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

SCHEDULE TITLE: MAS Multiple Award Schedule

CONTRACT NUMBER: GS-35F-0117T

CONTRACT PERIOD: November 16, 2006 – November 15, 2026

For more information on ordering from Federal Supply Schedules click on the GSA Schedules link at www.gsa.gov

CONTRACTOR: Technical Frontiers Inc.
13017 Ethel Rose Way
Boyds, MD 20841

CONTRACTOR’S ADMINISTRATION SOURCE: Duvuru Venkataraman
President
13017 Ethel Rose Way
Boyds, MD 20841
Phone: 301-785-5280
Email: vreddy@techfront.com

BUSINESS SIZE: 8(a) Program Participant, Economically Disadvantaged Small Business
CUSTOMER INFORMATION:

1a. **TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)**

<table>
<thead>
<tr>
<th>SIN</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>Health Information Technology Services</td>
</tr>
</tbody>
</table>

1b. **LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:**
(Government net price based on a unit of one)

<table>
<thead>
<tr>
<th>SIN</th>
<th>Labor Category</th>
<th>Per Hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Admin Assistant</td>
<td>$80.20</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>Health Systems Help Desk Specialist I</td>
<td>$44.77</td>
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</table>

1c. **HOURLY RATES:** See page 10 for 54151S Rates & page 23 for 54151HEAL Rates.

2. **MAXIMUM ORDER**: $500,000

3. **MINIMUM ORDER**: $100

4. **GEOGRAPHIC COVERAGE**: Domestic, 50 states, Washington, DC, Puerto Rico, US Territories

5. **POINT(S) OF PRODUCTION**: N/A

6. **Discount from list prices or statement of net price**: All Prices offered are net.

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

8. **PROMPT PAYMENT TERMS**: Net 30

9.a **Government Purchase Cards must be accepted at or below the micro-purchase threshold.**

9.b **Government Purchase Cards are not accepted above the micro-purchase threshold.**

10. **FOREIGN ITEMS**: None

11a. **TIME OF DELIVERY**: 30 Days

11b. **EXPEDITED DELIVERY**: Contact Contractor
11c. **OVERNIGHT AND 2-DAY DELIVERY**: Contact Contractor

11d. **URGENT REQUIREMENTS**: Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.

12. **FOB POINT**: Destination

13a. **ORDERING ADDRESS**: 13017 Ethel Rose Way, Boyds, MD 20841

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

14. **PAYMENT ADDRESS**: 13017 Ethel Rose Way, Boyds, MD 20841

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

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

17. **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE**: Not accepted above the micro-purchase level

18. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE)**: N/A

19. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE)**: N/A

20. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE)**: N/A

20a. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE)**: N/A

21. **LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE)**: N/A

22. **LIST OF PARTICIPATING DEALERS (IF APPLICABLE)**: N/A

23. **PREVENTIVE MAINTENANCE (IF APPLICABLE)**: N/A

24a. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants)**: N/A

24b. **Section 508 Compliance for EIT**: as applicable

25. **DUNS NUMBER**: 15292005

26. **NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE**: Registration is valid
TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151S)

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

1. **SCOPE**
   a. The prices, terms and conditions stated under Special Item Number 54151S 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.

   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**


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/IAM PROFESSIONAL SERVICES AND PRICING
a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 54151S 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.

1. Strategic Planning
2. Systems Integration
3. Application Development
4. Infrastructure and Networking
5. CRM
7. Program Management
8. E-Government

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.

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

EXAMPLE: Commercial Job Title: System Engineer

Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.

Minimum Education: Bachelor’s Degree in Computer Science
54151S Labor Descriptions

Database Administrator IV

Minimum/General Experience: Six (6) years of general experience in systems analysis or programming including three (3) years of specialized experience in DBMSs. Two of the six years of experience must include providing direction to personnel performing database administration tasks and technical expertise in using at least one of the following DBMS products relevant to the specific task: IMS, DB2, ADABAS, ORACLE, SYBASE, SQL Server, INGRES.

Functional Responsibility: Provides highly technical expertise and guidance in the design, implementation, operation and maintenance of database management systems (DBMS). Evaluates and recommends available DBMS products after matching requirements with system capabilities. Determines file organization, indexing methods, and security procedures for specific applications. Controls the design and use of databases. Controls the global view of databases, controls the access to the databases, assures the safekeeping of the databases (from accidental or intentional damage or loss), and monitors the use of databases. Must be capable of defining all required database administration policies, procedures, standards, and guidelines. Is an authority on the design of databases and the use of database management systems. Evaluates and recommends available DBMS products after matching requirements with system capabilities. Prepares and delivers presentations on DBMS concepts.

Minimum Education: Bachelor’s Degree in Computer Science or related discipline. Experience may be substituted for education.

Database Administrator V

Minimum/General Experience: Ten years of experience in database design and database administration using database management systems (DBMS) in a complex mainframe or network-based environment, similar in size and complexity to the client’s environment, where skills in problem analysis, testing, and performance tuning were obtained. Four of the ten years of experience must include providing direction to personnel performing database administration tasks and technical expertise in using at least one of the following DBMS products relevant to the specific task: IMS, DB2, ADABAS, ORACLE, SYBASE, SQL Server, INGRES. Four of the ten years of experience must be in leading a technical project that includes at least two other technical personnel. This experience must include planning and coordinating the work of others as required for achieving the project goals. The project must have been formally recognized, with periodic status reviews, written or oral, provided to management. In addition, work experience must include at least two years of concurrent experience in technical writing in the form of status reports and documentation of problems and problem resolution as well as presenting verbal reports.

