

GENERAL SERVICES ADMINISTRATION
Federal Acquisition 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: GSAAvantage.gov.

GSA SCHEDULE 70

Special Item No. 132-51 Information Technology Professional Services

FPDS Code D301 IT AND TELECOM- FACILITY OPERATION AND MAINTENANCE

FPDS Code D302 IT AND TELECOM- SYSTEMS DEVELOPMENT

FPDS Code D306 IT AND TELECOM- SYSTEMS ANALYSIS

FPDS Code D307 IT AND TELECOM- IT STRATEGY AND ARCHITECTURE

FPDS Code D308 IT AND TELECOM- PROGRAMMING

FPDS Code D310 IT AND TELECOM- CYBER SECURITY AND DATA BACKUP

FPDS Code D311 IT AND TELECOM- DATA CONVERSION

FPDS Code Class D313 IT AND TELECOM- COMPUTER AIDED DESIGN/COMPUTER AIDED
MANUFACTURING (CAD/CAM)

FPDS Code D316 IT AND TELECOM- TELECOMMUNICATIONS NETWORK MANAGEMENT

FPDS Code D317 IT AND TELECOM- WEB-BASED SUBSCRIPTION

FPDS Code D399 IT AND TELECOM- OTHER IT AND TELECOMMUNICATIONS

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

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

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

Contract # GS-35F-052CA

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

Contract period.: **October 30, 2014 through October 29, 2019**
Contract is valid through modification # ___ dated ___



BEAT, LLC
802 E Quincy Street
San Antonio Texas 78215
210-399-1136 (phone)
210-200-8906 (fax)
<http://www.beatllc.com>

Contract Administrator: Matthew Benavides
Matthew.Benavides@beatllc.com
BEAT LLC is Small Business

CUSTOMER INFORMATION:

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

132 51 (incl STLOC & RC SINs) – See Attachment 1 on pages 8-20 for awarded labor category descriptions and page 21 for awarded pricing.

1c. Description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services:

See Attachment 1 on pages 8-20 for awarded labor category descriptions.

2. Maximum order: **\$ 500,000.00 (SIN 132 51)**

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

4. Geographic coverage (delivery area): **within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. territories.**

5. Point(s) of production (city, county, and State or foreign country): **San Antonio, Bexar County, TX, USA**

6. Discount from list prices or statement of net price: **All prices herein are NET (discounts deducted)**

7. Quantity discounts: **Additional .5 % for orders over \$ 350,000.00**

8. Prompt payment terms: **Net 30 Days**

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

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

10. Foreign items (list items by country of origin): **None**
- 11a. Time of delivery: **As agreed between Contractor and Ordering Agency**
- 11b. Expedited Delivery: **Contact contractor**
- 11c. Overnight and 2-day delivery: **Contact contractor**
- 11d. Urgent Requirements: **I-FSS-140-B URGENT REQUIREMENTS (JAN 1994)**
When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering agency, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.
12. F.O.B. point(s): **F.O.B. Destination**
- 13a. Ordering address: **BEAT, LLC**
802 E Quincy Street
San Antonio Texas 78215
- 13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.
14. Payment address: **BEAT, LLC**
802 E Quincy Street
San Antonio Texas 78215
15. Warranty provision: **Standard Commercial**
16. Export packing charges, if applicable: **Not Applicable**
17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): **Government purchase cards are accepted above the micro-purchase level**
18. Terms and conditions of rental, maintenance, and repair (if applicable): **Not Applicable**
19. Terms and conditions of installation (if applicable): **Not Applicable**
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): **Not Applicable**

20a. Terms and conditions for any other services (if applicable): **Not Applicable**

21. List of service and distribution points (if applicable): **Not Applicable**

22. List of participating dealers (if applicable): **Not Applicable**

23. Preventive maintenance (if applicable): **Not Applicable**

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): **Not Applicable**

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

25. Data Universal Number System (DUNS) number: **829498976**

26. Notification regarding registration in Central Contractor Registration (CCR) database: **System for Award Management (SAM) Registration (formerly CCR & ORCA) active and valid.**

