Federal Supply Service

Authorized Federal Supply Schedule Price List

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

Multiple Award Schedule

FSC Group: Information Technology

| Palmetto GBA, LLC  
| 17 Technology Circle  
| Columbia, SC 29203-9591  
| Phone: (803) 763-7982 Fax: (803) 935-1411  
| Contract Administrator: Kenneth Lewis  
| Internet Address: www.palmettogba.com |

Contract Number: GS-35F-0462V

Period Covered by Contract: 05/21/2009 through 05/20/2024  
Price List current through MOD 29 effective February 21, 2022

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.
SPECIAL NOTICE TO AGENCIES: Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Supply Schedules Program. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage! on-line shopping service (www.gsaadvantage.gov). The catalogs/pricelists, GSA Advantage! and the Federal Acquisition Service Homepage (www.gsa.gov/fas) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micropurchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

CUSTOMER INFORMATION

1a. Table of awarded special item numbers with appropriate cross-reference to item descriptions and awarded prices.
   54151ECOM  Electronic Commerce and Subscription Services
   54151HEAL  Health Information Technology Services
   54151S     Information Technology Services
   561422     Automated Contact Center Solutions (ACCS)
   OLM        Order Level Material

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

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item.
   Skill category descriptions begin on page 6
2. Maximum order.
   $500,000 per order for SINs 54151ECOM/54151HEAL/54151S/561422
   $250,000 per order for SIN OLM

3. Minimum order.
   $100

4. Geographic coverage.
   *The Geographic Scope of this GSA Contract will be domestic delivery only.*

5. Points of production.
   17 Technology Circle
   Columbia, SC 29203-9591

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

7. Quantity discounts.
   Applies to Single Task Orders issued under SIN 561422 only:
   - $5K - $50K Additional 1% discount
   - $51K - $100K Additional 2.0% discount and
   - $101K @ Additional 2.5% discount
   *No other volume discounts are offered.*

8. Prompt payment terms.
   1.5% - 15 days from receipt of invoice or date of acceptance, whichever is later – 
   *Information for the ordering officers: Prompt payment terms cannot be negotiated out of contractual agreement in 
   exchange for other concessions*

9. Foreign items (list items by country of origin).
   *None*

10a. Time of delivery. (Contractor inserts number of days.)
    30 Days

10b. Expedited Delivery. The Contractor will insert the sentence “Items available for expedited delivery 
     are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to 
     highlight items in its price lists that have expedited delivery.
     *As negotiated on the task order level*

10c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery 
     are available. Also, the Contractor will indicate that the schedule customer may contact the 
     Contractor for rates for overnight and 2-day delivery.
     *As negotiated on the task order level*
10d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery. 

*As negotiated on the task order level*

11. F.O.B. point.  

*FOB Destination*

12a. Ordering address.  

*17 Technology Circle*  
*Columbia, SC 29203-9591*

12b. Ordering Procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3. Please refer to Ordering Procedures for Order Level Material incorporated herein.

13. Payment address.  

*17 Technology Circle*  
*Columbia, SC 29203-9591*

14. Warranty provision.  

*Not Applicable*

15. Export packing charges, if applicable.  

*Not Applicable*

16. Terms and conditions of rental, maintenance, and repair.  

*Not Applicable*

17. Terms and conditions of installation.  

*Not Applicable*

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices.  

*Not Applicable*

19b. Terms and Conditions for any other services.  

*Not Applicable*

19. List of service and distribution points.  

*Not Applicable*

20. List of participating dealers.  

*Not Applicable*


*Not Applicable*
22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants).
None

22b. 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/. Not Applicable

23. Unique Entity Identifier.
CFLDECGZBM6

24. Notification regarding registration in SAM.gov (formerly the Central Contractor Registration) database. Palmetto GBA, LLC is registered with the System for Award Management. CAGE Code: 3EYS4
TERMS AND CONDITIONS APPLICABLE TO
ELECTRONIC COMMERCE AND SUBSCRIPTION SERVICES
(SIN 54151ECOM)

1. Specific Instructions:
   a. Acceptance Testing: Acceptance testing shall be performed of the systems for
      ordering activity approval in accordance with the approved test procedures.
      Management and operations pricing shall be provided on a uniform basis. All
      management and operations requirements for which pricing elements are not
      specified shall be provided as part of the basic service.
   b. Normal commercial installation, operation, maintenance, and engineering
      interface training on the system shall be provided.
   c. Monthly summary report may be provided to the Ordering Activity in
      accordance with commercial practice.

2. If an electronic commerce service plan is offered the following must be stated:
   a. Describe the electronic service plan and eligibility requirements;
      Not Offered
   b. Describe charges, if any, for additional usage guidelines;
      Not Offered
   c. Describe corporate volume discounts and eligibility requirements, if any.
      Not Offered

TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)
PROFESSIONAL SERVICES (SIN 54151S)

1. Specific Instructions for SIN 54151S

   N/A

TERMS AND CONDITIONS APPLICABLE TO AUTOMATED CONTACT CENTER
SOLUTIONS (ACCS) (SIN 561422)

Additional SIN Description: Automated services include, but not limited to Artificial Intelligence (AI),
Chat Bots, Robotic Process Automation, Interactive Voice Response (IVR), Voice/Speech Recognition,
Text-to-Speech, Voicemail, Callback, Web Callback, Email Delivery, Hosted Online Ordering, Hosted
Email Web Form, Hosted FAQ Service, etc.).

IT Professional Services are included in this SIN.

Ancillary supplies and/or services shall neither be the primary purpose nor the preponderance of the work
ordered, but be an integral part of the total solution offered.

1. Specific Instructions:
   a. Transition Of Contact Center Services
The time period required to transition from an ordering activity’s existing contact center solution and requirements to new requirements (as defined in the task order), and shall be in accordance with the ordering activity's task order.

Transition shall begin at Notice-To-Proceed and continue for a period as specified in the task order. During the transition period, the Contractor shall work with the ordering activity to develop a sound project implementation plan and to perform all preparatory work to establish one or more fully functional multi-channel contact centers in support of the task.

The Government will transfer business and procedural data, including appropriate training material, to the Contractor, and work with the Contractor to establish appropriate system feeds.

The transition period will provide the Contractor with the opportunity to prepare and staff its contact center; develop the support of the knowledge base and scripts for automated response in support of the project; establish a fully functional contact center to handle the expected work volume; and complete all transition related activities to migrate the service to the new center.

Based on the Contractor's ability and expert advice on transitioning the work volume, the ordering activity reserves the right to coordinate with the Contractor to achieve a staffing plan that minimizes disruption of the existing services and seamlessly transitions the customer base and work volumes to the new center.

TERMS AND CONDITIONS APPLICABLE TO HEALTH INFORMATION TECHNOLOGY (IT) SERVICES (SPECIAL ITEM NUMBER 54151HEAL)

1. Specific Instructions:

   a. Services offered SIN 54151HEAL shall 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)
      - The National Institute of Standards and Technology (NIST) Federal Information Processing Standards (FIPS) and Special Publications
      - Federal Information Security Management Act (FISMA) of 2002
Service Contract Labor Standards Statement

Service Contract Labor Standards: The Service Contract Labor Standards (SCLS), formerly known as the Service Contract Act (SCA), is applicable to this contract as it applies to the entire Multiple Award Schedule (MAS) and all services provided. While no specific labor categories have been identified as being subject to SCLS/SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CRF 541.300), this contract still maintains the provisions and protections for SCLS/SCA eligible labor categories.