Functional Responsibility: Designs, develops, implements, and administers databases. Provides technical expertise in the use of DBMSs. Evaluates and recommends available DBMS products to support user requirements. Defines database organization and indexing methods for specific user applications. Working closely with security systems specialist, defines security procedures for backup and recovery and to control user access. Monitors and fine tunes database performance. Establishes standards for data definition and access. Specifies and controls implementation of software enhancements and problem solutions to the operational system. Establishes testing requirements for systems under development. Provides leadership for staff performing technical support, problem resolution, and installation of hardware and software; including the review of work products for correctness and progress in accordance with schedules. Coordinates with the Program Manager to ensure problem resolution and user satisfaction. Makes recommendations, if needed, for changes in the supported technical architecture. Prepares status reports and formal presentations on the supported technical architecture to colleagues, subordinates, and end user representatives. Serves as senior DBMS Specialist on complex applications projects in the DBMS design, implementation and administration area. May supervise other DBMS specialists on project teams. Serves as consultant and advisor to system designers to develop DBMS options for system implementation proposals. Evaluates database design tradeoffs, impacts, user expectations, performance levels, and space allocation requirements, balancing ease of use with performance.
Minimum Education: BA degree in Computer Science or a related discipline. Experience may be substituted for education.

Program Manager

Minimum/General Experience: This position typically requires twelve years of experience.

Functional Responsibility: Serves as the contract manager, and as the contractor's authorized interface with the Government Contracting Officer (CO), the contract-level Contracting Officer's Representative (COR), Government management personnel and customer agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel and communicating policies, procedures, and goals of the organization. Responsible for overall contract performance.

Minimum Education: A Bachelor's degree or equivalent in Computer Science, Information Systems, Engineering, Business, or other related field. Experience may be substituted for education.

Project Manager - Senior

Minimum/General Experience: 10+ years of related experience, including at least 3 years successful experience managing small projects or major tasks. High level of proficiency in the program area and proficiency specified software applications and operating systems.

Functional Responsibility: Serves as the primary corporate representative with the client project officer. Receives tasks, prepares reports, assigns and directs activities of task managers, works with managers to estimate task-specific resource requirements, and resolves cost issues.

Formulates and implements staffing plans and reallocates resources to meet changing conditions and priorities. Resolves staffing issues to meet project needs. Assumes responsibility for all contract deliverables and for adhering to all contract requirements and delivery schedules. Projects costs and monitors budget expenditures. Advises on contractual matters. Monitors schedules within each task to ensure on-time delivery.

Participates in recruitment of staff. Conducts performance reviews. Recommends salary actions. Minimum Education: Bachelor's degree or equivalent experience. Experience may be substituted for education.

Programmer Analyst IV

Minimum/General Experience: The following experience is required, concurrent experience in multiple categories is acceptable. Six years of programming experience using scientific applications packages, including at least one of the following: but not limited to FORTRAN, C, C++, or a combination thereof. Two years programming experience as part of a team of programmers. Demonstrated ability to work with other programmers and computer scientists, including joint projects, sharing of software developed, and providing assistance to scientists who use the software developed by the Programmer/Analyst. Two years of experience in making effective formal and informal presentations as demonstrated by presentation to a scientific or technical audience.

Functional Responsibility: Duties include development of information technology applications and systems software. Experience with computing platforms must include, but not limited to, parallel processing systems, supercomputers, real time systems, and scientific workstations. Project areas will include, but are not limited to, modeling, sequence analysis, structural analysis, time series analysis, network, prototyping, simulation, and database interface, and image processing.

Minimum Education: MS degree in Physical Science, Computer Science, Engineering, or related field. Experience may be substituted for education.

Programmer Analyst V

Minimum/General Experience: Seven (7) years of general experience in systems engineering including five
(5) years of specialized experience in the area of expertise. As an expert programmer/analyst, consults with clients to learn and define their business requirements or problem areas and use technical expertise to provide solutions to clients' needs. Prepares program specifications, assists with the preparation of user documentation and system implementation. Analyzes, designs, develops, implements and maintains client server applications over distributed networks and related protocols for various systems. Converts and/or ports fully developed code over to other platforms using different processor architectures or operating systems. May guide programmer/analysts at a lower level and other technical personnel on assigned work.

**Functional Responsibility:** Responsible for systems programming functions dealing with the overall operating system or complex subsystems of the operating system. Develops specifications for extremely complex systems programming activities. Works at the highest technical level on all phases of system programming controlling the operating system with considerable freedom to make decisions on the techniques to be used. Prepares recommendations for system improvement for management and user consideration. Acts as a consultant to the technical staff and user community.

**Minimum Education:** Bachelor's Degree in Computer Science, Engineering, Mathematics, or equivalent Experience may be substituted for education.

### Business Analyst

**Minimum/General Experience:** Three to five (3-5) years applied experience in specific area of expertise including relevant functional experience. Experience includes: support of program management, process documentation exposure to information technologies, and development of deliverables. A Business Analyst implements consulting tools to satisfy project requirements by performing benchmark analyses, financial, and statistical modeling, and interviewing clients. Other experience includes: identifying strategic synergies within project scope.

