

GENERAL SERVICES ADMINISTRATION
Authorized Federal Supply Schedule Price List

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

SCHEDULE 70
AUTHORIZED INFORMATION TECHNOLOGY SCHEDULE PRICELIST
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE AND SERVICES
SIN 132-51 - INFORMATION TECHNOLOGY PROFESSIONAL SERVICES

FSC/PSC Class D301 IT AND TELECOM- FACILITY OPERATION AND MAINTENANCE SERVICES

FSC/PSC Class D302 IT AND TELECOM- SYSTEMS DEVELOPMENT SERVICES

FSC/PSC Class D306 IT AND TELECOM- SYSTEMS ANALYSIS SERVICES

FSC/PSC Class D307 IT AND TELECOM- IT STRATEGY AND ARCHITECTURE SERVICES

FSC/PSC Class D308 IT AND TELECOM- PROGRAMMING SERVICES

FSC/PSC Class D310 IT AND TELECOM- CYBER SECURITY AND DATA BACKUP SERVICES

FSC/PSC Class D311 IT AND TELECOM- DATA CONVERSION SERVICES

FSC/PSC Class D313 IT AND TELECOM- COMPUTER AIDED DESIGN/COMPUTER AIDED MANUFACTURING SERVICES

FSC/PSC Class D316 IT AND TELECOM- TELECOMMUNICATIONS NETWORK MANAGEMENT SERVICES

FSC/PSC Class D317 IT AND TELECOM- WEB-BASED SUBSCRIPTION SERVICES

FSC/PSC Class D399 IT AND TELECOM- OTHER IT AND TELECOMMUNICATIONS SERVICES, Not Elsewhere Classified

Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

Note 2: Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure service which properly falls under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performed by the publisher or manufacturer or one of their authorized agents.



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Elkridge, MD 21075

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Website: www.dynanetcorp.com

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Contract Number: GS-35F-003CA

Period Covered by Contract: October 1, 2014 through September 30, 2019

Catalog effective through Modification #PS-0003, dated August 17, 2016

General Services Administration
Federal Acquisition Service

Products and ordering information in this Authorized Information Technology Schedule Pricelist are also available on the GSA Advantage! System (<http://www.gsaadvantage.gov>).

TABLE OF CONTENTS

Customer Information.....	3
Terms and Conditions for Information Technology (IT) Professional Services Special Item Number 132-51).....	6
Terms and Conditions for Health Information Technology (IT) Professional Services (Special Item Number 132-56).....	9
Labor Category Descriptions.....	12
GSA Pricelist.....	25
USA Commitment to Promote Small Business Participation Procurement Programs	26
Best Value Blanket Purchase Agreement.....	27
Blanket Purchase Agreements (BPAs).....	28
Basic Guidelines for using Contractor Team Arrangements.....	29

CUSTOMER INFORMATION

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

SIN 132-51, 132-51STLC, 132-51RC - Information Technology Professional Services
SIN 132-56, 132-56STLOC, 132-56RC - Information Technology Health Services

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

Not Applicable

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

See attached pricelist on page 18.

2. Maximum order.

\$500,000

3. Minimum order.

\$100

4. Geographic coverage (delivery area).

Domestic - Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

5. Point(s) of production (city, county, and State or foreign country).

Not applicable

6. Discount from list prices or statement of net price.

Prices shown are NET Prices; Basic Discounts have been deducted.

7. Quantity discounts.

Additional .5% for orders exceeding \$200k / Additional 1% for orders exceeding \$400k.

8. Prompt payment terms.

0% net 30 days from receipt of invoice or date of acceptance, whichever is later.

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

Government purchase cards are accepted at or below the micro-purchase threshold.

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

Government purchase cards are accepted above the micro-purchase threshold.

10. Foreign items (list items by country of origin).

Not Applicable

11a. Time of delivery.

To be negotiated with end user

11b. Expedited Delivery.

To be negotiated with end user.

11c. Overnight and 2-day delivery.

Not Applicable

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

To be negotiated with end user.

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

Destination

13a. Ordering address(es).

Dynanet Corporation

8182 Lark Brown Road, Suite 300

Elkridge, MD 21075

Phone: 443-661-1403

Fax: 443-661-1408

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

14. Payment address(es).

Dynanet Corporation

8182 Lark Brown Road, Suite 300

Elkridge, MD 21075

15. Warranty provision.

Not Applicable

16. Export packing charges, if applicable.

Not Applicable

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

Government purchase cards are accepted above the micro-purchase threshold.

18. Terms and conditions of rental, maintenance, and repair (if applicable).

Not Applicable

19. Terms and conditions of installation (if applicable).

Not Applicable

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

Not Applicable

20a. Terms and conditions for any other services (if applicable).

Not Applicable

21. List of service and distribution points (if applicable).

Not Applicable

22. List of participating dealers (if applicable).

Not Applicable

23. Preventive maintenance (if applicable).

Not Applicable

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants).

Not Applicable

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

25. Data Universal Number System (DUNS) number.

017021242

26. Notification regarding registration in Central Contractor Registration (CCR) database.

Dynanet Corporation is registered with the Central Contractor Registration. The Cage Code is 1F6D7.

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)**

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

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

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

3. ORDER

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

4. PERFORMANCE OF SERVICES

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

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

- (a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either:
 - (1) Cancel the stop-work order; or
 - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
- (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

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

7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

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

related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

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

12. PAYMENTS

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

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

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

- a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.
- b. Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

TERMS AND CONDITIONS APPLICABLE TO HEALTH INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-56)

Vendor suitability for offering services through the new Health IT SIN must be in accordance with the following laws and standards when applicable to the specific task orders, including but not limited to:

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

******NOTE: All non-professional labor categories must be incidental to, and used solely to support Health IT services, and cannot be purchased separately.**

******NOTE: All labor categories under the Special Item Number 132-51 Information Technology Professional Services may remain under SIN 132-51 unless the labor categories are specific to the Health IT SIN.**

1. SCOPE

- a. The labor categories, prices, terms and conditions stated under Special Item Number 132-56 Health Information Technology Services apply exclusively to Health IT Services within the scope of this Information Technology Schedule.
- b. This SIN is limited to Health IT Services only. Software and hardware products are out of scope. Hardware and software can be acquired through different Special Item Numbers on IT Schedule 70 (e.g. 132-32, 132-33, 132-8).
- c. This SIN provides ordering activities with access to Health IT services.
- d. Health IT Services provided under this SIN shall comply with all Healthcare certifications and industry standards as applicable at the task order level.
- e. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. ORDER

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

3. PERFORMANCE OF SERVICES

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

Contractor's travel.