<table>
<thead>
<tr>
<th>Information Technology Labor Category Descriptions SIN 561422</th>
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Business Analysts

Analyst, Business I

**Functional Responsibility:**
Assist in formulating and defining systems scope and objectives using research and basic understanding of business systems and industry requirements. Learn to conduct business process analyses, needs assessments and cost/benefits analyses for aligning contact operations solutions with business initiatives. Provide assistance in testing efforts and may provide security administration to application supported by contact center area when the appropriate written and approved request is received. Obtain a detailed understanding of the major operations and functions in effect within the contact center and supporting areas. Review basic system enhancements/upgrades to determine applicability of customer file modification requirements. Following clearly defined procedures, assist in facilitating timely and accurate updates to reference files based on customer requests. Document contact center system problems and assist in their resolution. Review and complete various daily reports to ensure system is performing as expected. Prepare written reports and analysis, including recommendations pertaining to system functionality and testing progress. Prepare and review test data, test plans and test matrices for system changes. Develop test matrices to accurately reflect changes and detail expected outcome. Execute test cases and evaluates test results for errors. Report problems through appropriate channels and suggests corrections for a successful implementation.

**Education & Experience:** Bachelor's degree or 4 years of job related business experience.

Analyst, Business II

**Functional Responsibility:**
Evaluate the activities, performance and systems within a specific contact center area for standards and workflow simplification. Compile data for analysis and prepare reports and presentations for management using applicable programming languages and/or software products. Review system enhancements/upgrades to determine applicability of customer file modification requirements. Coordinate testing and debugging of new or modified software. Create test matrices and supporting documentation. Develop and execute formal test plans to ensure delivery of quality software applications. Monitor software implementations for exceptions and to verify that changes to the systems' operational process had the desired effect. Identify and document system problems and assists in their resolution.

**Education & Experience:** Bachelor's degree or 4 years of job related business experience. 2 years of job related business systems analysis, research and/or customer support experience.
Analyst, Business III

**Functional Responsibility:**
Develop detailed test plans and documents test data based on specifications for any contact center modifications. Conduct testing and relays results. Guide less senior analysts with testing activities. Define and analyze quality assurance metrics such as defects, counts, test results and status, to ensure work is free of errors. Participate with other supporting contact center areas on special projects and committees to improve testing quality. Work with other areas to update desk procedures impacted by change sheets/projects. Review system enhancements/changes and identified issues to the standard contact center system and other processing components. Update and review any changes to the reference files. Acts as a facilitator or leader for business/contract mandates and moderate to large projects. Objectively evaluate the activities and systems within specific area for process evaluation and makes recommendations for simplification. Maintain accurate documentation for external users. Write procedures and document customer requirements.

**Education & Experience:** Bachelor's degree or 4 years of job related experience. 4 years of job related business systems analysis, research and/or customer support experience.

Analyst, Lead Business

**Functional Responsibility:**
Oversees less experienced Business Analysts or contact center support staff in conducting business process analyses, needs assessments and cost/benefits analyses. Ensures efforts to align contact center operations solutions with business initiatives are successful. Provides project leadership for high-level divisional or departmental projects and handles or supervises available resources. Provides assistance with complex testing efforts and may provide security administration to application supported by area when the appropriate written and approved request is received.

**Education & Experience:** 4 year degree Computer Science, Business Administration or related field OR 4 years of related professional business experience

Business Systems Analysts

Analyst, Business Systems I

**Functional Responsibility:**
Elicit and document user requirements to meet contact center business objective. Identify and validate requirements and organize the information into a logical document that is understood by the customer and Information Systems. Guide both technical and customer departments in the development of the systems that support the contact center business solution. Facilitate the transfer of knowledge about the direction of the business units to others who support them. Ensure the accurate deployment of solutions through review of problem logs, assisting with test plans and test matrices, and other analysis activities. Provide input on the business direction for system changes. Validate the business need for contact center solutions to business problems and process improvements. Assist in the development and documentation of training materials. Mentor or train less experienced staff.

**Education & Experience:** Bachelor's degree in Computer Science, Business Administration, or other job related field, or 4 years of job related work experience or 2 years of job related experience plus an associate’s degree in Computer Science, Business Administration or other job related degree

Analyst, Sr. Business Systems II

**Functional Responsibility:**
Elicit and document user requirements to meet a contact center business objective. Identify and validate requirements and organize the information into a logical document using business analysis models that is understood by the customer and Information Systems. Mentor less experienced business systems analysts. Respond to questions and ensure understanding of why the contact center business solution was chosen. Guide both technical and customer departments in the development of the systems. Facilitate the transfer of knowledge about the "big picture" direction
of the business units to others who support them. Ensure the accurate deployment of solutions through review of problem logs, assisting with test plans and test matrices, and other analysis activities. Provide input on the business direction for system changes. Validate the business need for contact center solutions to business problems and process improvements.

**Education & Experience:** Bachelor's degree in Computer Science, Business Administration, or other job related field, or 4 years of job related work experience or 2 years of job related experience plus an associate’s degree in Computer Science, Business Administration or other job related degree. 6 years of IT business analysis experience.

**Communications Specialists**

**Specialist, Communications**

**Functional Responsibility:** Identify, communicate, and develop internal and external publications through various mediums to support contact center requirements (e.g., manual and electronic presentations, printed publications, e-mails, web pages, videos, webcasts, etc.). Create 508-compliant content and apply design principles for web-learning, traditional educational and instructional materials, and blended modules. Maintain website content.

**Education & Experience:** Minimum 4 year degree and communications, graphic design or publications experience.

**Customer Service Advocate I**

**Functional Responsibility:** Ensure effective customer relations by responding accurately, timely and courteously to telephone, written, web, or walk-in inquiries. Accurately documents inquiries. Initiate or process adjustments or perform other research as needed to resolve inquiries. Coordinate with other department to resolve problems. Respond to, research and/or assist with priority inquiries and special projects as required by management. Provide feedback to management regarding customer problems, questions and needs. Maintain accurate records on complaints and/or other customer comments, and makes recommendations for changes to management. Follow through on complaints until resolved or reports to management as needed. Maintain basic knowledge of quality work instructions and company policies. Assist with process improvements through the recommendation of changes in procedures and techniques discovered during daily operations. Maintain all departmental productivity, quality, and timeliness standards. Identify and promptly reports and/or refers suspected fraudulent activities and system errors to the appropriate departments.

**Education & Experience:** High School Diploma or equivalent.

**Customer Service Advocate II**

**Functional Responsibility:** Ensure effective customer relations by responding accurately, timely, and courteously to telephone, written, web, or walk-in inquiries. Handle situations which may require adaptation of response or extensive research. Accurately documents inquiries. Initiate or process adjustments or perform other research as needed to resolve inquiries. Coordinate with other departments to resolve problems. Respond to, research and/or assist with priority inquiries and special projects as required by management. Provide feedback to management regarding customer problems, questions and needs. Maintain accurate records on complaints and/or other customer comments, and make recommendations for changes to management. Follow through on complaints until resolved or report to management as needed. Maintain basic knowledge of quality work instructions and company policies. Assist with process improvements through the recommendation of changes in procedures and techniques discovered during daily operations. Maintain all departmental productivity, quality, and timeliness standards. Assist with the training of new employees and cross training of coworkers.