**Functional Responsibility:** Under direct supervision, assists in formulating and defining systems scope and objectives through research and fact-finding combined with a basic understanding of business systems and industry requirements. Includes analysis of business and user needs, documenting requirements, and revising existing system logic difficulties as necessary under direction of experienced Business System Analysts. Competent to consider most business implications of the application of technology to the current business environment.

**Minimum Education:** Bachelor's degree in a technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Experience may be substituted for education.

### Administrative Assistant

**Minimum/General Experience:** One year in administrative and general office experience in support of program management utilizing ADP office equipment and a variety of administrative software.

**Functional Responsibility:** Provide administrative and general office support to program/project manager. Provide word processing support using ADP office machines, and a variety of software packages to produce documents. Advise writers and researchers in matters of style, syntax, and usage to improve the general quality and effectiveness of communications.

**Minimum Education:** High School Diploma.

### 54151S GSA Rates

<table>
<thead>
<tr>
<th>SIN 54151S</th>
<th>Year 16</th>
<th>Year 17</th>
<th>Year 18</th>
<th>Year 19</th>
<th>Year 20</th>
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<td>$268.15</td>
</tr>
</tbody>
</table>
TERMS AND CONDITIONS APPLICABLE TO HEALTH INFORMATION TECHNOLOGY (IT) SERVICES (SPECIAL ITEM NUMBER 54151HEAL)

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 54151S Information Technology Professional Services may remain under SIN 54151S 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 54151HEAL 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


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

a. The Contractor shall provide a description of each type of Health IT Service offered under Special Item Numbers 54151HEAL 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.

b. Pricing for all Health IT 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.

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

**EXAMPLE:** Commercial Job Title: Health IT Subject Matter Expert

Minimum Experience: Ten (10) years.

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

Minimum Education: Medical Doctor or Doctor of Osteopathic Medicine.

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**54151HEAL Labor Descriptions**

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Health Database Administrator IV</th>
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</thead>
<tbody>
<tr>
<td><strong>Minimum/General Experience:</strong></td>
<td>Six (6) years of general experience in systems analysis or programming including three (3) years of specialized experience in DBMSs. Two of the six years of experience must include providing direction to personnel performing database administration tasks and technical expertise in using at least one of the DBMS products relevant to the specific task.</td>
</tr>
</tbody>
</table>

**Functional Responsibility:** Provides highly technical expertise and guidance in the design, implementation, operation and maintenance of database management systems (DBMS) involving Health related data (PHI and non-PHI). Evaluates and recommends available DBMS products after matching requirements with system capabilities. Determines file organization, indexing methods, and security procedures for specific applications. Controls the design and use of databases in accordance with Privacy Act and other Federal Health standards. Controls the global view of databases, controls the access to the databases, assures the safekeeping of the databases (from accidental or intentional data damage or loss), and monitors the use and performance of databases. Must be capable of defining required database administration policies, procedures, standards, and guidelines. Possesses deep expertise on the design of databases and the use of database management systems. Evaluates and recommends available DBMS products after matching requirements with system capabilities. Prepares and delivers presentations on DBMS concepts.  

**Minimum Education:** Bachelor’s Degree in Computer Science or related discipline. Experience may be substituted for education.

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Health Database Administrator V</th>
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<tbody>
<tr>
<td><strong>Minimum/General Experience:</strong></td>
<td>Ten (10) years of experience in database design and database administration using database management systems (DBMS) in a complex environment, similar in size and complexity to the client’s environment involving Health related data (PHI and non-PHI). Has demonstrated skills in problem analysis, testing, and performance tuning and compliance with the Privacy Act and other Federal Health standards. Four of the ten years of experience must include providing direction to personnel performing database administration tasks and technical expertise in using at least one of the DBMS products relevant to the specific task. Four of the ten years of experience must be in leading a technical project that includes at least two other technical personnel. This experience must include planning and coordinating the work of others as required for achieving the project goals. The project must have been formally recognized, with periodic status reviews (written or oral) provided to management. In addition, work experience must include at least two years of concurrent experience in technical writing in the form of status reports and documentation of problems and problem resolution as well as presenting verbal reports.</td>
</tr>
</tbody>
</table>

**Functional Responsibility:** Designs, develops, implements, and administers databases involving Health related data (PHI and non-PHI). Provides technical expertise in the design and use of DBMSs. Evaluates and recommends available DBMS products to support user requirements. Defines database organization and indexing methods for specific user applications. Working closely with security systems specialist, defines security procedures for backup and recovery and to control user access. Monitors and fine tunes database performance. Establishes standards for data definition and access. Specifies and controls implementation of software enhancements and problem solutions to the operational system. Establishes testing requirements for systems under development. Provides leadership for staff performing technical support, problem resolution, and installation of hardware and software; including the review of work products for correctness and progress in accordance with schedules. Coordinates with the Program Manager to ensure problem resolution and user satisfaction. Makes recommendations, if needed, for
changes in the supported technical architecture. Prepares status reports and formal presentations on the supported technical architecture to colleagues, subordinates, and end user representatives. Serves as senior DBMS Specialist on complex applications projects in the DBMS design, implementation and administration area. May supervise other DBMS specialists on project teams. Serves as consultant and advisor to system designers to develop DBMS options for system implementation proposals. Evaluates database design tradeoffs, impacts, user expectations, performance levels, and space allocation requirements, balancing ease of use with performance.