4. INSPECTION OF SERVICES

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

5. RESPONSIBILITIES OF THE CONTRACTOR

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

6. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

7. INDEPENDENT CONTRACTOR

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

8. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives,

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

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

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

9. INVOICES

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

10. RESUMES

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

11. INCIDENTAL SUPPORT COSTS

Incidental support costs are not considered part of the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

12. APPROVAL OF SUBCONTRACTS

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

13. DESCRIPTION OF HEALTH IT SERVICES AND PRICING

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

LABOR CATEGORY DESCRIPTIONS

Customer Service Support Specialist I

Functional Responsibility: Performs simple customer service assignments including working directly with users either on the phone or in person on their entire Desktop and IT needs. Working on trouble tickets, help desks, call center, training and ticket escalations. May assist with any and all call center, help desk functions, end user desktop functions, software and maintenance troubleshooting, etc.

Minimum/General Experience: One year of computer technical training in supported products and information technologies.

Minimum Education: High School/formal technical training/certification.

Customer Service Support Specialist II

Functional Responsibility: Performs customer service assignments including working directly with users either on the phone or in person on their entire Desktop and IT needs. Working on trouble tickets, help desks, call center, training and ticket escalations. May assist with any and all call center, help desk functions, end user desktop functions, software and maintenance troubleshooting, etc.

Minimum/General Experience: Two years of computer technical training in supported products and information technologies.

Minimum Education: Associate's degree in Computer Science or a related field.

Customer Service Support Manager I

Functional Responsibility: Performs complex customer service assignments including working directly with users either on the phone or in person on their entire Desktop and IT needs. Working on trouble tickets, help desks, call center, training and ticket escalations. May assist with any and all help desk functions, end user desktop functions, software and maintenance troubleshooting, etc.

Minimum/General Experience: Four years of computer technical training in supported products and information technologies.

Minimum Education: Associate's degree in Computer Science or a related field.

Health IT Help Desk Specialist

Functional Responsibility: Performs simple Health IT customer service assignments including working directly with users either on the phone or in person on their entire Desktop and IT needs. Working on trouble tickets, help desks, call center, training and ticket escalations. May assist with any and all call center, help desk functions, end user desktop functions, software and maintenance troubleshooting, etc.

Minimum/General Experience: One year of computer technical training in supported products and information technologies.

Minimum Education: High School/formal technical training/certification.

Health IT Project Manager

Functional Responsibility: Responsible for efficient execution of assigned Health IT projects. The Health IT Project Manager is the customer's single-point-of-contact for the managed project. This position has overall project responsibility from project planning through final implementation, documentation, and turnover. Interacts with all stakeholders including, system owners, end-users, technical service providers, security officials, operations staff, and integrated external service providers. Translates project scope and objectives into performance criteria and metrics. Develops detailed work plans, schedules, resource requirements estimates, and status reports. Conducts project meetings and is responsible for project tracking and performance reporting. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides guidance regarding technical methods, task priorities, and allocation of project resources. Provides project status reporting, performance projections, and analysis of problems

encountered to management. Makes recommendations regarding scope changes, funding level changes, major issues encountered and changes in technical approach.

Minimum/General Experience: One year of Health information systems design, execution and management experience including at least two years in a project management capacity. This experience will demonstrate knowledge of a wide range of Information Technology subjects and in-depth knowledge of the products and technologies to be supported by the subject project. Previous experience will indicate excellent planning, organization and communications skills and the ability to interact effectively with program management, customer officials, and project technical service providers and lower-level managers. Experience will show the ability to successfully lead implementation teams to satisfy established performance requirements and to meet established project milestones according to schedule.

Minimum Education: Bachelor's degree in Computer Science or a related field.

Health IT SME

Functional Responsibility: Applies specific Health IT expert-level knowledge of the relevant technologies, products or methods to produce analyses, designs, recommendations, or guidance as required. May function as a member of a study group and development team working to correct serious problems with important systems. May contribute to strategic planning, program definition, or the evaluation of current systems, plans, or programs.

Minimum/General Experience: Five years of Health IT experience in the relevant products, technologies or methods. This experience must demonstrate the expert level knowledge of the subject matter required to fulfill the specific position requirements.

Minimum Education: Bachelor's degree in a discipline directly related to the required expertise. Master degree in an applicable field preferred. Specific product or technology certifications may be required.

Health IT Systems Analyst

Functional Responsibility: Contributes to, or support the development of organizational architectures that are compliant with agency-wide Health IT architectures. Interacts with system stakeholders and subject matter experts, and uses knowledge of cost/schedule constraints and technical feasibility to determine and formalize comprehensive top-level system requirements. Determines and documents the functional components that will be required to implement the system and the necessary interactions between components. Documents the hardware, software, protocols, and integration requirements for the system components and establishes implementation partitions. Provides input into creation of implementation plans and schedules. Provides input on selection of technological purchases with regards to processing, data storage, data access, and applications development. Prepares reports and briefings related to information systems architectures and the architecture/design of specific projects. Provides support and ability to manage others in development or modification of IT solutions (eg, Software Development, Service Desk, Network Management, Telecommunications, Program Management, etc). Leads requirements analysis, design, coding, benchmark testing, debugging, and documentation of programs. Knowledgeable with common software development tools and techniques and with best practice software design principals.