**Education & Experience:** High School Diploma or equivalent. 1 year of claims processing or customer service experience OR Bachelor's Degree in lieu of work experience.
Customer Service Advocate III  
**Functional Responsibility:**  
Responsible for accurate and timely response to complex telephone, written, web, or walk-in inquiries. Handle situations which may require adaptation of response or extensive research. Maintain all departmental productivity, quality and timeliness standards. Initiate corrective actions, process adjustments, or perform other research to resolve inquiries. Evaluate inquiries to identify underlying causes and implement actions to prevent future issues. Coordinate with other departments to resolve problems. Provide feedback to management regarding customer issues. Maintain accurate records concerning issues. Follow through on complaints until resolved or report to management as needed. Maintain knowledge of procedures and policies. Assist with process improvements by recommending improvements in procedures and policies. Assist with the training of new employees and cross training of coworkers. Skills and Abilities: Strong oral and written communication skills. Proficient in spelling, punctuation, and grammar. Strong organizational, analytical, and customer service skills. Ability to handle high stress situations. Basic business math proficiency. Ability to handle confidential or sensitive information with discretion. Ability to learn and operate multiple computer systems effectively and efficiently.

**Education & Experience:** High School Diploma or equivalent. 2 Years Customer service or claims processing experience OR Bachelor's Degree in lieu of work experience.

Bilingual Customer Service Advocate I  
**Functional Responsibility:**  
Ensure effective customer relations by responding accurately, timely and courteously to telephone, written, web, or walk-in inquiries. Accurately documents inquiries. Initiate or process adjustments or perform other research as needed to resolve inquiries. Coordinate with other departments to resolve problems. Respond to, research and/or assist with priority inquiries and special projects as required by management. Provide feedback to management regarding customer problems, questions and needs. Maintain accurate records on complaints and/or other customer comments, and makes recommendations for changes to management. Follows through on complaints until resolved or report to management as needed. Maintain basic knowledge of quality work instructions and company policies. Assist with process improvements through the recommendation of changes in procedures and techniques discovered during daily operations. Maintain all departmental productivity, quality, and timeliness standards. Identify and promptly report and/or refer suspected fraudulent activities and system errors to the appropriate departments. Ability to answers telephones, diagnoses problems, explain benefits and procedures, informs stakeholders, listen actively and understand a second language.

**Education & Experience:** High School Diploma or equivalent

Coordinator, Customer Service  
**Functional Responsibility:**  
Serve as an information source for both internal and external customers by answering complex customer service inquiries via telephone, e-mail, and/or web inquiries. Inquiries are non-routine and require deviation from standard screens, scripts, and procedures. Ensure efficient departmental operation by assisting management in planning, coordination, and/or assignment of work. Assist with the development and direction of staff to achieve and maintain optimum levels of performance. Maintain basic knowledge of quality work instructions and company policies.

**Education & Experience:** Associate Degree or 2 years job related work experience or customer service experience. 1 year of customer service or claims processing experience OR Bachelor's Degree in lieu of work experience.
Specialist, Technology Support I

**Functional Responsibility:**
Receive and respond to customers for technical help desk support or services. Enter requests utilizing appropriate tools and processes. Thoroughly document communication with customers and complete requests or issues of basic complexity. Identify actual or potential problem and escalate problems to appropriate higher-level professionals when necessary. Complete administrative and other area related tasks such as reviewing or completing forms, disseminating documents to appropriate areas, reviewing and/or providing input into procedures, etc.

**Education & Experience:** Associate Degree or higher level degree in Computer Science, Information Technology or other job related degree or 2 years of job related work experience.

Specialist Technology Support III

**Functional Responsibility:**
Troubleshoot complex end-user problems. Restore technical service and equipment problems by analyzing, identifying and diagnosing cause and effect. Work with subject matter experts at second level support and management when necessary. Identify and determine root cause analysis. Document and implement procedures and controls for problem prevention. Develop troubleshooting techniques for typical moderate to complex issues. Act as a knowledge expert on specific applications and systems, assisting junior technicians and provide guidance to them on questions and escalated calls. Identify training gaps and needs for the area and work area trainers and/or quality assurance employees to implement improvements. Identify articles for the Knowledge Base. Ensure the Knowledge Base is utilized and kept current. Maintain call tracking database to enhance quality of problem resolutions. Act as a liaison with new business and incorporate their processes. Assist in site moves and changes.

**Education & Experience:** Bachelor's degree in Computer Science, Information Technology or other job related degree, or an Associate Degree in Computer Science, Information Technology or other job related degree OR 2 years of job related work experience plus 2 years of technical help desk experience or other job related experience. 2 years of technical help desk experience or other job related experience.

Senior Technology Support Specialist

**Functional Responsibility:**
Troubleshoot the most advanced and complex end-user problems. Restore technical service and equipment problems by analyzing, identifying and diagnosing abnormal system events and symptoms. Participate in projects from design to implementation. Provide consultation to management on systems and equipment used by various lines of business to access/interact with company computing systems and meet their objectives. Recommend application of personnel to meet short and long term departmental performance goals. Act as a liaison with new business and incorporates their processes. Participate in site moves and changes. Provide training/education to technicians. Assist with quality assurance results and assist technicians with report errors. Train subject matter experts on key systems and applications. Identify and determine root cause. Document and implement procedures and controls for problem prevention. Create and/or approve complex technical solution documents for non-routine problems. Train/Mentor junior level staff and provide assistance and expertise to them on questions and escalated issues. Identify articles for the Knowledge Base. Ensure the Knowledge Base is utilized and kept current. Maintain call tracking database to enhance quality of problem resolutions.

**Education & Experience:** Bachelor's degree in Computer Science, Information Technology or other job related degree, or an Associate Degree in Computer Science, Information Technology or other job related degree OR 2 years of job related work experience plus 2 years of technical help desk experience or other job related experience. 4 years of technical help desk experience or other job related experience. Required Training: A+ certification
Contact Center Quality Assurance

Analyst, Quality Assurance
Functional Responsibility:
Perform routine quality audits, reviews, or monitoring across various contact center operations functions to ensure quality standards, procedures, and methodologies are being followed. Recognize and document any potential fraud and abuse situations. Provide one-on-one guidance to new hires upon completion of initial training. Provide necessary feedback or coaching to contact center operations staff and training areas on errors assessed so that additional training can be initiated as needed. Compile data and generate reports for operations areas on quality performance. Identify areas of weakness and communicate recommendations on changes and improvements to training materials. Document findings of analysis and prepare recommendations for implementation of new systems, procedures or organizational changes. Assist with training documentation and development of new processes and procedures.

Education & Experience: High School Diploma or equivalent. 1 year of related claims processing, customer service, auditing, training, analysis, or operations experience.