**Minimum Education:** BA degree in Computer Science or a related discipline. Experience may be substituted for education.

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**Job Title:** Health Program Manager

**Minimum/General Experience:** This position typically requires twelve (12) years of experience. Position requires at least three (3) years’ experience in Health program management experience.

**Functional Responsibility:** Serves as the contracts manager and/or as the contractor’s authorized interface with the Government Contracting Officer (CO), the contract-level Contracting Officer’s Representative (COR), Government management personnel and customer agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel and communicating policies, procedures, and goals of the organization. Responsible for overall contract performance.

**Minimum Education:** Bachelor's degree or equivalent in Computer Science, Information Systems, Engineering, Business, or other related field. Experience may be substituted for education.

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**Job Title:** Health Project Manager – Senior

**Minimum/General Experience:** 10+ years of related experience, including at least three (3) years of successful experience managing small Health projects or major tasks. High level of proficiency in the health program area and proficiency specified in software applications and/or operating systems relevant to specific task.

**Functional Responsibility:** Serves as the primary corporate representative with the client project officer. Receives tasks, prepares reports, assigns and directs activities of task managers, works with managers to estimate task-specific resource requirements, and resolves cost issues. Formulates and implements staffing plans, including Health IT specialists, clinicians, and health policy expertise and reallocates resources to meet changing conditions and priorities. Resolves staffing issues to meet project needs. Assumes responsibility for all contract deliverables and for adhering to all contract requirements and delivery schedules. Projects costs and monitors budget expenditures. Advises on contractual matters. Monitors schedules within each task to ensure on-time delivery. Participates in recruitment of staff. Conducts performance reviews. Recommends salary actions.

**Minimum Education:** Bachelor's degree or equivalent experience. Experience may be substituted for education.

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**Job Title:** Health Programmer Analyst IV

**Minimum/General Experience:** The following experience is required, concurrent experience in multiple categories is acceptable. Six (6) years of programming experience using clinical, scientific, or relevant Health applications packages or coding languages, including at least one of the following, but not limited to SAS, RedCap, JAVA, .NET, FORTRAN, C, C++, or a combination thereof. Two years programming experience as part of a team of programmers using Agile and Waterfall methodologies. Demonstrated ability to lead and work with other programmers and computer scientists, including joint projects, sharing of software developed, and providing assistance to scientists who use the software developed by the Programmer/Analyst. Two years of experience in making effective formal and informal presentations as demonstrated by presentation to a scientific or technical audience.

**Functional Responsibility:** Duties include full lifecycle development of Health Information Technology applications and systems software. Responsibilities may include portion of or the entire development lifecycle from requirements, development, testing, deployment, DevOps functions and quality assurance
and control. Experience with computing platforms supporting medical claims, payments, enrollments, and/or clinical data systems. Experience includes, but not limited to, cloud computing, big data, parallel processing systems, supercomputers, real time systems, and scientific workstations. Project areas will include, but are not limited to, modeling, sequence analysis, structural analysis, time series analysis, network, prototyping, simulation, and database interface, and image processing.

**Minimum Education:** Bachelor's degree in Physical Science, Computer Science, Engineering, or related field. Experience may be substituted for education.

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<tr>
<th>Job Title: Health Programmer Analyst V</th>
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<tbody>
<tr>
<td><strong>Minimum/General Experience:</strong> Seven (7) years of general experience in systems engineering including five (5) years of specialized experience in the area of expertise. As an expert programmer/analyst, consults with clients to learn and define their business requirements or problem areas and use Health domain and technical expertise to provide solutions to clients' needs. Prepares program specifications to support health grants management, medical claims, payments, enrollments, and/or clinical data systems. Assists with the preparation of user documentation and system implementation. Analyzes, designs, develops, implements and maintains client server applications over distributed networks and related protocols for various systems. Responsibilities may include portion of or the entire development lifecycle from requirements, development, testing, deployment, DevOps functions, quality assurance and control. Converts and/or ports fully developed code over to other platforms using different processor architectures or operating systems. May guide programmer/analysts at a lower level and other technical personnel on assigned work.</td>
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<tr>
<td><strong>Functional Responsibility:</strong> Responsible for systems programming functions dealing with the overall operating system or complex subsystems of the operating system. Using health data protection requirements for PII/PHI, develops specifications for extremely complex systems programming activities. Works at the highest technical level on all phases of system programming controlling the operating system with considerable freedom to make decisions on the techniques to be used. Prepares recommendations for system improvement for management and user consideration. Acts as a consultant to the technical staff and user community</td>
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<tr>
<td><strong>Minimum Education:</strong> Bachelor's Degree in Computer Science, Engineering, Mathematics, or equivalent. Experience may be substituted for education.</td>
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<tr>
<th>Job Title: Health Business Analyst I</th>
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<tr>
<td><strong>Minimum/General Experience:</strong> Three (3) years applied experience in specific area of Health Domain expertise including relevant functional experience. Experience includes: requirements elicitation and management, support of program management, project scheduling, stakeholder coordination, and subcontractor coordination. Provide process documentation exposure to information technologies, and development of deliverables. Implements consulting tools to satisfy project requirements by performing benchmark analyses, financial, and statistical modeling, and interviewing stakeholders which may include scientists, clinicians, researchers, FWA, or health policy experts. Other experience may include: health grants management, medical claims, payments, enrollments, and/or clinical data systems in order to identify strategic synergies within project scope.</td>
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<tr>
<td><strong>Functional Responsibility:</strong> Under direct supervision, assists in formulating and defining systems scope and objectives through research and fact-finding combined with a basic understanding of Health related business systems and health industry requirements. Includes analysis of business and user needs, documenting requirements, and revising existing system logic difficulties as necessary under direction of experienced Business System Analysts. Competent to consider most business implications of the application of technology to the current business environment.</td>
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<tr>
<td><strong>Minimum Education:</strong> Bachelor’s degree in a technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Experience may be substituted for education.</td>
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</table>
### Health Business Analyst II

