



**GENERAL SERVICES ADMINISTRATION
Federal Supply Service
Authorized Federal Supply Schedule Price List**

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

Multiple Award Schedule
Information Technology Category

Contract Number **GS-35F-032CA**

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov

Contract period. **OCTOBER 21, 2014 THROUGH OCTOBER 20, 2024**
Effective: **August 28, 2020** Mod: **PS-0015**

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Business size

SBA Certified Small Disadvantaged Business
SBA Certified 8(a) Firm
SBA Certified HUBZone Firm

Table of Contents

Customer Information.....	3
Information Technology Category Regulations.....	6
GSA Price List – SIN 54151S – IT Services	8
Labor Category Descriptions – SIN 54151S IT Services	11
GSA Price List – SIN 54151HEAL	23
Labor Category Descriptions – SIN 54151HEAL Health IT Services	25
GSA Price List – SINS 541611 & 561110.....	37
Labor Category Descriptions – SIN 541611 & 561110.....	38
Labor Category Substitutions Information	41

Customer Information

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

SIN	Description
54151S	Information Technology Professional Services
54151HEAL	Health Information Technology Services
541611	Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services
561110	Office Administrative Services
OLM	Order Level Materials

- 1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. 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 to Services**

- 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. **See below, page 11**

2. Maximum order **\$500,000.00**

3. Minimum order. **\$100.00**

4. Geographic coverage (delivery area). **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). **Beltsville, MD, USA**

6. Discount from list, prices or statement of net price. **Prices shown are NET Prices; Basic Discounts have been deducted.**

7. Quantity discounts. **None**

8. Prompt payment terms. **None**

- 9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold. **Government purchase cards are accepted.**
- 9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold. **Government purchase cards are accepted.**
10. Foreign items (list items by country of origin). **N/A**
- 11a. Time of delivery. **As negotiated between contractor and ordering activity**
- 11b. Expedited Delivery. **Services will be delivered according to the schedule agreed upon between IMMERSIVE CONCEPTS, LLC and the Customer.**
- 11c. Overnight and 2-day delivery. **Services will be delivered according to the schedule agreed upon between IMMERSIVE CONCEPTS, LLC and the Customer.**
- 11d. Urgent Requirements. **Services will be delivered according to the schedule agreed upon between IMMERSIVE CONCEPTS, LLC and the Customer.**
12. F.O.B. point(s). **Destination**
- 13a. Ordering address(es).
**IMMERSIVE CONCEPTS, LLC
11750 Beltsville Dr, Suite 120
Beltsville, MD 20705**
- 13b. **Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample EPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).**
14. Payment address(es)
**IMMERSIVE CONCEPTS, LLC
11750 Beltsville Dr, Suite 120
Beltsville, MD 20705**
15. Warranty provision. **Warranty will be provided according to the terms of agreement between IMMERSIVE CONCEPTS, LLC and the Customer.**
16. Export packing charges, if applicable. **N/A**
17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level). **Please see 9a and 9b.**
18. Terms and conditions of rental, maintenance, and repair (if applicable) **N/A**
19. Terms and conditions of installation (if applicable). **N/A**

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). **N/A**
- 20a. Terms and conditions for any other services (if applicable) **N/A**
21. List of service and distribution points (if applicable).
IMMERSIVE CONCEPTS, LLC
11750 Beltsville Dr
Suite 120
Beltsville, MD 20705-3196
22. List of participating dealers (if applicable). **N/A**
23. Preventive maintenance (if applicable). **N/A**
- 24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants) **N/A**
- 24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location). The EIT standards can be found at www.Section508.gov/ **N/A**
25. Data Universal Number System (DUNS) number. **969960637**
26. Notification regarding registration in System for Award Management (SAM) database.
IMMERSIVE CONCEPTS, LLC is registered in the SAM database.
Expiration: 04/17/2021

Information Technology Category Regulations

1) 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

2) Services Performed

a) All 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.

b) The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.

c) The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

3) **Travel.** Any Contractor travel required in the performance of services must comply with the Pub. L. 99-234 and FAR Part 31.205-46, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel.

4) Warranty

a) Unless otherwise specified in this contract, the Contractor's standard commercial warranty as stated in the contract's commercial pricelist will apply to this contract.

b) The Contractor's commercial guarantee/warranty shall be included in the Commercial Supplier Agreement to include Enterprise User License Agreements or Terms of Service (TOS) agreements, if applicable.

c) Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

Regulation Number	Regulation Title/Comments
52.222-46	EVALUATION OF COMPENSATION FOR PROFESSIONAL EMPLOYEES (FEB 1993)
52.222-48	EXEMPTION FROM APPLICATION OF THE SERVICE CONTRACT LABOR STANDARDS TO CONTRACTS FOR MAINTENANCE, CALIBRATION, OR REPAIR OF CERTAIN EQUIPMENT CERTIFICATION (MAY 2014)
52.223-19	COMPLIANCE WITH ENVIRONMENTAL MANAGEMENT SYSTEMS (MAY 2011)
52.223-2	AFFIRMATIVE PROCUREMENT OF BIOBASED PRODUCTS UNDER SERVICE AND CONSTRUCTION CONTRACTS (SEP 2013)
52.229-1	STATE AND LOCAL TAXES (APR 1984)
52.222-62	PAID SICK LEAVE UNDER EXECUTIVE ORDER 13706 (JAN 2017)
52.223-13	ACQUISITION OF EPEAT - REGISTERED IMAGING EQUIPMENT (JUN 2014)
52.223-14	ACQUISITION OF EPEAT® - REGISTERED TELEVISIONS (JUN 2014)
52.223-16	ACQUISITION OF EPEAT® - REGISTERED PERSONAL COMPUTER PRODUCTS (OCT 2015)
552.238-115	SPECIAL ORDERING PROCEDURES FOR THE ACQUISITION OF ORDER-LEVEL MATERIALS (MAY 2019)
552.238-107	TRAFFIC RELEASE (SUPPLIES) (MAY 2019)
552.238-73	IDENTIFICATION OF ELECTRONIC OFFICE EQUIPMENT PROVIDING ACCESSIBILITY FOR THE HANDICAPPED (MAY 2019)
552.238-86	DELIVERY SCHEDULE (MAY 2019)
552.238-89	DELIVERIES TO THE U.S. POSTAL SERVICE (MAY 2019)
552.238-90	CHARACTERISTICS OF ELECTRIC CURRENT (MAY 2019)
552.238-91	MARKING AND DOCUMENTATION REQUIREMENTS FOR SHIPPING (MAY 2019)
552.238-92	VENDOR MANAGED INVENTORY (VMI) PROGRAM (MAY 2019)
552.238-93	ORDER ACKNOWLEDGMENT (MAY 2019)
552.238-94	ACCELERATED DELIVERY REQUIREMENTS (MAY 2019)

GSA Price List – SIN 54151S – IT Services

Classification	Representative Job Titles	Min. Education	Min. Experience	10/21/2019-10/20/2020	10/21/2020-10/20/2021	10/21/2021-10/20/2022	10/21/2022-10/20/2023	10/21/2023-10/20/2024
IMCPM00	Jr. Project Manger	Bachelors	5 years	\$134.62	\$137.31	\$140.06	\$142.86	\$145.72
IMCPM01	Project Manger	Bachelors	5 years	\$153.12	\$156.18	\$159.31	\$162.49	\$165.74
IMCPM02	Sr. Project Manger	Bachelors	7 years	\$171.62	\$175.05	\$178.55	\$182.12	\$185.76
IMTECH00	Jr. Technician	High School	2 years	\$58.58	\$59.75	\$60.95	\$62.16	\$63.41
IMTECH01	Technincian	High School	3 years	\$64.74	\$66.03	\$67.35	\$68.70	\$70.08
IMTECH02	Sr. Technician	High School	5 years	\$80.16	\$81.77	\$83.40	\$85.07	\$86.77
IMCTSE00	Jr. Telecommu nication System Engineer	High School	2 years	\$46.25	\$47.17	\$48.12	\$49.08	\$50.06
IMCTSE01	Telecommu nication System Engineer	High School	4 years	\$59.61	\$60.80	\$62.02	\$63.26	\$64.52
IMCTSE02	Sr. Telecommuc ation System Engineer	High School	6 years	\$69.88	\$71.28	\$72.70	\$74.16	\$75.64
IMCTS00	Jr. Training Specialist	Bachelors	2 years	\$105.85	\$107.96	\$110.12	\$112.32	\$114.57
IMCTS01	Training Specialist	Bachelors	3 years	\$120.24	\$122.64	\$125.10	\$127.60	\$130.15
IMCTS02	Sr. Training Specialist	Bachelors	4 years	\$134.62	\$137.31	\$140.06	\$142.86	\$145.72
IMCAVTECH00	Jr. Audio Visual Technician	High School	1 year	\$90.33	\$92.14	\$93.98	\$95.86	\$97.78
IMCAVTECH01	Audio Visual Technician	High School	5 years	\$109.91	\$112.10	\$114.35	\$116.63	\$118.96
IMCAVTECH02	Sr. Audio Visual Technician	High School	8 years	\$129.49	\$132.08	\$134.72	\$137.41	\$140.16
IMCSE00	Jr. System Engineer	Bachelors	3 years	\$106.88	\$109.01	\$111.19	\$113.42	\$115.69
IMCSE01	System Engineer	Bachelors	6 years	\$147.98	\$150.94	\$153.96	\$157.04	\$160.18
IMCSE02	Sr. System Engineer	Bachelors	8 years	\$192.17	\$196.01	\$199.93	\$203.93	\$208.01