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

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

1. SCOPE

a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.

b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

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

a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.

b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.

c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

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

4. PERFORMANCE OF SERVICES

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

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

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

an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
 - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- (c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- (d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

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

7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

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

11. INVOICES

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

12. PAYMENTS

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

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

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided. *See Attachment 1 below.*

b. Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education. *Pricing is included in Attachment 1 below. See page 21.*

ATTACHMENT 1

Awarded Labor Categories Under SIN 132 51 (including STLOC & RC SIN):

Database Engineer

Minimum Years Experience: 3

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline and a minimum of 3 years experience is required. 5 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Analyze database requirements of assigned projects. Analyze and determine information needs and elements, database relationships and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities. Apply knowledge of database management systems to coordinate maintenance and changes to databases. Test and implement changes or new database designs. Write logical and physical database descriptions, including location,

space, access method, and security requirements. Provide direction to programmers and analysts as required to affect changes to database management systems. Provide answers to database questions. Knowledge of and ability to monitor databases and to analyze and organize data and apply new technology designs and programs.

Program Manager

Minimum Years Experience: 10

Minimum Education: Master's Degree, Engineering, Computer Science, Systems, Business or related scientific /technical discipline. 10 years of additional relevant experience may be substituted for education. PMP Certification preferred.

Functional Responsibilities: Provides operational support for organizing, directing, and managing all aspects of contract functions involving multiple complex and inter-related project tasks that often require managing teams of contractor personnel at multiple locations. Provide overall direction of program activities. Manage and maintain contractor interface with the senior levels of the customer's organization. Consult with customer and contractor personnel to formulate and review task plans and deliverables, ensuring conformance with program and project task schedules and costs and contractual obligations. Establish and maintain technical and financial reports to show progress of projects to management and customers, organize and assign responsibilities to subordinates, oversee the successful completion of all assigned project tasks.

Project Manager

Minimum Years Experience: 5

Minimum Education: Bachelor's Degree, Engineering, Computer Science, Systems, Business or related scientific /technical discipline. 7 years of additional relevant experience may be substituted for education. PMP Certification preferred

Functional Responsibilities: Assist Program Manager in providing operational support for organizing, directing, and managing all aspects of contract functions involving multiple complex and inter-related project tasks that often require teams of contractor personnel at multiple locations. Provide direction of some program activities. Manage and maintain contractor interface with the senior levels of the customer's organization. Consult with customer and contractor personnel to formulate and review task plans and deliverables, ensuring conformance with program and project task schedules and costs and contractual obligations. Establish and maintain technical and financial reports to show progress of projects to management and customers, organize and assign responsibilities to subordinates, oversee the successful completion of all assigned project tasks.

Hardware Engineer

Minimum Years Experience: 8

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 8 years specialized experience may be substituted for formal education.

Functional Responsibilities: Analyze network and computer communications hardware characteristics and recommends equipment procurement, removals, and modifications. Add, delete, and modify, as required, host, terminal, and network devices. Assist and coordinate with communications network specialists in the area of communication software. Researches, designs, develops, run test and evaluate computer hardware such as chips, circuit boards, modems, servers, printers and other related equipment. Has some hardware installation experience. Able to analyze and implement communications standards and protocols according to client requirements.

Help Desk Manager

Minimum Years Experience: 6

Minimum Education: Bachelor's degree or equivalent and six (6) years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's degree. With a Master's degree four (4) years of general experience is required. With a PhD, two (2) years of general experience is required

Functional Responsibilities: Provides daily supervision and direction to staff who are responsible for phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed or deployed under this contract. Serves as the first point-of-contact for troubleshooting hardware/software, PC, and printer problems. Provides front-line advice service to end-users on software and hardware related problems. Provides first line technical support relating to system/network administration; resolves user-related issues dealing with desktop configuration, email, and other application-related issues in a client-server environment; and monitors work stations, troubleshoots problems, and performs preventative diagnostic maintenance and service.