**Minimum/General Experience:** Five (5) years applied experience in specific area of Health Domain expertise including relevant functional experience. Experience includes: requirements elicitation and management, support of program management, project scheduling, stakeholder coordination, and subcontractor coordination. Provide process documentation, alternative information technologies, and support development of deliverables. Implements consulting tools to satisfy project requirements by performing benchmark analyses, financial, and statistical modeling, and interviewing stakeholders which may include scientists, clinicians, researchers, FWA, or health policy experts. Other experience may include: health grants management, medical claims, payments, enrollments, and/or clinical data systems in order to identify strategic synergies within project scope.

**Functional Responsibility:** Under direct supervision, assists in formulating and defining systems scope and objectives through research and fact-finding combined with a basic understanding of Health related business systems and health industry requirements. Includes analysis of business and user needs, documenting requirements, and revising existing system logic difficulties as necessary under direction of more experienced Business System Analysts. Competent to consider most business implications of the application of technology to the current business environment.

**Minimum Education:** Bachelor’s degree in a technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Experience may be substituted for education.

### Health Administrative Assistant

**Minimum/General Experience:** One (1) year in administrative and general office experience in support of program management utilizing ADP office equipment and a variety of administrative software.

**Functional Responsibility:** Provide administrative and general office support to Health program/project manager. Provide desktop publishing and document management support using ADP office machines, and a variety of software packages to produce documents. Advise writers and researchers in matters of style, syntax, and usage to improve the general quality and effectiveness of communications.

**Minimum Education:** High School Diploma.

### Health Web/Applications Developer I

**Minimum/General Experience:** Four (4) years of application development experience with clinical, scientific, or relevant Health software/applications. Two (2) years web/applications development experience as part of a team of programmers using Agile or Waterfall methodologies. Two (2) years prior experience in developing/supporting clinical data systems, health claims or financial systems, healthcare grants, or payment and health quality management systems.

**Functional Responsibility:** The Web/Application Developer I will be member of an Agile or Waterfall team that is responsible for the development, support, and administration of client facing Health products or their functional components (UI/UX, Core Application, ETL, Systems Interfaces, etc.). Participates in product concept and development, through testing, deployment and post-deployment support planning. Provides maintenance support, troubleshoots and resolves issues and provides backup user support as required. May provide ad hoc project support as identified.

As required to meet specific client requirements, key technical skills may include: Java J2EE, js/javascript, Bootstrap, PL/SQL, Oracle, SAAS, SQL, ADF or other java-based Model-View-Controller 3-tier web technology, Java Web Services SOAP and REST program development, Mobile applications development.

Additional technical skills may include: PHP, Federal Security and encryption compliance, Cloud services (FedRAMP, AWS, Azure, etc.), Weblogic/Tomcat/Glassfish knowledge, Version control and source code repository experience. Advanced skills in MS Office suite software required. Strong analytical skills and data-driven thinking to efficiently comprehend user stories, requirements and make recommendations for process improvements. Strong written and verbal communication skills and ability to manage multiple priorities in a fast-paced environment. Strong ability to solve problems and
think critically to develop creative solutions.

**Minimum Education:** Associates of Arts degree in Computer Science, Engineering, Mathematics, or related health science field. Experience may be substituted for education.

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**Job Title:** Health Web/Applications Developer II  
**Minimum/General Experience:** Five (5) years of application development experience with clinical, scientific, or relevant Health software/applications. Three (3) years web/applications development experience as part of a team of programmers using Agile or Waterfall methodologies. Three (3) years prior experience in developing/supporting clinical data systems, health claims or financial systems, healthcare grants, or payment and health quality management systems. Three (3) years of experience interfacing with health policy experts, clinicians, FWA and/or other health domain experts.

**Functional Responsibility:** The Web/Application Developer II will be a member of an Agile or Waterfall team that is responsible for the development, support, and administration of client facing Health products or their functional components (UI/UX, Core Application, ETL, Systems Interfaces, etc.). Participates in product concept and development, through testing, deployment and post-deployment support planning. Provides maintenance support, troubleshoots and resolves issues and provides backup user support as required. May provide ad hoc project support as identified.

As required to meet specific client requirements, key technical skills may include:  
Java J2EE, js/javascript, Bootstrap, PL/SQL, Oracle, SAS, SQL, ADF or other java-based Model-View-Controller 3-tier web technology, Java Web Services SOAP and REST program development, Mobile applications development.

Additional technical skills may include:  
PHP, Federal Security and encryption compliance, Cloud services (FedRAMP, AWS, Azure, etc.), Weblogic/Tomcat/Glassfish knowledge, Version control and source code repository experience. Advanced skills in MS Office suite software required. Strong analytical skills and data-driven thinking to efficiently comprehend user stories, requirements and make recommendations for process improvements. Strong written and verbal communication skills and ability to manage multiple priorities in a fast-paced environment. Strong ability to problem solve and think critically to develop creative solutions.