Minimum/General Experience: Two years of Health IT experience in areas such as software requirements definition, design, coding, testing, or deployment. Experience must demonstrate working knowledge of modern software design paradigms, software development tools and software development best practices, analytical skills, and oral, / written communications ability.

Minimum Education: Bachelor's degree in Computer Science, Information Technology or a closely related discipline.

Health IT Systems Architect

Functional Responsibility: Under general supervision, supports analysis and design of Health IT solutions (eg, Software Development, Service Desk, Network Management, Telecommunications, Program Management, etc), follows design specifications and applies software development best practices to code, test, and document new components, modules or enhancements and defect repair. Applies a working knowledge of the technologies necessary to support implementation/upgrade of the specified applications such as: relational database environments, structured analysis, data modeling, information engineering, mathematical model building, sampling, and cost accounting to plan the system. Specifies inputs required by the system, assists in design of the processing steps, and specifies output formats to meet the users' requirements for interfaces or uses existing standard interfaces to external systems as required. Assists in preparation and execution of test scripts. Uses verbal and written communications skills for various types of reports and required documentation such as user manuals or technical manuals.

Minimum/General Experience: Minimum of three years of Health IT experience in software development including coding and testing. Experience must show expertise in the relevant programming languages and development platforms, knowledge of standard application interfaces, and the ability to understand and implement design specifications. Experience must also indicate the ability to contribute effectively to the production of software documentation such as business, user or technical manuals. Good knowledge of word-processing, spread-sheets, database programs and similar business tools. Demonstrated written and oral communications skills. Previous experience with direct customer support is preferred.

Minimum Education: Bachelor's degree in Computer Science or Business.

Health IT Systems Engineer

Functional Responsibility: Under general supervision, follows design specifications and applies software development best practices to code, test, and document new software modules or enhancements to existing software. When necessary, works with other technical professionals to resolve software functionality or performance issues. Creates software interfaces or uses existing standard interfaces to external systems as required such as applications modules, API's, Web Services, database queries and scripts, and Cloud offerings. Assists in development of software user manuals or technical manuals for the developed modules. Responds to requests for minor module changes or bug fixes, assists in the testing of these changes, and documents all changes in accord with organizational policy.

Minimum/General Experience: One year of Health IT experience in software development including coding and testing. Experience must show expertise in the relevant programming languages and development platforms, knowledge of standard application interfaces, and the ability to understand and implement design specifications. Experience must also indicate the ability to contribute effectively to the production of software documentation including user or technical manuals

Minimum Education: Bachelor's degree in Computer Science or related field with formal instruction in relational database systems. Training and certifications in supported database products and technologies.

IT Administrator I

Functional Responsibility: Performs rudimentary research, analyzes and summarizes information. Provides administrative support. Schedules meetings, generates correspondence, assists in creating presentations/reports and organizes/files documentation. Relies on own judgment, as well as guidance from staff, to plan and accomplish goals. Typically reports to task leader.

Minimum/General Experience: One year of computer technical training in supported products and information technologies.

Minimum Education: High School/formal technical training/certification.

IT Administrator II

Functional Responsibility: Performs research, analyzes information, prepares and presents recommendations. Provides administrative support. Schedules meetings, generates correspondence, assists in creating presentations/reports and organizes/files documentation. Relies on experience and judgment, as well as guidance from mid-level staff, to plan and accomplish goals. Typically reports to the project team leader.

Minimum/General Experience: Minimum of two years of related experience, or an equivalent combination of education and experience.

Minimum Education: Associate's degree in Computer Science, Business or a related field.

IT Consultant I

Functional Responsibility: Under general supervision, supports analysis and design of IT solutions (eg, Software Development, Service Desk, Network Management, Telecommunications, Program Management, etc), follows design specifications and applies software development best practices to code, test, and document new components, modules or enhancements and defect repair. Applies a working knowledge of the technologies necessary to support implementation/upgrade of the specified applications such as: relational database environments, structured analysis, data modeling, information engineering, mathematical model building, sampling, and cost accounting to plan the system. Specifies inputs required by the system, assists in design of the processing steps, and specifies output formats to meet the users' requirements for interfaces or uses existing standard interfaces to external systems as required. Assists in preparation and execution of test scripts. Uses verbal and written communications skills for various types of reports and required documentation such as user manuals or technical manuals.

Minimum/General Experience: Minimum of three years of experience in software development including coding and testing. Experience must show expertise in the relevant programming languages and development platforms, knowledge of standard application interfaces, and the ability to understand and implement design specifications. Experience must also indicate the ability to contribute effectively to the production of software documentation such as business, user or technical manuals. Good knowledge of word-processing, spread-sheets, database programs and similar business tools. Demonstrated written and oral communications skills. Previous experience with direct customer support is preferred.

Minimum Education: Bachelor's degree in Computer Science or Business.

IT Consultant II

Functional Responsibility: Applies expert-level knowledge of programming languages and platforms, development best practices, performance factors, and interface design to produce IT solutions (eg, Software Development, Service Desk, Network Management, Telecommunications, Program Management, etc), that meet functional and performance requirements. Applies a working knowledge of the technologies necessary to support implementation/upgrade of the specified applications such as: relational database environments, structured analysis, data modeling, information engineering, mathematical model building, sampling, and cost accounting to plan the system. This labor category also provides recommendations for solution design changes for enhanced performance, reliability, or maintainability when appropriate. Provides technical instruction and guidance for less senior IT personnel. Applies knowledge of software Quality Assurance techniques to reduce defects and assure intended functionality in delivered modules. May participate in testing activities. As required, uses verbal and written communications skills to work with other information system professionals to understand and resolve problems related to performance, reliability, or compatibility. Responds to requests for minor module changes or bug fixes, assists in the testing of these changes, and documents all changes in accord with organizational policy. Assists Technical Writers with or may have primary responsibility for development of software user or technical manuals. Reviews the work of less senior IT personnel to

assure that relevant development and documentation standards have been maintained. May act as a team leader for IT projects.