Analyst, Senior Quality Assurance
Functional Responsibility:
Conduct focused quality contact center audits across various contact center operations functions to ensure quality standards, procedures, and methodologies are being followed. Document findings of analysis and prepare recommendations for implantation of new systems, procedures, or organizational changes to reduce errors. Identify areas of weakness and communicate recommendations on changes and improvements to training materials. Provide feedback to management on errors detected, ensures errors are resolved, and provides long-range solutions to causes. Develop and implements a quality control and improvement program based on targets identified through the quality reviews. Monitor and evaluate the implementation of corrective action plans. Compile data, provides feedback, and generate reports for operations and/or training areas on quality performance. Train new employees and remain current with all guideline changes, work instructions, etc. Write or assist in writing desk procedures and training materials for departments.

Education & Experience: High School Diploma or equivalent. 1 year of related claims processing, customer service, auditing, training, analysis or operations experience. 2 years of experience performing quality audits.

Coordinator, Quality Assurance
Functional Responsibility:
Assign/monitor/audit the work of the contact center quality audit staff. Monitor workloads, generate work samples, analyze the outputs for timeliness/quality, and ensure audit/performance/reporting deadlines are met. Serve as subject matter expert and primary point of contact for coordination of their particular work specialty. Represent quality assurance on workgroups/special teams and in meetings. Assume managerial tasks as needed and acts in a back-up capacity. Develop work plans, objectives, priorities, methods and procedures to improve quality performance. Write, update and maintain all work instructions. Create reporting methodologies to analyze and measure effectiveness of implemented improvements. Use new or existing data to identify and implement qualitative and quantitative improvements focusing on prevention, planning, and quality control. Provide training for quality audit staff. Conduct quality targeted audits for all designated areas of responsibility as needed, to include those audits of a complex nature. Enter quality results and data into various databases and presents audit finding to customers. Negotiate errors/handle rebuttals. Complete monthly quality reporting for customers, trend analysis, etc. Provide leadership and support for the quality management system by gathering, synthesizing, and presenting information to all levels of division management for the purpose of determining feasibility of proposed contact center changes.

Education & Experience: Bachelor's degree or 2 years of job related claims processing, auditing, training, analysis, or operations experience and 2 years performing quality audits. 1 year of quality assurance experience.
Contact Center Reporting

Specialist, Reporting

Functional Responsibility:
Retrieve data from area systems to create a variety of contact center reporting. Review and research accuracy of data on reports. Correct or coordinate the correction of any discrepancies found within the report output and ensure all corrections have been made before forwarding to the appropriate area. Review change requests and/or other process changes that impact contact center reports. Ensure appropriate updates are made to report templates to reflect any changes received. Perform testing of reports to ensure changes made produce expected results. Document all changes made. Maintain current knowledge of all positions in the contact center area in order to understand how the work they do impacts the accuracy of report data. Assist management and contact center staff with workload as needed or assigned. Participate in special projects. Analyze current reporting templates to identify opportunities for improvement in efficiency and accuracy.

Education & Experience: Associate Degree Any Major or 2 years job related work experience.

Writer/Analyst, Database Report

Functional Responsibility:
Retrieves, prepares, and manipulates data from the applicable databases or systems to provide statistical reports for the contact center departments. Verifies accuracy of data on reports. Provides oversight and maintenance for the departmental databases. Programs databases and/or creates new reports in accordance with user information and specifications. Implements special data collection/computer projects. Completes other contact center technical projects to support departmental systems. Assists with system testing and data entry as needed.

Education & Experience: Associate Degree in any major or 2 years experience working with database, mainframe, or spreadsheet applications. 1 Year Working with database, distributed/mainframe systems, or spreadsheet applications. 1 Year Experience with Easytrieve, DB2, SQL, or similar programs. (may be concurrent).

Written Correspondence

Clerk, Document Control

Functional Responsibility:
Perform in one of the following assigned contact center areas of Document Control on a routine basis and serve as a backup to the other areas as needed. Handle receipt/manual preparation of contact center documents in a timely manner. Prepare documents for imaging. Ensure documents are sorted into individualized standard pages. Insert separator sheets between documents. Ensure pages are ready for imaging for contact center staff use. Stamp/write Julian date on folder and other instructions to notify scanner operator of special handling. Prepare cover sheets and places documents in folder. Box all daily mail and/or documents for storage. Log boxed documents on transmittal sheets for shipping to offsite storage facility. Assist coworkers with transporting of large documents to designated areas. Scan documents within timeliness standards. Ensure all scan logs and paperwork are correct and complete. Enters data into applicable computer-based system(s) in order to establish records. Submit reports regarding items scanned/tracked. Provides routine maintenance on all equipment.

Education & Experience: High School Diploma or equivalent. 5 years of quality improvement experience in a health or insurance environment or similarly complex industry or company.
Technician, Data Preparation I  
**Functional Responsibility:**
Sort and distribute incoming contact center departmental mail or work requests. Check workflow documents to ensure required information is available. Request any missing documentation as needed. Scan, image and index documents. Prepare contact center correspondence or packages for internal/external mailing. Maintain departmental logs, spreadsheets or databases. Track supply inventory and/or orders supplies as needed. Assist other staff members in related duties as needed.

**Education & Experience:** High School Diploma or equivalent.

Technician, Data Preparation II  
**Functional Responsibility:**
Scan, image and index documents for contact center operations. Verify accuracy of data and corrects errors discovered during review or research of documents. Compare or research incoming mail or work requests to ensure related components are put together appropriately and free of errors and duplicates. Sort and distribute documentation appropriately. Prepare contact center correspondence or packages for internal/external mailing. Track correspondence and/or packages and follows up as needed. Maintain departmental logs, spreadsheets or databases. Prepare basic reports/statistics for management on work received for production and workload assessment.

**Education & Experience:** High School Diploma or equivalent.

Contact Center Training

**Designer/Developer, e-Learning**  
**Functional Responsibility:**
Use advanced technologies to design/develop/deploy e-learning solutions via web applications to support contact center business. Produce high-quality online learning modules that interface with a learning management system. Create content and applies design/graphic principles to educational materials for traditional learning and blended solutions. Design and update e-learning using unique combinations of cutting edge interactive media, state-of-the-practice techniques, electronic tools and systems. Test, problemsolve, update, and maintain e-learning, traditional, and blended learning solutions. Work closely with contact center support staffs and customer to ensure working functionality between e-learning materials, learning management systems, and intranet or internet sites. Work with Technical Support staff to troubleshoot computer and software issues. Assist with the design of needs assessments, the development of processes, and the evaluation of program effectiveness. Assume project management responsibilities for both internal and external clients/customers, related to e-learning training program design, development, and deliverables.

**Education & Experience:** Bachelor's degree - English, Journalism, Business, Education, or other related field or 2 year degree plus 4 years instructional design, electronic media design, or related work experience, OR, 6 years instructional design, electronic media design, or related work experience. 2 years instructional design, electronic media design, or related work experience. Trainer certification as required by area training department.