**Minimum Education:** Bachelor's Degree in Computer Science, Engineering, Mathematics, or related health science as may be advantageous to the client. Experience may be substituted for education.

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**Job Title:** Health Web/Applications Developer III  
**Minimum/General Experience:** Seven (7) years of application development experience with clinical, scientific, or relevant Health software. Five (5) years web/applications development experience leading programmers using Agile or Waterfall methodologies. Three (3) years prior experience in leading teams developing/supporting clinical data systems, health claims or financial systems, healthcare grants, or payment and health quality management systems. Three (3) years of experience interfacing with health policy experts, clinicians, FWA and/or other health domain experts.

**Functional Responsibility:** The Web/Application Developer III will be a senior member or lead member of an Agile or Waterfall team that is responsible for the development, support, and administration of client facing Health products or their functional components (UI/UX, Core Application, ETL, Systems Interfaces, etc.). Participates in or leads team in the lifecycle of development activities including product concept and development, through testing, deployment and post-deployment support planning. Provides maintenance support, troubleshoots and resolves issues and provides backup user support as required. May provide ad hoc project support as identified.

As required to meet specific client requirements, key technical skills may include:  
Java J2EE, js/javascript, Bootstrap, PL/SQL, Oracle, SAS, SQL, ADF or other java-based Model-View-Controller 3-tier web technology, Java Web Services SOAP and REST program development, Mobile applications development.
Additional technical skills may include:
PHP, Federal Security and encryption compliance, Cloud services (FedRAMP, AWS, Azure, etc.),
Weblogic/Tomcat/Glassfish knowledge, Version control and source code repository experience.
Advanced skills in MS Office suite software required.
Strong analytical skills and data-driven thinking to efficiently comprehend user stories, requirements and
make recommendations for process improvements. Strong written and verbal communication skills and
ability to manage multiple priorities in a fast-paced environment. Strong ability to problem solve and
think critically to develop creative solutions.

**Minimum Education:** Bachelor's Degree in Computer Science, Engineering, Mathematics, or related
health science as may be advantageous to the client. Experience may be substituted for education.

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**Job Title:** Health Web/Applications Architect

**Minimum/General Experience:** Seven (7) years of application development experience with clinical,
scientific, or relevant Health software. Five (5) years web/applications architecture experience governing
the design through devops. Experience must include Agile or Waterfall environment. Three (3) years
prior experience in leading design, architecture and deployment of clinical data systems, health claims or
financial systems, healthcare grants, or payment and health quality management systems. Three (3) years
of experience interfacing with health policy experts, clinicians, FWA and/or other health domain experts.

**Functional Responsibility:** Performs design and customization of web application: interpreting
specifications, developing program code, and integrating databases.
Coordinate with infrastructure, devops, network/database administrators for system management to ensure
seamless implementation of design. Communicates and coordinates with stakeholders and Product
Owners directly for system design, UI/UX and system behavior and performance characteristics. May
coordinate user, security and other testing processes to support quality assurance processes. Create
technical documentation for transition to maintenance; Provide technical leadership and mentoring to Web
development staff. Ensures development processes are coordinated with system management processes:
code deployment; system configuration, performance and security; network management; capacity
planning; and disaster recovery.

**Minimum Education:** Bachelor's Degree in Computer Science, Engineering, Mathematics, or related
health science as may be advantageous to the client. Experience may be substituted for education.

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**Job Title:** Health Consultant I

**Minimum/General Experience:** Four (4) years of relevant work experience in business, public policy,
economics, political science, communications, planning, technology and policy, math, statistics,
engineering, physical science, healthcare or related discipline. General experience includes working on
project teams to provide services in one or more relevant service areas, including: consulting services,
facilitation services; survey services; training services; quality assurance services; and program integration
and project management services. With direction from project leaders, capable of using relevant
analytical, methodological, and management tools needed to organize, perform and deliver the services
being provided, statistical analysis software packages, or evaluation methodologies.

**Functional Responsibility:** With direction from project leaders, perform tasks, including collection of
quantitative and qualitative data from public sources, experts, and other sources, analysis and assessment
of qualitative and quantitative data, writing of methods, approaches, summaries, evaluations and results,
research on relevant topics to support the services being provided, and presentations for the relevant set of
services. May assist in organizing sub-task approaches and schedules with direction from, and under the
 supervision of project leaders.