Senior Help Desk Specialist - Technical

Minimum Years Experience: 6

Minimum Education: Bachelor's degree or equivalent and six (6) years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's degree.

Functional Responsibilities: Provides front-line advice service to end-users on software and hardware related problems. Provides first line technical support relating to system/network administration; resolves user-related issues dealing with desktop configuration, email, and other application-related issues in a client-server environment; and monitors work stations, troubleshoots problems, and performs preventative diagnostic maintenance and service.

Senior Help Desk Specialist - Functional

Minimum Years Experience: 6

Minimum Education: Bachelor's degree or equivalent and six (6) years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's degree. With a Master's degree four (4) years of general experience is required. With a PhD, two (2) years of general experience is required

Functional Responsibilities: Provides specialized functional informatics expertise, including knowledge of clinical or business applications in use. Helps other helpdesk personnel understand the urgency of resolving key systems downtimes and helps prioritize tickets. Administers and advises critical clinical or business workflows and considers their dependencies upon the desktop operating environment including all major clinical and business applications in use. Maintain and update knowledge management system of the current desktop operating system and other software being utilized in order to provide consistent and reliable customer support. Possesses a complex and progressive experience in a Microsoft computer support environment with experience in a Microsoft customer service and support environment in a large critical environment, preferably medical. Manages the use of a work order tracking system, "the ticketing system" and administers workstation maintenance and support. Expertly support the current work order tracking system and document all facets of customer support, maintain a resolution database and an asset management database. Maintain a proficient working technical knowledge of products in use or being considered for use at site, and perform all the specific requirements listed above specifically focusing on higher priority tickets and those issued which require in depth clinical Subject Matter Expertise (SME) knowledge.

Help Desk Specialist

Minimum Years Experience: 3

Minimum Education: Associates Degree and Two (2) years experience with computer system maintenance support, including installation, programming, and cabling; knowledge of operating systems and software applications. Four (4) years of general experience is considered equivalent to the Associate's degree and experiential requirements.

Functional Responsibilities: Provides front-line advice service to end-users on software and hardware related problems. Provides first line technical support relating to system/network administration; resolves user-related issues dealing with desktop configuration, email, and other application-related issues in a client-server environment; and monitors work stations, troubleshoots problems, and performs preventative diagnostic maintenance and service.

Senior Software Engineer

Minimum Years Experience: 8

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 8 years of additional relevant

experience may be substituted for education. Experience in at least one programming languages -- ASP.Net, C#, JavaScript, SQL, HTML/CSS, and JAVA/PHP. C# is preferred.

Functional Responsibilities: Create logical and functional software code in a variety of languages. Must have experience in understanding and articulating the benefits and risks associated with different coding languages in different functional environments. Must have experience reacting to problems and correcting the program as necessary.

Software Application Developer

Minimum Years Experience: 3

Minimum Education: Bachelor's Degree in Computer Science. Minimum Three (3) years technical experience in the development of software applications to improve user decision support systems. Experience in at least one programming languages -- ASP.Net, C#, JavaScript, SQL, HTML/CSS, and JAVA/PHP. C# is preferred.

Functional Responsibilities: Applies extraction, translation and load tools to combine data into useful information. Determines data requirements and analyzes existing data sources to determine available data for the new application and identifies new data requirements and approaches for obtaining that data. Modifies existing software as well as creates special-purpose software to ensure efficiency and integrity between systems and applications.

Video Conferencing Specialist

Minimum Years Experience: 2

Minimum Education: High School Diploma (or GED) plus 2 years experience

Functional Responsibilities: Install, pull, terminate and test all audio visual (AV) type cables, connectors, and interfaces. Ability to install projection screens, plasma TV's and different types of speakers for installation of AV systems on client sites. Read blueprints and wire AV racks. Manage AV projects with various models and makes of equipment. Has a thorough understanding and working knowledge of testing, analyses and corrective action on systems, networks, hardware and software in a Professional Audio/Video environment. Must have knowledge and understanding of all wire and connector types on all AV related cable.

