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

Multiple Award Schedule (MAS)
Federal Supply Group: Information Technology
Special Item No. 54151S Information Technology Professional Services
Special Item No. 54151HEAL Health Information Technology Services
Special Item No. 518210C Cloud and Cloud-Related IT Professional Services
Special Item No. 33411 Purchasing of New Electronic Equipment
Special Item No. ANCILLARY Ancillary Supplies and Services
Special Item No. OLM Order-Level Materials

- FPDS CODE D301
- FPDS CODE D302
- FPDS CODE D306
- FPDS CODE D307
- FPDS CODE D308
- FPDS CODE D311
- FPDS CODE D316
- FPDS CODE D399

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 Schedule MAS 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.

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 an 8(a) Certified Small Business

Contract # GS-35F-052CA

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov. Price List through Modification PO-0044 (July 6, 2022)
Contract period.: October 30, 2019 through October 29, 2024
1. **AWARDED SPECIAL ITEM NUMBERS (SINs)**
   - SIN 54151S: Information Technology (IT) Professional Services
   - SIN 54151HEAL: Health Information Technology Services
   - SIN 518210C: Cloud and Cloud-Related IT Professional Services
   - SIN 33411: Purchasing of New Electronic Equipment
   - SIN ANCILLARY: Ancillary Supplies and Services
   - SIN OLM: Order-Level Materials

b. **LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:**
   - SIN 33411: Part Number 63553 ($2,776.22)
   - SIN ANCILLARY: Part Number CD BURNING STARTER KIT ($243.33)

c. **HOURLY RATES** (Services Only): See price lists on page 50 - 53

2. **MAXIMUM ORDER:**
   - SIN 54151S: $500,000
   - SIN 54151HEAL: $500,000
   - SIN 518210C: $500,000
   - SIN 33411: $500,000
   - SIN ANCILLARY: $250,000
   - SIN OLM: $250,000

   *If the “best value” selection places your order over this Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contractor for a better price. The contractor may:

   (1) Offer a new price for this requirement

   (2) Offer the lowest price available under this contract; or

   (3) Decline the order. A delivery order that exceeds the maximum order may be placed under the Schedule contract in accordance with FAR 8.404

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.** Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

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

10a. Time of delivery: **As agreed between Contractor and Ordering Agency**

10b. Expedited Delivery: **Contact contractor**

10c. Overnight and 2-day delivery: **Contact contractor**

10d. 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.

11. F.O.B. point(s): **F.O.B. Destination**

12a. Ordering address: **BEAT, LLC**
    802 E Quincy Street
    San Antonio Texas 78215

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.

13. Payment address: **BEAT, LLC**
    802 E Quincy Street
    San Antonio Texas 78215

14. Warranty provision: **Standard Commercial**

15. Export packing charges, if applicable: **Not Applicable**

16. Terms and conditions of rental, maintenance, and repair (if applicable): **Not Applicable**

17. Terms and conditions of installation (if applicable): **Not Applicable**

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): **Not Applicable**

18b. Terms and conditions for any other services (if applicable): **Not Applicable**
19. List of service and distribution points (if applicable): Not Applicable

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

21. Preventive maintenance (if applicable): Not Applicable

22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): Not Applicable

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 (UEI) number: U3QJUBM7ZFA6

24. Notification regarding registration in System for Award Management (SAM) database: Registered

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

TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151S)

1. SCOPE
   a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
   b. The Contractor shall provide services at the Contractor’s facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

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
The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

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

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

6. **INSPECTION OF SERVICES**


7. **RESPONSIBILITIES OF THE CONTRACTOR**

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

8. **RESPONSIBILITIES OF THE ORDERING ACTIVITY**

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

9. **INDEPENDENT CONTRACTOR**

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

10. **ORGANIZATIONAL CONFLICTS OF INTEREST**

a. Definitions.

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

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

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.
b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

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

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIAITON 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) (DEVIAITON 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 54151S IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT Professional Services shall be in accordance with the Contractor’s customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

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

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

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

1. **SCOPE**

a. The labor categories, prices, terms and conditions stated under the Special Item Number 54151HEAL Health Information Technology Services apply exclusively to Health IT Services within the scope of this Information Technology Schedule.

b. This SIN is limited to Health IT Services only. Software and hardware products are out of scope. Hardware and software can be acquired through different Special Item Numbers on Schedule MAS.

c. This SIN provides ordering activities with access to Health IT services.

d. Health IT Services provided under this SIN shall comply with all Healthcare certifications and industry standards as applicable at the task order level.

e. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.
2. 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 Health IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)
   (a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with
its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

(1) Cancel the stop-work order; or

(2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

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

(1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

(2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

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

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

6. **INSPECTION OF SERVICES**


7. **RESPONSIBILITIES OF THE CONTRACTOR**

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

8. **RESPONSIBILITIES OF THE ORDERING ACTIVITY**

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

9. **INDEPENDENT CONTRACTOR**

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

   a. **Definitions.**

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

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

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

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

11. **INVOICES**

   The Contractor, upon completion of the work ordered, shall submit invoices for Health IT 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:

   (c) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

   (d) 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 HEALTH IT SERVICES AND PRICING**

   a. The Contractor shall provide a description of each type of Health IT Service offered under Special Item Numbers 54151HEAL Health IT Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

   b. Pricing for all Health IT Services shall be in accordance with the Contractor’s customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

**ATTACHMENT 1**

**Awarded Labor Categories Under SIN 54151S:**

**Database Engineeer**

**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 Teleconferencing 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. Overseas 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.