Specialist, Training  
**Functional Responsibility:**
Follow project methodology to design, develop and implement contact center trainings to include facilitating technical and non-technical training from beginning to end. Revise and update training courses, curricula, and materials to enhance training effectiveness. Administer tests, and supervise trainees (internally developed and/or prepackaged course, e-learning, new-hire orientation, introductory PC training, team training, etc.). Incorporate training feedback as appropriate in existing instructional materials. Track and monitor team interactions and provide feedback to trainees. Conduct on-the-job training when required. Performs other tasks integral to the training department to include but not limited to the maintenance of training database, produce reports, grade tests, etc. Collects survey information.
Education & Experience: Bachelor's degree in any major or 2 year degree plus 3 years related training, insurance, or related work experience OR 5 years training, insurance, or related work experience. 1 year training, insurance, and/or related work experience required.

Project Management

Project Manager

Functional Responsibility:
Responsible for management of contact center project planning; facilitate the definition of project missions, goals, tasks, and resource requirement, service levels and customer requirements; lead planning and implementation of projects to include coordinating development of project enhancements, data gathering, process analyses, and procedural documentation. Communicate with information systems and internal contact center staff relative to project tasks; provide continuity among groups via attendance and participation in work sessions, scope and design walkthroughs, and weekly project plan status meetings. Function as lead in reviewing proposed enhancements and identifying issues related to project business requirements; oversees the development of test matrices and coordination of internal and external personnel for testing of implemented changes.

Education & Experience: Minimum 4 year degree or 4 years of professional level work experience and 7 years of progressively responsible experience working in project coordination or in a project team member capacity, including 3 years leading project teams from inception through implementation phases; must possess thorough understanding of project management phases, techniques, and tools.

Administrator, Project

Functional Responsibility:
Administer various contact center projects and assist management in the overall functioning of the contact center operational and supporting areas. Identify procedural/system issues affected by implementation of contact center project initiatives. Make recommendations for change/development, both technically and operationally. Provide monitoring of key contact center operating statistics. Follow up with all changes, improvements and processes to ensure compliance and effectiveness. Assist in the creation and implementation of contact center work improvements and action plans for the department related to critical business processes and/or customer service related requirements. Assist in the creation and implementation of plans and programs to assure contact center staff is following all established and new processes/policies. Prepare written instructions, presentations, etc. and administer training for staff members. Provide effective feedback and develop work instructions and job aids to assist the staff in understanding any impact to daily job responsibilities. Coordinate activities among division functional areas. Prepare and analyzes specialized reports for staff as it relates to the progress of new projects and initiatives.

Education & Experience: Bachelor's degree or 4 years job related work experience. 3 years of project coordination or experience working in a project team member capacity
Database Administration

**Programmer, Database**
**Functional Responsibility:**
Support contact center operations with database related activities such as change implementation, data migration and conversion. Diagnose and resolve simple database errors encountered by contact center applications trying to access data. May perform on-call responsibilities such as fixing problems with batch test/production jobs and online cycles. Perform backup and recovery on database management systems. Regularly review the database environments to ensure they meet security controls and audit requirements; continually mitigate identified risks and vulnerabilities. Develop and implement recovery procedures for database objects. Monitor database environments to identify inefficient and costly access paths to data. Define data repository requirements, data dictionaries, and warehousing requirements. Build, test and implement new storage for projects as well as modify existing structures.

**Education & Experience:** Bachelor's degree in Computer Science, Information Technology or other job related degree. or 4 years of job related work experience or 2 years of job related experience plus an associate’s degree in Computer Science, Information Technology or other job related degree

**Administrator, Database**
**Functional Responsibility:**
Responsible for standards and design of logical and physical data storage, maintenance, access, and security administration. Develop overall data architecture that supports the contact center information needs in a flexible but secure environment. Support contact center operations with database related activities such as performance and tuning, change implementation, data migration and conversion. Diagnose and resolve database errors encountered by applications trying to access data. May perform on-call responsibilities such as fixing problems with batch test/production jobs and online cycles and conduct end-user training where applicable. Develop and certify database schema design to meet system requirements. Review and implement the design of new database objects and changes to existing database objects as required to support information systems efforts. Perform backup and recovery on database management systems. Regularly review the database environments to ensure they meet security controls and audit requirements; continually mitigate identified risks and vulnerabilities. Develop and implement recovery procedures for database objects. Monitor database environments to identify inefficient and costly access paths to data. Define data repository requirements, data dictionaries, and warehousing requirements. Build, test and implement new storage for projects as well as modify existing structures.

**Education & Experience:** Bachelor's degree in Computer Science, Information Technology or other job related degree. or 4 years of job related work experience or 2 years of job related experience plus an associate’s degree in Computer Science, Information Technology or other job related degree. 2 years of IT experience including varied database administration experience.

**Analyst, Database**
**Functional Responsibility:**
Identify opportunities to reduce data redundancy, trends in data uses, and single sources of data. Plan, design, enforce, and audit security policies and procedures that safeguard the integrity of and access to enterprise systems, files, and data elements. Evaluate and recommend security products, services, and/or procedures to enhance productivity and effectiveness. Provide contact center management with risk assessments and security briefings to advise them of critical issues that may affect client or corporate security objectives. Perform database backup/recovery responsibilities. Create database objects and make recommendations for adaptation of new technologies or policies. Troubleshoot applications performance problems. Conduct end-user training where applicable. Ability to: define data repository requirements, develop recovery procedures, implement recovery procedures, monitor database environments and provide database related support.
Education & Experience: Bachelor's degree in Computer Science, Information Technology or other job related degree. or 4 years of job related work experience or 2 years of job related experience plus an associate’s degree in Computer Science, Information Technology or other job related degree. 5 years of IT experience including varied database administration experience.

Analyst, Database Senior
Functional Responsibility:
Meet with customers, contact center staff and application architects to provide solutions to technical issues and to design data structures which include all aspects of database management. Ensure accepted data content standards for technology projects. Support contact center management on enterprise wide and departmental goals and objectives. Translate strategic requirements into usable enterprise information architecture. Provide input into complex and high-impact decisions as they relate to data architecture for contact center performance. Perform regular monitoring, maintenance, and housekeeping for performance, capacity, and troubleshooting as needed. Mentor less experienced staff on databases design and performance tuning issues. Oversee security awareness programs and provide education on security policies and practices. Ensure successful processes associated with disaster recovery readiness across all database management systems. Ability to: define data repository requirements, develop recovery procedures, implement recovery procedures, monitor database environments and provide database related support.

Education & Experience: Bachelor's degree in Computer Science, Information Technology or other job related degree. or 4 years of job related work experience or 2 years of job related experience plus an associate’s degree in Computer Science, Information Technology or other job related degree. 10 years of IT experience including varied database administration experience.

Statistical Analysts

Statistical Programming Analyst
Functional Responsibility:
Use multiple software platforms to produce reports in accordance with work requests, internal initiatives, and requests from contact center operations. Code, maintain, and execute simple to complex database programs for the extraction and presentation of data for standard and ad hoc contact center reporting. Develops supporting material and guidelines on report design and resulting data: evaluate data integrity to assure compliance with customer requirements and makes recommendations for corrective and preventive actions. Provides input on database design; assists with development of statistical analysis, including standard reporting, ad hoc reporting, and data mining tools. Assist with the preparation of charts, illustrations, other graphics and narrative reports to identify and explain patterns and trends; identify opportunities for improvement that can be addressed via educational initiatives. Assist with performing quality checks on new and existing relational database changes; creates support documentation.