Minimum/General Experience: Four years of experience in IT. This includes knowledge of software development platforms and software development best practices required to successfully execute the responsibilities listed above. This position may also require knowledge of particular operating system environments, applications (such as database platforms), or experience with relevant programming interfaces. Experience must also show the ability to understand and implement complex system specifications and to translate those specifications into properly functioning code. Adequate oral and written communication skills should also be indicated by the work history. Good knowledge of word-processing, spread-sheets, database programs and similar business tools. Demonstrated written and oral communications skills. Previous experience with direct customer support is preferred.

Minimum Education: Bachelor's degree in Computer Science or Business.

IT Programmer I

Functional Responsibility: Under general supervision, follows design specifications and applies software development best practices to code, test, and document new software modules or enhancements to existing software. When necessary, works with other technical professionals to resolve software functionality or performance issues. Creates software interfaces or uses existing standard interfaces to external systems as required such as applications modules, API's, Web Services, database queries and scripts, and Cloud offerings. Assists in development of software user manuals or technical manuals for the developed modules. Responds to requests for minor module changes or bug fixes, assists in the testing of these changes, and documents all changes in accord with organizational policy.

Minimum/General Experience: One year of experience in software development including coding and testing. Experience must show expertise in the relevant programming languages and development platforms, knowledge of standard application interfaces, and the ability to understand and implement design specifications. Experience must also indicate the ability to contribute effectively to the production of software documentation including user or technical manuals

Minimum Education: Bachelor's degree in Computer Science or related field with formal instruction in relational database systems. Training and certifications in supported database products and technologies.

IT Programmer II

Functional Responsibility: Applies expert-level knowledge of programming languages and platforms, software development best practices, software performance factors, and interface design to produce software modules that meet functional and performance requirements for applications, databases queries and scripts, middleware, API's, Web Services and CLOUD solutions to include DevOps and other practices. This labor category also provides recommendations for software design changes for enhanced performance, reliability, or maintainability when appropriate. Provides technical instruction and guidance for less senior software developers. Applies knowledge of software Quality Assurance techniques to reduce defects and assure intended functionality in delivered modules. May participate in software testing activities. As required, works with other information system professionals to understand and resolve problems related to software performance, reliability, or compatibility. Responds to requests for IT module changes or bug fixes, assists in the testing of these changes, and documents all changes in accord with organizational policy. Assists Technical Writers with or may have primary responsibility for development of software user or technical manuals. Reviews the work of less senior developers to assure that coding and documentation standards have been maintained. May act as a team leader for software development projects.

Minimum/General Experience: Three years of experience as a Software Developer. This experience must demonstrate the expert knowledge of software development platforms and software development best practices required to successfully execute the responsibilities listed above. This position may also

require knowledge of particular operating system environments, applications (such as database platforms), or experience with relevant programming interfaces (API's). Experience must also show the ability to understand and implement complex system specifications and to translate those specifications into properly functioning code. Adequate oral and written communication skills should also be indicated by the work history.

Minimum Education: Bachelor's degree in Computer Science or Business.

IT Quality Assurance Specialist I

Functional Responsibility: Assists with the creation and execution of procedures to ensure that delivered products and services meet organization quality standards and end-user requirements. Activities may include design and execution of product tests to ensure proper function and freedom from defects. May create sample data for systems/applications testing. Works with Technical Writers and other technical staff to document developed quality assurance procedures, test results, and recommendations for fault correction. Formats and reports results from on-going quality assurance tasks including time / resource projections for completion of tasks referenced to project schedules and cost estimates. Works closely with technical and management personnel to implement minimum-intrusion collection methods for quality-related data. Cooperates with other Information Technology personnel and system owners/users to analyze complex workflows and develop recommendations for quality-related improvements. Translates system requirements into quality criteria, quality metrics, and quality data collection procedures. As required, provides input for acceptance decisions for system implementations.

Minimum/General Experience: Two years of work experience related to Information Technology quality assurance. This experience must demonstrate familiarity with IT principals and quality assurance concepts and implementation methods.

Minimum Education: Bachelor's degree in Computer Science or a related field.

IT Quality Assurance Specialist II

Functional Responsibility: Provides technical guidance to lower-level quality assurance personnel and leads quality assurance teams. Reviews quality assurance work products including quality criteria and metrics definition, test procedures, data collection processes, and quality-related reports. Participates in and guides quality assurance analysis efforts such as workflow improvement studies and reviews quality improvement recommendations for technical correctness and implementation feasibility. Creates and delivers quality-related presentations to technical managers and customer officials. Tracks and reports the status and progress of quality-related initiatives.

Minimum/General Experience: Four years of work experience as an Information Technology Quality Assurance Analyst. This experience must demonstrate knowledge of QA principals and Information Technology disciplines sufficient to successfully discharge the functional responsibilities listed above. The work experience must also show the ability to work successfully as part of a Quality Assurance team.

Minimum Education: Bachelor's degree in Computer Science or a related field.

IT Subject Matter Expert I

Functional Responsibility: Applies specific expert-level knowledge of the relevant technologies, products or methods to produce analyses, designs, recommendations, or guidance as required. May function as a member of a study group and development team working to correct serious problems with important systems. May contribute to strategic planning, program definition, or the evaluation of current systems, plans, or programs.

Minimum/General Experience: Five years of experience in the relevant products, technologies or methods. This experience must demonstrate the expert level knowledge of the subject matter required to fulfill the specific position requirements.

Minimum Education: Bachelor's degree in a discipline directly related to the required expertise. Master degree in an applicable field preferred. Specific product or technology certifications may be required.

IT Subject Matter Expert II

Functional Responsibility: Applies specific expert-level knowledge of the relevant technologies, products or methods to produce analyses, designs, recommendations, or guidance as required. May function as a member of a study group and development team working to correct serious problems with important systems. May contribute to strategic planning, program definition, or the evaluation of current systems, plans, or programs.