**ATTACHMENT 2**

**Awarded Labor Categories Under SIN 54151HEAL:**

**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 in Health Information Technology (HIT) is required. 5 years of additional relevant experience may be substituted for education and familiarity with Electronic Health Record (EHR) databases is preferred.

**Functional Responsibilities:** Analyze Health Information Technology databases requirements of assigned projects. Analyze and determine clinical informatics needs and elements, database relationships and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities in support of health information management. Apply knowledge of database management systems to storage, retrieval, sharing, and use of health care information, data, and knowledge for communication and decision making. 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. Shall have familiarity of Health Insurance Portability and Accountability Act (HIPAA), Protected Health Information (PHI) and Personally identifiable information (PII) protocols.

**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. Commission on Accreditation for Health Informatics and Information Management Education (CAHIM) degree/certification preferred

**Functional Responsibilities:** Provides operational support for organizing, directing, and managing all aspects of health information technology contract functions involving multiple complex and inter-related project tasks that often require managing teams of contractor personnel at multiple health treatment facilities. Provide overall direction of health 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 health programs 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. PMP Certification preferred. 5 years Health Information
Management experience preferred. Shall have knowledge of Health Insurance Portability and Accountability Act (HIPAA), Protected Health Information (PHI) and Personally identifiable information (PII) protocols.

**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, 3 years Health Information Management experience preferred. Commission on Accreditation for Health Informatics and Information Management Education (CAHIM) degree/certification preferred.

**Functional Responsibilities:** Assist Program Manager in providing operational support for organizing, directing, and managing all aspects of health contract functions involving multiple complex and inter-related project tasks that often require teams of contractor personnel at multiple health care facilities. 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. Shall have familiarity of Health Insurance Portability and Accountability Act (HIPAA), Protected Health Information (PHI) and Personally identifiable information (PII) protocols.

**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. Commission on Accreditation for Health Informatics and Information Management Education (CAHIM) degree/certification preferred.

**Functional Responsibilities:** Analyze health system networks and computer communications hardware characteristics and recommends medical 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, runs tests and evaluate computer hardware such as chips, circuit boards, modems, servers, printers and other related equipment. Have some hardware installation experience. Able to analyze and implement communications standards and protocols according to client requirements. Shall have familiarity of Health Insurance Portability and Accountability Act (HIPAA), Protected Health Information (PHI) and Personally identifiable information (PII) protocols.
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. Health Information Management experience preferred. Shall have knowledge of Health Insurance Portability and Accountability Act (HIPAA), Protected Health Information (PHI) and Personally identifiable information (PII) protocols.

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 health system 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. Familiarity with Composite Health Care System (CHCS), Armed Forces Health Longitudinal Technology Application (AHLTA) preferred, Corporate Dental Application (CDA) and Digital Dental Imaging (DDI) and Electronic Health Record (EHR). Shall have familiarity of Health Insurance Portability and Accountability Act (HIPAA), Protected Health Information (PHI) and Personally identifiable information (PII) protocols.

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 Health Information Management experience preferred. Commission on Accreditation for Health Informatics and Information Management Education
(CAHIM) degree/certification preferred.

**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. Familiarity with Composite Health Care System (CHCS), Armed Forces Health Longitudinal Technology Application (AHLTA) preferred, Corporate Dental Application (CDA) and Digital Dental Imaging (DDI) and Electronic Health Record (EHR). Shall have knowledge of Health Insurance Portability and Accountability Act (HIPAA), Protected Health Information (PHI) and Personally identifiable information (PII) protocols.

**Help Desk Specialist**

**Minimum Years Experience:** 2

**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. Familiarity with Composite Health Care System (CHCS), Armed Forces Health Longitudinal Technology Application (AHLTA) preferred and Corporate Dental Application (CDA), or other Clinical Information Systems.

**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. Composite Health Care System (CHCS), Armed Forces Health Longitudinal Technology Application (AHLTA) preferred, Corporate Dental Application (CDA) and Digital Dental Imaging (DDI) and Electronic Health Record (EHR) experience preferred. Shall have knowledge of Health Insurance Portability and Accountability Act (HIPAA), Protected Health Information (PHI) and Personally identifiable information (PII) protocols.
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. Commission on Accreditation for Health Informatics and Information Management Education (CAHIM) degree/certification preferred.