Education & Experience: Minimum 4 year degree in statistics, mathematics, computer science or related field and academic experience with statistical practices.
Application Developer

Analyst, Senior Applications Development Systems

Functional Responsibility:
Provide expertise regarding the integration of contact center applications across the enterprise. Conceive, design, and implement structures and programs to contact center systems software and interfaces. Act as an internal consultant, advocate, mentor, and change agent providing expertise and technical guidance on complex contact center projects. Work closely with customers, business analysts, and team members to determine business requirements that drive the analysis and design of quality technical solutions. Ensure solutions are aligned with business and IT strategies and comply with the organization’s architectural standards. Provide design recommendations based on long-term IT organization strategy. Make recommendations towards the development of new code or reuse of existing code. Evaluate complex interrelationships in contact center solutions to determine how changes in one program will affect another related area. Develop programming and development standards. Devise new sources of data and develop new approaches and techniques. Involved in the full systems life cycle and is responsible for designing, coding, testing, implementing, maintaining and supporting contact center application software that is delivered on time and within budget. Provide guidance to lower level programmers/analysts. Lead, plan, organize, and/or coordinate complex projects or phases of large projects. Determine and resolve problems with other systems analysts, programmers, and systems users.

Education & Experience: Bachelor's degree in Computer Science, Information Technology or other job related degree. or 4 years of job related work experience or 2 years of job related experience plus an associate’s degree in Computer Science, Information Technology or other job related degree. 8 years of application development, systems testing or other job related experience.

Contact Center Staff

Supervisor, Customer Service

Functional Responsibility:
Supervise and motivate contact center staff to ensure prompt and accurate response to calls, e-mail, web, handwritten inquiries. Conduct hiring, interviewing, disciplinary actions and performance evaluations. Ensure all departmental and/or contract standards are being met. Responsible for ensuring business and customer needs are met systematically and correctly. Ensure departmental performance and productivity is met with effective training, selection, and motivation of employees. Monitor calls, service and workload. Track any service complaints and analyzes problems in order to provide solutions or develop proper training of contact center personnel. Represent contact center department on projects and process improvements. Provide assistance and training to other operational areas of the company as needed.

Education & Experience: Bachelor's degree Any Major or 4 years claims, customer service and/or call center experience or a combination of education and job related work experience. 1 year claims, customer service, and/or call center experience
Assistant, EDI Service II

**Functional Responsibility:**
- Ensure timely and accurate completion of requests about EDI products and services, utilizing a relational database for tracking purposes. Maintaining expedient and accurate service levels in filling requests for EDI products and services.
- Monitor prompt and accurate screening and distribution of all incoming mail. Serve as a liaison with the Medicare mailroom in resolving any EDI mail issues, including following all express mail guidelines.
- Analyze and respond to all written and electronic inquiries relating to requests for EDI products and services. This includes coordination with Government Finance on all adjustments/refunds and any research for adjustments or refunds. Also includes coordination with Provider Enrollment on electronic set ups of providers/suppliers.
- Ensure that required productivity and accuracy measurement and auditing is performed and retained each month and included in monthly reporting.
- Monitor the imaging of all EDI Enrollments, providing reports to management and CMS as needed.
- Review recommendations for updates and modifications to EDI order forms.
- Prepare print orders for all materials and maintain record keeping.
- Provide telephone support and information via the INFO call tracking system.

**Qualification Requirements**
- Minimum Education requirements: High school diploma
- Minimum Years of Experience: 1

Analyst, Operations Support I

**Functional Responsibility:**
- Generate routine internal and external reports on a daily, monthly, quarterly and annual basis.
- Verify accuracy and analyze reports for correct data.
- Maintain tables and data.
- Interview customers to obtain data collection requirements and specifications.
- Maintain files for each client assigned.

**Qualification Requirements**
- Minimum Education requirements: Associates
- Minimum Years of Experience: 1

Technician, EDI Comm I

**Functional Responsibility:**
- Provide timely and quality customer technical support and service for an assigned Government Program contract. Technical support is provided externally and internally. It encompasses, but is not limited to: set up of all electronic transactions, support of all communications interfaces, software support, support of all electronic transactions and functions as required by our Government Programs contracts; including, but not limited to support of electronic remittances, Claim Status Inquiry/DDI support, Beneficiary Eligibility support and Standard System Receipt Listings support; support of several versions of the CMS National Standard format, support of all ANSI 835 & 837 formats and transactions, vendor and supplier testing and certification.

**Qualification Requirements**
- Minimum Education requirements: High School Diploma
- Minimum Years of Experience: 1
Technician, EDI Comm II  
**Functional Responsibility:**
Provide timely and quality customer technical support and service for two or more CSSC Operations contract requirements. Technical support is provided externally and internally. It encompasses, but is not limited to: set up of all submitters for electronic transactions, support of all communications interfaces, software support, support of all electronic transaction formats and functions as required by our Government Programs contracts; including, but not limited to support of electronic file submission (UB92, NSF and ANSI) formats, data and report analysis as well as system and submission status inquiries, beneficiary eligibility, support direct data entry, as well as front-end and submitter testing and clearly communicate the CMS requirements to the customers. Serve as a Project Team Member for various CMS mandates, system transitions, acquisition transitions, internal operational procedures’ improvements and system and release testing.
Attend Technical Advisory Groups and conference workgroups and conference calls in support of the CSSC Operations contract.
Perform special projects as assigned including travel.

**Qualification Requirements**
Minimum Education requirements: High School Diploma
Minimum Years of Experience: 2

Web Developer I

**Functional Responsibility:**
Work closely with analysts, testers, and team members to understand business requirements that drive the analysis and design of quality technical solutions.
Analyze production system problems and recommend workable solutions.
Makes recommendations toward the development of new code or reuse of existing code.
Participate in component and data architecture design, and performance monitoring.

**Qualification Requirements**
Minimum Education requirements: Associates
Minimum Years of Experience: 1

Technician, EDI Comm III

**Functional Responsibility:**
Provide expert, timely and quality customer technical support and service for a variety of Medicare contracts as assigned. Technical support is provided externally and internally. It encompasses, but is not limited to: set up of all electronic transactions, support of all communications interfaces, software support, support of all electronic transactions and functions as required by our Government Programs contracts; including, but not limited to support of electronic remittances, Claim Status Inquiry/DDI support, Beneficiary Eligibility support and Standard System Receipt Listings support; support of several versions of the CMS National Standard format, support of all ANSI 835 & 837 formats and transactions, vendor and supplier testing and certification.
Serve as Project Manager for various CMS mandates, system transitions, acquisition transitions, internal operational procedures’ improvements and standard system and release testing.
Serve as EDI Operations’ representative on Technical Advisory Groups and conference workgroups supporting the Government Programs contracts we support.

**Qualification Requirements**
Minimum Education requirements: High School Diploma
Minimum Years of Experience: 2
Developer/Analyst, Web I

Functional Responsibility:
Develop design and technical specifications.
Design and develop browser-based systems.
Provide post-implementation support, including creation of system enhancements.
Ensure team members understand the business requirements that drive the analysis and design of quality technical solutions.
Develop and implement software wireframes, prototypes, stylesheets, and presentation components.
Develop presentation screens for web and mobile solutions.
Utilize open source components or technologies or reuse corporate software assets where appropriate.
Perform design, development, and testing duties within an Agile development methodology and team environment.
Ensure compliance with accessibility and usability standards.