**Minimum Education:** Bachelor’s degree in business, public policy, economics, political science,
communications, planning, technology and policy, math, statistics, engineering, physical science,
healthcare or related discipline. Experience may be substituted for education.
<table>
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<tr>
<th>Job Title:</th>
<th>Health Consultant II</th>
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<tbody>
<tr>
<td><strong>Minimum/General Experience:</strong></td>
<td>Six (6) years of relevant work experience in business, public policy, economics, political science, communications, planning, technology and policy, math, statistics, engineering, physical science, healthcare or related discipline. Experience includes working on project teams to provide services in one or more relevant service areas, including: consulting services, facilitation services; survey services; training services; quality assurance services; and program integration and project management services. Lead teams under supervision of project leaders, capable of using relevant analytical, methodological, and management tools needed to oversee the delivery of the services being provided, statistical analysis software packages, or evaluation methodologies.</td>
</tr>
<tr>
<td><strong>Functional Responsibility:</strong></td>
<td>With direction from project leaders, lead teams to perform tasks, including collection of quantitative and qualitative health or health policy data from public sources, experts, and other sources, perform as well as oversee analysis and assessment of qualitative and quantitative data, writing of methods, approaches, summaries, evaluations and results, research on relevant topics to support the services being provided, and presentations for the relevant set of services. Assist in organizing sub-task approaches and schedules with direction from, and under the supervision of, project leaders.</td>
</tr>
<tr>
<td><strong>Minimum Education:</strong></td>
<td>Bachelor’s degree in business, public policy, economics, political science, communications, planning, technology and policy, math, statistics, engineering, physical science, healthcare or related discipline. Experience may be substituted for education.</td>
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<th>Job Title:</th>
<th>Health Consultant III</th>
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<tr>
<td><strong>Minimum/General Experience:</strong></td>
<td>Ten (10) years of relevant work experience in business, public policy, economics, political science, communications, planning, technology and policy, math, statistics, engineering, physical science, healthcare or related discipline. Experience includes managing project teams to provide services in one or more relevant service areas, including: consulting services, facilitation services; survey services; training services; quality assurance services; and program integration and project management services. Experience in managing teams that use relevant analytical, methodological, and management tools needed to organize, perform and deliver the services being provided, statistical analysis software packages, or evaluation methodologies.</td>
</tr>
<tr>
<td><strong>Functional Responsibility:</strong></td>
<td>Provide direction to teams that perform tasks, including collection of quantitative and qualitative health or health policy data from public sources, experts, and other sources, analysis and assessment of qualitative and quantitative data, writing of methods, approaches, summaries, evaluations and results, research on relevant topics to support the services being provided, and presentations for the relevant set of services. Supervise and organize sub-task approaches and schedules and work with clients.</td>
</tr>
<tr>
<td><strong>Minimum Education:</strong></td>
<td>Bachelor’s degree in business, public policy, economics, political science, communications, planning, technology and policy, math, statistics, engineering, physical science, healthcare or related discipline. Masters Preferred. Experience may be substituted for education.</td>
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<tr>
<th>Job Title:</th>
<th>Health Systems Security Officer</th>
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<tbody>
<tr>
<td><strong>Minimum/General Experience:</strong></td>
<td>Five (5) years of technical experience, two (2) years of management experience.</td>
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<tr>
<td><strong>Functional Responsibility:</strong></td>
<td>In a supervisory role, analyzes and establishes policies, processes and technologies to ensure comprehensive protection exists on computer systems to prevent unauthorized entry to health data and health computer systems or compromise of data integrity or privacy. Oversees security posture development related to computer systems including designing, prototyping, implementing, conducting independent verification and validation, and maintaining security for enterprise systems. Provides up-to-date technical expertise in areas such as computer viruses, intrusion detection systems, encryption systems, firewalls, etc. May be responsible for penetration testing, survivability and vulnerability analysis, and contingency/disaster recovery planning and implementation.</td>
</tr>
<tr>
<td><strong>Minimum Education:</strong></td>
<td>Bachelor’s degree. Experience may be substituted for education.</td>
</tr>
</tbody>
</table>
**Job Title:** Health Quality Assurance and Testing Specialist  

**Minimum/General Experience:** Two (2) years’ experience in supporting health program delivery involving IT systems which support developing/supporting clinical data systems, health claims or financial systems, healthcare grants, or payment and health quality management systems.

**Functional Responsibility:** Ensures that quality assurance, control and testing processes are developed in conjunction with the user requirements. Develops and implements quality plans and checklist to support project goals. Reviews requirements, specifications, and documentation to gain a thorough understanding of the programs and processes to be certified. Raises issues, questions and concerns and performs the assessment, development, implementation, and evaluation of program and process components. Validates results, reports discrepancies, and follows through to ensure that all issues are resolved. Provides or validates estimates for assigned tasks. Creates and modifies programs to certify system changes. Develops test control databases. Maintains test databases and ensures their integrity and currency. Distributes test data from control database to development staff to satisfy adequate unit testing. Communicates assigned certification task status to supervisor. Prepares and maintains system request task status. Maintains and controls the flow of department copies of system requests or problem logs. May perform minor program changes or develop programs as required. Technical and core competencies include: Must have strong statistical, computer, analytical and research skills. Must be versed in quality methods and testing procedures.

**Minimum Education:** Bachelor’s degree. Experience may be substituted for education.

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**Job Title:** Health Systems Help Desk Specialist I  

**Minimum/General Experience:** Two (2) years’ experience in supporting users of health IT systems which involve clinical data systems, health claims or financial systems, healthcare grants, or payment and health quality management systems. Experience in a customer support center environment taking calls, responding to emails, and chat sessions, able to use trouble ticket entry and management tools.

**Functional Responsibility:** Under general direction provides support to health professionals, beneficiaries or other systems users. Support includes application, server, or hardware use or problem support. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problems through the use of remote support tools. Simulates or recreates user problems to resolve operating difficulties. Identifies trends in user issues and recommends changes to reduce user problems. May mentor or assist training other help desk technicians. Maintains technical skill in field of expertise. Typically involves use of problems management database and help desk systems. Responsible for ensuring the timely process through which problems are controlled.