Minimum/General Experience: Seven years of experience in the relevant products, technologies or methods. This experience must demonstrate the expert level knowledge of the subject matter required to fulfill the specific position requirements.

Minimum Education: Bachelor's degree in a discipline directly related to the required expertise. Specific product or technology certifications may be required.

Junior Health IT Help Desk Specialist

Functional Responsibility: Performs simple Health IT customer service assignments including working directly with users either on the phone or in person on their entire Desktop and IT needs. Working on trouble tickets, help desks, call center, training and ticket escalations. May assist with any and all call center, help desk functions, end user desktop functions, software and maintenance troubleshooting, etc.

Minimum/General Experience: One year of computer technical training in supported products and information technologies.

Minimum Education: High School/formal technical training/certification.

Junior Health IT Systems Analyst

Functional Responsibility: Assists in development or modification of Health IT (eg, Software Development, Service Desk, Network Management, Telecommunications, Program Management, etc). Assists with requirements analysis, design, coding, benchmark testing, debugging, and documentation of IT components. Familiar with common software development tools and techniques and with best practice software design principals. Works with and receives guidance from more senior system specialists and other IT personnel.

Minimum/General Experience: One year of Health IT experience in areas such as software requirements definition, design, coding, testing, or deployment. Experience must demonstrate working knowledge of modern software design paradigms, software development tools and software development best practices, analytical skills, and oral, written communications ability.

Minimum Education: Bachelor's degree in Computer Science, Information Technology or a closely related discipline.

Network Security Analyst I

Functional Responsibility: Under general supervision, conducts analyses and produces recommendations associated with the confidentiality, integrity and availability of the organization's information systems network assets. Interacts with system owners and the user community to understand their security needs and develops recommendations for policies, administrative controls, and technical controls to accommodate those needs. Develops recommendations for security-related training to ensure that the user community understands security objectives, security policies, and their role in maintaining a strong security posture. Conducts studies to assess the organization's current security posture in the context of laws, regulations, specific organizational requirements, and accepted best practices, such as

FISMA, the NIST 800 series and DOD Instructions 5200 and 8500. Assists in the preparation of security-related presentations for customer and contractor management.

Minimum/General Experience: One year of information systems security experience. The required experience must show the working knowledge of information systems technologies, components, and operations necessary to allow successful accomplishment of the responsibilities listed above.

Minimum Education: Bachelor's degree in Computer Science, Information Technology or a related discipline. Some positions will require certifications or training/certification in specific security technologies (e.g. access controls or firewall technologies).

Network Security Analyst II

Functional Responsibility: Applies expert knowledge to furnish technical guidance for and to lead efforts to define security practices and systems that ensure the confidentiality, integrity and availability of the organization's data and information systems. Interacts with system owners and the user community to understand their security needs and to develop recommendations for policies, administrative controls, and technical controls to accommodate those needs. Conducts analyses of the organization's overall security posture and presents findings to management in the context of applicable laws, regulations, specific organizational security needs, government security guidelines (such as FISMA, the NIST 800 series and DOD Instructions 5200 and 8500), and accepted industry best practices. As required, provides recommendations regarding specific security requirements such as certification & accreditation, secure transmission of information over public networks, data integrity techniques, etc. Applies expertise to questions involving technologies such as user authentication mechanisms, access controls, digital signatures, high-availability systems, and intrusion detection. Evaluates business needs and required security levels, security implementation level-of-effort, and user impacts of the necessary security controls. Effectively presents to management the issues and tradeoffs involved.

Minimum/General Experience: Four years of experience at the level of a Network Security Analyst I. The required experience must demonstrate expert knowledge of security-related best practices, technologies, and applicable laws and regulations. This experience will also show the analytical skills, and the ability to prepare and present effective analyses, reports, and summaries to fulfill the responsibilities listed above.

Minimum Education: Bachelor's degree in Computer Science, Information Technology or a related discipline. Some positions will require certifications or training/certification in specific security technologies (e.g. access controls or firewall technologies).

Operations Analyst I

Functional Responsibility: Under general supervision, formulates and defines business system scope and objectives through research and fact-finding combined with an understanding of similar business systems and industry standards. Uses this knowledge to formulate recommendations for development or modification of moderately complex information systems. Responsibilities include analysis of business and user needs, documentation of requirements, and analysis of existing system logic and description of any required changes. Researches and documents the business implications of proposed technology changes to the current business environment.

Minimum/General Experience: One year of experience in most phases of business systems analysis. Must show the working knowledge of information systems technologies, components, and operations necessary to allow successful accomplishment of the responsibilities listed above.

Minimum Education: Bachelor's degree in Computer Science, Business or related field.

Operations Analyst II

Functional Responsibility: May provides general direction to less experienced Operations Analyst in the formulation and definition of systems scope and objectives based on both user needs and a thorough

understanding of applicable business systems and industry requirements. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirement specifications.

Minimum/General Experience: Two years of experience in most phases of business systems analysis. Must show the working knowledge of information systems technologies, components, and operations necessary to allow successful accomplishment of the responsibilities listed above.

Minimum Education: Bachelor's degree in Computer Science, Business or related field.

Project Team Leader I

Functional Responsibility: Responsible for efficient execution of assigned projects. The team leader is the customer's single-point-of-contact for the managed project. The Project Team Leader has overall project responsibility from project planning through final implementation, documentation, and turnover. Interacts with all stakeholders including, system owners, end-users, technical service providers, security officials, operations staff, and integrated external service providers. Translates project scope and objectives into performance criteria and metrics. Develops detailed work plans, schedules, resource requirements estimates, and status reports. Conducts project meetings and is responsible for project tracking and performance reporting. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides guidance regarding technical methods, task priorities, and allocation of project resources. Provides project status reporting, performance projections, and analysis of problems encountered to management. Makes recommendations regarding scope changes, funding level changes, major issues encountered and changes in technical approach.

