minimum Education and Experience Requirements:** Bachelor’s Degree plus a minimum of 8 years intensive and progressive experience in management of large IT or telecommunications-related programs. 3 years’ experience supervising IT or telecommunications-related programs, 3 years managing IT or telecommunications-related projects of up to 15 personnel.

**5. Health Project Director II**

**Functional Responsibility:** Serves as the counterpart to the client project/technical manager for intermediate to complex Health IT or telecommunications-related programs. Manages project support operations involving multiple tasks/projects and personnel at diverse locations. Organizes, directs and coordinates planning and execution of all program/technical support activities. Shall have demonstrated information technology expertise and communication skills to be able to interface with various levels of management. Assigns duties and reviews work of subordinates. Meets and confers with client management officials regarding the status of specific Contractor project and progress. Resolves problems, issues or conflicts as required. Ensures that program schedule, performance, and deliverables are met.
Minimum Education and Experience Requirements: Bachelor’s Degree plus a minimum of 7 years intensive and progressive experience in management of IT or telecommunications-related programs. 3 years’ experience supervising IT or telecommunications-related programs, 2 years managing IT or telecommunications-related projects of up to 10 personnel.

6. Health Project Director I

Functional Responsibility: Serves as the counterpart to the client project/technical manager for intermediate to complex Health IT or telecommunications-related programs. Manages project support operations involving multiple tasks/projects and personnel at diverse locations. Organizes, directs and coordinates planning and execution of all program/technical support activities. Shall have demonstrated information technology expertise and communication skills to be able to interface with various levels of management. Assigns duties and reviews work of subordinates. Meets and confers with client management officials regarding the status of specific Contractor project and progress. Resolves problems, issues or conflicts as required. Ensures that program schedule, performance, and deliverables are met.

Minimum Education and Experience Requirements: Bachelor’s Degree plus a minimum of 6 years intensive and progressive experience in management of IT or telecommunications-related programs. Up to 2 years’ experience supervising IT or telecommunications-related programs, up to 2 years managing IT or telecommunications-related projects of at least 8 personnel.

7. Health Project Director

Functional Responsibility: Serves as the counterpart to the client project/technical manager for intermediate to complex Health IT or telecommunications-related programs. Manages project support operations involving multiple tasks and personnel. Organizes, directs and coordinates planning and execution of all technical support activities. Shall have demonstrated information technology expertise and communication skills to be able to interface with various levels of management. Assigns duties and reviews work of subordinates. Meets and confers with client management officials regarding the status of specific Contractor project and progress. Resolves problems, issues or conflicts as required. Ensures that program schedule, performance, and deliverables are met.

Minimum Education and Experience Requirements: Bachelor’s Degree plus up to 5 years intensive and progressive experience in management of IT or telecommunications-related programs. Up to 2 years’ experience supervising IT or telecommunications-related programs, up to 2 years managing IT or telecommunications-related projects of up to 5 personnel.

8. Health Program Manager

Functional Responsibility: Serves as the counterpart to the client program/technical manager for intermediate to complex Health IT or telecommunications-related programs. Manages program support operations involving multiple tasks and personnel. Organizes, directs and coordinates planning and execution of all program support activities. Shall have demonstrated information technology expertise and communication skills to be able to interface with all levels of management. Assigns duties and reviews work of subordinates. Meets and confers with client management officials regarding the status of specific Contractor program activities and
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progress. Resolves problems, issues or conflicts as required. Ensures that program schedule, performance, and deliverables are met.

**Minimum Education and Experience Requirements:** Bachelor’s Degree plus up to 4 years intensive and progressive experience in management of large IT or telecommunications-related programs. Up to 2 years’ experience supervising IT or telecommunications-related programs, up to 2 years managing IT or telecommunications-related projects of up to 5 personnel.

9. Senior Health Subject Matter Expert

**Functional Responsibility:** Provides high-level subject matter expertise for work described in the Health IT or telecommunications-related program or task. Provides advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and/or implementation advice on complex problems which require a high level knowledge of the subject matter for effective implementation. From computer systems standpoint, participates as needed in all phases of software and hardware development with emphasis on the planning, analysis, testing, integration, documentation, training, and presentation phases. From a business process standpoint, provides technical advice, guidance and direction for the improvement, modification, and re-engineering of business processes, policies and procedures for any functional area under consideration or review. Applies principles, methods, and knowledge of specific functional areas of expertise to specific task order/program. Is able to work independently at the highest level. Directs the composition or composes and finalizes documentation.

**Minimum Education and Experience Requirements:** Master’s Degree plus 10 years related experience.

10. Health Subject Matter Expert

**Functional Responsibility:** Provides subject matter expertise for work described in the IT or telecommunications-related program or task. Provides technical knowledge and analysis of specialized applications and operational environment, functional systems analysis, design, integration, documentation, training, and/or implementation advice on complex problems, which require knowledge of the subject matter for effective implementation. From computer systems standpoint, participates as needed in all phases of software and hardware development with emphasis on the planning, analysis, testing, integration, documentation, training, and presentation phases. From a business process standpoint, provides technical advice, guidance and direction for the improvement, modification, and re-engineering of business processes, policies and procedures for any functional area under consideration or review. Applies principles, methods, and knowledge of specific functional areas of expertise to specific task order/program. Is able to work independently. Directs the composition or composes and finalizes documentation.

**Minimum Education and Experience Requirements:** Bachelor’s Degree plus 8 years related experience.
11. Health Consultant III

**Functional Responsibility:** Plans, conducts, supervises, and/or manages more complex projects or multiple Health IT or telecommunications-related projects. Typically trains and supervises junior and mid-level personnel. Has substantial latitude for unsupervised decision and action. Typically has overall responsibility for project technical direction, as well as financial and technical management. Provides technical knowledge and analysis of specialized applications and operational environment, functional systems analysis, design, integration, documentation, training, and/or implementation on complex problems. Applies principles, methods, and knowledge of specific functional areas of expertise to specific task.

**Minimum Education and Experience Requirements:** Bachelor’s Degree plus up to 5 years related experience.

12. Health Consultant II

**Functional Responsibility:** Plans, conducts, supervises, and/or manages most Health IT or telecommunications-related tasks under minimum supervisions, conferring with a supervisor on unusual matters. Assignments are broad in nature requiring originality and ingenuity. May train and supervise junior and mid-level personnel. Has substantial latitude for unsupervised decision and action. May have overall responsibility for project technical direction, as well as financial and technical management. Provides technical knowledge and analysis of specialized applications and operational environment, functional systems analysis, design, integration, documentation, training, and/or implementation on complex problems.

**Minimum Education and Experience Requirements:** Bachelor’s Degree plus up to 4 years related experience.

13. Health Consultant I

**Functional Responsibility:** Performs varied and difficult Health IT or telecommunications-related tasks under minimum supervision, conferring with supervisor on unusual matters. Assignments may be routine or may be broad in nature requiring originality and ingenuity. May be assisted by or may supervise junior and mid-level personnel. Has some latitude for unsupervised decision and action. Provides technical knowledge and analysis of specific functional areas of expertise.

**Minimum Education and Experience Requirements:** Bachelor’s Degree plus up to 3 years related experience.

14. Consultant

**Functional Responsibility:** Performs assigned Health IT or telecommunications-related tasks that are varied and that may be somewhat difficult in character, but usually involve limited responsibility. Work may be routine. Instructions are typically detailed. Provides knowledge and analysis of specialized applications and functional systems. Applies knowledge of specific functional area of expertise to a specific task.
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Minimum Education and Experience Requirements: Bachelor's Degree plus 2 years related experience.

15. Health Mid-Level Expert

Functional Responsibility: Provides subject matter expertise for work described in the Health IT or telecommunications-related task. Provides technical knowledge and analysis for a specific task. From computer systems standpoint, can participate in most phases of software and hardware development. From a business process standpoint, can provide some technical advice, guidance and direction.

Minimum Education and Experience Requirements: Bachelor's Degree plus up to 2 years related experience.

16. Health Principal Info Systems Engineer

Functional Responsibility: Acts as Health IT or telecommunications-related lead engineer or project leader. Formulates, modifies and maintains, and defines specifications for operating systems applications and/or hardware configurations. Uses engineering releases and utilities from manufacturer. Responsible for program design, coding, testing, debugging and documentation. Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, and computer accounting. Instructs, directs, and checks the work of other task personnel or lower-level engineers. Plans and performs network engineering research, design development, and other assignments in conformance with system design, engineering and customer specifications. Supervises team of Engineers through project completion, responsible for major technical/engineering projects of higher complexity and importance than those normally assigned to lower level engineers. Coordinates the activities of Engineers and Technicians assigned to specific network engineering projects. Responsible for quality assurance review and the evaluation of existing and new software products. Trains and supervises subordinate engineers. May support multiple tasks.

Minimum Education and Experience Requirements: Bachelor’s Degree in engineering or computer science, or with engineering or computer science as a major field of study, or equivalent, plus 6 years related experience.