Classification	Representative Job Titles	Min. Education	Min. Experience	10/21/2019-10/20/2020	10/21/2020-10/20/2021	10/21/2021-10/20/2022	10/21/2022-10/20/2023	10/21/2023-10/20/2024
IMCSME00	Jr. Subject Matter Expert	Bachelors	8 years	\$201.42	\$205.45	\$209.56	\$213.75	\$218.02
IMCSME01	Subject Matter Expert	Bachelors	12 years	\$234.30	\$238.99	\$243.77	\$248.65	\$253.62
IMCSME02	Sr. Subject Matter Expert	Bachelors	15 years	\$267.19	\$272.53	\$277.98	\$283.54	\$289.21
IMCND00	Jr. Network Administrator	Bachelors	3 years	\$90.33	\$92.14	\$93.98	\$95.86	\$97.78
IMCND01	Network Administrator	Bachelors	6 years	\$92.38	\$94.23	\$96.11	\$98.04	\$100.00
IMCND02	Sr. Network Administrator	Bachelors	8 years	\$108.94	\$111.11	\$113.34	\$115.60	\$117.92
IMCIA00	Jr. Infrastructure Architect	Bachelors	3 years	\$129.49	\$132.08	\$134.72	\$137.41	\$140.16
IMCIA01	Infrastructure Architect	Bachelors	6 years	\$135.65	\$138.36	\$141.13	\$143.95	\$146.83
IMCIA02	Sr. Infrastructure Architect	Bachelors	10 years	\$154.15	\$157.24	\$160.38	\$163.59	\$166.86
IMCPGM01	Program Manger	Bachelors	12 years	\$192.17	\$196.01	\$199.93	\$203.93	\$208.01
IMCCSIA02	Sr. Computer Software/Integration Analyst	Bachelors	8 years	\$128.46	\$131.03	\$133.65	\$136.32	\$139.05
IMCCS00	Jr. Computer Specialist	Bachelors	3 years	\$90.43	\$92.24	\$94.09	\$95.97	\$97.89
IMCCS01	Computer Specialist	Bachelors	5 years	\$110.99	\$113.21	\$115.47	\$117.78	\$120.14
IMCCS02	Sr. Computer Specialist	Bachelors	8 years	\$134.62	\$137.31	\$140.06	\$142.86	\$145.72
IMCBPRS02	Sr. Business Process Reengineering Specialist	Bachelors	8 years	\$236.36	\$241.09	\$245.91	\$250.83	\$255.85

Classification	Representative Job Titles	Min. Education	Min. Experience	10/21/2019-10/20/2020	10/21/2020-10/20/2021	10/21/2021-10/20/2022	10/21/2022-10/20/2023	10/21/2023-10/20/2024
IMCBPRS01	Principal Business Process Reengineering Specialist	Bachelors	10 years	\$267.19	\$272.53	\$277.98	\$283.54	\$289.21
IMCFA02	Sr. Financial Analyst	Bachelors	10 years	\$143.87	\$146.75	\$149.68	\$152.68	\$155.73
IMCVE00	Jr. VoIP Engineer	Bachelors	3 years	\$61.66	\$62.89	\$64.15	\$65.43	\$66.74
IMCVE01	VoIP Engineer	Bachelors	6 years	\$97.62	\$99.58	\$101.57	\$103.60	\$105.67
IMCVE02	Sr. VoIP Engineer	Bachelors	8 years	\$143.87	\$146.75	\$149.68	\$152.68	\$155.73
IMCUCE01	Unified Communication Engineer	Bachelors	6 years	\$131.54	\$134.17	\$136.85	\$139.59	\$142.38

Labor Category Descriptions – SIN 54151S IT Services

Labor Category	Description and Functional Responsibilities	Min. Education	Min. Experience
Jr. Project Manager	The Project Manager is responsible for managing and completing complex projects. Project Managers are responsible for managing all project staff and insuring that the staff completes all of their assigned tasks on time and correctly. The Project Manager is also responsible for maintaining appropriate communications with customer personnel and insuring that customer is completely satisfied with all aspects of the project. The Project manager also manages the test and acceptance process through final customer acceptance. The entry level Project Manager is responsible for managing smaller projects with fewer personnel and less risk.	Bachelors	5 years
Project Manager	The Project Manager is responsible for managing and completing complex projects. Project Managers are responsible for managing all project staff and insuring that the staff completes all of their assigned tasks on time and correctly. The Project Manager is also responsible for maintaining appropriate communications with customer personnel and insuring that customer is completely satisfied with all aspects of the project. The Project manager also manages the test and acceptance process through final customer acceptance. The entry level Project Manager is responsible for managing smaller projects with fewer personnel and less risk.	Bachelors	5 years
Sr. Project Manager	The Project Manager is responsible for managing and completing complex projects. Project Managers are responsible for managing all project staff and insuring that the staff completes all of their assigned tasks on time and correctly. The Project Manager is also responsible for maintaining appropriate communications with customer personnel and insuring that customer is completely satisfied with all aspects of the project. The Project manager also manages the test and acceptance process through final customer acceptance. The entry level Project Manager is responsible for managing smaller projects with fewer personnel and less risk.	Bachelors	7 years
Jr. Technician	The Technician provides a range of technical services to support the installation and implementation of networks and computer systems. Duties may range from basic tasks such as unpacking and setting up equipment and removing packing materials, to installing cabling and rack mounted equipment, to basic configuration and testing. The entry level Technician works on simple projects independently or is assigned to larger more complex projects and works under the direction of more senior personnel.	High School	2 years

Labor Category	Description and Functional Responsibilities	Min. Education	Min. Experience
Technician	The Technician provides a range of technical services to support the installation and implementation of networks and computer systems. Duties may range from basic tasks such as unpacking and setting up equipment and removing packing materials, to installing cabling and rack mounted equipment, to basic configuration and testing. The entry level Technician works on simple projects independently or is assigned to larger more complex projects and works under the direction of more senior personnel.	High School	3 years
Sr. Technician	The Technician provides a range of technical services to support the installation and implementation of networks and computer systems. Duties may range from basic tasks such as unpacking and setting up equipment and removing packing materials, to installing cabling and rack mounted equipment, to basic configuration and testing. The senior level Technician works on larger and more complex projects independently or provides direction on large projects to less senior personnel.	High School	5 years
Jr. Telecommunication System Engineer	Performs analytical expertise in support of systems engineering projects. Conducts advanced and state-of-the-art assignments under general supervision. Provides technical information for, and final technical editing of, all documents and proposals. Provides diagnosis of and resolutions for, complex networking and engineering problems.	High School	2 years
Telecommunication System Engineer	Performs analytical expertise in support of systems engineering projects. Conducts advanced and state-of-the-art assignments under general supervision. Provides technical information for, and final technical editing of, all documents and proposals. Provides diagnosis of and resolutions for, complex networking and engineering problems.	High School	4 years
Sr. Telecommunication System Engineer	Acts as a lead engineer in the area of telecommunications engineering and implementation. Provides technical expertise and support in one or more emerging technology areas including, but not limited to, knowledge wireless communications, Internet technologies, secure messaging, IP telephony, unified messaging, enterprise engineering, fraud detection, intrusion detection, information assurance, public key infrastructure (PKI), critical infrastructure protection, and installation or maintenance of PBX equipment.	High School	6 years
Jr. Training Specialist	Using course material assist in providing training to customers as specified in the task order. Prepares student materials including handouts, completion certificates, and course critique forms. Assists the Senior Training Specialist in the conduct of formal classroom courses, workshops, and seminars, as needed.	Bachelors	2 years