Minimum/General Experience: One year of information systems design, execution and management experience including at least two years in a project management capacity. This experience will demonstrate knowledge of a wide range of Information Technology subjects and in-depth knowledge of the products and technologies to be supported by the subject project. Previous experience will indicate excellent planning, organization and communications skills and the ability to interact effectively with program management, customer officials, and project technical service providers and lower-level managers. Experience will show the ability to successfully lead implementation teams to satisfy established performance requirements and to meet established project milestones according to schedule.

Minimum Education: Bachelor's degree in Computer Science or a related field.

Project Team Leader II

Functional Responsibility: Has overall responsibility for large or complex Information Technology support contracts or contracts involving multiple simultaneous projects. Directs contract efforts so that they remain focused on defined customer requirements and to ensure that efficient approaches are employed to meet those requirements. Assures that efforts address the defined program scope and that the scope changes do not occur without completion of the appropriate approval processes and formal authorizations. May be responsible for hiring decisions, provision of adequate staff training, and engagement of expert external resources when appropriate. Is the customer point-of-contact for high-level contract communications and decision-making, and will ensure that communications with the customer's management officials are prompt and comprehensive. Responsible for prioritization of efforts and allocation of available resources across multiple program tasks to achieve the best utilization of available funds and personnel. Other duties include review of developed specifications for accuracy, completeness and linkage to customer requirements, review of project plans and project security provisions, and evaluation of budget projections and project milestones for realism and feasibility. Responsible for all aspects of program execution and monitoring including labor hours and total funds

expended, actual vs. projected completion schedule, performance against quality metrics, and negotiation of change requests.

Minimum/General Experience: Three years of information systems design, execution and management experience. This experience must demonstrate broad knowledge of Information Technology disciplines and more detailed knowledge of products and technologies important to the specific program. The experience must show excellent planning, organization and communications skills and the ability to work effectively with both customer officials and technical/administrative staff.

Minimum Education: Bachelor's degree in Computer Science or a related field.

Senior Health IT Help Desk Specialist

Functional Responsibility: Performs customer service assignments including working directly with users either on the phone or in person on their entire Desktop and IT needs. Working on trouble tickets, help desks, call center, training and ticket escalations. May assist with any and all call center, help desk functions, end user desktop functions, software and maintenance troubleshooting, etc.

Minimum/General Experience: Two years of computer technical training in supported products and information technologies.

Minimum Education: Associate's degree in Computer Science or a related field.

Senior Health IT Project Manager

Functional Responsibility: Has overall responsibility for large or complex Health Information Technology support contracts or contracts involving multiple simultaneous projects. Directs contract efforts so that they remain focused on defined customer requirements and to ensure that efficient approaches are employed to meet those requirements. Assures that efforts address the defined program scope and that the scope changes do not occur without completion of the appropriate approval processes and formal authorizations. May be responsible for hiring decisions, provision of adequate staff training, and engagement of expert external resources when appropriate. Is the customer point-of-contact for high-level contract communications and decision-making, and will ensure that communications with the customer's management officials are prompt and comprehensive. Responsible for prioritization of efforts and allocation of available resources across multiple program tasks to achieve the best utilization of available funds and personnel. Other duties include review of developed specifications for accuracy, completeness and linkage to customer requirements, review of project plans and project security provisions, and evaluation of budget projections and project milestones for realism and feasibility. Responsible for all aspects of program execution and monitoring including labor hours and total funds expended, actual vs. projected completion schedule, performance against quality metrics, and negotiation of change requests.

Minimum/General Experience: Three years of Health information systems design, execution and management experience. This experience must demonstrate broad knowledge of Information Technology disciplines and more detailed knowledge of products and technologies important to the specific program. The experience must show excellent planning, organization and communications skills and the ability to work effectively with both customer officials and technical/administrative staff.

Minimum Education: Bachelor's degree in Computer Science or a related field.

Senior Health IT System Analyst

Functional Responsibility: Assumes a lead role in design, installation, operation, maintenance, administration, documentation and management of Health information technology solutions. Provides advanced systems support including identification, analysis and resolution of complex system problems. May supervise support teams addressing sophisticated design or complex problem resolution issues. Advises client technical staff and management regarding problem analysis and provides solution recommendations and implementation plans. Provides technical and management leadership for lower

level systems engineers. Designs and supervises efforts for systems requirement determination, solution feasibility studies, system rollout/ implementation plans, and systems retirement. Assists Project Lead in monitoring development progress and determining necessary mid-course corrections. Prepares reports and briefings related to information systems architectures and the architecture/design of specific projects. Provides support and ability to manage others in development or modification of IT solutions (eg, Software Development, Service Desk, Network Management, Telecommunications, Program Management, etc). Leads requirements analysis, design, coding, benchmark testing, debugging, and documentation of programs. Knowledgeable with common IT tools and techniques and with best practice principals.

Minimum/General Experience: Three years of Health IT experience in areas such as software requirements definition, design, coding, testing, or deployment. This experience must demonstrate competence in general information technologies and the analytical skills necessary to succeed in the duties described above. Experience in technical writing, working directly with system users, and in requirements analysis is highly desirable. Experience must demonstrate working knowledge of modern software architecture and design paradigms, software development tools and software development best practices, analytical skills, and oral, / written communications ability. A detailed knowledge of applicable technologies and products. Experience must also demonstrate the technical judgment, analytic ability and leadership skills required to fulfill the listed responsibilities.

Minimum Education: Bachelor's degree in Computer Science or related field and IT certifications in specific software or methodologies. Product/technology training or certifications may be required for particular positions in this category.