17. Sr. Health Info Systems Engineer

Functional Responsibility: Works from specifications to develop or modify complex Health IT operating systems applications and/or hardware configurations. Assists with design, coding, benchmark testing, debugging and documentation of programs. Supports applications dealing with the overall operating system, such as sophisticated file maintenance routines and computer accounting. Works on most phases of software systems programming applications. Performs a variety of tasks, which are broad in nature and are concerned with the design and implementation of integrated systems, including personnel, hardware, software and support
facilities and/or equipment. Works independently. May train subordinate engineers. May be task leader.

Minimum Education and Experience Requirements: Bachelor’s Degree in engineering or computer science or related field of study, plus 4 years’ experience.

18. Health Info Systems Engineer

Functional Responsibility: Works from specifications to develop or modify Health IT operating systems applications and/or hardware configurations. Assists with design, coding, benchmark testing, debugging and documentation of programs. Supports applications dealing with the overall operating system and file maintenance routines. Supports computer accounting and other less complicated software packages. Works on most phases of software systems programming applications. Works under minimal supervision.

Minimum Education and Experience Requirements: Bachelor’s Degree plus up to 2 years related experience.

19. Health Network Engineer

Functional Responsibility: Performs a variety of Health IT network management functions in support of MIS services related to operation, performance or availability of data communications networks. Modifies command language programs, network start up files, assigns/re-assigns network device logical, analyzes network performance and recommends adjustments to wide variety of complex network management functions with responsibility for overall performance and availability of networks. LAN/WAN consultant skilled in network analysis, integration and tuning. Ability to analyze client LANs/WANs, isolate source of problem(s), and recommend reconfiguration and implementation of new network hardware to increase performance. Working knowledge of network operating systems. Conducts load balancing efforts to achieve optimum device utilization and network performance. Manages network e-mail functions. Establishes mailboxes and monitors mail performance on the network. Coordinates with Systems or Communications Engineering to resolve hardware problems. Works with client and operations staff in scheduling preventive and emergency maintenance activities. May serve as task leader on one or more projects.

Minimum Education and Experience Requirements: Bachelor’s Degree or equivalent or certification and 4 years’ experience.

20. Health Network Administrator

Minimum Education and Experience Requirements: Bachelor’s Degree or equivalent or certification and 2 years’ experience.


Functional Responsibility: Resolves a variety of difficult Health IT operating problems (e.g., making unusual equipment connections and rarely used equipment and hardware configurations to direct processing through or around problems in equipment, circuits, or channels. Reviews test run requirements and develops system configurations that allow test programs to process without inferring with ongoing operations. Applies high level systems solutions and methods to arrive at automated solutions. Directs and participates in all phases of system development with emphasis on planning, analysis, evaluation, integration, testing and acceptance. Also provides systems research, configuration management, quality assurance, performance evaluation, and life cycle management support.

Minimum Education and Experience Requirements: A Bachelor’s Degree or equivalent plus 4 years related experience.

22. Health Computer Operator II

Functional Responsibility: Adapts and responds to a variety of nonstandard Health IT problems that require operator intervention (e.g., frequent introduction of new programs, applications, or procedures.) In response to computer output instructions or error conditions, chooses or devises a course of action from among several alternatives and alters or deviates from standard procedures in resolving systems problems. Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, networks, or system software packages. Administers complex operating systems and database management software. Other duties may include the design and installation of cabling; maintenance of system files; operations of data communications equipment; and upgrading of system components.

Minimum Education and Experience Requirements: A Bachelor’s Degree or equivalent plus 2 years related experience.


Functional Responsibility: Operates computer systems hardware and software in a data processing and/or teleprocessing environment. Applies Health IT experience and understanding of basic operating systems, hardware/software configurations, utility programs, procedures and scheduling paradigms. Recognizes problems and initiates corrective actions. Maintains equipment and performs routine repairs. Assists in the planning, organization, controlling, integration and completion of systems upgrades and systems projects.

Minimum Education and Experience Requirements: An Associate’s Degree or equivalent related experience.
24. Health Principal Analyst III
Functional Responsibility: May act as lead Health IT analyst in the development, implementation, and maintenance of small to medium-sized computer systems, including multi-platform, networked, and client-server applications. Coordinates and instructs programmers and analyst assigned to project(s). Designs, develops, implements, and maintains complex business, accounting and management information applications and systems. Prepares feasibility studies of potential systems, configurations of computers, and interactive applications. Prepares more complex application specifications. Leads post-implementation analyses. Provides assistance and training to lower-level analyst. May be task leader for one or more projects.

Minimum Education and Experience Requirements: A Bachelor’s Degree or equivalent plus 6 years related experience.

25. Health Principal Analyst II

Functional Responsibility: Designs, develops, implements, and maintains complex Health IT business, scientific and management information applications and systems. Supports efforts in the development, implementation, and maintenance of small to medium-sized computer systems, including multi-platform, networked, and client-server applications. Coordinates with programmers and analyst assigned to project. Supports the preparation of feasibility studies of potential systems, configurations of computers, and interactive applications. Prepares more complex application specifications. Supports post-implementation analyses. Works independently and provides assistance to lower-level analyst. May be task leader.

Minimum Education and Experience Requirements: A Bachelor’s Degree or equivalent, or a project-related IT or telecommunications certification plus 5 years related experience.

26. Principal Health Analyst I

Functional Responsibility: Performs Health IT systems analysis, design, programming, documentation or implementation of mid-sized systems applications and related IT/ADP systems concepts for effective implementation. Reviews existing computer capabilities, workflow, and limitations to determine if requested capability or modification is possible within existing configurations and systems. Studies information-processing capabilities to improve production or workflow. Prepares workflow charts and diagrams to specify in detail operations to be performed by computers and operations to be performed by personnel working with computers. Plans and prepares technical reports and instructional manuals and assists in the documentation of applications development.

Minimum Education and Experience Requirements: A Bachelor’s Degree or equivalent, or a project-related IT or telecommunications certification, plus 4 year related experience.

27. Senior Health Analyst

Functional Responsibility: Performs simple Health IT systems analysis, design, programming, documentation or implementation of small to mid-sized systems applications and related IT/ADP systems concepts for effective implementation. Studies information-processing capabilities to
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improve production or workflow. Prepares workflow charts and diagrams to specify in detail operations to be performed by computers and operations to be performed by personnel working with computers. Plans and prepares technical reports and instructional manuals and assists in the documentation of applications development.

Minimum Education and Experience Requirements: A Bachelor’s Degree or equivalent, or a project-related IT or telecommunications certification, plus 3 year related experience.

28. Mid-Level Health Analyst

Functional Responsibility: May perform Health IT systems analysis, design, programming, documentation or implementation of mid-sized systems applications. Confers with supervision on unusual matters. May review capabilities, workflow, and limitations to determine if requested capability or modification is possible, also studies information-processing.

Minimum Education and Experience Requirements: A Bachelor’s Degree or equivalent, or a project-related IT or telecommunications certification, plus 2 year related experience.

29. Health Analyst

Functional Responsibility: Performs varied Health IT tasks under minimum supervision, conferring with supervisor on unusual matters. May be assisted by more junior personnel in the analysis, design, programming, documentation or implementation of systems applications. May review capabilities, workflow, and limitations, also studies information-processing. Works under supervision.

Minimum Education and Experience Requirements: A Bachelor’s Degree or equivalent, or a project-related IT or telecommunications certification, plus 1 year related experience.

30. Junior Health Analyst

Functional Responsibility: Performs assigned Health IT tasks that are varied, but involve limited responsibility. Work may be routine. Instructions are typically detailed. Works under supervision.

Minimum Education and Experience Requirements: A Bachelor’s Degree or equivalent, or a project-related IT or telecommunications certification.

31. Health Programmer-Analyst IV

Functional Responsibility: Works independently, with management review of end results or acts as lead programmer. Has prime accountability for the maintenance and operating efficiency of a Health IT major subsystems. Continually assesses the performance of appropriate software systems to identify and correct problems that impact operation efficiency and work quality. Maintains active liaison with user personnel to ensure continuing responsiveness of applicable system software user requirements; analyzes performance indicators such as system’s response time and number of programs being processed to ensure operational efficiency. Designs, codes, installs, and maintains appropriate systems software program; identifies, evaluates, tailors, and directs the implementation of vendor-supplied software packages.
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Performs special systems re-generations where applicable to reflect changes in peripheral configuration; ensures the maintenance of adequate software systems documentation; recommends to management the purchase or lease of systems software personnel in the resolution of complex systems-related problems. Trains users in applications programming and other user personnel in the use of systems software and related hardware.

**Minimum Education and Experience Requirements:** A Bachelor's Degree or equivalent, plus 5 years of related work experience.