**Functional Responsibilities:** Create logical and functional health care 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 medical and dental functional environments. Must have experience reacting to problems and correcting the program as necessary. Shall have knowledge of Health Insurance Portability and Accountability Act (HIPAA), Protected Health Information (PHI) and Personally identifiable information (PII) protocols.

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. Health Information Management experience preferred. Shall have familiarity of Health Insurance Portability and Accountability Act (HIPAA), Protected Health Information (PHI) and Personally identifiable information (PII) protocols.

Video Teleconferencing Specialist

**Minimum Years Experience:** 2

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

**Functional Responsibilities:** Install, pull, terminate and test all clinical audio visual (AV) type cables, connectors, and interfaces and transportable exam stations. Ability to install health monitors, projection screens, plasma TV’s and different types of speakers for installation of AV systems on client sites. Install and test in room Cameras, image quality Printers, medical LCD Monitors/Displays, medical Recorder solutions and related products. 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
Subject Matter Expert – Technical II

Minimum Years Experience: 5

Minimum Education: Bachelor’s Degree and 5 years of specific experience in Health Care Management. 6 years of specific experience is considered equivalent to a Bachelor’s Degree. With a Master’s Degree, 3 years of general experience in health care management is required. With a PhD, 2 years of general experience in health care management is required. At least 5 years applied experience in specific area of expertise. Expert in single or multiple medical and dental technical disciplines. Provides Expert guidance and insight into specific medical and dental technologies and their application and independently performs a variety of system design and integration tasks where a specific subject matter expertise is necessary. Commission on Accreditation for Health Informatics and Information Management Education (CAHIM) degree/certification preferred.

Functional Responsibilities: Plans and performs research, design assessment, development, integration, and other assignments in a specific medical and/or dental technical areas. Supervises broad team of systems engineers. Responsible for highly complex medical and dental technical/engineering areas. May perform other duties, as assigned. Subject Matter Expertise may include, but is not limited to, health care database planning and health care design, systems analysis and design, medical network services, programming, conversion and implementation support. Health Information Management experience preferred. Composite Health Care System (CHCS), Armed Forces Health Longitudinal Technology Application (AHLTA) preferred, Corporate Dental Application (CDA) and Digital Dental Imaging (DDI) and Electronic Health Record (EHR) experience preferred. Shall have knowledge of Health Insurance Portability and Accountability Act (HIPAA), Protected Health Information (PHI) and Personally identifiable information (PII) protocols.

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. Commission on Accreditation for Health Informatics and Information Management Education (CAHIM) degree/certification preferred.

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. Health Information Management experience preferred. Shall have familiarity of Health Insurance Portability and Accountability Act (HIPAA), Protected Health Information (PHI) and Personally identifiable information (PII) protocols.

**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 consulting and clinical information system strategy and implementation experience. Experienced in client engagements representing a wide array of activities including strategic planning, governance, process design/ redesign, clinical content development, and communications and training strategies. Shall have knowledge of Health Insurance Portability and Accountability Act (HIPAA), Protected Health Information (PHI) and Personally identifiable information (PII) protocols.

**Technical Writer**

**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. Commission on Accreditation for Health Informatics and Information Management Education (CAHIM) degree/certification preferred.

**Functional Responsibilities:** Responsible for content of medical and dental 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. Health Information Management experience preferred. Shall have knowledge of Health Insurance Portability and Accountability Act (HIPAA), Protected Health Information (PHI) and Personally identifiable information (PII) protocols.

**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 clinical application analysis and support to healthcare business users, and developing and implementing new applications that integrate people, processes and technologies across the
broad spectrum of medical and dental environments. 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. Health Information Management experience preferred Composite Health Care System (CHCS), Armed Forces Health Longitudinal Technology Application (AHLTA) preferred, Corporate Dental Application (CDA) and Digital Dental Imaging (DDI) and Electronic Health Record (EHR) experience preferred. Shall have knowledge of Health Insurance Portability and Accountability Act (HIPAA), Protected Health Information (PHI) and Personally identifiable information (PII) protocols.

Senior Systems Security Integration Engineer

Minimum Years Experience: 6

Minimum Education: Master's Degree in Computer Science. 6 years working experience in health care information security and health care information assurance in a large medical or dental 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. Commission on Accreditation for Health Informatics and Information Management Education (CAHIM) degree/certification preferred.

Functional Responsibilities: Development, testing and implementation of medical security plans, products, and control techniques; provides clients, management and staff members with a high level of health care technical expertise and support in medical 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 medical information security; identifies health care regulatory changes that will affect medical information security policy, standards, and procedures, and recommend appropriate changes; leads the monitoring and evaluation of health care systems and procedures to protect the medical data systems and medical databases from unauthorized users; identifies and determines causes of security violations and recommend corrective actions to ensure medical data security; implements changes to procedures and systems to enhance medical 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 health care 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 medical and dental 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 medical and dental technical user guides. Health Information Management experience preferred. Shall have familiarity of Health Insurance Portability and Accountability Act (HIPAA), Protected Health Information (PHI) and Personally identifiable information (PII) protocols.