Subject Matter Expert – Technical II

Minimum Years Experience: 5

Minimum Education: Bachelor's Degree and 5 years of specific experience. 6 years of specific experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, 3 years of general experience is required. With a PhD, 2 years of general experience is required. At least 5 years applied experience in specific area of expertise. Expert in single or multiple technical disciplines. Provides Expert guidance and insight

into specific technologies and their application and independently performs a variety of system design and integration tasks where a specific subject matter expertise is necessary.

Functional Responsibilities: Plans and performs research, design assessment, development, integration, and other assignments in a specific technical area. Supervises broad team of systems engineers. Responsible for highly complex technical/engineering areas. May perform other duties, as assigned. Subject Matter Expertise may include, but is not limited to, database planning and design, systems analysis and design, network services, programming, conversion and implementation support.

Subject Matter Expert – Functional II

Minimum Years Experience: 5

Minimum Education: Bachelor's Degree and five (5) years of intensive and progressive experience in a specialized area of healthcare to support development in areas such as clinical, billing, utilization management, Medicaid or Medicare applications. Experience in innovation, knowledge distribution and knowledge of healthcare delivery systems and care management processes

Functional Responsibilities: Analyzes user needs to determine functional requirements and provides high level functional and systems, analysis, design integration, documentation, configuration, and implementation advice on complex issues, which require an expert knowledge of the subject matter for effective problem solution. Participates in all phases of development with emphasis on the planning, analysis, documentation, and presentation phases.

Subject Matter Expert Board Certified Physician / Dentist

Minimum Years Experience: 10

Minimum Education: MD or DO Board certification preferred, Advanced informatics training or degree is a significant plus. Minimum 10 years experience.

Functional Responsibilities: Board-certified physician with significant information technology consulting and clinical information system strategy and implementation experience. Experienced in client engagements representing a wide array of activities, related to professional information technology projects, in a healthcare/clinical environment, including strategic planning related to information technology systems and/or software, governance, process design/ redesign, clinical content development, and communications and training strategies for information technology solutions. Experienced in developing strategies, policies or procedures for introducing, evaluating or modifying information technology solutions applied to the medical/dental practice, administration, education, or research. Expertise in disseminating information about clinical informatics science and practice to the profession, other health care professions, and the public. Use informatics science to design or implement health related information technology applications to resolve clinical or health care administrative problems.

Technical Writer

Minimum Years Experience: 5

Minimum Education: Bachelor's Degree in Computer Science. Minimum Three (3) years technical experience in the development of software applications to improve user decision support systems.

Functional Responsibilities: Responsible for content of technical documentation. Checks author's document for spelling, grammar and content problems (e.g., missing instructions or sections; redundant or unnecessary sections). Accuracy of content may fall under this position or the programmer, depending on the expertise of the editor. Ensures that documents follow the style laid out in the organization's style guide. May also be responsible for maintaining the style guide. Suggests revisions to the style guide as appropriate. Editor is often a technical writer who has moved to this position.

Intermediate ERP Business Analyst**Minimum Years Experience: 5**

Minimum Education: Bachelor's Degree in Business Administration or Computer Science. Minimum Three (3) years technical experience in the development of software applications to improve user decision support systems.

Functional Responsibilities: The ERP Business Analyst plays a key role in providing application analysis and support to business users, and developing and implementing new applications that integrate people, processes and technologies. As a key resource in cross-functional team, the analyst will collect user requirements, prepare requirements documents, as-is and to-be processes and perform gap analysis. Design processes to meet requirements, prepare functional specifications, prepare test plans, conduct testing and support user acceptance testing (UAT). Develop ad-hoc and custom reports and present in a readable format.

Senior Systems Security Integration Engineer**Minimum Years Experience: 6**

Minimum Education: Master's Degree in Computer Science. 6 years working experience in information security and information assurance in a large enterprise environment. Shall have in depth knowledge of DoD and FISMA requirements, policies, and regulations pertaining to information assurance. Shall have knowledge of HIPAA privacy and security rules. Comp TIA Network+, Security + and CISSP certification preferred.