**32. Health Programmer-Analyst III**

**Functional Responsibility:** Interprets, implements, and maintains complex operating Health IT systems and subsystems from specifications prepared by vendors and engineers. Directs or fine-tunes applications to maximize throughput on various computing platforms and equipment configurations. Responsible for integrating equipment and systems from multiple vendors into the overall organizational configuration to maximize data communications and resource sharing. Designs, codes, installs, and maintains appropriate systems software program; identifies, evaluates, tailors, and directs the implementation of vendor-supplied software. Performs systems re-generations where applicable to reflect changes in peripheral configuration; ensures the maintenance of adequate software systems documentation; recommends to management the purchase or lease of systems software personnel in the resolution of complex systems-related problems.

**Minimum Education and Experience Requirements:** A Bachelor's Degree or equivalent, plus 3 years of related work experience.

**33. Health Programmer-Analyst II**

**Functional Responsibility:** Interprets, implements, and maintains operating Health IT systems and subsystems from specifications prepared by vendors and engineers. May fine-tune applications to maximize throughput on various computing platforms and equipment configurations. Support efforts for integrating equipment and systems from multiple vendors into the overall organizational configuration to maximize data communications and resource sharing. Supports design, code, installation, and maintenance of appropriate systems software program. Identifies, evaluates, tailors, and directs the implementation of vendor-supplied software packages. Performs simplistic systems re-generations where applicable to reflect changes in peripheral configuration; ensures the maintenance of adequate software systems documentation; prepares alterations to management the purchase or lease of systems software personnel in the resolution of complex systems-related problems.

**Minimum Education and Experience Requirements:** A Bachelor's Degree or equivalent plus 1 year related work experience.

**34. Health Programmer-Analyst I**

**Functional Responsibility:** Interprets, implements, and maintains simple Health IT operating systems and subsystems from specifications prepared by vendors and engineers. May fine-tune simple applications to maximize throughput on various computing platforms and equipment configurations.
configurations. Support efforts for integrating equipment and systems from multiple vendors into the overall organizational configuration to maximize data communications and resource sharing. Supports design, code, installation, and maintenance of appropriate systems software program. Performs simplistic systems re-generations where applicable to reflect changes in peripheral configuration; ensures the maintenance of adequate software systems documentation; supports gathering of information to management the purchase or lease of systems software personnel in the resolution of complex systems-related problems.

**Minimum Education and Experience Requirements:** Associate’s Degree plus 1 year related experience.

### 35. Senior Health Data Engineer

**Functional Responsibility:** Manages the maintenance of the Health IT data files and control procedures for mid to complex system of networked microcomputers or for a single group of microcomputers linked to a host workstation, minicomputer or mainframe. Responsible for data integrity. Delegates duties such as assigning passwords and monitors use of resources, file backups and periodic business reports. Responsible for the responses to frequent management requests for information. Requires extensive knowledge of database languages that support major business applications. Manages all levels of Database Administrators.

**Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent and 4 years’ experience.

### 36. Senior Health Database Administrator

**Functional Responsibility:** Maintains Health IT data files and control procedures for mid to complex system of networked microcomputers or for a single group of microcomputers linked to a host workstation, minicomputer or mainframe. Responsible for data integrity. Assigns passwords and monitors use of resources. Backs up files as required. May produce complex periodic business reports, generate output such as labels, letters, and forms. Responds to frequent management requests for information. Although the incumbent may be a resident expert for applications running on a department-wide LAN or for the entire computer system in a smaller enterprise, complex hardware and software applications may be maintained by other professional staff or by vendors. Sometimes is the Task Leader or supervisor of junior and/or entry level database administrators.

**Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent and 3 years’ experience.

### 37. Health Database Administrator

**Functional Responsibility:** Maintains Health IT data files and control procedures for mid to complex system of networked microcomputers or for a single group of microcomputers linked to a host workstation, minicomputer or mainframe. Responsible for data integrity. Assigns passwords and monitors use of resources. Backs up files as required. May produce complex periodic business reports, generate output such as labels, letters, and forms. Responds to frequent management requests for information. Although the incumbent may be a resident
expert for applications running on a department-wide LAN or for the entire computer system in a smaller enterprise, complex hardware and software applications may be maintained by other professional staff or by vendors.

**Minimum Education and Experience Requirements:** Bachelor’s Degree or equivalent and 1 years’ experience

### 38. Senior Health Data Analyst

**Functional Responsibility:** Maintains Health IT data files and control procedures for a simple to mid-level system of networked microcomputers or for a single group of microcomputers linked to a host workstation, minicomputer or mainframe. Responsible for system security and data integrity. Assigns passwords and monitors use of resources. Backs up files as required. May produce simple periodic business reports, generate output such as labels, letters, and forms. Responds to frequent management requests for information. May require knowledge of database languages that support major business applications. Although the incumbent may be a resident expert for applications running on a department-wide LAN or for the entire computer system in a smaller enterprise, complex hardware and software applications are typically maintained by other professional staff or by vendors. Requires very little supervision.

**Minimum Education and Experience Requirements:** Bachelor’s Degree or equivalent or certification and 1 month experience.

### 39. Health Database Analyst III

**Functional Responsibility:** Analyzes complex Health IT organizational and computer database system(s); designs and implements computer database systems in both stand-alone and network configurations; is very knowledgeable in both commercially-available off-the-shelf (COTS) and custom database software platforms; and develops technical documentation detailing the installation procedures. Performs analyses of organizational and computer database system(s). Designs and implements computer databases systems in both stand-alone and networks configurations using commercially available and custom database software platforms. Requires very little supervision. Performs training of lower-level database analyst.

**Minimum Education and Experience Requirements:** Bachelor’s Degree or equivalent and 3 year experience.

### 40. Health Database Analyst II

**Functional Responsibility:** Analyzes intermediately complex Health IT organizational and computer database system(s); designs and implements computer database systems in both stand-alone and network configurations; is familiar with both commercially-available off-the-shelf (COTS) and custom database software platforms; and develops technical documentation detailing the installation procedures. Performs analyses of organizational and computer database system(s). Supports the designs and implementation of computer database systems in both stand-alone and network configurations using commercially available and custom database software platforms. Requires minimal supervision.
Minimum Education and Experience Requirements: Bachelor's Degree or equivalent and 1 year experience.

41. Health Database Analyst I

**Functional Responsibility:** Supports the Analysis of Health IT organizational and computer database system(s); is familiar with both commercially available off-the-shelf (COTS) and custom database software platforms. Performs simple analyses of organizational and computer database system(s). Supports the designs and implementation of computer database systems in both stand-alone and network configurations using commercially available and custom database software platforms. Requires direct supervision.

Minimum Education and Experience Requirements: Associates Degree or equivalent and 0-6 months experience.

42. Health Configuration Management III

**Functional Responsibility:** Develops and maintains complex Health IT configuration management plans, and scheduling and documenting all configuration management reviews. Shall be capable of monitoring the configuration control process and ensuring that procedures comply with client and/or applicable specifications. Acts as lead when required, reports to the Project Manager/Program Manager. Knowledgeable of software development techniques, configuration audits and client/government regulations, manuals, standards and industry publications related to configuration/data management required to perform the task. Trains lower level configuration management specialist.

Minimum Education and Experience Requirements: Bachelor's Degree or equivalent in a related field and 3 years’ experience.

43. Health Configuration Management II

**Functional Responsibility:** Develops and maintains Health IT configuration management plans, and scheduling and documenting all configuration management reviews. Shall be capable of monitoring the configuration control process and ensuring that procedures comply with client and/or applicable specifications. Reports to the Project Manager, Configuration Management Specialist III, or Lead or Program Manager. Knowledgeable of software development techniques, configuration audits and client/government regulations, manuals, standards and industry publications related to configuration/data management required to perform the task.

Minimum Education and Experience Requirements: Bachelor's Degree or equivalent in a related field and 2 years’ experience. Two additional years of directly related job experience may be substituted for each year of college not attended.

44. Health Configuration Management I

**Functional Responsibility:** Supports the development and maintenance of Health IT configuration management plans, and scheduling and documenting configuration management reviews. Shall be capable of monitoring the configuration control process and ensuring that
Minimum Education and Experience Requirements: Bachelor’s Degree or equivalent in a related field.

45. Health Quality Assurance/Control Specialist III

Functional Responsibility: Supports the development and implementation of quality control methodologies to ensure compliance with quality assurance standards, guidelines and procedures in a mid-sized logistical computer-based organization. Supports the development and definition efforts of major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual effort. Maintains a process for evaluating hardware, software, and associated documentation and/or assists in the evaluation. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development cycle in Health IT.

Minimum Education and Experience Requirements: Associate’s Degree or equivalent and 4 years’ experience.

46. Health Quality Assurance/Control Specialist II

Functional Responsibility: Supports the development and implementation of quality control methodologies to ensure compliance with quality assurance standards, guidelines and procedures in a small to mid-sized logistical computer-based organization. Supports the development and definition efforts of major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual effort. Maintains a process for evaluating hardware, software, and associated documentation and/or assists in the evaluation. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development cycle in Health IT.