Senior Health IT Systems Architect

Functional Responsibility: Applies expert-level Health IT knowledge of programming languages and platforms, development best practices, performance factors, and interface design to produce IT solutions (eg, Software Development, Service Desk, Network Management, Telecommunications, Program Management, etc), that meet functional and performance requirements. Applies a working knowledge of the technologies necessary to support implementation/upgrade of the specified applications such as: relational database environments, structured analysis, data modeling, information engineering, mathematical model building, sampling, and cost accounting to plan the system. This labor category also provides recommendations for solution design changes for enhanced performance, reliability, or maintainability when appropriate. Provides technical instruction and guidance for less senior IT personnel. Applies knowledge of software Quality Assurance techniques to reduce defects and assure intended functionality in delivered modules. May participate in testing activities. As required, uses verbal and written communications skills to work with other information system professionals to understand and resolve problems related to performance, reliability, or compatibility. Responds to requests for minor module changes or bug fixes, assists in the testing of these changes, and documents all changes in accord with organizational policy. Assists Technical Writers with or may have primary responsibility for development of software user or technical manuals. Reviews the work of less senior IT personnel to assure that relevant development and documentation standards have been maintained. May act as a team leader for Health IT projects.

Minimum/General Experience: Four years of Health IT experience. This includes knowledge of software development platforms and software development best practices required to successfully execute the responsibilities listed above. This position may also require knowledge of particular operating system environments, applications (such as database platforms), or experience with relevant programming interfaces. Experience must also show the ability to understand and implement complex system specifications and to translate those specifications into properly functioning code. Adequate oral and written communication skills should also be indicated by the work history. Good knowledge of word-

processing, spread-sheets, database programs and similar business tools. Demonstrated written and oral communications skills. Previous experience with direct customer support is preferred.

Minimum Education: Bachelor's degree in Computer Science or Business.

Senior Health IT Systems Engineer

Functional Responsibility: Applies expert-level Health IT knowledge of programming languages and platforms, software development best practices, software performance factors, and interface design to produce software modules that meet functional and performance requirements for applications, databases queries and scripts, middleware, API's, Web Services and CLOUD solutions to include DevOps and other practices. This labor category also provides recommendations for software design changes for enhanced performance, reliability, or maintainability when appropriate. Provides technical instruction and guidance for less senior software developers. Applies knowledge of software Quality Assurance techniques to reduce defects and assure intended functionality in delivered modules. May participate in software testing activities. As required, works with other information system professionals to understand and resolve problems related to software performance, reliability, or compatibility. Responds to requests for IT module changes or bug fixes, assists in the testing of these changes, and documents all changes in accord with organizational policy. Assists Technical Writers with or may have primary responsibility for development of software user or technical manuals. Reviews the work of less senior developers to assure that coding and documentation standards have been maintained. May act as a team leader for software development projects.

Minimum/General Experience: Three years of Health IT experience as a Software Developer. This experience must demonstrate the expert knowledge of software development platforms and software development best practices required to successfully execute the responsibilities listed above. This position may also require knowledge of particular operating system environments, applications (such as database platforms), or experience with relevant programming interfaces (API's). Experience must also show the ability to understand and implement complex system specifications and to translate those specifications into properly functioning code. Adequate oral and written communication skills should also be indicated by the work history.

Minimum Education: Bachelor's degree in Computer Science or Business.

Systems Specialist I

Functional Responsibility: Assists in development or modification of IT (eg, Software Development, Service Desk, Network Management, Telecommunications, Program Management, etc). Assists with requirements analysis, design, coding, benchmark testing, debugging, and documentation of IT components. Familiar with common software development tools and techniques and with best practice software design principals. Works with and receives guidance from more senior system specialists and other IT personnel.

Minimum/General Experience: One year of experience in areas such as software requirements definition, design, coding, testing, or deployment. Experience must demonstrate working knowledge of modern software design paradigms, software development tools and software development best practices, analytical skills, and oral, written communications ability.

Minimum Education: Bachelor's degree in Computer Science, Information Technology or a closely related discipline.

Systems Specialist II

Functional Responsibility: Contributes to, or support the development of organizational architectures that are compliant with agency-wide IT architectures. Interacts with system stakeholders and subject matter experts, and uses knowledge of cost/schedule constraints and technical feasibility to determine and formalize comprehensive top-level system requirements. Determines and documents the functional

components that will be required to implement the system and the necessary interactions between components. Documents the hardware, software, protocols, and integration requirements for the system components and establishes implementation partitions. Provides input into creation of implementation plans and schedules. Provides input on selection of technological purchases with regards to processing, data storage, data access, and applications development. Prepares reports and briefings related to information systems architectures and the architecture/design of specific projects. Provides support and ability to manage others in development or modification of IT solutions (eg, Software Development, Service Desk, Network Management, Telecommunications, Program Management, etc). Leads requirements analysis, design, coding, benchmark testing, debugging, and documentation of programs. Knowledgeable with common software development tools and techniques and with best practice software design principals.

Minimum/General Experience: Two years of experience in areas such as software requirements definition, design, coding, testing, or deployment. Experience must demonstrate working knowledge of modern software design paradigms, software development tools and software development best practices, analytical skills, and oral, / written communications ability.

Minimum Education: Bachelor's degree in Computer Science, Information Technology or a closely related discipline.

Systems Specialist III

Functional Responsibility: Assumes a lead role in design, installation, operation, maintenance, administration, documentation and management of information technology solutions. Provides advanced systems support including identification, analysis and resolution of complex system problems. May supervise support teams addressing sophisticated design or complex problem resolution issues. Advises client technical staff and management regarding problem analysis and provides solution recommendations and implementation plans. Provides technical and management leadership for lower level systems engineers. Designs and supervises efforts for systems requirement determination, solution feasibility studies, system rollout/ implementation plans, and systems retirement. Assists Project Lead in monitoring development progress and determining necessary mid-course corrections. Prepares reports and briefings related to information systems architectures and the architecture/design of specific projects. Provides support and ability to manage others in development or modification of IT solutions (eg, Software Development, Service Desk, Network Management, Telecommunications, Program Management, etc). Leads requirements analysis, design, coding, benchmark testing, debugging, and documentation of programs. Knowledgeable with common IT tools and techniques and with best practice principals.