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 health care 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 health care 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. Health Information Management experience preferred. Shall have familiarity of Health Insurance Portability and Accountability Act (HIPAA), Protected Health Information (PHI) and Personally identifiable information (PII) protocols.

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. Commission on Accreditation for Health Informatics and Information Management Education (CAHIM) degree/certification preferred. Shall have knowledge of HIPAA privacy and security rules. Comp TIA Network+, Security + and CISSP certification preferred.
**Functional Responsibilities:** Assist Software Engineer in creating logical and functional health care 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 medical web pages, medical web applications, and medical web services. Design and Develop other health care interfaces to various applications, depending on the platform of interfacing application. Understand health care business requirements for various projects, and Design and Develop medical and dental application modules based on those requirements. Communicate development progress to management team. Health Information Management experience preferred. Shall have familiarity of Health Insurance Portability and Accountability Act (HIPAA), Protected Health Information (PHI) and Personally identifiable information (PII) protocols.

**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. Commission on Accreditation for Health Informatics and Information Management Education (CAHIM) degree/certification preferred.

**Functional Responsibilities:** Assist Software Engineer in creating logical and functional health care 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 medical web pages, medical web applications, and medical web services. Design and Develop other health care interfaces to various applications, depending on the platform of interfacing application. Understand health care business requirements for various projects, and Design and Develop application modules based on those requirements. Communicate development progress to management team. Health Information Management experience preferred. Shall have familiarity of Health Insurance Portability and Accountability Act (HIPAA), Protected Health Information (PHI) and Personally identifiable information (PII) protocols.

**Network Engineer**

**Minimum Years Experience:** 4

**Minimum Education:** Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. CCNA and/or Certification Commission on Accreditation for Health Informatics and Information Management Education (CAHIM) degree/certification preferred.

**Functional Responsibilities:** Conduct Medical and Dental 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 Medical and Dental 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 health care hardware and software applications, including emerging health care technologies. Provide medical and dental 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 medical and dental technical design reviews, system integration testing, load testing, and provide assistance during user acceptance testing. Prepare and maintain technical user guides Health Information Management experience preferred. Shall have familiarity of Health Insurance Portability and Accountability Act (HIPAA), Protected Health Information (PHI) and Personally identifiable information (PII) protocols.

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. Commission on Accreditation for Health Informatics and Information Management Education (CAHIM) degree/certification preferred.

Functional Responsibilities: Manage and administer Medical and Dental 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 health care system/applications monitoring procedures and health checks. Generate metrics to trend performance and overall resource consumption. Provide recommendations for health care 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. Health Information Management experience preferred. Shall have familiarity of
Health Insurance Portability and Accountability Act (HIPAA), Protected Health Information (PHI) and Personally identifiable information (PII) protocols.

**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 Health care IT preferred. Proven experience with health care enterprise architecture, data architecture, web technologies, SaaS offerings, design and implementation of large scale, medical and dental enterprise-level projects. Commission on Accreditation for Health Informatics and Information Management Education (CAHIM) degree/certification preferred.

**Functional Responsibilities**: Performs the activities required for the development and maintenance of assigned health care enterprise projects and guides project from concept through final delivery. Responsible for the architecture, design and implementation of medical and dental technology solutions which will optimize the health care enterprise infrastructure of the organization. Analyzes health care 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 health care technologies and system requirements. Analyze health care 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 health care 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 health care 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 health care 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. Health Information Management experience preferred. Shall have familiarity of Health Insurance Portability and Accountability Act (HIPAA), Protected Health Information (PHI) and Personally identifiable information (PII) protocols.

**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. Utilize clinical guidelines, formal medical terminologies, and information and communication systems to form clinical informatic tools. 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. Shall have familiarity of Health Insurance Portability and Accountability Act (HIPAA), Protected Health Information (PHI) and Personally identifiable information (PII) protocols.

**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. Risk-based regulatory framework for health IT experience preferred. Commission on Accreditation for Health Informatics and Information Management Education (CAHIM) degree/certification preferred.

**Functional Responsibilities:** Provides health care 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. Overseas 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 health care procedures, processes, techniques, models, and systems. Health Information Management experience preferred. Shall have familiarity of Health Insurance Portability and Accountability Act (HIPAA), Protected Health Information (PHI) and Personally identifiable information (PII) protocols.

**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. Commission on Accreditation for Health Informatics and Information Management Education (CAHIM) degree/certification preferred.

**Functional Responsibilities:** The Senior ERP Business Analyst leads in providing application analysis and support to medical and dental business users, and developing and implementing new applications that integrate people, processes and technologies and reduce health care costs. 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. Provide Clinic Performance Optimization 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 clinical system operations to detect potential problems in existing clinical processes and applications and recommend solutions. Utilize experience with the Software Development Lifecycle process. Health Information Management experience preferred. Shall have familiarity of Health Insurance Portability and Accountability Act (HIPAA), Protected Health Information (PHI) and Personally identifiable information (PII) protocols.