Minimum Education and Experience Requirements: Associate’s Degree or equivalent and 2 year experience. Two additional years of directly related job experience may be substituted for each year of college not attended.

47. Health Quality Assurance/Control Specialist I

Functional Responsibility: Supports the development and implementation of quality control methodologies to ensure compliance with quality assurance standards, guidelines and procedures in a small logistical computer-based organization. Supports the development and definition efforts of major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual effort. Maintains a process for evaluating hardware, software, and associated documentation and/or assists in the evaluation. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development cycle in Health IT.
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Minimum Education and Experience Requirements: Associate's Degree or equivalent.

48. Health Security Specialist III

Functional Responsibility: Analyze and design mid to complex security requirements for Multilevel Security (MLS) issues. Design, develops, engineers, and implements solutions to MLS requirements. Gather and organize technical Health IT information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Perform risk analysis and risk assessments as required.

Minimum Education and Experience Requirements: Bachelor's degree or equivalent and 4 years’ experience

49. Health Security Specialist II

Functional Responsibility: Analyze intermediate to complex security requirements for Multilevel Security (MLS) issues. Design, develops, engineers, and implements solutions to MLS requirements. Gather and organize technical Health IT information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Perform risk analysis and risk assessments as required. Requires minimal supervision.

Minimum Education and Experience Requirements: Bachelor's degree or equivalent and 3 years’ experience

50. Health Security Specialist I

Functional Responsibility: Supports the Analysis effort of simplistic to intermediate security requirements for Multilevel Security (MLS) issues in Health IT. Design, develops, engineers, and implements solutions to MLS requirements. Gathers technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Perform risk analysis and risk assessments as required. Requires supervision.

Minimum Education and Experience Requirements: Bachelor's degree or equivalent experience.

51. Health Multimedia Training Manager

Functional Responsibility: Manages and is responsible for all operations within the Health IT training organization. Supervises, schedules, plans, develops and performs training courses that are designed to support information management systems, communications networks, hardware and software in support of the overall IT project. Ensures that all training courses are appropriate and effective. Responsible for major training projects with training data of a higher complexity and importance than those normally assigned to lower level trainers. Responsible for development and generation of user manuals, training manuals and other documentation required. Responsible for the coordination of training activities, classroom space is adequate. Ensures that all training materials, media and manuals are provided to students. Responsible for supervising and training subordinate training specialist.
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Minimum Education and Experience Requirements: Bachelor's Degree or equivalent and 6 years’ experience.

52. Health Multimedia Training Specialist IV

Functional Responsibility: May act as a Health IT training lead. Supports efforts associated with scheduling, planning, developing and performing training courses that are designed to support information management systems, communications networks, hardware and software in support of the overall IT project. Ensures that all training courses are appropriate and effective. Performs major training projects with training data of a higher complexity and importance than those normally assigned to lower level trainers. Performs coordination of training activities and ensures that classroom space is adequate. Develops and produces training manuals, user manuals and other documentation as required. Ensures that all training materials, media and manuals are provided to students. Trains subordinate or lower level training specialist.

Minimum Education and Experience Requirements: Bachelor's Degree or equivalent and 4 years’ experience

53. Health Multimedia Training Specialist III

Functional Responsibility: Supports Health IT efforts associated with scheduling, planning, developing and performing training courses that are designed to support information management systems, communications networks, hardware and software in support of the overall IT project. Supports efforts that ensure all training courses are appropriate and effective. Performs training projects with training data of an intermediate complexity. Performs coordination of training activities and ensures that classroom space is adequate. Supports the development and production of training manuals, user manuals and other documentation as required. Ensures that all training materials, media and manuals are provided to students.

Minimum Education and Experience Requirements: Bachelor's Degree or equivalent and 2 years’ experience.

54. Health Multimedia Training Specialist II

Functional Responsibility: Supports Health IT efforts associated with scheduling, planning, developing and performing training courses that are designed to support information management systems, communications networks, hardware and software in support of the overall IT project. Supports efforts that ensure all training courses are appropriate and effective. Performs training projects with training data of a simplistic or intermediately complex nature. Supports the coordination of training activities and ensures that classroom space is adequate. Supports the development and production of training manuals, user manuals and other documentation as required. Ensures that all training materials, media and manuals are provided to students.

Minimum Education and Experience Requirements: Bachelor's Degree or equivalent and 1 year experience.
55. Health Multimedia Training Specialist I

**Functional Responsibility:** Supports Health IT efforts associated with scheduling, planning, developing and performing training courses that are designed to support information management systems, communications networks, hardware and software in support of the overall IT project. Supports efforts that ensure all training courses are appropriate and effective. Performs training projects with training data of a simplistic nature. Supports the coordination of training activities and ensures that classroom space is adequate. Supports the development and production of training manuals, user manuals and other documentation as required. Ensures that all training materials, media and manuals are provided to students.

**Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent.

56. Principal Health Technician

**Functional Responsibility:** Performs as the senior technical resource for information management projects. Supports the review of Health IT task performance and work products for correctness, for adherence to design concepts and user requirements, and for progress in accordance with contracted schedules. Coordinates with the project task leader, the COR, and user agency project managers as appropriate, to ensure solution and user satisfaction for technical matters. Prepares and delivers presentations to peers, subordinates, and user representatives. Performs analysis of applications and operational environment, functional systems analysis, design, integration, documentation, training, and/or implementation. Must have working knowledge of appropriate tools, techniques, and methodologies to perform tasks.

**Minimum Education and Experience Requirements:** Bachelor's Degree (or equivalent), or a certification for the subject matter of the project, plus 6 years related experience.

57. Health Help Desk Manager

**Functional Responsibility:** Provides specialized Health IT management of help desks in a multi-server environment. Provides detailed knowledge of PC/Desktop operating systems, networks, and mail standards. Assists in information system development and network support in a client/server environment. Works with hardware and software vendors for warranty and non-warranty repair issues. Monitors all help desk activity, reviews daily reports from the HD tracking system and coordinates support and training of end users.

**Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent and 5 years' experience.

58. Health Help Desk Technician

**Functional Responsibility:** Provides telephone and in-person support to end users in the areas of E-mail, directories, desktop applications, hardware and software issues, and network troubleshooting problems in regards to Health IT. Serves as the initial point of contact for troubleshooting network applications and hardware, software, and printer problems. Enters data into the help desk software database to identify, escalate, and fix/repair individual support issues.
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**Minimum Education and Experience Requirements:** Associates Degree or equivalent and 2 years IT experience.

59. Senior Health Technical Writer

**Functional Responsibility:** Gathers, analyzes, and composes technical Health IT information for technical documents, manuals, instructions, policy and procedures guides, systems specifications, and systems operating requirements. Conducts research and ensures the use of proper technical terminology for IT/Communications systems for operators and end users. Ensures a level of understanding for written text for end users. Coordinates the production and distribution of approved materials. Interfaces with systems developers, analysts, programmers, computer operators and end users in ensuring technical accuracy and completeness.

**Minimum Education and Experience Requirements:** Bachelor’s Degree or equivalent (preferably English, Literature, or other related discipline) and 5 years of experience writing and editing technical reports and documents.

60. Health Technical Writer

**Functional Responsibility:** Collect, analyze, and organize Health IT information required for technical documentation and for the preparation of manuals, materials, and reports. Reviews existing technical literature, develops descriptive copy, and verifies documentation with related departments. May coordinate the production and distribution of finished materials. Develops written technical materials and methodology with regard to information systems and end user requirements. Must have experience in multiple types of word processing systems, and have the capability to develop online technical documentation.

**Minimum Education and Experience Requirements:** Bachelor’s Degree or equivalent (preferably English, Literature, or other related discipline) and 2 years of experience writing and editing technical reports and documents.

61. Health Documentation Specialist

**Functional Responsibility:** Responsible for preparing and/or maintaining Health IT systems, programming and operations documentation, procedures and methods, including user reference manuals. Provides or coordinates documentation services as required. Composes and finalizes IT documentation, including specifications and user manuals, in the style and format required by individual task. Receives initial functional specifications and transform that data into end user documentation. May be required to develop output in HTML, PDF, web-based, and other multimedia formats.

**Minimum Education and Experience Requirements:** Bachelor’s Degree or equivalent (preferably English, Literature, or other related discipline) and 3 years of experience writing and editing technical reports and documents.

62. Senior Health WEB/Internet Developer

**Functional Responsibility:** Assigned as a Webmaster for establishing and maintaining WEB Sites and the creation/design of WEB pages. Provides Health IT support in software
Development/engineering, specification development, system design, programming, and testing using software applications including JAVA, JDBC, HTML, PERL, SML, FoxPro, Front Page, Visual Basic, FLASH, C++ and other Internetworking protocols/development languages. Manages and configures Web Servers and Web Content Document Management Systems. Also documents, designs, and prepares technical reports, presentations, and briefs as required. Develops customer specific reports and databases for web based ASP requirements.

**Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent and 4 years of experience.

### 63. Health WEB Internet Developer

**Functional Responsibility:** Translates Health IT applications requirements into the design of complex web sites, including integrating web pages and applications to serve as either stand-alone sites or as the front end to web-based applications. Provides configuration, installation, maintenance, and site policy development. Formulates, defines system scope, prepares specifications, and develops coding, testing, implementation and life-cycle support of customer web sites. Utilizes multiple types of software applications and languages/protocols including: JAVA, JDBC, HTML, PERL, SML, FoxPro, Front Page, Visual Basic, FLASH, C++, XML, and PowerBuilder.

**Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent and 1 years of experience.

### 64. Health Testing Specialist

**Functional Responsibility:** Develops Health IT test plans, designs test scenarios, develops test programs and documents test results to ensure systems and software perform as designed and required. Develops software QA plans. Develops and maintains processes for evaluating software and associated documentation. Participates in formal and informal reviews throughout the development life cycle. Responsible for developing and integrating testing into the full software development process. Reviews system requirements and functional specifications for early defect detection and develops high level plans as well as detailed test scenarios. Analyzes internal security within software and systems.

**Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent and 4 years of experience.

### 65. Senior Health Technical/Data Librarian

**Functional Responsibility:** Directs the Health IT classification, indexing, cataloging, shelving, and distribution of technical publications, papers, reports, manuals, microfilms, and electronic media. Provides assistance to technical support personnel by conducting library research and preparing technical documentation and reports. Responsible for maintaining the security and quality of Automated Electronic Records Management Systems and web-based automated document archives. Participates with organization personnel in the exploration, development, and implementation of technological infrastructure and tools for incorporation of new methods of data storage and retrieval.
66. Health Technical/Data Librarian

**Functional Responsibility:** Assists in Health IT in the classification, indexing, cataloging, updating, and control of manuals, papers, instructions, specifications, reports, multimedia, and electronic data. Maintains manual records for configuration control of all paper-based documentation managed by the technical library. Maintains electronic records databases including troubleshooting, managing automated library management systems, developing/maintaining document web sites, and tracking changes to the library system. Stays current with and shares knowledge of new technologies that contribute to access, creation and use of electronic data files.

**Minimum Education and Experience Requirements:** Bachelor’s Degree or equivalent and 5 years of experience.

67. Senior Health Technician

**Functional Responsibility:** Serves as lead or expert Health IT field engineer. Possess expert knowledge and understanding of and performs work in structured premise cabling systems, grounding, bonding and electrical protection, pulling cable, cable termination, retrofits and system upgrades, LAN cabling systems, media, preparation for installation of hardware and software, cable testing, cable troubleshooting. As it relates to Hardware/Software support, oversees efforts or provides maintenance support for customer-owned or leased equipment and products. Must perform administrative tasks such as, documenting results, “as-builts”, completing daily reports, inventory of materials and supplies. Trains subordinate and lower-level staff.

**Minimum Education and Experience Requirements:** Associate’s Degree (or equivalent), or a project-related IT or telecommunications technical certification plus 4 years’ experience.

68. Health Technician

**Functional Responsibility:** Serves as Health IT field engineer. Performs varied and difficult tasks under minimum supervision. Possess knowledge and understanding of and performs work in structured premise cabling systems, grounding, bonding and electrical protection, pulling cable, cable termination, retrofits and system upgrades, LAN cabling systems, media, preparation for installation of hardware and software, cable testing, cable troubleshooting. As it relates to Hardware/Software support, oversees efforts or provides maintenance support for customer-owned or leased equipment and products. May perform administrative tasks such as, documenting results, “as-builts”, completing daily reports, inventory of materials and supplies. This labor category is used solely to support hardware, software and/or professional services on a specific project, and cannot be purchased separately.

**Minimum Education and Experience Requirements:** Associate’s Degree (or equivalent), or a project-related IT or telecommunications technical certification plus up to 3 years’ experience.
69. Mid-Level Health Technician

**Functional Responsibility:** Possesses Health IT knowledge and understanding of and performs work in structured premise cabling systems, grounding, bonding and electrical protection, pulling cable, cable termination, retrofits and system upgrades, LAN cabling systems, media, preparation for installation of hardware and software, cable testing, cable troubleshooting. Must perform administrative tasks such as, documenting results, “as-builts”, completing daily reports, inventory of materials and supplies. As it relates to Hardware/Software support, provides maintenance support for customer-owned or leased equipment and performs on-site installation, preventive maintenance and routine repair of supported projects. This labor category is used solely to support hardware, software and/or professional services on a specific project, and cannot be purchased separately.

**Minimum Education and Experience Requirements:** Associate’s Degree (or equivalent), or a project-related IT or telecommunications technical certification plus up to 1 year related experience.

70. Junior Health Technician

**Functional Responsibility:** Provides Health IT maintenance support for customer-owned or leased IT or telecommunications equipment and products. Performs on-site installation, preventive maintenance and routine repair on a specific project. As it relates to Hardware/Software support, provides maintenance support for customer-owned or leased equipment and products. Requires minimal supervision. This labor category is used solely to support hardware, software and/or professional services on a specific project, and cannot be purchased separately.

**Minimum Education and Experience Requirements:** Associate's Degree or Professional Certificate, plus up to 6 months related experience.

71. Health Data Entry Clerk II

**Functional Responsibility:** Oversees Health IT data entry staff in the accumulation, review, and input of electronic data entry. Works closely with the Database Administrator and program developers to ensure familiarity with database input requirements and reports generation. Performs data entry via on-line data terminal, key-to-tape, PC, key-to-disk, or similar electronic device. Reviews documentation and manual records prior to input and verifies data entered as required. This labor category is used solely to support hardware, software and/or professional services on a specific project, and cannot be purchased separately.

**Minimum Education and Experience Requirements:** Associate's Degree or Professional Certificate, plus 2 years related experience.

72. Health Data Entry Clerk I

**Functional Responsibility:** Performs data entry for Health IT via on-line data terminal, key-to-tape, PC, key-to-disk, or similar electronic device. Reviews documentation prior to input and verifies data entered as required. This labor category is used solely to support hardware, software and/or professional services on a specific project, and cannot be purchased separately.
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**Minimum Education and Experience Requirements:** Associate's Degree or Professional Certificate, plus up to 6 months related experience.

73. Health Senior Functional Analyst

**Functional Responsibility:** Analyzes Health IT user requirements to determine functional and cross-functional operating requirements. Conducts functional distribution to identify specific job tasks and their interrelationships. Develops and maintains DBMS, including designing and analyzing systems, using current operating systems and performs data manipulation. Identifies system requirements for each functional task area. Provides daily supervision and direction to support staff.

**Minimum Education and Experience Requirements:** Six years of current experience directly related to the use of structured analysis; design methodologies, and experience with the logical and physical functional, operational, and technical architecture of large and complex information systems. Bachelor’s Degree in Engineering, Computer Science, information systems, or other related scientific or technical discipline.

74. Health Functional Analyst

**Functional Responsibility:** Participates in the collection and analyzing of Health IT organizational requirements and develops functional requirements for systems operations. Provides input for computer software and system design, documentation development/changes, conducts functional testing of specific software applications, and assists in designing interfaces necessary for software modifications. Provides database and system input. Develops reports, charts, presentations, drawings, and provides input for new end user training requirements.

**Minimum Education and Experience Requirements:** Shall have three years extensive hands-on experience in a functional and/or technical position supporting multiple types of operating systems and software applications. Should have experience in developing, testing and/or implementing application software. Bachelor’s Degree in Engineering, Computer Science, Information Systems, or other related scientific or technical discipline.

75. Health Systems Administrator

**Functional Responsibility:** Works closely with management to define, document, and implement Health IT standards, policies, and tools to support the management, security, and operation of systems and servers. Monitors and reports on system usage, performance, and security. Provides recommendations for tools, procedures, enhancements, and hardware to support future systems growth. Manage day to day operations of servers/systems and communication tools including email, source code management, instant messaging, file sharing and collaboration.

**Minimum Education and Experience Requirements:** Shall have five years extensive hands-on experience in a functional and/or technical position supporting multiple types of operating systems and networked environments. Should have experience in hardware maintenance, help desk support, and network operations. Bachelor’s Degree in Engineering, Computer Science, Information Systems, or other related scientific or technical discipline.
76. Health Instructional Designer
**Functional Responsibility:** Responsible for hands-on development and production of Health IT computer based/paper based/web based curriculum/educational/training materials and study guides in accordance with the principals and processes of formal Instructional Systems Design. Task includes developing and following project schedules, composing course designs, outlines, lesson guides test questions, graphics, student applications and study materials. Performs review of curriculum drafts and curriculum-related documentation for content, consistency, spelling, grammar, punctuation and style. Responsible for ensuring that all courseware is designed and available to support information management systems, communications networks, hardware and software in support of the overall IT project.