**Minimum Education:** High School degree or equivalent. Experience may be substituted for education.

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**Job Title:** Health Systems Help Desk Specialist II  

**Minimum/General Experience:** Three (3) years’ experience in supporting users of health IT systems which involve clinical data systems, health claims or financial systems, healthcare grants, or payment and health quality management systems. Experience in a customer support center environment taking calls, responding to emails, and chat sessions, trouble ticket entry and management tools.

**Functional Responsibility:** Under general direction provides support to health professionals, beneficiaries or other systems users. Support includes application, server, or hardware use or problem support. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problems through the use of remote support tools. Simulates or recreates user problems to resolve operating difficulties. Identifies trends in user issues and recommends changes to reduce user problems. May mentor or assist training other help desk technicians. Maintains technical skill in field of expertise. Typically involves use of problems management database and help desk systems. Responsible for ensuring the timely process through which problems are controlled.

**Minimum Education:** Associates degree. Experience may be substituted for education.
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<tr>
<th>Job Title:</th>
<th>Health Systems Help Desk Specialist III</th>
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<tr>
<td><strong>Minimum/General Experience:</strong></td>
<td>Five (5) years’ experience in supporting users of health IT systems which involve clinical data systems, health claims or financial systems, healthcare grants, or payment and health quality management systems. Experience in a customer support center environment taking calls, responding to emails, and chat sessions, trouble ticket entry and management tools.</td>
</tr>
<tr>
<td><strong>Functional Responsibility:</strong></td>
<td>Under limited direction provides support to health professionals, beneficiaries or other systems users. Support includes application, server, or hardware use or problem support. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problems through the use of remote support tools. Simulates or recreates user problems to resolve operating difficulties. Identifies trends in user issues and recommends changes to reduce user problems. May train and direct other help desk technicians. May develop call scripts, establish knowledge base and other support tools and processes. Maintains technical skill in field of expertise. Typically involves use of problems management database and help desk systems. Responsible for ensuring the timely process through which problems are controlled.</td>
</tr>
<tr>
<td><strong>Minimum Education:</strong></td>
<td>Bachelor’s degree. Experience may be substituted for education.</td>
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<th>Job Title:</th>
<th>Health Systems Specialist I</th>
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<tbody>
<tr>
<td><strong>Minimum/General Experience:</strong></td>
<td>Two (2) years’ experience in supporting health IT systems which involve clinical data systems, health claims or financial systems, healthcare grants, payment or health quality management systems. Experience in a complex and integrated health systems environment using virtual, cloud/FedRAMP data centers.</td>
</tr>
<tr>
<td><strong>Functional Responsibility:</strong></td>
<td>Performs hardware maintenance, application deployment, computer and network installation, and testing support. Supports configuration management and various deployment models including continuous development/continuous integration (CD/CI). May support integrated Agile teams. Assesses and documents current network/systems configuration and user requirements. Designs and optimizes network topologies. Analyzes systems performance and develops new hardware requirements and prepares specification for hardware acquisitions. Prepares engineering plans and site installation technical design packages. Performs operational and modeling and simulation analysis.</td>
</tr>
<tr>
<td><strong>Minimum Education:</strong></td>
<td>Bachelor’s degree. Experience may be substituted for education.</td>
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<thead>
<tr>
<th>Job Title:</th>
<th>Health Systems Specialist II</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Minimum/General Experience:</strong></td>
<td>Four (4) years’ experience in supporting health IT systems which involve clinical data systems, health claims or financial systems, healthcare grants, payment or health quality management systems. Experience in a complex and integrated health systems environment using virtual, cloud/FedRAMP data centers.</td>
</tr>
<tr>
<td><strong>Functional Responsibility:</strong></td>
<td>Performs hardware maintenance, application deployment, computer and network installation, and testing support. Supports configuration management and various deployment models including continuous development/continuous integration (CD/CI). May support integrated Agile teams. Assesses and documents current network/systems configuration and user requirements. Designs and optimizes network topologies. Analyzes systems performance and develops new hardware requirements and prepares specification for hardware acquisitions. Prepares engineering plans and site installation technical design packages. Performs operational and modeling and simulation analysis.</td>
</tr>
<tr>
<td><strong>Minimum Education:</strong></td>
<td>Bachelor’s degree. Experience may be substituted for education.</td>
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<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Health Systems Training Specialist</th>
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</table>
| **Minimum/General Experience:** | Four (4) years’ experience in delivering health IT training in health domain or Health IT systems which involve clinical data, health claims or financial systems, healthcare grants, payment or health quality management systems. Must collaborate with IT and other team members to develop curriculum or materials. Strong communication and presentation skills along with strong customer service skills in order to deliver clear and interesting training events. Familiarity with traditional and modern training methods, tools and techniques. Experienced in presenting complex information to a
variety of audiences (IT and Clinicians), and is proficiency in MS Office and in database software tools.

**Functional Responsibility:** Design and conduct training events in a corporate setting through virtual and/or in-person means. Using knowledge of instructional design theory and learning principles, create appropriate training materials and deliver training to Health IT or Health domain professionals, clinicians and other customers.

**Minimum Education:** Bachelor’s degree. Experience may be substituted for education.

### 54151HEAL GSA Rates

<table>
<thead>
<tr>
<th>SIN 54151HEAL</th>
<th>Year 16</th>
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<th>Year 18</th>
<th>Year 19</th>
<th>Year 20</th>
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