Labor Category	Description and Functional Responsibilities	Min. Education	Min. Experience
Training Specialist	Using course material provides training to customers as specified in the task order. Prepares student materials including handouts, completion certificates, and course critique forms. Assists the Senior Training Specialist in the conduct of formal classroom courses, workshops, and seminars, as needed.	Bachelors	3 years
Sr. Training Specialist	Conducts the research necessary to develop and revise training courses and prepares appropriate training catalogs. Prepares all instruction materials (course outlines, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshop, and seminars. Provides supervision and direction to staff.	Bachelors	4 years
Jr. Audio Visual Technician	Performs audio visual tasks of an advanced nature but of limited scope, involving conventional and established procedures with minimal technical or administrative supervision. Participates in audio visual projects and implementations involving the extension and application of advanced engineering and audio visual principles and concepts. Capable of cabling design implementation. Performs work which may include a variety of complex features and requires multi or interdisciplinary approaches. Conducts advanced and state-of-the-art assignments under general supervision. Provides technical information for, and final technical editing of, all documents and proposals. Provides diagnosis of, and resolution for, networking and engineering problems.	High School	1 year
Audio Visual Technician	Independently performs audio visual tasks of an advanced nature but of limited scope, involving conventional and established procedures with minimal technical or administrative supervision. Participates in audio visual projects and implementations involving the extension and application of advanced engineering and audio visual principles and concepts. Capable of cabling design implementation. Performs work which may include a variety of complex features and requires multi or interdisciplinary approaches. Conducts advanced and state-of-the-art assignments under general supervision. Provides technical information for, and final technical editing of, all documents and proposals. Provides diagnosis of, and resolution for, networking and engineering problems.	High School	5 years

Labor Category	Description and Functional Responsibilities	Min. Education	Min. Experience
Sr. Audio Visual Technician	Participates in audio visual projects and network implementations involving the extension and application of highly advanced engineering and networking principals and concepts. Capable of networking design implementation. Performs work that may include a variety of complex features and requires multi- or interdisciplinary approaches. Conducts advanced and state-of-the-art assignments under general supervision. Provides technical information for, and final technical editing of, all documents and proposals. Provides diagnosis of and resolutions for, complex video/ audio and engineering problems.	High School	8 years
Jr. System Engineer	Independently accomplish complex requirements. Assesses complex problems and investigates, develops, appraises, selects, and presents solutions. Initiates concept development and trade-off studies. Interfaces extensively with customers, employees, and managers. Devises tests to use in evaluating, debugging and checking of equipment and systems for accurate and dependable conformance to specifications. Responsible for researching, planning and overseeing the implementation of complex systems level design concepts and equipment to include interfacing. Provides guidance to less experienced systems engineers. Performs complex assignments with little guidance.	Bachelors	3 years
System Engineer	Senior-level professional; able to independently accomplish complex requirements. Assesses complex problems and investigates, develops, appraises, selects, and presents solutions. Initiates concept development and trade-off studies. Interfaces extensively with customers, employees, and managers. Devises tests to use in evaluating, debugging and checking of equipment and systems for accurate and dependable conformance to specifications. Responsible for researching, planning and overseeing the implementation of complex systems level design concepts and equipment to include interfacing. Provides guidance to less experienced systems engineers. Performs complex assignments with little guidance.	Bachelors	6 years
Sr. System Engineer	Considered an expert in one or more disciplines or systems. Conceptualizes broad requirements of system and translates into plans for design, development and implementation. Consults with customers at the highest levels to recommend systems solutions. Researches new technologies and presents new concepts as a systems expert. Has full technical knowledge of all phases of systems design. Resolves highly complex systems problems. Provides high level expertise in writing technical proposals. Provides guidance and direction in all aspects of major projects. Performs highly complex responsibilities with considerable latitude.	Bachelors	8 years

Labor Category	Description and Functional Responsibilities	Min. Education	Min. Experience
Jr. Subject Matter Expert	<p>Provides minimally supervised support for difficult analysis and evaluation assignments. Has the ability to provide analysis and consulting to management level personnel. Performs analysis and evaluation of existing or proposed processes, applications, systems, or software. Performs, and/or may direct, project planning, scope, control, management, tracking, or review. May perform functional requirements gathering for projects. Performs analysis and evaluation throughout the process, application, system, or software development life-cycle which includes, but is not limited to: planning, requirements, design, acquisition, development, integration, installation/deployment, performance tuning, testing, or training. Performs, or may direct, document development/preparation at various stages of a project life-cycle (e.g., planning through implementation) to detail analysis results and solution recommendations. Facilitates meetings such as joint application development (JAD) sessions to support the analysis process. Serves as a liaison between functional and technical specialists. Assists with testing to support the project life-cycle, as applicable. Uses methodologies, modeling/estimating techniques, tools, applications, systems, software, or databases at advanced levels to perform assigned tasks. Has the ability to perform strategic consulting initiatives as well as cost-benefit analysis and business/technology alignment. Ability to use experience in a certain subject area to provide strategic business consulting. Ensures compliance with, and/or may develop, the standards and organization requirements relative to specific assignments. Provides staff supervision or management.</p>	Bachelors	8 years

Labor Category	Description and Functional Responsibilities	Min. Education	Min. Experience
Subject Matter Expert	<p>Provides minimally supervised support for difficult analysis and evaluation assignments. Has the ability to provide analysis and consulting to management level personnel. Performs analysis and evaluation of existing or proposed processes, applications, systems, or software. Performs, and/or may direct, project planning, scope, control, management, tracking, or review. May perform functional requirements gathering for projects. Performs analysis and evaluation throughout the process, application, system, or software development life-cycle which includes, but is not limited to: planning, requirements, design, acquisition, development, integration, installation/deployment, performance tuning, testing, or training. Performs, or may direct, document development/preparation at various stages of a project life-cycle (e.g., planning through implementation) to detail analysis results and solution recommendations. Facilitates meetings such as joint application development (JAD) sessions to support the analysis process. Serves as a liaison between functional and technical specialists. Assists with testing to support the project life-cycle, as applicable. Uses methodologies, modeling/estimating techniques, tools, applications, systems, software, or databases at advanced levels to perform assigned tasks. Has the ability to perform strategic consulting initiatives as well as cost-benefit analysis and business/technology alignment. Ability to use experience in a certain subject area to provide strategic business consulting. Ensures compliance with, and/or may develop, the standards and organization requirements relative to specific assignments. Provides staff supervision or management.</p>	Bachelors	12 years

Labor Category	Description and Functional Responsibilities	Min. Education	Min. Experience
Sr. Subject Matter Expert	Provides minimally supervised support for difficult analysis and evaluation assignments. Has the ability to provide analysis and consulting to management level personnel. Performs analysis and evaluation of existing or proposed processes, applications, systems, or software. Performs, and/or may direct, project planning, scope, control, management, tracking, or review. May perform functional requirements gathering for projects. Performs analysis and evaluation throughout the process, application, system, or software development life-cycle which includes, but is not limited to: planning, requirements, design, acquisition, development, integration, installation/deployment, performance tuning, testing, or training. Performs, or may direct, document development/preparation at various stages of a project life-cycle (e.g., planning through implementation) to detail analysis results and solution recommendations. Facilitates meetings such as joint application development (JAD) sessions to support the analysis process. Serves as a liaison between functional and technical specialists. Assists with testing to support the project life-cycle, as applicable. Uses methodologies, modeling/estimating techniques, tools, applications, systems, software, or databases at advanced levels to perform assigned tasks. Has the ability to perform strategic consulting initiatives as well as cost-benefit analysis and business/technology alignment. Ability to use experience in a certain subject area to provide strategic business consulting. Ensures compliance with, and/or may develop, the standards and organization requirements relative to specific assignments. Provides staff supervision or management. May provide leadership to large teams of functional or technical personnel.	Bachelors	15 years
Jr. Network Administrator	Sets up network security standards. Participates in major network installations and upgrades. Trouble shoots moderately complex network problems. Develops and implements testing strategies and documents results. Works under minimal supervision and independently performs duties of moderate complexity.	Bachelors	3 years
Network Administrator	Trains end-users and responds to user inquires. Sets up network security standards. Participates in major network installations and upgrades. Trouble shoots moderately complex network problems. Interfaces with vendors to ensure appropriate resolution during network outages or periods of reduced performance. Develops and implements testing strategies and documents results. Acts as customer liaison. Works under minimal supervision and independently performs duties of moderate complexity.	Bachelors	6 years

Labor Category	Description and Functional Responsibilities	Min. Education	Min. Experience
Sr. Network Administrator	Resolves complex network problems. Addresses network security issues. Interfaces with all client levels. Presents recommendations on network interfaces and configurations. Participates in and may lead aspects of major network installations and upgrades. Works with vendors and network analysts as appropriate to resolve unusually complex network problems. Provides guidance to less experienced network administrators. Performs complex assignments with little guidance.	Bachelors	8 years
Jr. Infrastructure Architect	Actively monitors market trends and assists the client in defining a set of technical standards that define the infrastructure architecture. Advises on selection of products based on the definition of standards within the architecture with regards to processing, data storage, data access, and applications development. Advises on potential future projects to management. Provides guidance to others. Performs highly complex responsibilities with considerable latitude. Interprets company initiatives and client requirements.	Bachelors	3 years
Infrastructure Architect	Top level technical or functional expert responsible for monitoring key technologies and technical standards. May work across organizations on many projects. Works to define standards in the context of the developed principles and meets with key vendors and services providers to monitor standards and directions. Actively monitors market trends and assists the client in defining a set of technical standards that define the infrastructure architecture. Advises on selection of products based on the definition of standards within the architecture with regards to processing, data storage, data access, and applications development. Advises on potential future projects to management. Provides guidance to others. Performs highly complex responsibilities with considerable latitude. Interprets company initiatives and client requirements.	Bachelors	6 years