Qualification Requirements
Minimum Education requirements: High School Diploma
Minimum Years of Experience: 2

Analyst, Sys App. Dev. I

Functional Responsibility:
Produce deliverables related to the assigned project.
Develop and implement working software prototypes including front-end and back-end software.
Develop final front-end and back-end software for web and mobile solutions.
Utilize open source components or technologies or reuse corporate software assets where appropriate.
Perform design, development, and testing duties within an Agile development methodology and team environment.
Ensure compliance with accessibility, usability, and security standards.
Assist in post-implementation support and system enhancements.
Design and develop IT systems.
Develop design and functional specifications.

Qualification Requirements
Minimum Education requirements: High School Diploma
Minimum Years of Experience: 3

Analyst, Sys App. Dev. II

Functional Responsibility:
Design and develop IT systems.
Develop design and functional specifications.
Produce deliverables related to the assigned project.
Assist in post-implementation support and system enhancements.
Lead development and implementation of working software prototypes including front-end and back-end software and data access software.
Develop all aspects of software for web and mobile solutions.
Utilize open source components or technologies or reuse corporate software assets where appropriate.
Perform design, development, and testing duties within an Agile development methodology and team environment.
Ensure compliance with accessibility, usability, security, and quality management system standards.

Qualification Requirements
Minimum Education requirements: High School Diploma
Minimum Years of Experience: 4
Analyst, Sys Sr. App. Dev. I

**Functional Responsibility:**
Provide expertise regarding the integration of applications across the business.
Act as an internal consultant, advocate, mentor, and change agent.
Provide design recommendations based on long-term IT organization strategy.
Develop enterprise-level applications and custom integration solutions.
Act as technical architect for IT solutions.
Lead development and implementation of working software prototypes including front-end and back-end software and data access software.
Design and develop complex systems integration solutions.
Develop all aspects of software for enterprise-class web and mobile solutions.
Utilize open source components or technologies or reuse corporate software assets where appropriate.
Perform design, development, and testing duties within an Agile development methodology and team environment.
Ensure compliance with accessibility, usability, security, and quality management system standards.
Ensure that solutions meet or exceed performance requirements or SLAs.
Develop programming and development standards.

**Qualification Requirements**
Minimum Education requirements: High School Diploma
Minimum Years of Experience: 6

Customer Service Representative I

**Functional Responsibility:**
Ensure effective customer relations by responding accurately, timely, and courteously to telephone, written or walk in inquiries. Accurately documents inquiries.
Initiate or processes adjustments or performs other research as needed to resolve inquiries. Coordinate with other departments to resolve problems. Responsible to researches and/or assist with priority inquiries and special projects as required by management.
Provide feedback to management regarding customer problems, questions and needs. Maintain accurate records on complaints and/or other customer comments, and makes recommendations for changes to management. Follow through on complaints until resolved or reports to management as needed.
Maintain basic knowledge of quality work instructions and company policies. Assist with process improvements through the recommendation of changes in procedures and techniques discovered during daily operations. Maintain all departmental productivity, quality, and timeliness standards.
Identify and promptly reports and/or refers suspected fraudulent activities and system errors to the appropriate departments.
Perform other duties as assigned.

**Qualification Requirements**
Minimum Education requirements: High School Diploma
Minimum Years of Experience: 1
**Frontend Web Developer**

**Functional Responsibility:**
Experience using modern, frontend web development tools, techniques, and methods for the creation and deployment of user-facing interfaces. Is comfortable working in an agile and lean environment to routinely deploy changes.
Frontend web development using modern techniques and frameworks (e.g., HTML5, CSS3, CSS frameworks like LESS and SASS, Responsive Design, Bourbon, Twitter Bootstrap).
JavaScript development using modern standards, including strict mode compliance, modularization techniques and tools, and frameworks and libraries (e.g., jQuery, MV* frameworks such as Backbone.js and Ember.js, D3)
Consuming RESTful APIs.
Using and working in team environments that use agile methodologies (e.g., Scrum, Lean).
Use of version control systems, specifically Git and GitHub.
Ensuring Section 508 Compliance.
Quickly researching and learning new programming tools and techniques.
Using and working with open source solutions and community.
Creating web layouts from static images.
Creating views and templates in full-stack frameworks like Rails, Express, or Django.

**Qualification Requirements**
Minimum Education requirements: Bachelors
Minimum Years of Experience: 5

**Backend Web Developer**

**Functional Responsibility:**
Experience using modern, open source software to prototype and deploy backend web applications, including all aspects of server-side processing, data storage, and integration with frontend development.
Developing and consuming web-based, RESTful APIs.
Using and working in team environments that use agile methodologies (e.g., Scrum, Lean).
Authoring developer-friendly documentation (e.g., API documentation, deployment operations).
Test-driven development.
Use of version control systems, specifically Git and GitHub.
Quickly researching and learning new programming tools and techniques.
Relational and non-relational database systems.
Scalable search technology (e.g. ElasticSearch, Solr).
Handling large data sets and scaling their handling and storage.
Using and working with open source solutions and community.
Communicating technical concepts to a non-technical audience.

**Qualification Requirements**
Minimum Education requirements: Bachelors
Minimum Years of Experience: 7
**Business Analyst**

**Functional Responsibility:**
Familiar with a range of digital/web services and solutions, ideally where open source and cloud technologies and agile development methodologies have been applied. An eye for detail, excellent communication skills, ability to rationalize complex information to make it understandable for others to work, and ability to interrogate reported information and challenge sources where inconsistencies are found.
Support agencies by analyzing propositions and assessing decision-making factors such as strategic alignment, cost/benefit, and risk.
Work closely with the Product Manager to define a product approach to meet the specified user need.
Define skill requirements and map internal, agency, and external (partners/specialist contractors) resources.
Work with the owning agency to ensure they have the budget to cover the proposed approach and resource requirements during delivery and analyze what provision they have for on going running costs.
Analyze and map the risks of this product approach and propose mitigation solutions.
Define how the predicted user and financial benefit can be realized, and how channel shift will be measured.
Make a recommendation for action against the analysis done.

**Qualification Requirements**
Minimum Education requirements: Bachelors
Minimum Years of Experience: 5

**Digital Performance Analyst**

**Functional Responsibility:**
Experience specifying, collecting, and presenting key performance data and analysis for a given digital service.
Supports Product Managers by generating new and useful information and translating it into actions that will allow them to iteratively improve their service for users. Possesses analytical and problem-solving skills necessary for quickly developing recommendations based on the quantitative and qualitative evidence gathered via web analytics, financial data, and user feedback. Confident in explaining technical concepts to senior officials with limited technological background. And comfortable working with data, from gathering and analysis through to design and presentation.
Support the Product Manager to make sure their service meets performance requirements.
Communicate service performance against key indicators to internal and external stakeholders.
Ensure high-quality analysis of agency transaction data.
Support the procurement of the necessary digital platforms to support automated and real-time collection and presentation of data.
Share examples of best practice in digital performance management across government.
Identify delivery obstacles to improving transactional performance in agencies and working with teams to overcome those obstacles.