Functional Responsibilities: development, testing and implementation of security plans, products, and control techniques; provides clients, management and staff members with a high level of technical expertise and support in risk assessment and implementation of appropriate data security procedures and products; maintains an awareness of existing and proposed security standard setting groups as well as State and Federal legislation and regulations pertaining to information security; identifies regulatory changes that will affect information security policy, standards, and procedures, and recommend appropriate changes; leads the monitoring and evaluation of systems and

procedures to protect the data systems and databases from unauthorized users; identifies and determines causes of security violations and recommend corrective actions to ensure data security; implements changes to procedures and systems to enhance data systems security. Conduct Risk and Vulnerability Assessments and Operational Threat Assessments using automated vulnerability scans and penetration tests. Conduct Gap Analysis and Remediation by identifying areas where automated cyber tools do not exist and creating solutions to fill the void. Provide evaluation, design, and prototype support for IT security information management tools, techniques, and practices. Maintain and update the technical test tools and capabilities, to incorporate new techniques that support a mission-ready capability, including updating documentation and training to reflect the current state of requirements, methodologies, tools, and processes. Design, develop, implement, and integrate IA and security systems and system components to include computing, networking, and enclave environments. Perform detailed analysis in support of OS and Application level vulnerabilities. Perform Hardware and Software Asset Management. Establish and maintain a systems lab for testing, evaluation and virtualization. Maintain a working knowledge of relevant hardware and software applications, including emerging technologies. Provide technical support (including on-call as required) to evaluate problems and provide technical solutions. Participate in meetings, focus groups and configuration boards to ensure client and agency needs are met. Provide technical consultation in new systems development, new package evaluations and enhancements of existing systems. Prepare functional specifications from which systems will be procured and implemented. Participate in technical design reviews, system integration testing, load testing, and provide assistance during user acceptance testing. Prepare and maintain technical user guides.

System Security Information Assurance Engineer, Intermediate

Minimum Years Experience: 3

Minimum Education: Bachelor's Degree in Computer Science. 3 year working experience in information security and information assurance in a large enterprise environment. Shall have in depth knowledge of DoD and FISMA reporting requirements, policies, and regulations pertaining to information assurance. Shall have knowledge of HIPAA privacy and security rules. Comp TIA Network+, Security + and CISSP certification preferred.

Functional Responsibilities: Researches, designs, test, and implements the necessary information security systems, controls, and procedures to cost-effectively protect information systems assets from intentional or inadvertent modification, disclosure or destruction. Leads the design and construction of architectural information security solutions to facilitate the implementation of appropriate security measures into systems and products; conducts the development, testing and implementation of security plans, products, and control techniques; provides clients, management and staff members with a high level of technical expertise and support in risk assessment and implementation of appropriate data security procedures and products; maintains an awareness of existing and proposed security standard setting groups as well as State and Federal legislation and regulations pertaining to information security; identifies regulatory changes that will affect information security policy, standards, and procedures, and recommend appropriate changes; leads the monitoring and evaluation of systems and procedures to protect the data systems and databases from unauthorized users; identifies and determines causes of

security violations and recommend corrective actions to ensure data security; implements changes to procedures and systems to enhance data systems security.

Junior Software Engineer

Minimum Years Experience: 2

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 8 years of additional relevant experience may be substituted for education. Experience in at least one programming languages -- ASP.Net, C#, JavaScript, SQL, HTML/CSS, and JAVA/PHP. C# is preferred.

Functional Responsibilities: Assist Software Engineer in creating logical and functional software code in a variety of languages. Must have experience in understanding and articulating the benefits and risks associated with different coding languages in different functional environments. Must have experience reacting to problems and correcting the program as necessary. Design and Develop web pages, web applications, and web services. Design and Develop other interfaces to various applications, depending on the platform of interfacing application. Understand business requirements for various projects, and Design and Develop application modules based on those requirements. Communicate development progress to management team.

Intermediate Software Engineer

Minimum Years Experience: 4

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 8 years of additional relevant experience may be substituted for education. Experience in at least one programming languages -- ASP.Net, C#, JavaScript, SQL, HTML/CSS, and JAVA/PHP. C# is preferred.