Labor Category	Description and Functional Responsibilities	Min. Education	Min. Experience
Sr. Infrastructure Architect	Top level technical or functional expert in leading activities surrounding the technical design of initiatives that solve specific business needs. Works to define standards in the context of the developed principles and meets with key vendors and services providers to monitor standards and directions. Actively monitors market trends and assists the client in defining a set of technical standards that define the infrastructure architecture. Specializes in component-based architecture and reuse. Defines and recommends initiative blueprints, and validates infrastructure architectures, to ensure that they leverage the deployment of technologies that are proven, stable, interoperable, portable, secure, and scalable. Establishes linkages between agency infrastructure architectures and Federal standards for infrastructure architecture to ensure that components, best practices, and lessons learned are leveraged both within Agencies and across the Federal Government. Performs highly complex responsibilities with considerable latitude. Interprets company initiatives and client requirements.	Bachelors	10 years
Program Manager	Performs day-to-day management of overall contract support operations, possibly involving multiple projects and groups of personnel at multiple locations. Organizes, directs, and coordinates the planning and production of all contract support activities. Demonstrates written and oral communication skills. Establishes and alters (as necessary) corporate management structure to direct effective contract support activities.	Bachelors	12 years
Sr. Computer Software/Integration Analyst	Must be knowledgeable in implementing computer systems in a phased approach of requirements analysis and conceptual design, site survey, system design review, critical design review, installation, integration, and testing. Must be knowledgeable in performing requirements analysis for a wide range of users in areas of office automation and finance and accounting. Must be able to present system designs for user approval at formal reviews. Must be capable of performing configuration management, integrating software, interpreting software test results, and recommending solutions for unsatisfactory test results. Must be knowledgeable in life-cycle support, including maintenance, administration, and management. Must be able to provide solutions to identified software problem reports.	Bachelors	8 years
Jr. Computer Specialist	Participates in the evaluation of state-of-the-art computer hardware and software and assessment of its ability to support specific requirements and to interface with other equipment and systems; determines potential and actual bottlenecks and proposes recommendations for their elimination; and makes recommendations for system improvements that will result in optimization of development and/or maintenance efforts.	Bachelors	3 years

Labor Category	Description and Functional Responsibilities	Min. Education	Min. Experience
Computer Specialist	Must be able to determine costs for converting computer systems from one language or machine to another by utilizing compilers, simulators, emulators, and/or language translators and to recommend better utilization of operating systems capabilities for improving system efficiency. Must be able to develop, manage, maintain, and evaluate state-of-the-art computer hardware, software, and software development tools; evaluate their ability to support specific requirements and interface with other equipment and systems; determine potential and actual bottlenecks and propose recommendations for their elimination; and make recommendations for system improvements that will result in optimal hardware and software use.	Bachelors	5 years
Sr. Computer Specialist	Must be able to determine costs for converting computer systems from one language or machine to another by using compilers, simulators, emulators, and/or language translators and to recommend better utilization of operating systems capabilities for improving system efficiency. Develops, manages, maintains, and evaluates current state-of-the-art computer hardware, software, and software development tools; evaluates their ability to support specific requirements and interface with other equipment and systems; determines potential and actual bottlenecks and proposes recommendations for their elimination; and makes recommendations for system improvements that will result in optimal hardware and software use.	Bachelors	8 years
Sr. Business Process Reengineering Specialist	Applies process improvement and reengineering methodologies and principles to conducting process modernization projects. Responsible for effective transitioning of existing project. Responsible for effective transitioning of existing project teams and for facilitating project teams' accomplishment of project activities and objectives. Provides group facilitation, interviewing, training, and additional forms of knowledge transfer. Key coordinator among multiple project teams to ensure enterprisewide integration of reengineering efforts. Provides daily supervision and direction to Business Process Reengineering Specialist. This labor category shall be used to support an IT effort.	Bachelors	8 years
Principal Business Process Reengineering Specialist	Applies process improvement and reengineering methodologies and principles to conducting process modernization projects. Duties include activity and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements. Provides group facilitation, interviewing, training, and other forms of knowledge transfer. May be under the supervision and direction of a Principal Business Process Reengineering Specialist or may work independently. This labor category is offered only in conjunction with IT Professional labor categories.	Bachelors	10 years

Labor Category	Description and Functional Responsibilities	Min. Education	Min. Experience
Sr. Financial Analyst	Serves as a group leader ensuring that a group of analysts are working in concert to automate complex business practices within the time frame specified by the customer and that all of the requirements are met. Must be able to assess products and procedures for compliance with government standards, accounting principles, and multitiered system application standards. Must be able to grasp interrelationships between financial management requirements and automation solutions, considering the current system environment and the potential integration of added systems concurrently or later. Prepares milestone status reports and presentations for colleagues, subordinates, and end user representatives. Coordinates all aspects of complex financial application automation, requesting guidance only in extremely difficult situations. Completes objectives independently within the negotiated budget. This labor category is offered only in conjunction with IT Professional labor categories.	Bachelors	10 years
Jr. VoIP Engineer	Sets up network security standards. Participates in major network installations and upgrades. Trouble shoots moderately complex network and voip problems. Interfaces with vendors to ensure appropriate resolution during network outages or periods of reduced performance.	Bachelors	3 years
VoIP Engineer	Trains end-users and responds to user inquiries. Sets up network security standards. Participates in major network installations and upgrades. Trouble shoots moderately complex network problems. Interfaces with vendors to ensure appropriate resolution during network outages or periods of reduced performance. Develops and implements testing strategies and documents results. Acts as customer liaison. Works under minimal supervision and independently performs duties of moderate complexity.	Bachelors	6 years
Sr. VoIP Engineer	Resolves complex network problems. Addresses network security issues. Interfaces with all client levels. Presents recommendations on network interfaces and configurations. Participates in and lead aspects of major VoIP installations and upgrades. Works with vendors and network analysts as appropriate to resolve unusually complex network problems. Provides guidance to less experienced network administrators. Performs complex assignments with little guidance.	Bachelors	8 years
Unified Communication Engineer	Trains end-users and responds to user inquiries. Sets up network security standards. Participates in major network installations and upgrades. Trouble shoots moderately complex problems. Interfaces with vendors to ensure appropriate resolution during outages or periods of reduced performance. Develops and implements testing strategies and documents results. Acts as customer liaison. Works under minimal supervision and independently performs duties of moderate complexity.	Bachelors	6 years

GSA Price List – SIN 54151HEAL

Labor Category	Minimum Education	Minimum Experience	10/21/2019-10/20/2020	10/21/2020-10/20/2021	10/21/2021-10/20/2022	10/21/2022-10/20/2023	10/21/2023-10/20/2024
Healthcare Help Desk Specialist I	Associates	1 year	\$ 63.47	\$ 64.80	\$ 66.16	\$ 67.55	\$ 68.97
Healthcare Help Desk Specialist II	Associates	2 years	\$ 78.59	\$ 80.24	\$ 81.92	\$ 83.64	\$ 85.40
Health IT Data Management Analyst	Bachelors	3 years	\$ 141.05	\$ 144.01	\$ 147.03	\$ 150.12	\$ 153.27
Health IT Quality Assurance Analyst	Bachelors	1 year	\$ 61.78	\$ 63.08	\$ 64.40	\$ 65.76	\$ 67.14
Sr. Health IT Quality Assurance Analyst	Bachelors	3 years	\$ 66.44	\$ 67.84	\$ 69.26	\$ 70.72	\$ 72.20
Health IT Program Manager	Bachelors	12 years	\$ 188.40	\$ 192.36	\$ 196.40	\$ 200.52	\$ 204.73
Jr. Health IT Project Manager	Bachelors	5 years	\$ 131.98	\$ 134.75	\$ 137.58	\$ 140.47	\$ 143.42
Health IT Project Manager	Bachelors	5 years	\$ 150.12	\$ 153.27	\$ 156.49	\$ 159.77	\$ 163.13
Sr. Health IT Project Manager	Bachelors	7 years	\$ 168.25	\$ 171.79	\$ 175.39	\$ 179.08	\$ 182.84
Health IT Technical Writer/Editor	Bachelors	3 years	\$ 68.09	\$ 69.52	\$ 70.98	\$ 72.47	\$ 73.99
Jr. Health IT Network Administrator	Bachelors	3 years	\$ 88.56	\$ 90.42	\$ 92.32	\$ 94.25	\$ 96.23
Health IT Network Administrator	Bachelors	6 years	\$ 90.57	\$ 92.47	\$ 94.41	\$ 96.40	\$ 98.42
Sr. Health IT Network Administrator	Bachelors	8 years	\$ 106.80	\$ 109.04	\$ 111.33	\$ 113.67	\$ 116.05
Jr. Health IT Systems Engineer	Bachelors	2 years	\$ 104.78	\$ 106.98	\$ 109.23	\$ 111.52	\$ 113.87
Health IT Systems Engineer	Bachelors	6 years	\$ 145.08	\$ 148.13	\$ 151.24	\$ 154.42	\$ 157.66
Sr. Health IT Systems Engineer	Bachelors	8 years	\$ 188.40	\$ 192.36	\$ 196.40	\$ 200.52	\$ 204.73
Jr. Health IT Subject Matter Expert	Bachelors	8 years	\$ 197.47	\$ 201.62	\$ 205.85	\$ 210.17	\$ 214.59
Health IT Subject Matter Expert	Bachelors	12 years	\$ 229.71	\$ 234.53	\$ 239.46	\$ 244.49	\$ 249.62
Sr. Health IT Subject Matter Expert	Bachelors	15 years	\$ 261.95	\$ 267.46	\$ 273.07	\$ 278.81	\$ 284.66
Health IT User Interface Designer I	Bachelors	2 years	\$ 86.66	\$ 88.48	\$ 90.33	\$ 92.23	\$ 94.17
Health IT User Interface Designer II	Bachelors	4 years	\$ 96.26	\$ 98.28	\$ 100.34	\$ 102.45	\$ 104.60
Health IT DevOps Cloud Engineer I	Bachelors	3 years	\$ 148.70	\$ 151.82	\$ 155.01	\$ 158.27	\$ 161.59