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. Commission on Accreditation for Health Informatics and Information Management Education (CAHIM) degree/certification preferred.

Functional Responsibilities: Provide on-call support for all high severity issues using independent judgment in selecting methods and techniques to provide solutions. Provide health monitoring and diagnosis 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. Shall have familiarity of Health Insurance Portability and Accountability Act (HIPAA), Protected Health Information (PHI) and Personally identifiable information (PII) protocols.

Systems Process Engineer

Minimum Years Experience: 3

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. Commission on Accreditation for Health Informatics and Information Management Education (CAHIM)
degree/certification preferred.

**Functional Responsibilities**: Provide medical and dental clinical and technical expertise and input to ensure that health program level management processes and procedures are established and are consistent, compatible, and compliant with sound healthcare delivery 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 health solutions to support the integration of new technologies and equipment into production. Research and identify new healthcare technologies while integrating enhancements as appropriate for the project with cooperation from internal stakeholders. Champion and facilitate the Health Care Enterprise Change Process. Support supplier quality issues as needed; focus upon driving high expectations with suppliers and troubleshooting supplier issues as required. Shall have familiarity of Health Insurance Portability and Accountability Act (HIPAA), Protected Health Information (PHI) and Personally identifiable information (PII) protocols.

**ATTACHMENT 3**

**Awarded Labor Categories Under SIN 518210C:**

Cloud Software Engineer, Junior

**Minimum Years Experience**: 1 year.

**Minimum Education**: Bachelors.

**Functional Responsibilities**: Responsibilities may include working as part of one or multiple teams, utilizing a variety tools and technologies to contribute to our customer's cloud-hosted software products. This may include working in a variety of different parts, modules, Microservices, etc. The candidate may be responsible for designing and implementing new features to deliver value to our customers. Assigned Responsibilities may be focus on any part of the stack, including the front-end (i.e. React, Angular JS, Spring, etc.), back-end (i.e. Java, Node.js, SQL, ElasticSearch, Hadoop, Kafka, etc).

Cloud Software Engineer, Mid

**Minimum Years Experience**: 3 years.

**Minimum Education**: Bachelors.

**Functional Responsibilities**: Responsibilities may include working as part of one or multiple teams, utilizing a variety tools and technologies to contribute to our customer's cloud-hosted software products. This may include working in a variety of different parts, modules, Microservices, etc. The candidate may be responsible for designing and implementing new
features to deliver value to our customers. Assigned Responsibilities may be focus on any part of the stack, including the front-end (i.e. React, Angular JS, Spring, etc.), back-end (i.e. Java, Node.js, SQL, ElasticSearch, Hadoop, Kafka, etc.). Candidate must be a self-starter, maintain a high-level of productivity with minimal supervision, and demonstrate the ability to communicate effectively to ensure project deliverables are satisfied on-time.

**Cloud Software Engineer, Senior**

**Minimum Years Experience:** 5 years.

**Minimum Education:** Bachelors.

**Functional Responsibilities:** Responsibilities may include working alone or leading a team or multiple teams, utilizing a variety tools and technologies to contribute to our customer's cloud-hosted software products. This may include working in a variety of different parts, modules, Microservices, etc. The candidate may be responsible for designing and implementing new features to deliver value to our customers. Assigned Responsibilities may be focus on any part of the stack, including the front-end (i.e. React, Angular JS, Spring, etc.), back-end (i.e. Java, Node.js, SQL, ElasticSearch, Hadoop, Kafka, etc). Candidate must be a proven leader, maintain a high-level of team productivity, and demonstrate the ability to deliver project milestones on-time.

**Cloud Software Engineer, SME**

**Minimum Years Experience:** 15 years.

**Minimum Education:** Masters.

**Functional Responsibilities:** Candidate must develop innovative approaches and solutions, using non-quantitative tools and guidelines from past experience. Serve in a position of leadership over critical objectives where decision making is of utmost concern to the outcome. May supervise others. Provide execution guidance and practical engineering support to mission teams working with the strategic guidance from the Cloud Engineering Lead. Negotiate complex scenarios and challenges and devise courses of action to resolve situations with predictable outcomes. Interact in client negotiations and interface with senior management. Establish goals and plans that meet project objectives. May mentor and/or supervise others.

**Cloud Systems Engineer, Junior**

**Minimum Years Experience:** 2 years.

**Minimum Education:** Bachelors.

**Functional Responsibilities:** Candidate will be responsible for continuous improvement in system visibility and applications with advanced monitoring, metrics and log analytics. Identification of root causes on critical problems throughout the platform, incident reports and communication. Maintain, monitor, and help improve the performance and availability of the 24x7 production environment including networks, servers, databases, etc.. Troubleshooting and supporting our production and QA environments. May be required to participate in on-call rotation and provide immediate support during emergencies, outages, and
service transitions. Participate in creating long-term and short term strategies for scaling the production environment. Adhere to a comprehensive incident management program. Generate KPIs for service availability, uptime, and adherence to SOPs, and SLAs.