**Qualification Requirements**
Minimum Education requirements: Bachelors
Minimum Years of Experience: 7
Palmetto GBA, LLC’s Authorized GSA Pricing for SIN 54151ECOM

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Note: * Price is Per Transaction
Assistant, Health IT EDI Service II

**Functional Responsibility:**
Ensure timely and accurate completion of requests about Health IT EDI products and services, utilizing a relational database for tracking purposes. Maintaining expedient and accurate service levels in filling requests for EDI products and services. Monitor prompt and accurate screening and distribution of all incoming mail. Serve as a liaison with the Medicare mailroom in resolving any Health IT EDI mail issues, including following all express mail guidelines. Analyze and respond to all written and electronic inquiries relating to requests for Health IT EDI products and services. This includes coordination with Government Finance on all adjustments/refunds and any research for adjustments or refunds. Also includes coordination with Provider Enrollment on electronic set ups of providers/suppliers. Ensure that required productivity and accuracy measurement and auditing is performed and retained each month and included in monthly reporting for Health IT contracts. Monitor the imaging of all EDI Enrollments, providing reports to management and CMS as needed. Review recommendations for updates and modifications to EDI order forms. Prepare print orders for all materials and maintain record keeping. Provide telephone support and information via the INFO call tracking system.

**Qualification Requirements:**
Minimum Education requirements: High School Diploma
Minimum Years of Experience: 1

Technician, Health IT EDI Comm I

**Functional Responsibility:**
Provide timely and quality customer technical support and service for an assigned Health IT Government Program contract. Technical support is provided externally and internally. It encompasses, but is not limited to: set up of all Health IT electronic transactions, support of all communications interfaces, software support, support of all electronic transactions and functions as required by our Government Programs contracts; including, but not limited to support of electronic remittances, Claim Status Inquiry/DDI support, Beneficiary Eligibility support and Standard System Receipt Listings support; support of several versions of the CMS National Standard format, support of all ANSI 835 & 837 formats and transactions, vendor and supplier testing and certification for Health IT contracts.

**Qualification Requirements:**
Minimum Education requirements: High School Diploma
Minimum Years of Experience: 1

Technician, Health IT EDI Comm II

**Functional Responsibility:**
Provide timely and quality customer technical support and service for two or more Health IT contract requirements. Health IT Technical support is provided externally and internally. It encompasses, but is not limited to: set up of all submitters for electronic transactions, support of all communications interfaces, software support, support of all electronic transaction formats and functions as required by our Health IT Government Programs contracts; including, but not limited to support of electronic file submission (UB92, NSF and ANSI) formats, data and report analysis as well as system and submission status inquiries, beneficiary eligibility, support direct data entry, as well as front-end and submitter testing and clearly communicate the CMS requirements to the customers. Serve as a Project Team Member for various CMS HealthIT mandates, system transitions, acquisition transitions, internal operational procedures’ improvements and system and release testing. Attend Technical Advisory Groups and conference workgroups and conference calls in support of the CSSC Operations contract. Perform special projects as assigned including travel.

**Qualification Requirements:**
Minimum Education requirements: High School Diploma
Minimum Years of Experience: 2
Technician, Health IT EDI Comm III

Functional Responsibility:
Work closely with analysts, testers, and team members to understand Health IT business requirements that drive the analysis and design of quality technical solutions. Analyze production system problems and recommend workable solutions. Makes recommendations toward the development of new code or reuse of existing code for Health IT contracts and projects. Participate in component and data architecture design, and performance monitoring of Health IT contracts and projects.

Qualification Requirements:
Minimum Education requirements: Associates
Minimum Years of Experience: 2

Health IT Customer Service Rep. I

Functional Responsibility:
Ensure effective customer relations by responding accurately, timely, and courteously to telephone, written or walk in inquiries related to Health IT contracts or projects. Accurately documents inquiries. Initiate or processes adjustments or performs other research as needed to resolve inquiries. Coordinate with other departments to resolve problems. Responsible to researches and/or assist with priority inquiries and special projects as required by management. Provide feedback to management regarding customer problems, questions and needs. Maintain accurate records on complaints and/or other customer comments, and makes recommendations for changes to management. Follow through on complaints until resolved or reports to management as needed. Maintain basic knowledge of quality work instructions and company policies. Assist with process improvements through the recommendation of changes in procedures and techniques discovered during daily operations. Maintain all Health IT related departmental productivity, quality, and timeliness standards. Identify and promptly reports and/or refers suspected fraudulent activities and system errors on Health IT contracts or projects to the appropriate departments. Perform other duties as assigned.

Qualification Requirements:
Minimum Education requirements: High School Diploma
Minimum Years of Experience: 1

Health IT Web Developer I

Functional Responsibility:
Work closely with analysts, testers, and team members to understand business requirements that drive the analysis and design of quality technical solutions on Health IT contracts and projects. Analyze production system problems and recommend workable solutions. Makes recommendations toward the development of new code or reuse of existing code for Health IT contracts and projects. Participate in component and data architecture design, and performance monitoring on Health IT contracts and projects.

Qualification Requirements:
Minimum Education requirements: Associates
Minimum Years of Experience: 1

Developer/Analyst, Health IT Web I

Functional Responsibility:
On Health IT contracts and project: Develop design and technical specifications; Design and develop browser-based systems. Provide post-implementation support, including creation of system enhancements. Ensure team members understand the business requirements that drive the analysis and design of quality technical solutions.

Qualification Requirements:
Minimum Education requirements: High School Diploma
Minimum Years of Experience: 2
Analyst, Health IT Sys App. Dev. I  
**Functional Responsibility:**  
Produce deliverables related to the assigned project. Assist in post-implementation support and system enhancements. On Health IT contracts and projects; Design and develop IT systems; Develop design and functional specifications.  
**Qualification Requirements:**  
Minimum Education requirements: High School Diploma  
Minimum Years of Experience: 3  

Analyst, Health IT Sys App. Dev. II  
**Functional Responsibility:**  
Design and develop IT systems. Develop design and functional specifications. Produce deliverables related to the assigned project. Assist in post-implementation support and system enhancements.  
**Qualification Requirements:**  
Minimum Education requirements: High School Diploma  
Minimum Years of Experience: 4  

Analyst, Health IT Sys Sr. App. Dev. I  
**Functional Responsibility:**  
Provide expertise regarding the integration of Health IT applications across the business. Act as an internal Health IT consultant, advocate, mentor, and change agent. Provide design recommendations based on long-term Health IT organization strategy. On Health IT contracts and projects; Develop enterprise-level applications and custom integration solutions; Develop programming and development standards.  
**Qualification Requirements:**  
Minimum Education requirements: High School Diploma  
Minimum Years of Experience: 1  

Analyst, Health IT Operations Support I  
**Functional Responsibility:**  
Generate Health IT routine internal and external reports on a daily, monthly, quarterly and annual basis. Verify accuracy and analyze reports for correct data. Maintain tables and data. Interview customers to obtain data collection requirements and specifications for Health IT contracts and projects. Maintain files for each client assigned.  
**Qualification Requirements:**  
Minimum Education requirements: Associates  
Minimum Years of Experience: 1
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