Labor Category	Minimum Education	Minimum Experience	10/21/2019-10/20/2020	10/21/2020-10/20/2021	10/21/2021-10/20/2022	10/21/2022-10/20/2023	10/21/2023-10/20/2024
Health IT DevOps Cloud Engineer II	Bachelors	7 years	\$ 183.63	\$ 187.49	\$ 191.42	\$ 195.44	\$ 199.55
Health IT Cybersecurity Manager	Bachelors	5 years	\$ 139.60	\$ 142.53	\$ 145.53	\$ 148.58	\$ 151.70
Sr. Health IT Computer Software/Integration Analyst	Bachelors	8 years	\$ 125.94	\$ 128.58	\$ 131.28	\$ 134.04	\$ 136.86
Health IT Information Assurance Specialist	Bachelors	7 years	\$ 168.25	\$ 171.79	\$ 175.39	\$ 179.08	\$ 182.84

Labor Category Descriptions – SIN 54151HEAL Health IT Services

Job Title/Labor Category	Description and Functional Responsibilities	Minimum Education & Experience
Healthcare Help Desk Specialist I	<p>Provides support to Healthcare professionals and agents on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email, and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Requires at least an Associate degree in a related area and at least 1 year of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and preestablished guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment.</p> <p>This position requires special adherence to confidentiality and NDA protocols for potential exposure to medical records and similar health data protected under, but not limited to, the Health Insurance Portability and Accountability Act (HIPAA).</p>	Associate degree & 1 years Exp.
Healthcare Help Desk Specialist II	<p>Provides support to Healthcare professionals and agents on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks and monitors the problem to ensure a timely resolution. Requires at least an Associate degree in a related area and at least 2 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and preestablished guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment.</p> <p>This position requires special adherence to confidentiality and NDA protocols for potential exposure to medical records and similar health data protected under, but not limited to, the Health Insurance Portability and Accountability Act (HIPAA).</p>	Associate degree & 2 years Exp.
Health IT Data Management Analyst	<ol style="list-style-type: none"> 1. Analyze and solve data problems that affect enterprise systems, software, and data storage for Hospitals and related healthcare agencies. 2. Organize and facilitate Data Governance Council meetings, made up of senior management representatives. 3. Communicate benefits of the program to all levels of management and staff to bring about a culture change towards a focus on proactive data quality in line with HIPAA mandates. 4. Develop key metrics and executive briefings to measure and report the success of the program. <p>This position requires special adherence to confidentiality and NDA protocols for potential exposure to medical records and similar health data protected under, but not limited to, the Health Insurance Portability and Accountability Act (HIPAA).</p>	Bachelor's degree & 3 years Exp.

Job Title/Labor Category	Description and Functional Responsibilities	Minimum Education & Experience
Health IT Quality Assurance Analyst	<p>Provide Quality Assurance for technology systems and support in healthcare environments. Evaluate, recommend, and implement automated test tools and strategies. Design, implement, and conduct test and evaluation procedures to ensure healthcare specific system requirements are met. Develop, maintain, and upgrade automated test scripts and architectures for healthcare application products and systems. Write, implement, and report status for system test cases. Analyze test cases and provide regular progress reports. Serve as subject matter specialist providing testing know-how for the support of healthcare system requirements of complex to highly complex software/hardware applications. Direct and/or participate in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.</p> <p>This position requires special adherence to confidentiality and NDA protocols for potential exposure to medical records and similar health data protected under, but not limited to, the Health Insurance Portability and Accountability Act (HIPAA).</p>	<p>Bachelor's degree & 1 years Exp.</p>
Sr. Health IT Quality Assurance Analyst	<p>Provide Quality Assurance for technology systems and support in healthcare environments. Evaluate, recommend, and implement automated test tools and strategies. Design, implement, and conduct test and evaluation procedures to ensure healthcare specific system requirements are met. Develop, maintain, and upgrade automated test scripts and architectures for healthcare application products and systems. Write, implement, and report status for system test cases. Analyze test cases and provide regular progress reports. Serve as subject matter specialist providing testing know-how for the support of healthcare system requirements of complex to highly complex software/hardware applications. Direct and/or participate in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.</p> <p>This position requires special adherence to confidentiality and NDA protocols for potential exposure to medical records and similar health data protected under, but not limited to, the Health Insurance Portability and Accountability Act (HIPAA).</p>	<p>Bachelor's degree & 3 years Exp.</p>
Health IT Program Manager	<p>Serves as the contract manager and administrator over the entire health IT contract effort. Acts as the primary interface and point of contact with Government project authorities and representatives regarding technical and contract administration issues. Supervises healthcare technology project operations by developing management procedures, planning and directing project execution, while monitoring and reporting progress and adhering to all protocols required for medical information technology. Manages and controls financial and administrative aspects of the project with respect to contract requirements, enforces work standards, and assigns schedules.</p> <p>This position requires special adherence to confidentiality and NDA protocols for potential exposure to medical records and similar health data protected under, but not limited to the Health Insurance Portability and Accountability Act (HIPAA).</p>	<p>Bachelor's degree & 12 years Exp.</p>

Job Title/Labor Category	Description and Functional Responsibilities	Minimum Education & Experience
Jr. Health IT Project Manager	<p>The Health IT Project Manager is responsible for managing and completing complex projects in their entirety. Project Managers are responsible for managing all project staff and insuring that the staff completes all of their assigned tasks on time, correctly, and while maintaining all applicable healthcare protocols. The Project Manager is also responsible for maintaining appropriate communications with healthcare customer and that said customer is completely satisfied with all aspects of the project. The Project manager also manages the test and acceptance process through final customer acceptance. The Jr. Project Manager is responsible for managing smaller projects with fewer personnel and less risk.</p> <p>This position requires special adherence to confidentiality and NDA protocols for potential exposure to medical records and similar health data protected under, but not limited to, the Health Insurance Portability and Accountability Act (HIPAA).</p>	Bachelor's degree & 5 years Exp.
Health IT Project Manager	<p>Serves as the central point of contact for delivery orders and interfaces with the Contracting Officer's Technical Representatives. The health IT Project Manager establishes and enforces procedures to assure that all tasks are performed in accordance with applicable healthcare standards, quality requirements, estimated costs, and schedules. Coordinates development, quality assurance, configuration management, documentation support, software maintenance, and daily supervision of subordinates in the healthcare and project environment. Prepares reports and delivers briefings on the status of task assignments to contract management personnel and technical points of contact. Reviews work of subordinates, resolves discrepancies, prioritizes work, and accommodates changes.</p> <p>This position requires special adherence to confidentiality and NDA protocols for potential exposure to medical records and similar health data protected under, but not limited to, the Health Insurance Portability and Accountability Act (HIPAA).</p>	Bachelor's degree & 5 years Exp.
Sr. Health IT Project Manager	<p>The Health IT Project Manager is responsible for managing and completing complex projects in their entirety. Project Managers are responsible for managing all project staff and insuring that the staff completes all of their assigned tasks on time, correctly, and while maintaining all applicable healthcare protocols. The Project Manager is also responsible for maintaining appropriate communications with healthcare customer and that said customer is completely satisfied with all aspects of the project. The Project manager also manages the test and acceptance process through final customer acceptance. The Sr.. Project Manager is responsible for managing larger projects and handling higher risk situations with the function of mitigating those risks.</p> <p>This position requires special adherence to confidentiality and NDA protocols for potential exposure to medical records and similar health data protected under, but not limited to, the Health Insurance Portability and Accountability Act (HIPAA).</p>	Bachelor's degree & 7 years Exp.