Functional Responsibilities: Assist Software Engineer in creating logical and functional software code in a variety of languages. Must have experience in understanding and articulating the benefits and risks associated with different coding languages in different functional environments. Must have experience reacting to problems and correcting the program as necessary. Design and Develop web pages, web applications, and web services. Design and Develop other interfaces to various applications, depending on the platform of interfacing application. Understand business requirements for various projects, and Design and Develop application modules based on those requirements. Communicate development progress to management team.

Network Engineer

Minimum Years Experience: 4

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. CCNA Certification

Functional Responsibilities: Conduct Risk and Vulnerability Assessments and Operational Threat Assessments using automated vulnerability scans and penetration tests. Conduct Gap Analysis and Remediation by identifying areas where automated cyber tools do not exist and creating solutions to fill the void. Provide evaluation, design, and prototype support for IT security information management tools, techniques, and practices. Maintain and update the technical test tools and capabilities, to incorporate new techniques that support a mission-ready capability, including updating documentation and training to reflect the current state of requirements, methodologies, tools, and processes. Design, develop, implement, and integrate IA and security systems and system components to include computing, networking, and enclave environments. Perform detailed analysis in support of OS and Application level vulnerabilities. Perform Hardware and Software Asset Management. Establish and maintain a systems lab for testing, evaluation and virtualization. Maintain a working knowledge of relevant hardware and software applications, including emerging technologies. Provide technical support (including on-call as required) to evaluate problems and provide technical solutions. Participate in meetings, focus groups and configuration boards to ensure client and agency needs are met. Provide technical consultation in new systems development, new package evaluations and enhancements of existing systems. Prepare functional specifications from which systems will be procured and implemented. Participate in technical design reviews, system integration testing, load testing, and provide assistance during user acceptance testing. Prepare and maintain technical user guides

Systems Administrator - Virtualization

Minimum Years Experience: 4

Minimum Education: Bachelor's degree in computer-related field and minimum four (4) years computer related experience or ten (10) years of computer related experience in Windows server administration.

Functional Responsibilities: Manage and administer Data Center Server Virtualization (VMware): Build and design VM requirements; Architect storage and network connectivity. Perform physical server host and guest operating system maintenance, installation, patching, configuration, support, backup/restore, monitoring, trending. Manage and administer Citrix technologies: Build and design Citrix requirements; Perform guest maintenance, installation, patching, configuration, support, backup/restore, monitoring, trending. Perform application install, maintenance and support. Manage and administer SharePoint environment. Configure and maintain health of server hardware and operating systems. Schedule and perform software installs, patches, upgrades and maintenance. Schedule and perform hardware maintenance and firmware upgrades. Tune systems for optimal performance. Provide technical scripting, tooling and automation for continuous and efficient operations. Perform data/operating system backup and recovery. Define and implement system/applications monitoring procedures and health checks. Generate metrics to trend performance and overall resource consumption. Provide recommendations for hardware and software architectures. Produce and maintain documentation related to any and all activities, such as customer contact lists, escalation procedures, scheduled job inventories, "how-to" documents, and operational "cookbooks." Ensure server security compliance. Audit logs to ensure conformance. Work with other Infrastructure teams to insure high availability, scalability and

reliability. Implement appropriate data and hardware redundancy measures and ensure disaster recovery and business continuity programs are maintained.

Enterprise Architect

Minimum Years Experience: 6

Minimum Education: Master's Degree in Computer Science or Systems Analysis. 6 years working experience in design and implementation experience with IT preferred. Proven experience with enterprise architecture, data architecture, web technologies, SaaS offerings, design and implementation of large scale, enterprise-level projects.