**Cloud Systems Engineer, Mid**

**Minimum Years Experience**: 5 years.

**Minimum Education**: Bachelors.

**Functional Responsibilities**: Responsible for developing solutions that facilitate the automation of cloud environments and microservices infrastructures. Develop Cloud Formation/Terraform templates for creating repeatable, deployable infrastructure setups (Infrastructure As Code). Develop and maintain containers on various cloud platforms. Work with modern automation and configuration management tools (i.e. Ansible, Jenkins, CodeCommit, Code Pipeline, etc.) to automate DevSecOps tasks. Provide Developers the ability to build and deploy applications to multiple environments quickly and easily, with minimal reconfigurations. Create and improve build and release scripts, tools, and processes. Leverage monitoring tools to identify problems, resolve issues or escalate, as necessary, to ensure SLA's and support requirements are met. Contribute to the creation of system engineering and support documents, operational guides, and configuration templates for servers and containers.

**Cloud Systems Engineer, Senior**

**Minimum Years Experience**: 7 years.

**Minimum Education**: Bachelors.

**Functional Responsibilities**: The Senior Cloud Systems Engineer will be responsible for research, architecture, design, installation, integrations and support of a wide variety of technologies at Constellations Brands. Designs and implements high performing services to meet customer functions and costs requirements. Participate in or lead new projects, deployments and integrations within a cloud environment. Document and refine best practices. Design and implement infrastructure, processes, and automations for complex cloud environments. Gather requirements, provide design documents, and implement solutions that align with pre-defined roadmaps. Document designs, processes, projects, tools, standards and techniques. Document installation and troubleshooting procedures. Continuously improve processes, orchestration, and automation scripts. Create reliable infrastructure service environments to deliver highly scalable services. Manage cloud server/storage deployments including release processes and image management. Perform data lifecycle management processes by leveraging cloud backup and archiving technologies. Assess the need for system reconfigurations based on industry best practices and present recommendations considering long-term technical and financial impacts. Conduct research to improve knowledge of current and future operations. Train and develop junior team members.
Cloud Systems Engineer, SME

Minimum Years Experience: 5 years.

Minimum Education: Masters.

Functional Responsibilities: Candidate will provide technical expertise with Cloud Migrations/Cloud-Native Service architectures. Designs, develops, and implements Cloud-Native Service architectures that software development teams will leverage to move services to use native cloud capabilities. Works with implementation teams to provide technical guidance and project priorities. Provides technical leadership and delivers an innovative products, services, or combinations of products and services to address customer requirements. Develops innovative approaches and solutions, using non-quantitative tools and guidelines from past experience. May supervise others, and be required to use critical thinking and good decision-making that may affect outcomes. Provide guidance and practical engineering support to individuals and teams under guidance of the Cloud Engineering Lead. Understand complex scenarios and challenges and provide recommended courses of action. Establish goals and plans to meet project objectives.

Cloud Data Acquisition Engineer, Junior

Minimum Years Experience: 2 years.

Minimum Education: Bachelors.

Functional Responsibilities: Support current and new services that leverage cloud computing architecture and other managed service offerings. Participate in code development related to all aspects of data acquisition, storage and retrieval. Assist in the development of data streaming methods to achieve maximum efficiency at the lowest cost. Perform data analysis to support data quality and integrity. Assist in the development of new capabilities and service offerings requiring data acquisition. Create and maintain optimal data pipeline architectures. Assemble large, complex data sets that meet customer needs. Identify, design, recommend, and implement process improvements. Automate manual processes, optimize data delivery, and improve infrastructure for better scalability. Work with data and analytics experts to improve functionality.

Cloud Data Acquisition Engineer, Mid

Minimum Years Experience: 5 years.

Minimum Education: Bachelors.

Functional Responsibilities: Support current and new services that leverage cloud computing architecture and other managed service offerings. Participate in code development related to all aspects of data acquisition, storage and retrieval. Assist in the development of data streaming methods to achieve maximum efficiency at the lowest cost. Perform data analysis to support data quality and integrity. Assist in the development of new capabilities and service offerings requiring data acquisition. Create and maintain optimal data pipeline architectures. Assemble large, complex data sets that meet customer needs. Identify, design, recommend, and implement process improvements. Automate manual processes, optimize data delivery, and
improve infrastructure for better scalability. Work with data and analytics experts to improve functionality.