Job Title/Labor Category	Description and Functional Responsibilities	Minimum Education & Experience
Health IT Technical Writer/Editor	<p>Writes and prepares technical documentation for healthcare end users using outlines and resource material provided by functional analysts and computer personnel. Consolidates, formats, reviews and edits documentation written by technical personnel in a manner healthcare professionals and affiliates will readily understand. Interprets documentation standards and instructions listed in the Statement of Work and produces documents that conforms to requested instructions. Applies knowledge and training of required standards and verifies that documentation conforms to current and foreseeable healthcare standards.</p> <p>This position requires special adherence to confidentiality and NDA protocols for potential exposure to medical records and similar health data protected under, but not limited to, the Health Insurance Portability and Accountability Act (HIPAA).</p>	<p>Bachelor's degree & 3 years Exp.</p>
Jr. Health IT Network Administrator	<p>The Jr. Healthcare Network Administrator analyzes existing health IT network infrastructure and policies to identify opportunities to enhance security, reliability, and functionality. Collaborates with stakeholders to develop processes related to network architecture. Prepare, plan, design and maintain complex network configurations across a variety of the healthcare system's networked platforms. Always aims to minimize downtime and perform rigorous validation testing before implementations. Develop and maintain detailed logical and physical network diagrams, documentation, and training material as needed.</p> <p>This position requires special adherence to confidentiality and NDA protocols for potential exposure to medical records and similar health data protected under, but not limited to, the Health Insurance Portability and Accountability Act (HIPAA).</p>	<p>Bachelor's degree & 3 years Exp.</p>
Health IT Network Administrator	<p>Trains healthcare professionals and affiliated end users along with responding to user inquires. Sets up network security standards. Participates in major network installations and upgrades. Trouble shoots moderately complex network problems. Interfaces with vendors to ensure appropriate resolution during network outages or periods of reduced performance. Develops and implements testing strategies and documents results. Acts as customer liaison. Works under minimal supervision and independently performs duties of moderate complexity.</p> <p>This position requires special adherence to confidentiality and NDA protocols for potential exposure to medical records and similar health data protected under, but not limited to, the Health Insurance Portability and Accountability Act (HIPAA).</p>	<p>Bachelor's degree & 6 years Exp.</p>

Job Title/Labor Category	Description and Functional Responsibilities	Minimum Education & Experience
Sr. Health IT Network Administrator	<p>Resolves complex healthcare network problems. Addresses healthcare network security issues. Interfaces with all client levels. Presents recommendations on improving healthcare network interfaces and configurations. Participates in and may lead aspects of major healthcare network installations and upgrades. Works with vendors and network analysts as appropriate to resolve unusually complex network problems. Provides guidance to less experienced network administrators. Performs complex assignments independently with minimal need for guidance.</p> <p>This position requires special adherence to confidentiality and NDA protocols for potential exposure to medical records and similar health data protected under, but not limited to, the Health Insurance Portability and Accountability Act (HIPAA).</p>	<p>Bachelor's degree & 8 years Exp.</p>
Jr. Health IT Systems Engineer	<ul style="list-style-type: none"> – Contributes to the development of sections of systems engineering documentation such as Healthcare System Engineering Plans, Initial Capabilities Documents, Requirements specifications, and Interface Control Documents for healthcare teams and facilities – Manages healthcare system requirements and derived requirements to ensure the delivery of production systems that are compatible with the defined system architecture(s) – Assists with the development of healthcare system requirements, functional requirements, and allocation of the same to individual hardware, software, facility, and personnel components – Coordinates the resolution of action items from Configuration Control Board (CCB) meetings, design reviews, program reviews, and test reviews that require cross-discipline coordination – Defines the methods, processes, and evaluation criteria by which the systems, subsystems and work products are verified against their requirements in a written plan – Develops healthcare system design solution that satisfies the system requirements and fulfills the functional analysis needs <p>This position requires special adherence to confidentiality and NDA protocols for potential exposure to medical records and similar health data protected under, but not limited to, the Health Insurance Portability and Accountability Act (HIPAA).</p>	<p>Bachelor's degree & 2 years Exp.</p>

Job Title/Labor Category	Description and Functional Responsibilities	Minimum Education & Experience
Health IT Systems Engineer	<ul style="list-style-type: none"> – Contributes to the development of sections of systems engineering documentation such as Healthcare System Engineering Plans, Initial Capabilities Documents, Requirements specifications, and Interface Control Documents for healthcare teams and facilities – Manages healthcare system requirements and derived requirements to ensure the delivery of production systems that are compatible with the defined system architecture(s) – Assists with the development of healthcare system requirements, functional requirements, and allocation of the same to individual hardware, software, facility, and personnel components – Coordinates the resolution of action items from Configuration Control Board (CCB) meetings, design reviews, program reviews, and test reviews that require cross-discipline coordination – Defines the methods, processes, and evaluation criteria by which the systems, subsystems and work products are verified against their requirements in a written plan – Develops healthcare system design solution that satisfies the system requirements and fulfills the functional analysis needs <p>This position requires special adherence to confidentiality and NDA protocols for potential exposure to medical records and similar health data protected under, but not limited to, the Health Insurance Portability and Accountability Act (HIPAA).</p>	Bachelor's degree & 6 years Exp.
Sr. Health IT Systems Engineer	<p>Senior-level professional; able to independently accomplish complex healthcare system design requirements. Assesses intricate problems and investigates, develops, appraises, selects, and presents solutions and optimizations. Initiates concept development and trade-off studies. Interfaces extensively with healthcare staff from basic employees to upper level managers. Devises tests to use in evaluating, debugging and checking of equipment and systems for accurate and dependable conformance to specifications. Responsible for researching, planning and overseeing the implementation of complex systems level design concepts and equipment including interfacing. Provides guidance to less experienced systems engineers and can perform complicated assignments independently.</p> <p>This position requires special adherence to confidentiality and NDA protocols for potential exposure to medical records and similar health data protected under, but not limited to, the Health Insurance Portability and Accountability Act (HIPAA).</p>	Bachelor's degree & 8 years Exp.

Job Title/Labor Category	Description and Functional Responsibilities	Minimum Education & Experience
Jr. Health IT Subject Matter Expert	<p>Provides minimally supervised support for difficult analysis and evaluation assignments of all technologies and implementations used in healthcare IT. Has the ability to provide analysis and consulting to management level personnel. Performs analysis and evaluation of existing or proposed healthcare processes, applications, systems, or software. Performs, and/or may direct, project planning, scope, control, management, tracking, or review. May perform functional requirements gathering for projects. Performs analysis and evaluation throughout the process, application, system, or software development life-cycle which includes, but is not limited to: planning, requirements, design, acquisition, development, integration, installation/deployment, performance tuning, testing, or training. Performs, or may direct, document development/preparation at various stages of a health IT project life-cycle (e.g., planning through implementation) to detail analysis results and make solution recommendations. Facilitates meetings such as joint application development (JAD) sessions to support the analysis process. Serves as a liaison between functional and technical specialists. Assists with testing to support the project life-cycle, as applicable. Uses methodologies, modeling/estimating techniques, tools, applications, systems, software, or databases at advanced levels to perform assigned tasks. Has the ability to perform strategic consulting initiatives as well as cost-benefit analysis and business/technology alignment. Uses experience in health and medical information technology to provide strategic business consulting. Ensures compliance with, and/or may develop, the standards and organization requirements necessary for health systems and data handling. May provide some staff supervision and/or management.</p> <p>This position requires special adherence to confidentiality and NDA protocols for potential exposure to medical records and similar health data protected under, but not limited to, the Health Insurance Portability and Accountability Act (HIPAA).</p>	Bachelor's degree & 8 years Exp.

Job Title/Labor Category	Description and Functional Responsibilities	Minimum Education & Experience
Health IT Subject Matter Expert	<p>Provides minimally supervised support for difficult analysis and evaluation assignments of all technologies and implementations used in healthcare IT. Has the ability to provide analysis and consulting to management level personnel. Performs analysis and evaluation of existing or proposed healthcare processes, applications, systems, or software. Performs, and/or may direct, project planning, scope, control, management, tracking, or review. May perform functional requirements gathering for projects. Performs analysis and evaluation throughout the process, application, system, or software development life-cycle which includes, but is not limited to: planning, requirements, design, acquisition, development, integration, installation/deployment, performance tuning, testing, or training. Performs, or may direct, document development/preparation at various stages of a health IT project life-cycle (e.g., planning through implementation) to detail analysis results and make solution recommendations. Facilitates meetings such as joint application development (JAD) sessions to support the analysis process. Serves as a liaison between functional and technical specialists. Assists with testing to support the project life-cycle, as applicable. Uses methodologies, modeling/estimating techniques, tools, applications, systems, software, or databases at advanced levels to perform assigned tasks. Has the ability to perform strategic consulting initiatives as well as cost-benefit analysis and business/technology alignment. Uses experience in health and medical information technology to provide strategic business consulting. Ensures compliance with, and/or may develop, the standards and organization requirements necessary for health systems and data handling. Provides staff supervision and/or management.</p> <p>This position requires special adherence to confidentiality and NDA protocols for potential exposure to medical records and similar health data protected under, but not limited to, the Health Insurance Portability and Accountability Act (HIPAA).</p>	<p>Bachelor's degree & 12 years Exp.</p>