**Minimum Education and Experience Requirements:** Shall have five years’ experience in curriculum development, Education, Technical Writing, Training, or have filled a position as a subject matter specialist in a functional and/or technical position related to the curriculum being developed. Bachelor’s Degree in Education, English, Instruction Systems, or a related field.

77. Senior Health Administrative Support

**Functional Responsibility:** Provides technical Health IT support in general administration using various software packages. Applies general knowledge of standards, concepts, practices, and techniques related to administrative support. May perform or supervise junior personnel in duties related to word processing, data management, project library, document control, document production, technical aide, data entry and computer support. Requires minimal supervision. This labor category is used solely to support hardware, software and/or professional services on a specific project, and cannot be purchased separately.

**Minimum Education and Experience Requirements:** Associate’s Degree (or equivalent), plus up to 1 year related experience.

78. Mid-Level Health Admin Support

**Functional Responsibility:** Performs a variety of technical Health IT support duties for management and customer support. Duties may include preparing end of month contract status/performance reports, maintaining computer based and paper files as required, answering office inquiries by customers for helpdesk or service center requests, and performing administrative tasks as established by management. Must be proficient in the use of a personal computer and have good typing skills. This labor category is used solely to support hardware, software and/or professional services on a specific project, and cannot be purchased separately.

**Minimum Education and Experience Requirements:** Associate's Degree or Professional Certificate, plus up to 6 months related experience.

79. Junior Health Administrative Support

**Functional Responsibility:** Performs assigned Health IT administrative technical support tasks under immediate supervision. Work is routine and instructions are detailed. This labor category
DOMA TECHNOLOGIES, LLC
LABOR CATEGORY DESCRIPTION
SIN 54151HEAL: HEALTH INFORMATION TECHNOLOGY SERVICES

is used solely to support hardware, software and/or professional services on a specific project, and cannot be purchased separately.

**Minimum Education and Experience Requirements:** Associate's Degree or Professional Certificate.

**Experience & Degree Substitution Equivalencies for All Labor Categories**

*Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

<table>
<thead>
<tr>
<th>Degree</th>
<th>Substituted Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Associate’s</td>
<td>2 years relevant experience</td>
</tr>
<tr>
<td>Bachelor’s</td>
<td>Associate's degree + 2 years relevant experience or 4 years relevant experience</td>
</tr>
<tr>
<td>Master’s</td>
<td>Bachelor’s plus 2 years relevant experience or Associate’s degree + 4 years relevant experience or 6 years relevant experience</td>
</tr>
<tr>
<td>PhD</td>
<td>Master's + 2 years relevant experience, or Bachelor’s + 4 years relevant experience or 8 years relevant experience</td>
</tr>
</tbody>
</table>
### Office, Imaging and Document Solutions Services and Rates (Applicable to All SINs)

<table>
<thead>
<tr>
<th>SIN</th>
<th>GSA SERVICE</th>
<th>UNIT OF ISSUE</th>
<th>GSA PRICE (including IFF)</th>
</tr>
</thead>
<tbody>
<tr>
<td>493110RM, 518210DC, 51-600</td>
<td>Program Director</td>
<td>Hour</td>
<td>$106.55</td>
</tr>
<tr>
<td>493110RM, 518210DC, 518210ERM</td>
<td>Project Manager</td>
<td>Hour</td>
<td>$91.22</td>
</tr>
<tr>
<td>493110RM, 518210DC, 518210ERM</td>
<td>Senior Subject Matter Expert</td>
<td>Hour</td>
<td>$120.14</td>
</tr>
<tr>
<td>493110RM, 518210DC, 518210ERM</td>
<td>Subject Matter Expert</td>
<td>Hour</td>
<td>$106.05</td>
</tr>
<tr>
<td>493110RM, 518210DC, 518210ERM</td>
<td>Senior Systems Engineer</td>
<td>Hour</td>
<td>$92.42</td>
</tr>
<tr>
<td>493110RM, 518210DC, 518210ERM</td>
<td>Information Systems Engineer</td>
<td>Hour</td>
<td>$74.69</td>
</tr>
<tr>
<td>493110RM, 518210DC, 518210ERM</td>
<td>Senior Analyst</td>
<td>Hour</td>
<td>$62.55</td>
</tr>
<tr>
<td>493110RM, 518210DC, 518210ERM</td>
<td>Mid-Level Analyst</td>
<td>Hour</td>
<td>$48.40</td>
</tr>
<tr>
<td>493110RM, 518210DC, 518210ERM</td>
<td>Analyst</td>
<td>Hour</td>
<td>$39.53</td>
</tr>
<tr>
<td>493110RM, 518210DC, 518210ERM</td>
<td>Senior Database Administrator</td>
<td>Hour</td>
<td>$67.82</td>
</tr>
<tr>
<td>493110RM, 518210DC, 518210ERM</td>
<td>Quality Assurance/Control Specialist</td>
<td>Hour</td>
<td>$49.28</td>
</tr>
<tr>
<td>493110RM, 518210DC, 518210ERM</td>
<td>Multimedia Training Manager</td>
<td>Hour</td>
<td>$88.55</td>
</tr>
<tr>
<td>493110RM, 518210DC, 518210ERM</td>
<td>Multimedia Training Specialist</td>
<td>Hour</td>
<td>$55.66</td>
</tr>
<tr>
<td>493110RM, 518210DC, 518210ERM</td>
<td>Technical Writer</td>
<td>Hour</td>
<td>$36.63</td>
</tr>
<tr>
<td>493110RM, 518210DC, 518210ERM</td>
<td>Documentation Specialist</td>
<td>Hour</td>
<td>$24.41</td>
</tr>
<tr>
<td>493110RM, 518210DC, 518210ERM</td>
<td>Senior Web/Internet Developer</td>
<td>Hour</td>
<td>$116.64</td>
</tr>
<tr>
<td>493110RM, 518210DC, 518210ERM</td>
<td>Web/Internet Developer</td>
<td>Hour</td>
<td>$87.77</td>
</tr>
<tr>
<td>493110RM, 518210DC, 518210ERM</td>
<td>Senior Functional Analyst</td>
<td>Hour</td>
<td>$95.21</td>
</tr>
<tr>
<td>493110RM, 518210DC, 518210ERM</td>
<td>Functional Analyst**</td>
<td>Hour</td>
<td>$76.87</td>
</tr>
<tr>
<td>493110RM, 518210DC, 518210ERM</td>
<td>Instructional Designer</td>
<td>Hour</td>
<td>$84.95</td>
</tr>
<tr>
<td>493110RM, 518210DC, 518210ERM</td>
<td>Task Supervisor</td>
<td>Hour</td>
<td>$43.83</td>
</tr>
<tr>
<td>SIN</td>
<td>GSA SERVICE</td>
<td>UNIT OF ISSUE</td>
<td>GSA PRICE (including IFF)</td>
</tr>
<tr>
<td>-----------</td>
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<td>---------------------------</td>
</tr>
<tr>
<td>493110RM, 518210DC 518210ER</td>
<td>Network Administrator</td>
<td>Hour</td>
<td>$73.40</td>
</tr>
<tr>
<td>493110RM, 518210DC 518210ER</td>
<td>Help Desk Manager</td>
<td>Hour</td>
<td>$46.80</td>
</tr>
<tr>
<td>493110RM, 518210DC 518210ER</td>
<td>Help Desk Technician</td>
<td>Hour</td>
<td>$38.05</td>
</tr>
<tr>
<td>493110RM, 518210ER</td>
<td>Records Supervisor</td>
<td>Hour</td>
<td>$66.29</td>
</tr>
<tr>
<td>493110RM, 518210ER</td>
<td>Records Analyst 2</td>
<td>Hour</td>
<td>$59.44</td>
</tr>
<tr>
<td>493110RM, 518210DC 518210ER</td>
<td>Testing Specialist</td>
<td>Hour</td>
<td>$63.23</td>
</tr>
<tr>
<td>493110RM, 518210DC 518210ER</td>
<td>Data Technician</td>
<td>Hour</td>
<td>$26.26</td>
</tr>
<tr>
<td>493110RM, 518210DC 518210ER</td>
<td>Data Entry Operator**</td>
<td>Hour</td>
<td>$28.34</td>
</tr>
<tr>
<td>493110RM, 518210DC 518210ER</td>
<td>Scanning Supervisor</td>
<td>Hour</td>
<td>$41.68</td>
</tr>
<tr>
<td>493110RM, 518210DC 518210ER</td>
<td>Scanning/Microfilm Specialist 1</td>
<td>Hour</td>
<td>$34.25</td>
</tr>
<tr>
<td>493110RM, 518210DC 518210ER</td>
<td>Scanning/Microfilm Specialist 2</td>
<td>Hour</td>
<td>$37.01</td>
</tr>
<tr>
<td>493110RM, 518210DC 518210ER</td>
<td>Document Control Specialist</td>
<td>Hour</td>
<td>$34.61</td>
</tr>
<tr>
<td>493110RM, 518210DC 518210ER</td>
<td>Warehouse Specialist**</td>
<td>Hour</td>
<td>$33.78</td>
</tr>
<tr>
<td>493110RM, 518210DC 518210ER</td>
<td>Administrative Support Specialist</td>
<td>Hour</td>
<td>$32.24</td>
</tr>
<tr>
<td>518210ER</td>
<td>Remote Outpatient Medical Coder</td>
<td>Hour</td>
<td>$39.40</td>
</tr>
</tbody>
</table>