**Cloud Data Acquisition Engineer, Senior**

**Minimum Years Experience:** 10 years.

**Minimum Education:** Masters.

**Functional Responsibilities:** Lead the development of current and new services that leverage cloud computing architecture and other managed service offerings. Oversee and guide code development related to all aspects of data acquisition, storage and retrieval. Oversee the development of data streaming methods to achieve maximum efficiency at the lowest cost. Ensure data analysis is accurately performed to support data quality and integrity. Steer the development of new capabilities and service offerings requiring data acquisition. Oversee the creation and maintenance of optimal data pipeline architectures. Ensure quality assembly of large, complex data sets to meet customer needs. Coordinate activities to identify, design, recommend, and implement data acquisition process improvements. Ensure the automation of manual processes, optimization of data delivery, and improvements to infrastructure for better efficiency and scalability. Provide oversight and guidance to data and analytics experts to ensure functionality improvements are implemented while eliminating or minimizing operational impacts.

**Cloud Data Acquisition Engineer, SME**

**Minimum Years Experience:** 15 years.

**Minimum Education:** Masters.

**Functional Responsibilities:** Oversee all aspects of the creation and development of current and new services that leverage cloud computing architecture and other managed service offerings. Oversee and guide multiple efforts related to code development covering all aspects of data acquisition, storage and retrieval. Define the overall strategy for development of data streaming methods to achieve maximum efficiency at the lowest cost. Provide the framework to ensure data analysis is accurately performed and supports data quality and integrity. Drive the development of new capabilities and service offerings requiring data acquisition. Oversee the creation and maintenance of optimal data pipeline architectures. Ensure quality assembly of large, complex data sets to meet customer needs. Coordinate activities across multiple projects to identify, design, recommend, and implement data acquisition process improvements across enterprise-wide activities. Ensure the ongoing, successful automation of manual processes, optimization of data delivery, and improvements to infrastructure for better efficiency and scalability. Provide executive leadership, oversight, and guidance to data and analytics team leads to ensure functionality improvements are implemented while eliminating or minimizing operational impacts.
Cloud Data Scientist, Junior

Minimum Years Experience: 1 year.

Minimum Education: Bachelors.


Cloud Data Scientist, Mid

Minimum Years Experience: 5 years.

Minimum Education: Masters.

Functional Responsibilities: Work with other analysts to fully define complex problems and research methodologies; Support SMEs on cross-functional teams to solve complex problems. Integrate and extract relevant information from large repositories of structured and unstructured data sets to achieve insights and understanding aimed at providing solutions to complex problems. Conduct advanced analytics leveraging predictive modeling, machine learning, simulations, optimization, and other techniques to deliver insights or develop analytical solutions to achieve business objectives. Support SMEs in the development of scalable, efficient, automated solutions for large scale data analyses, model development, model validation and model implementation. Work with other technology experts and staff to research architecture for new products, services, and features. Develop algorithms and supporting code so ensure research is based on the highest quality information. Translate complex analytical and technical concepts for briefing non-technical personnel to foster better understanding and to drive more informed business decisions.

Cloud Data Scientist, Senior

Minimum Years Experience: 10 years.

Minimum Education: PhD.

Functional Responsibilities: Work with other analysts to fully define complex problems and research methodologies; Support SMEs on cross-functional teams to solve complex problems. Integrate and extract relevant information from large repositories of structured and unstructured data sets to achieve insights and understanding aimed at providing solutions to complex problems. Conduct advanced analytics leveraging predictive modeling, machine learning, simulations, optimization, and other techniques to deliver insights or develop analytical solutions to achieve business objectives. Support SMEs in the development of scalable, efficient, automated solutions for large scale data analyses, model development, model validation and model implementation. Work with other technology experts and staff to research architecture for new products, services, and features. Develop algorithms and supporting code so ensure research is based on the highest quality information. Translate complex analytical and technical concepts for briefing non-technical personnel to foster better understanding and to
drive more informed business decisions.

**Cloud Data Scientist, SME**

**Minimum Years Experience:** 15 years.

**Minimum Education:** PhD.

**Functional Responsibilities:** Work with other analysts to fully define complex problems and research methodologies; Support SMEs on cross-functional teams to solve complex problems. Integrate and extract relevant information from large repositories of structured and unstructured data sets to achieve insights and understanding aimed at providing solutions to complex problems. Conduct advanced analytics leveraging predictive modeling, machine learning, simulations, optimization, and other techniques to deliver insights or develop analytical solutions to achieve business objectives. Support SMEs in the development of scalable, efficient, automated solutions for large scale data analyses, model development, model validation and model implementation. Work with other technology experts and staff to research architecture for new products, services, and features. Develop algorithms and supporting code so ensure research is based on the highest quality information. Translate complex analytical and technical concepts for briefing non-technical personnel to foster better understanding and to drive more informed business decisions.

**Cloud DevSecOps Engineer, Junior**

**Minimum Years Experience:** 1 year.

**Minimum Education:** Bachelors.

**Functional Responsibilities:** Work with a variety of different container tools (i.e. Docker, Kubernetes, etc.). Ensure containers are deployed appropriately to ensure a secure computing environment. Handle Risk Assessments accurately in a fast-paced environment. Handle light automation workloads in a CI/CD environment. Implement security controls and follow best practices to address vulnerabilities as they are identified. Coordinate with infrastructure and development teams to understand workflows and assure DevSecOps best practices.