Functional Responsibilities: Performs the activities required for the development and maintenance of assigned enterprise projects and guides project from concept through final delivery. Responsible for the architecture, design and implementation of technology solutions which will optimize the enterprise infrastructure of the organization. Analyzes system requirements and ensures that systems will offer security and will be effectively integrated with current applications. Ensures that all systems are working at optimal levels and offers support to application development department regarding new technologies and system requirements. Analyze enterprise business context (trends and business strategy), as well as change requirements in other enterprise architecture (EA) viewpoints, to derive the future state. This includes defining the requirements, and models that guide technology decisions for the enterprise. Define high-level migration plans to address the gaps between the current and future state. Lead the analysis of the current technology environment to detect critical deficiencies and recommend solutions for improvement. In addition, lead the analysis of technology industry and market trends to determine their potential impact on the enterprise. Assist with designing the governance activities associated with ensuring EA compliance. Oversee or consult on technology implementation and modification activities (for example, projects), particularly for new or shared infrastructure solutions. Consult on application or infrastructure development projects to harmonize systems or infrastructure, and identify when it is necessary to modify the EA to accommodate immediate or future project needs. Oversee and facilitate the research, evaluation and selection of hardware and software technology and product standards, as well as the design of standard configurations. Identify the organizational impact (for example, on skills, processes, structures and culture) and financial impact of the EA. Document necessary EA design and analysis work, possibly including project postmortem documentation and metric collection.

IT Systems Solutions Architect

Minimum Years Experience: 6

Minimum Education: Master's Degree in Computer Science. 6 years working experience in information systems solutions with knowledge of information infrastructure security and information assurance in a large enterprise environment. Shall have in depth knowledge of DoD and FISMA requirements, policies, and regulations pertaining to information assurance.

Functional Responsibilities: Coordinate between the business and IT stakeholders to develop a solution architecture approach. Create Delivery Estimates based on solution architecture approach. Assess market technology choices to determine fit, including software, hardware, SaaS/PaaS cloud solutions, etc. Translate complex functional, technical and business requirement into architectural designs. Coordinate with Delivery Project Manager and Business Analyst to draft project scope and compile delivery estimates. Collaborate with other Architecture teams. Conduct proofs of concept for emerging technologies. Adapt to a quickly changing environment and interact with a broad customer base with diverse needs and functional responsibilities. Translate business requirements into applicable technical solutions and guide in the implementation.

Project Control Analyst

Minimum Years Experience: 3

Minimum Education: Bachelor's Degree with minimum of 3 years experience in business or engineering or technical discipline is required.

Functional Responsibilities: Provides analytical and program support. Completes assigned engagement tasks within the project scope and budget, while meeting deliverable requirements. Serves as a key analytical resource on engagement team. Assumes responsibility for conducting relevant research, distilling data, and creating reports. Oversees the financial management and administrative information and activities, such as budgeting, manpower and resource planning, as well as financial reporting and compliance management. Performs complex evaluations of existing procedures, processes, techniques, models and systems.

Senior ERP Business Analyst

Minimum Years Experience: 5

Minimum Education: Bachelor's Degree in Business Administration or Computer Science. Minimum Five (5) years technical experience in the development or integration of ERP applications to improve user decision support systems.

Functional Responsibilities: The Senior ERP Business Analyst leads in providing application analysis and support to business users, and developing and implementing new applications that integrate people, processes and technologies. As a key resource in cross-functional team, the analyst will collect user requirements, prepare requirements documents, as-is and to-be processes and perform gap analysis. Design processes to meet requirements, prepare functional specifications, prepare test plans, conduct testing and support user acceptance testing (UAT). Develop ad-hoc and custom reports and present in a readable format. Involved in customizing and implementing ERP applications to accommodate the business processes related to the project. Handle third party integrations with ERP SAP applications and data migrations from legacy systems in order to successfully send and receive information back and forth. Develop test scenarios, perform functional and regression testing, and document test results. Involved in migrating and updating legacy data into Oracle module using SQL*Loader and PL/SQL programming. Work on Inbound and Outbound interfaces for the sales order. Triage

issues raised by the site consultants and users. Develop test scenarios, perform functional and regression testing, and document test results. Monitor and support system operation to detect potential problems in existing processes and applications, and recommend solutions. Utilize experience with the Software Development Lifecycle process.