Job Title/Labor Category	Description and Functional Responsibilities	Minimum Education & Experience
Sr. Health IT Subject Matter Expert	<p>Provides minimally supervised support for difficult analysis and evaluation assignments of all technologies and implementations used in healthcare IT. Has the ability to provide analysis and consulting to management level personnel. Performs analysis and evaluation of existing or proposed healthcare processes, applications, systems, or software. Performs, and/or may direct, project planning, scope, control, management, tracking, or review. May perform functional requirements gathering for projects. Performs analysis and evaluation throughout the process, application, system, or software development life-cycle which includes, but is not limited to: planning, requirements, design, acquisition, development, integration, installation/deployment, performance tuning, testing, or training. Performs, or may direct, document development/preparation at various stages of a health IT project life-cycle (e.g., planning through implementation) to detail analysis results and make solution recommendations. Facilitates meetings such as joint application development (JAD) sessions to support the analysis process. Serves as a liaison between functional and technical specialists. Assists with testing to support the project life-cycle, as applicable. Uses methodologies, modeling/estimating techniques, tools, applications, systems, software, or databases at advanced levels to perform assigned tasks. Has the ability to perform strategic consulting initiatives as well as cost-benefit analysis and business/technology alignment. Uses experience in health and medical information technology to provide strategic business consulting. Ensures compliance with, and/or may develop, the standards and organization requirements necessary for health systems and data handling. May provide leadership to larger teams of functional and/or technically personnel.</p> <p>This position requires special adherence to confidentiality and NDA protocols for potential exposure to medical records and similar health data protected under, but not limited to, the Health Insurance Portability and Accountability Act (HIPAA).</p>	Bachelor's degree & 15 years Exp.
Health IT User Interface Designer I	<ul style="list-style-type: none"> – Strong conceptualization and visual communication abilities, especially for communicating in the healthcare field. – Exceptional design skills, production value and attention to detail – Utilizes industry knowledge and experience to create wireframes as well as visual design comps specifically catering to healthcare professionals and support personnel – Strong working knowledge of HTML5 and related libraries (Bootstrap, Boilerplate, etc.), CSS3 and related libraries (LESS, SASS, etc.), JavaScript and related libraries (jQuery, etc.), responsive design, web standards, and backward browser compatibility – Strong working knowledge of Photoshop, Illustrator, InDesign and associated design tools – Experience with user interface design patterns, best practices, and standard UCD methodologies – Understanding of common Health IT software development and agile development practices – Possess a portfolio beyond static websites <p>This position requires special adherence to confidentiality and NDA protocols for potential exposure to medical records and similar health data protected under, but not limited to, the Health Insurance Portability and Accountability Act (HIPAA).</p>	Bachelor's degree & 2 years Exp.

Job Title/Labor Category	Description and Functional Responsibilities	Minimum Education & Experience
Health IT User Interface Designer II	<ul style="list-style-type: none"> – Strong conceptualization and visual communication abilities, especially for communicating in the healthcare field. – Exceptional design skills, production value and attention to detail – Utilizes industry knowledge and experience to create wireframes as well as visual design comps specifically catering to healthcare professionals and support personnel – Strong working knowledge of HTML5 and related libraries (Bootstrap, Boilerplate, etc), CSS3 and related libraries (LESS, SASS, etc), JavaScript and related libraries (jQuery, etc), responsive design, web standards, and backward browser compatibility – Strong working knowledge of Photoshop, Illustrator, InDesign and associated design tools – Experience with user interface design patterns, best practices, and standard UCD methodologies – Understanding of common Health IT software development and agile development practices – Possess a portfolio beyond static websites <p>This position requires special adherence to confidentiality and NDA protocols for potential exposure to medical records and similar health data protected under, but not limited to, the Health Insurance Portability and Accountability Act (HIPAA).</p>	Bachelor's degree & 4 years Exp.
Health IT DevOps Cloud Engineer I	<ul style="list-style-type: none"> – Experience with automation/configuration management using Chef, Puppet, AWS Cloud Formation, or similar – Proficiency in at least one programming language (Ruby, Python, Perl, Shell, etc.) – Demonstrated ability to use a wide variety of open source technologies and cloud services – Knowledge of best practices and operations within healthcare enterprise systems functioning in an always-up, always-available service format – Agile software design experience – create/consume stories within a sprint structure – Strong System Administrator skills – Develop and Integrate System Upgrades – Coding/Scripting, including but not limited to JSON – Software Development <p>This position requires special adherence to confidentiality and NDA protocols for potential exposure to medical records and similar health data protected under, but not limited to, the Health Insurance Portability and Accountability Act (HIPAA).</p>	Bachelor's degree & 3 years Exp.

Job Title/Labor Category	Description and Functional Responsibilities	Minimum Education & Experience
Health IT DevOps Cloud Engineer II	<ul style="list-style-type: none"> – Experience with automation/configuration management using Chef, Puppet, AWS Cloud Formation, or similar – Proficiency in at least one programming language (Ruby, Python, Perl, Shell, etc.) – Demonstrated ability to use a wide variety of open source technologies and cloud services – Knowledge of best practices and operations within healthcare enterprise systems functioning in an always-up, always-available service format – Agile software design experience – create/consume stories within a sprint structure – Strong System Administrator skills – Develop and Integrate System Upgrades – Coding/Scripting, including but not limited to JSON – Software Development <p>This position requires special adherence to confidentiality and NDA protocols for potential exposure to medical records and similar health data protected under, but not limited to, the Health Insurance Portability and Accountability Act (HIPAA).</p>	Bachelor's degree & 7 years Exp.
Health IT Cybersecurity Manager	<p>Analyzes and defines security requirements for medical information protection. Defines and develops security policies for entire programs and interconnected systems with an emphasis on the Risk Management Framework Privacy overlay. Analyzes the sensitivity of information, performs vulnerability and risk assessments on the basis of defined sensitivity and information flow. Facilitates privacy support in producing required Privacy Documentation such as: Privacy Impact Assessment and System of Records Notice. Manages security teams.</p> <p>This position requires special adherence to confidentiality and NDA protocols for potential exposure to medical records and similar health data protected under, but not limited to, the Health Insurance Portability and Accountability Act (HIPAA).</p>	Bachelor's degree & 5 years Exp.
Sr. Health IT Computer Software/ Integration Analyst	<p>Knowledgeable in implementing computer systems for medical and health adjacent facilities in a phased approach of requirements analysis and conceptual design, site survey, system design review, critical design review, installation, integration, and testing. Must be able to perform requirements analysis for a wide range of users in areas of medical care, research, insurance, automation, finance, accounting etc.. Must be able to present system designs for user approval at formal reviews. Must be capable of performing configuration management, integrating software, interpreting software test results, and recommending solutions for unsatisfactory test results. Must be knowledgeable in life-cycle support, including maintenance, administration, and management. Must be able to provide solutions to identified software problem reports.</p> <p>This position requires special adherence to confidentiality and NDA protocols for potential exposure to medical records and similar health data protected under, but not limited to, the Health Insurance Portability and Accountability Act (HIPAA).</p>	Bachelor's degree & 8 years Exp.

Job Title/Labor Category	Description and Functional Responsibilities	Minimum Education & Experience
Health IT Information Assurance Specialist	<p>Functional Responsibility:</p> <ul style="list-style-type: none"> – Provide development of project IT Information Assurance Plan/ Cyber Security and the implementation of procedures that conforms to healthcare project and clinical customer requirements. – Design and implement systems that meet/exceed Cyber Security policy and regulations as set forth by law and the buying healthcare agency. – Analyze healthcare related quality standards for components, materials or services. – Apply measures, sampling methods, testing methodology and other procedures that ensure that quality standards are met or exceeded <p>Performs cyber security risk analyses/ information assurance which also includes risk assessment.</p> <ul style="list-style-type: none"> – Design, develops, engineers, and implements solutions to MLS requirements. – Provides technical and administrative direction for personnel performing health IT tasks. – Apply quality principles, analyzes quality records, prepares reports and recommends improvements – Conduct inspection, verification and validation of components or materials used in development processes – Identify and address recurring problems either with the quality of the product or the reliability of testing procedures. – Develop security standards/ information standards in alignment with NIST mandates. – Document quality issues and performance measures for management review – May liaise with external vendors <p>Required Experience: Bachelor of Science in Computer Science, Information Systems, or relevant technical, engineering or scientific field (or equivalent combination of education and related IT experience). Must have experience in a healthcare domain. Must have experience with patient safety protocols. Must have extensive IT experience in all aspects of Cyber Security/ Information Assurance with a vast array of healthcare oriented IT systems involving end user as well as enterprise level networks. Extensive experience in Cyber Security Tools, network topologies, intrusion detection, PKI, and secured networks.</p> <p>This position requires special adherence to confidentiality and NDA protocols for potential exposure to medical records and similar health data protected under, but not limited to, the Health Insurance Portability and Accountability Act (HIPAA).</p>	<p>Bachelor's degree & 7 years Exp.</p>