Minimum/General Experience: Three years of experience in areas such as software requirements definition, design, coding, testing, or deployment. This experience must demonstrate competence in general information technologies and the analytical skills necessary to succeed in the duties described above. Experience in technical writing, working directly with system users, and in requirements analysis is highly desirable. Experience must demonstrate working knowledge of modern software architecture and design paradigms, software development tools and software development best practices, analytical skills, and oral, / written communications ability. A detailed knowledge of applicable technologies and products. Experience must also demonstrate the technical judgment, analytic ability and leadership skills required to fulfill the listed responsibilities.

Minimum Education: Bachelor's degree in Computer Science or related field and IT certifications in specific software or methodologies. Product/technology training or certifications may be required for particular positions in this category.

**GSA PRICELIST
SIN 132-51**

LABOR CATEGORY	2015-2016 GSA Price	2016-2017 GSA Price	2017-2018 GSA Price	2018-2019 GSA Price
Customer Service Support Specialist I	\$59.00	\$60.18	\$61.39	\$62.61
Customer Service Support Specialist II	\$73.75	\$75.23	\$76.73	\$78.27
Customer Service Support Manager I	\$85.74	\$87.45	\$89.20	\$90.99
IT Administrator I	\$59.00	\$60.18	\$61.39	\$62.61
IT Administrator II	\$69.14	\$70.52	\$71.93	\$73.37
IT Consultant I	\$134.60	\$137.29	\$140.04	\$142.84
IT Consultant II	\$147.51	\$150.46	\$153.47	\$156.53
IT Programmer I	\$113.40	\$115.66	\$117.98	\$120.34
IT Programmer II	\$135.52	\$138.23	\$141.00	\$143.82
IT Quality Assurance Specialist I	\$101.41	\$103.44	\$105.51	\$107.62
IT Quality Assurance Specialist II	\$106.94	\$109.08	\$111.26	\$113.49
IT Subject Matter Expert I	\$143.82	\$146.70	\$149.63	\$152.62
IT Subject Matter Expert II	\$152.12	\$155.16	\$158.26	\$161.43
Network Security Analyst I	\$118.01	\$120.37	\$122.77	\$125.23
Network Security Analyst II	\$138.29	\$141.05	\$143.87	\$146.75
Operations Analyst I	\$105.10	\$107.20	\$109.35	\$111.53
Operations Analyst II	\$124.46	\$126.95	\$129.49	\$132.08
Project Team Leader I	\$101.41	\$103.44	\$105.51	\$107.62
Project Team Leader II	\$124.46	\$126.95	\$129.49	\$132.08
Systems Specialist I	\$106.02	\$108.14	\$110.30	\$112.51
Systems Specialist II	\$115.24	\$117.54	\$119.89	\$122.29
Systems Specialist III	\$129.07	\$131.65	\$134.28	\$136.97

SIN 132-56

LABOR CATEGORY	2015-2016 GSA Price	2016-2017 GSA Price	2017-2018 GSA Price	2018-2019 GSA Price
Junior Health IT Help Desk Specialist	\$66.29	\$67.62	\$68.97	\$70.35
Junior Health IT Systems Analyst	\$112.50	\$114.76	\$117.05	\$119.39
Health IT Help Desk Specialist	\$123.43	\$125.89	\$128.41	\$130.98
Health IT Project Manager	\$116.42	\$118.74	\$121.12	\$123.54
Health IT SME	\$138.43	\$141.20	\$144.03	\$146.91
Health IT Systems Analyst	\$104.79	\$106.89	\$109.03	\$111.21
Health IT Systems Architect	\$38.99	\$39.77	\$40.57	\$41.38
Health IT Systems Engineer	\$96.43	\$98.36	\$100.33	\$102.33
Senior Health IT Help Desk Specialist	\$94.14	\$96.02	\$97.94	\$99.90
Senior Health IT Project Manager	\$132.81	\$135.46	\$138.17	\$140.93
Senior Health IT System Analyst	\$124.16	\$126.64	\$129.17	\$131.76
Senior Health IT Systems Architect	\$140.46	\$143.27	\$146.13	\$149.06
Senior Health IT Systems Engineer	\$128.25	\$130.82	\$133.44	\$136.10

**USA COMMITMENT TO PROMOTE
SMALL BUSINESS PARTICIPATION
PROCUREMENT PROGRAMS**

PREAMBLE

Dynanet Corporation provides commercial products and services to ordering activities. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

COMMITMENT

To actively seek and partner with small businesses.

To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts.

To accelerate potential opportunities please contact, (**William T. Gillan, COO, 443-661-1403,** [bgillan@dynanetcorp.com](mailto:wgillan@dynanetcorp.com).)

**BEST VALUE
BLANKET PURCHASE AGREEMENT
FEDERAL SUPPLY SCHEDULE**

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and (Contractor) enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s) _____.

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

Signatures

Ordering Activity

Date

Contractor

Date

BPA NUMBER _____

**(CUSTOMER NAME)
BLANKET PURCHASE AGREEMENT**

Pursuant to GSA Federal Supply Schedule Contract Number(s) _____, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering activity):

(1) The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

MODEL NUMBER/PART NUMBER	*SPECIAL BPA DISCOUNT/PRICE
_____	_____
_____	_____

(2) Delivery: DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____

(3) The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be _____.

(4) This BPA does not obligate any funds.

(5) This BPA expires on _____ or at the end of the contract period, whichever is earlier.

(6) The following office(s) is hereby authorized to place orders under this BPA:

OFFICE	POINT OF CONTACT
_____	_____
_____	_____

(7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.

(8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Purchase Order Number;
- (f) Date of Purchase;
- (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
- (h) Date of Shipment.

(9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.

(10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

BASIC GUIDELINES FOR USING “CONTRACTOR TEAM ARRANGEMENTS”

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to a ordering activity requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions or the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customers needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules “Team Solution” to meet the customer’s requirement.
- Customers make a best value selection.