**SCLS Rate Matrix**

<table>
<thead>
<tr>
<th>SCLS Eligible Contract Labor Category</th>
<th>SCLS Equivalent Code – Title</th>
<th>WD Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Functional Analyst</td>
<td>01410</td>
<td>2005-2543</td>
</tr>
<tr>
<td>Data Entry Operator</td>
<td>01052</td>
<td>2005-2543</td>
</tr>
<tr>
<td>Warehouse Specialist</td>
<td>21410</td>
<td>2005-2543</td>
</tr>
<tr>
<td>Remote Outpatient Medical Coder</td>
<td>01051</td>
<td>2015-4341</td>
</tr>
</tbody>
</table>

The Service Contract Labor Standards (SCLS), formerly known as the Service Contract Act (SCA), is applicable to this contract and it includes SCLS applicable labor categories. The prices for the indicated SCLS labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the matrix. The prices offered are based on the preponderance of where work is performed and should the contractor perform in an area with lower SCLS rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.
<table>
<thead>
<tr>
<th>Service Name</th>
<th>Service Description</th>
<th>Unit of Issue</th>
<th>GSA Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Document Preparation - Level 1</td>
<td>Removal of documents from boxes and/or unbound file folders. Staple removal (minimal) up to an average of 25 pages or more per staple</td>
<td>Image</td>
<td>$0.01</td>
</tr>
<tr>
<td>Document Preparation - Level 2</td>
<td>Includes Level-1 Document Preparation – plus: Removing documents from 2-post, 3-ring, screw and GBC bindings. Insertion of separator sheets. Unfolding or unrolling; flattening. Staple removal (medium) up to an average of 10 pages or more per staple.</td>
<td>Image</td>
<td>$0.04</td>
</tr>
<tr>
<td>Document Preparation - Level 3</td>
<td>Includes Level 2 Document Preparation – plus: Handling and mounting of post-it notes and/or other nonstandard size paper. Taping or other repair of pages to facilitate scanning. Staple removal (heavy) less than an average of 10 pages per staple. White glove or delicate document handling</td>
<td>Image</td>
<td>$0.13</td>
</tr>
<tr>
<td>Document Preparation - Level 4</td>
<td>Includes Level 3 Document Preparation – plus: Handling and mounting of post-it notes and/or other nonstandard size paper. Taping or other repair of pages to facilitate scanning. Removing drawings from difficult hangar clamps (e.g. screw or rivet). Staple removal (heavy). White glove or delicate document handling</td>
<td>Image</td>
<td>$0.18</td>
</tr>
<tr>
<td>Document Reconstruction - Level 1</td>
<td>Reassembly of documents to their original order within a folder</td>
<td>Image</td>
<td>$0.01</td>
</tr>
<tr>
<td>Document Reconstruction - Level 2</td>
<td>Includes Level-1 Document Reconstruction – plus: Re-stapling or clipping an average of 25 pages or more per staple or clip.</td>
<td>Image</td>
<td>$0.04</td>
</tr>
<tr>
<td>Document Reconstruction - Level 3</td>
<td>Includes Level-2 Document Reconstruction – plus: Re-stapling or clipping an average of 10 pages or more per staple or clip. Replacing pages to post bindings (given equally aligned holes for all pages). Replacing pages to ring binders (given equally aligned holes for all pages).</td>
<td>Image</td>
<td>$0.13</td>
</tr>
<tr>
<td>Document Reconstruction - Level 4</td>
<td>Includes Level-3 Document Reconstruction – plus: Re-stapling or clipping less than an average of 10 pages per staple or clip. Removal of separator sheets prior to reassembly. Replacing pages to post, ring, GBC, screw bindings (including inconsistently aligned holes). White glove or delicate document handling</td>
<td>Image</td>
<td>$0.18</td>
</tr>
<tr>
<td>Book Cutting</td>
<td>Soft bound / perfect bound books or bound documents up to 200 physical pages. No staple or alternate fastener removal. Book has a reasonable gutter to allow for cutting without jeopardizing printed material. Books do not require delicate or special handing</td>
<td>Book</td>
<td>$2.33</td>
</tr>
<tr>
<td>Scanning - Level 1</td>
<td>100+ pages per document on average and never stapled, no damage, bond paper, auto document feeder.</td>
<td>Image</td>
<td>$0.04</td>
</tr>
<tr>
<td>Scanning - Level 2</td>
<td>100+ pages per document on average, bond paper, auto document feeder</td>
<td>Image</td>
<td>$0.09</td>
</tr>
<tr>
<td>Scanning - Level 3</td>
<td>51-99 pages per document on average and/or intermixed paper types, auto document feeder</td>
<td>Image</td>
<td>$0.13</td>
</tr>
<tr>
<td>Scanning - Level 4</td>
<td>26-50 pages per document on average and/or intermixed paper types, most pages auto document feeder</td>
<td>Image</td>
<td>$0.16</td>
</tr>
<tr>
<td>Scanning - Level 5</td>
<td>11-25 pages per document on average and/or intermixed paper types, most pages auto document feeder</td>
<td>Image</td>
<td>$0.20</td>
</tr>
<tr>
<td>Service Name</td>
<td>Service Description</td>
<td>Unit of Issue</td>
<td>GSA Price</td>
</tr>
<tr>
<td>--------------</td>
<td>---------------------</td>
<td>---------------</td>
<td>-----------</td>
</tr>
<tr>
<td>Scanning - Level 6, Grayscale</td>
<td>1-10 pages per document on average and/or intermixed paper types, most pages auto document feeder</td>
<td>Image</td>
<td>$0.24</td>
</tr>
<tr>
<td>Scanning - Level 7, Manual Scan Bi-tonals or Grayscale</td>
<td>Grayscale documents are scanned entirely as grayscale; manual scan or auto document feeder</td>
<td>Image</td>
<td>$0.38</td>
</tr>
<tr>
<td>Scanning - Level 8, Manual Scan Color</td>
<td>Color documents are scanned entirely as color; manual scan or auto document feeder</td>
<td>Image</td>
<td>$0.44</td>
</tr>
<tr>
<td>Engineering Drawings/Large Format Scanning - 200dpi, bi-tonal</td>
<td>Pricing is based upon: Images output to TIFF Group IV file format. Standard page sizes: ANSI C through ANSI E and ARCH B through ARCH E; other size paper scanning is available. Based on bi-tonal (1-bit) scanning of the consistently sized paper. Drawings requiring special handling may be priced on an hourly basis. Special handling may be required for records in poor condition (i.e., brittle, flaking, torn, frayed, stained, or previously repaired) or if the text and graphics are very dark, very light, or a combination of both. A Page Unit = 8.5” x 11” or portion thereof. A continuous flow of documents (Scanning operations shall not be slowed due to lack of document availability)</td>
<td>Pg. Unit</td>
<td>$0.26</td>
</tr>
<tr>
<td>Engineering Drawings/Large Format Scanning - 300dpi, bi-tonal</td>
<td>Pricing is based upon: Images output to TIFF Group IV file format. Standard page sizes: ANSI C through ANSI E and ARCH B through ARCH E; other size paper scanning is available. Based on bi-tonal (1-bit) scanning of the consistently sized paper. Drawings requiring special handling may be priced on an hourly basis. Special handling may be required for records in poor condition (i.e., brittle, flaking, torn, frayed, stained, or previously repaired) or if the text and graphics are very dark, very light, or a combination of both. A Page Unit = 8.5” x 11” or portion thereof. A continuous flow of documents (Scanning operations shall not be slowed due to lack of document availability)</td>
<td>Pg. Unit</td>
<td>$0.29</td>
</tr>
<tr>
<td>Engineering Drawings/Large Format Scanning - 400dpi, bi-tonal</td>
<td>Pricing is based upon: Images output to TIFF Group IV file format. Standard page sizes: ANSI C through ANSI E and ARCH B through ARCH E; other size paper scanning is available. Based on bi-tonal (1-bit) scanning of the consistently sized paper. Drawings requiring special handling may be priced on an hourly basis. Special handling may be required for records in poor condition (i.e., brittle, flaking, torn, frayed, stained, or previously repaired) or if the text and graphics are very dark, very light, or a combination of both. A Page Unit = 8.5” x 11” or portion thereof. A continuous flow of documents (Scanning operations shall not be slowed due to lack of document availability)</td>
<td>Pg. Unit</td>
<td>$0.37</td>
</tr>
<tr>
<td>Service Name</td>
<td>Service Description</td>
<td>Unit of Issue</td>
<td>GSA Price</td>
</tr>
<tr>
<td>--------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>---------------</td>
<td>-----------</td>
</tr>
<tr>
<td>Engineering Drawings/Large Format Scanning - 600dpi, bi-tonal</td>
<td>Pricing is based upon: Images output to TIFF Group IV file format. Standard page sizes: ANSI C through ANSI E and ARCH B through ARCH E; other size paper scanning is available. Based on bi-tonal (1-bit) scanning of the consistently sized paper. Drawings requiring special handling may be priced on an hourly basis. Special handling may be required for records in poor condition (i.e., brittle, flaking, torn, frayed, stained, or previously repaired) or if the text and graphics are very dark, very light, or a combination of both. A Page Unit = 8.5” x 11” or portion thereof. A continuous flow of documents (Scanning operations shall not be slowed due to lack of document availability)</td>