Applications Systems Analyst

Minimum Years Experience: 3

Minimum Education: Bachelor's Degree in Business Administration or Computer Science. Minimum Three (3) years technical experience in the development of software applications to improve user decision support systems.

Functional Responsibilities: Provide on-call support for all high severity issues using independent judgment in selecting methods and techniques to provide solutions. Provide Tier III support for a wide range of business applications across the company including deployment, support and maintenance where required. Work on problems/projects of diverse complexity and scope. Participate in design review meetings and provide impact assessments as part of IT projects. Plan and coordinate the rollout of new releases and upgrades to applications. Effectively manage multiple issues and properly prioritize and manage them to ensure timely resolution through established incident/problem management practices. Participate in testing new application and their respective changes across the enterprise. Assist in preparation and creation of comprehensive documentation for defined applications to include: operational runbooks, impact assessments, Standard Operating Procedures, application details, tools and monitoring. Provide and recommend long term fixes for reoccurring issues through established problem management processes and procedures. Serve as a liaison between the business and IT functional teams, networking with senior level internal and external personnel.

Systems Process Engineer

Minimum Years Experience: 3

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required.

Functional Responsibilities: Provide technical expertise and input to ensure that program level management processes and procedures are established and are consistent, compatible and compliant with sound engineering processes and procedures. Provide systems, software and communications engineering. The Process Engineer is responsible for driving Lean manufacturing operations with a focus upon the core objectives of continuous improvement (Kaizen), quality, maximization of throughput, and uncompromising safety within the production facility. This position functions to drive improvements in the quality of systems processes, procedures and techniques. Continuously improve and maintain process quality, assembly work cell layouts, instructions, technician training, routings, tools, and safety using Lean Six-Sigma techniques, Kaizen principles and other problem solving methodologies. Work with the Quality team to develop and maintain daily assembly quality metrics. Troubleshoot, develop, and implement solutions to daily production issues. Develop and implement solutions to support the integration of new technologies and equipment into production. Research and identify new technologies while integrating enhancements as appropriate

for the project with cooperation from internal stakeholders. Champion and facilitate the Enterprise Change Process. Support supplier quality issues as needed; focus upon driving high expectations with suppliers and troubleshooting supplier issues as required.

| All awarded labor categories under SIN 132 51 (incl STLOC & RC) | |
|--|-----------------------------|
| Awarded Labor Category | Net GSA Hourly Price |
| Database Engineer | 84.99 |
| Program Manager | 90.75 |
| Project Manager | 78.19 |
| Hardware Engineer | 68.80 |
| Help Desk Manager | 74.27 |
| Senior Help Desk Specialist - Technical | 72.37 |
| Senior Help Desk Specialist - Functional | 72.37 |
| Help Desk Specialist | 56.61 |
| Senior Software Engineer | 84.99 |
| Software Application Developer | 99.69 |
| Video Teleconferencing Specialist | 40.08 |
| Subject Matter Expert - Technical II | 125.42 |
| Subject Matter Expert - Functional II | 125.42 |
| Subject Matter Expert Board Certified Physician/Dentist | 107.45 |
| Technical Writer | 44.52 |
| Intermediate ERP Business Analyst | 67.74 |
| Senior Systems Security Integration Engineer | 78.98 |
| System Security Information Assurance Engineer, Intermediate | 81.04 |
| Junior Software Engineer | 61.06 |
| Intermediate Software Engineer | 63.50 |
| Network Engineer | 102.62 |
| Systems Administrator - Virtualization | 87.52 |
| Enterprise Architect | 200.51 |
| IT Systems Solutions Architect | 140.58 |
| Project Control Analyst | 95.32 |
| Senior ERP Business Analyst | 113.42 |
| Applications Systems Analyst | 107.56 |
| Systems Process Engineer | 131.31 |

** Indicates SCA eligible categories. There are currently no SCA applicable labor categories offered

| SCA Matrix | | |
|---|------------------------------------|------------------|
| SCA Eligible Contract Labor Category | SCA Equivalent Code - Title | WD Number |
| None Offered | N/A | N/A |

"The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the indicated (**) SCA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e. nationwide). "