GSA Price List – SINS 541611 & 561110

Labor Category	Minimum Education	Minimum Experience	10/21/2019-10/20/2020	10/21/2020-10/20/2021	10/21/2021-10/20/2022	10/21/2022-10/20/2023	10/21/2023-10/20/2024
Customer Service Technician I	High School	2	--	\$46.25	\$47.22	\$48.21	\$49.23
Customer Service Technician II	Bachelor's	4	--	\$59.61	\$60.86	\$62.14	\$63.44
Customer Service Lead	Bachelor's	6	--	\$69.88	\$71.35	\$72.85	\$74.38
Junior Technical Writer	Bachelor's	2	--	\$46.25	\$47.22	\$48.21	\$49.23
Program Support I	High School	4	--	\$59.61	\$60.86	\$62.14	\$63.44
Program Support II	Bachelor's	6	--	\$69.88	\$71.35	\$72.85	\$74.38
Program Support III	Master's	8	--	\$90.00	\$91.89	\$93.82	\$95.79

Labor Category Descriptions – SIN 541611 & 561110

Job Title/Labor Category	Description and Functional Responsibilities	Minimum Education & Experience
Customer Service Technician I	<p>The Customer Service Technician I carries out recurring office procedures independently. Performs work based on guidelines and references that fit the specific use case. Follows specific instructions, delegated by the Customer Service Lead, on new assignments and checks completed work for accuracy. Performs varied duties including or comparable to the following: phone requests, assist with mail and send form letters, assist with appointment setting, prepare meeting locations, assist with office equipment listings, maintain office files. Demonstrated proficiency in administrative support. Knowledge of general office software. Ability to type at a minimum of 40 words per minute. Ability to plan, organize, and prioritize work assignments. Ability to deal successfully with wide range of personnel on all levels. Excellent oral/written communications skills. Demonstrated ability to perform word processing and data entry of appropriate software [normally MS Office suite]. Excellent oral and written communication skills and the ability to interact successfully with a multitude of personnel. Ability to set priorities and work under tight deadlines. Familiarity with and possessing an understanding or arithmetic and/or accounting.</p> <p>-Ability to type at a minimum of 40 words per minute</p>	High School & 2 years
Customer Service Technician II	<p>The Customer Service Technician II Carries out recurring office procedures independently. Performs work based on guidelines and references that fit the specific use case. Follows specific instructions, delegated by the Customer Service Lead. Varied duties including or comparable to the following: Responds to routine telephone requests which have standard answers; refers calls and visitors to appropriate staff. Assists with mail and assures timely staff response. Assist Customer Service Lead with scheduling and arranges for meeting rooms, referencing the Supervisor's calendar. Reviews materials prepared for supervisor's approval for typographical accuracy and proper format. Assists with maintaining recurring internal reports, such as time and leave records, office equipment listings, correspondence controls, and training plans; Requisitions supplies, printing, maintenance, or other services and will delegate these tasks to the Customer Service Technician I. Demonstrated proficiency in administrative support. Knowledge of general office software. Ability to type at a minimum of 60 words per minute. Ability to plan, organize, and prioritize work assignments. Ability to deal successfully with wide range of personnel on all levels. Excellent oral/written communications skills. Demonstrated ability to perform word processing and data entry of appropriate software [normally MS Office suite]. Excellent oral and written communication skills and the ability to interact successfully with a multitude of personnel. Ability to set priorities and work under tight deadlines. Familiarity with and possessing an understanding or arithmetic and/or accounting.</p> <p>-Ability to type at a minimum of 60 words per minute.</p>	Bachelor's & 4 years

Job Title/Labor Category	Description and Functional Responsibilities	Minimum Education & Experience
Customer Service Lead	<p>The Customer Service Lead is a certified professional that carries out recurring office procedures independently. Performs work based on guidelines and references that fit the specific use case. May also recommend amendments to said guidelines. Follows supervisor specific instructions on new assignments, delegates work to the Customer Service Technician I and II, and checks completed work for accuracy. Performs varied duties including or comparable to the following: Responds to routine telephone requests which have standard answers; refers calls and visitors to appropriate staff. Controls mail and assures timely staff response. Maintains supervisor's and/or team's calendar, makes appointments, and arranges for meeting rooms. Reviews materials prepared for supervisor's approval for typographical accuracy and proper format. Maintains recurring internal reports, such as time and leave records, office equipment listings, correspondence controls, and training plans; Requisitions supplies, printing, maintenance, or other services. Types, takes and transcribes dictation, and establishes and maintains office files. Demonstrated proficiency in administrative support. Knowledge of general office software. Ability to type at a minimum of 80 words per minute. Ability to plan, organize, and prioritize work assignments. Ability to deal successfully with wide range of personnel on all levels. Excellent oral/written communications skills. Demonstrated ability to perform word processing and data entry of appropriate software [normally MS Office suite]. Excellent oral and written communication skills and the ability to interact successfully with a multitude of personnel. Ability to set priorities and work under tight deadlines. Familiarity with and possessing an understanding or arithmetic and/or accounting. Certification: Certified Customer Service Professional</p> <p>Certification: Certified Customer Service Professional. -Ability to type at a minimum of 80 words per minute.</p>	Bachelor's & 6 years
Junior Technical Writer	<p>Assist technical writers in preparing documents such as technical reports, training manuals, user manuals, implementation guides, and hardware and software specifications under the immediate direction of other technical writers. Researches and collects information from subject matter experts and other sources. Analyzes, interprets, and cross-check information to ensure accuracy. Organizes information, determines optimum method of presentation, and creates content according to plan. Responsible for completeness, accuracy, and overall quality of all content he/she produces.</p> <p>Certification: Certified Professional Technical Communicator (CPTC)</p>	Bachelor's & 2 years
Program Support I	<p>Serves as a point of contact for delivery orders and interfaces with the Contracting Officers Technical Representatives. Provides support to assure procedures of tasks are performance in accordance with applicable standards, quality requirements, estimated costs, and schedules. Provides quality assurance, configuration, documentation support, and software maintenance. Documents information for briefings on the status of task assignments to contract management personnel and technical points of contact. Resolves discrepancies, prioritizes work independently, and accommodates changes.</p>	High School & 4 years

Job Title/Labor Category	Description and Functional Responsibilities	Minimum Education & Experience
Program Support II	Serves as a point of contact for delivery orders and interfaces with the Contracting Officers Technical Representatives. Follows procedures to assure that all tasks are performed in accordance with applicable standards, quality requirements, estimated costs, and schedules. Provide quality assurance, configuration management, documentation support, software maintenance, and daily supervision of subordinates. Prepares and revises data for briefings on the status of task assignments to contract management personnel and technical points of contact. Reviews work of subordinates, resolves discrepancies, provide escalation of discrepancies to Program Support III for urgent resolution, prioritizes work, and accommodates changes.	Bachelor's & 6 years
Program Support III	Serves as the central point of contact for delivery orders and interfaces with the Contracting Officers Technical Representatives. Establishes and enforces procedures to assure that all tasks are performed in accordance with applicable standards, quality requirements, estimated costs, and schedules. Coordinates and implements development, coordinate, and implement quality assurance procedures, configuration management, documentation support, software maintenance, and daily supervision of subordinates. Deliver briefings on the status of task assignments to contract management personnel and technical points of contact. Reviews work of subordinates, resolve escalated discrepancies in need of urgency, prioritizes work, and accommodates changes. Must have Certification: Project Management Professional (PMP)	Master's & 8 years

Labor Category Substitutions Information

Immersive Concept's labor categories provide for substituting experience for minimum education requirements and substituting educational degrees for years of experience.

GENERAL SUBSTITUTIONS

The table below presents the general substitutions based on the education and experience of the labor categories in the Pricelist. Experience should be professional and job related, however it does not have to be specific to the project to be accomplished. However, if a degree is used in place of experience, the degree should be related to the project or task. These substitutions are applicable for all Immersive labor categories.

Degree	Degree and Experience Substitution	Related Experience Substitution
Associates'	3 Years	3 Years
Bachelor's	Associates' + 3 Years	6 Years
Master's	Bachelor's + 3 Years	9 Years
Doctorate	Master's + 3 Years	12 Years

In lieu of the required degree or experience, candidates with special qualifications may be considered on a case by case basis by the ordering agency.

Technical or industry standard certification such as Cisco Certified Network Associate (CCNA), Cisco Certified, Design Associate (CCDA), Cisco Certified Network Professional (CCNP), Cisco Certified Internetwork Expert, (CCIE), Cisco Certified Design Professional (CCDP), Microsoft Certified Systems Engineer (MCSE), Microsoft Certified Solution Developer (MCSD), Microsoft Certified Database Administrator (MCDBA), etc., may be substituted for degree and/or experience requirements.

Note: For all positions minimum Education criteria can be adjusted in lieu of documented equivalent professional experience as acceptable for the customers.