<td>Pg. Unit</td>
<td>$0.44</td>
</tr>
<tr>
<td>File Naming</td>
<td>Each file name is auto-generated creating sequential alpha-numeric file names in 8.3 format, or: Each file name is machine-readable and is in the same location on the first page, or: Each file name is captured from a document separator sheet, barcode or another acceptable format</td>
<td>Doc.</td>
<td>$0.01</td>
</tr>
<tr>
<td>Indexing - Level 1</td>
<td>Up to an average of 8 Alphanumeric Characters</td>
<td>Doc.</td>
<td>$0.07</td>
</tr>
<tr>
<td>Indexing - Level 2</td>
<td>Up to an average of 20 Alphanumeric Characters</td>
<td>Doc.</td>
<td>$0.22</td>
</tr>
<tr>
<td>Indexing - Level 3</td>
<td>Up to an average of 30 Alphanumeric Characters</td>
<td>Doc.</td>
<td>$0.44</td>
</tr>
<tr>
<td>Indexing - Level 4</td>
<td>Up to an average of 50 Alphanumeric Characters</td>
<td>Doc.</td>
<td>$0.88</td>
</tr>
<tr>
<td>Indexing - Level 5</td>
<td>Up to an average of 40 Alphanumeric Characters</td>
<td>Doc.</td>
<td>$1.05</td>
</tr>
<tr>
<td>Conversion - Level 1</td>
<td>PDF Image-Only. Created from scanned or existing image files. The resulting PDF file contains an image of each page.</td>
<td>Image</td>
<td>$0.02</td>
</tr>
<tr>
<td>Conversion - Level 2</td>
<td>PDF/A-1b or PDF Searchable Image Exact/Compact (also known as PDF Image Plus Text): Created from scanned or existing image files. Optical Character Recognition is performed. The resulting PDF file contains an image of each page, plus a hidden or visible text layer that can be searched, copied, or accessed by records management systems</td>
<td>Image</td>
<td>$0.02</td>
</tr>
<tr>
<td>OCR Conversion</td>
<td>OCR (Optical Character Recognition): Processing page images containing text. Output to ASCII text or word processing file formats. Output consists of raw OCR text without any further processing.</td>
<td>Image</td>
<td>$0.05</td>
</tr>
<tr>
<td>Quality Control - Level 1</td>
<td>10% random post process inspection of output, provided for all image and data services. Must be performed in conjunction with paid services.</td>
<td>Image</td>
<td>$0.01</td>
</tr>
<tr>
<td>Quality Control - Level 2</td>
<td>100% post process inspection of output.</td>
<td>Image</td>
<td>$0.13</td>
</tr>
<tr>
<td>Service Name</td>
<td>Service Description</td>
<td>Unit of Issue</td>
<td>GSA Price</td>
</tr>
<tr>
<td>------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>--------------</td>
<td>-----------</td>
</tr>
<tr>
<td>Microfilm Scanning - 16mm - 200dpi or 300dpi</td>
<td>Pricing is based upon: Film that is in good to excellent condition. Single image per frame with consistent frame separation. Roll microfilm scanned at a resolution up to 300 pixels per inch resultant resolution. Images will be output to TIFF Group IV file format, bi-tonal or grayscale bit depth. Film is scanned in a semi-attended mode based on optimal scanner settings. If the original material is compatible, images will be auto-cropped to eliminate excess over-scan or to copy board. If desired, automated image enhancements may be performed if desired. A continuous flow of documents (Scanning operations shall not be slowed due to lack of document availability).</td>
<td>Image</td>
<td>$0.03</td>
</tr>
<tr>
<td>Microfilm Scanning - 35mm - 200dpi or 300dpi</td>
<td>Pricing is based upon: Film that is in good to excellent condition. Single image per frame with consistent frame separation. Roll microfilm scanned at a resolution up to 300 pixels per inch resultant resolution. Images will be output to TIFF Group IV file format, bi-tonal or grayscale bit depth. Film is scanned in a semi-attended mode based on optimal scanner settings. If the original material is compatible, images will be auto-cropped to eliminate excess over-scan or to copy board. If desired, automated image enhancements may be performed if desired. A continuous flow of documents (Scanning operations shall not be slowed due to lack of document availability).</td>
<td>Image</td>
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<td>Microfiche Scanning - COM - 200dpi or 300dpi</td>
<td>Pricing is based upon: Microfiche is in good to excellent condition. Single image per frame with consistent frame separation. Microfiche contain images of at least ¾ capacity of each fiche, on average, across the collection. Scanned at a resolution up to 300 pixels per inch resultant resolution. Images will be output to TIFF Group IV file format. A continuous flow of documents (Scanning operations shall not be slowed due to lack of document availability).</td>
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<td>Microfiche Scanning - AB Dick/Step &amp; Repeat - 200dpi or 300dpi</td>
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<td>Microfiche Scanning - Standard Jacketed - 200dpi or 300dpi</td>
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<td>Aperture Card Scanning - 200dpi or 300dpi</td>
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<td>Transparency Scanning - 35mm slides/film strips, 300dpi, Color</td>
<td>Pricing is based upon: Media is in good to excellent condition. Scanned at a resolution up to 300 pixels per inch resultant resolution. Images will be output to JPEG file format. Slide scanning of slides in slide boxes. 35mm film strip scanning of strips containing 6 frames per strip. A continuous flow of documents (Scanning operations shall not be slowed due to lack of document availability).</td>
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<tr>
<td>Transparency Scanning - up to 8&quot;X 10&quot;, 300dpi, Color</td>
<td>Pricing is based upon: Media is in good to excellent condition. Scanned at a resolution up to 300 pixels per inch resultant resolution. Images will be output to JPEG file format. Slide scanning of slides in slide boxes. 35mm film strip scanning of strips containing 6 frames per strip. A continuous flow of documents (Scanning operations shall not be slowed due to lack of document availability).</td>
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<td>X-Ray Scanning - 200dpi or 300dpi, Grayscale</td>
<td>Pricing is based upon: Media is in good to excellent condition. Scanned at a resolution up to 300 pixels per inch. Media sizes up to 10&quot; X 12&quot;. Images will be output to JPEG file format. A continuous flow of documents (Scanning operations shall not be slowed due to lack of document availability).</td>
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<td>Archival Scanning, non-fragile, 300dpi, Color</td>
<td>Pricing is based upon: Media is in good to excellent condition. Scanned at a resolution up to 300 pixels per inch. Media sizes up to 10&quot; X 12&quot;. Images will be output to JPEG file format. Media have a clean gutter, binding is intact, double sided pages. Books have a reasonable gutter to allow opening to 180° without page or binding integrity. A continuous flow of documents (Scanning operations shall not be slowed due to lack of document availability). Automated image enhancements are available, if desired.</td>
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<tr>
<td>Bates Numbering, Electronic</td>
<td>Electronically Bates Number all softcopy page images following industry standard rules for evidence when applying Bates Numbers. The electronic Bates numbering scheme shall follow these general guidelines: Bates Number Location: In the footer of the document at the lower-right corner (not covering any text on each document) placed 0.25 inches to 0.5 inches from the bottom of the page. Bates Number Font: Arial Font, Regular (not Bold), 10 points in size. Bates Numbering Schema: Prefix_999999. Customer shall provide a prefix, if desired. Number of digits for the Bates Number will be no less than 6 digits, beginning with 000001. Numbering will be sequential, in increments of one (1), from the first page of the first processed document to the last page of the last processed document.</td>
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<td>ASCII delimited load file and/or Image Output</td>
<td>Data (Entities) can be exported by the customer to csv format. Standard exports for files (Documents) includes exporting files in their existing format to either encrypted portable drives or SFTP for customer download. Metadata is provided in the filename and/or folder structure. Cost of encrypted drives and shipping is priced separately. No drive or shipping required if transfer is via SFTP.</td>
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<td>Secure Document Shredding, 1.2 cu ft. box</td>
<td>Standard box dimensions; 14¾” x 12” x9¾”. A certificate of destruction is provided, noting the destruction date for all materials. Performed on-site at DOMA facility</td>
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### Hourly Rates

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<th>SIN</th>
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<th>GSA Price (Including IFF)</th>
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