**Cloud DevSecOps Engineer, Mid**

**Minimum Years Experience:** 3 years.

**Minimum Education:** Bachelors.

**Functional Responsibilities:** Streamline software development lifecycle from requirements to monitoring in production. Lead efforts to incorporate open source tools, automation, and cloud resources to cut down on tedious, repetitive tasks and free up the developers to focus on innovation. Implement continuous integration and delivery to reduce manual testing and troubleshooting. Continuously learn to broaden skillset in areas, such as automation, edge computing, containers, and Continuous Integration and Continuous Development (CI/CD) pipeline. Identify new opportunities to build software solutions to help customers meet tough challenges. Experience in modeling and simulations, big data, AI/ML
concepts, and offensive and/or defensive cybersecurity operations is a plus.

Cloud DevSecOps Engineer, Senior

**Minimum Years Experience**: 6 years.

**Minimum Education**: Bachelors.

**Functional Responsibilities**: Work with multiple delivery teams to take ownership and accountability of technical project planning and delivery for security tools and processes. Manage multiple projects with a focus on IT Security technologies and managing resources from both IT Security, IT Application, and product development teams. Provide project execution leadership and management adhering to project methodology and compliance standards, as well as act as PM throughout the lifecycle of projects. Support the execution of the Information Security Program strategy, utilizing change management strategies to drive enterprise alignment. Adhere to project management standards and manage stakeholder and vendor relations to ensure that project expectations are met. Understand daily activities and goals of individual project members, identify roadblocks/bottlenecks, and proactively communicate issues and escalation to issue resolution. Attend daily stand-ups and communicate to executives leaders on project momentum. Act as a point of contact to handle project issues and changes in scope, while providing clarity to any ambiguous requirements or deliverables. Conduct routine status calls and project status reporting. Identify risks to the project and follow through with all involved to mitigate issues. Identify, evaluate, and develop opportunities for training and awareness materials to educate users on security policies and practices. Oversee program metrics and reporting.

Cloud DevSecOps Engineer, SME

**Minimum Years Experience**: 10 years.

**Minimum Education**: Masters.

**Functional Responsibilities**: Guide multiple delivery teams to ensure ownership and accountability of technical project planning and delivery for security tools and processes. Manage multiple projects with a focus on IT Security technologies and managing resources from both IT Security, IT Application, and product development teams. Provide oversight over multiple projects to ensure adherence to project methodology and compliance standards throughout the project lifecycles. Ensure the execution of the Information Security Program strategy, utilizing change management strategies to drive enterprise alignment. Assure adherence to project management standards and manage stakeholder and vendor relations to ensure all project expectations are met. Oversee daily activities and goals of individual project members, identify roadblocks/bottlenecks, and proactively communicate issues and escalation to issue resolution. Attend daily stand-ups and communicate to executives about project momentum. Act as principal point of contact to handle project issues and changes in scope, while providing clarity to any ambiguous requirements or deliverables. Ensure PMs conduct routine status calls and project status reporting. Identify risks to the projects and follow through to ensure issues are effectively mitigated. Identify, evaluate, and develop opportunities for training and awareness materials to educate users on security policies and practices. Oversee program metrics and reporting across all projects.
Cloud Information Systems Security Engineer, Junior

Minimum Years Experience: 3 years.

Minimum Education: Bachelors.

Functional Responsibilities: Validates and verifies system security requirements definitions and analysis and establishes system security designs. Designs, develops, implements and/or integrates IA and security systems and system components including those for networking, computing, and enclave environments to include those with multiple enclaves and with differing data protection/classification requirements. Builds IA into systems deployed to operational environments. Assists architects and systems developers in the identification and implementation of appropriate information security functionality to ensure uniform application of Agency security policy and enterprise solutions. Supports the building of security architectures. Enforces the design and implementation of trusted relations among external systems and architectures. Assesses and mitigates system security threats/risks throughout the program life cycle. Contributes to the security planning, assessment, risk analysis, risk management, certification and awareness activities for system and networking operations.

Cloud Information Systems Security Engineer, Mid

Minimum Years Experience: 5 years.

Minimum Education: Bachelors.

Functional Responsibilities: Capable of performing all Junior ISSM duties. Reviews certification and accreditation (C&A) documentation, providing feedback on completeness and compliance of its content. Applies system security engineering expertise in one or more of the following to: system security design process; engineering life cycle; information domain; cross domain solutions; commercial off-the-shelf and government off-the-shelf cryptography; identification; authentication; and authorization; system integration; risk management; intrusion detection; contingency planning; incident handling; configuration control; change management; auditing; certification and accreditation process; principles of IA (confidentiality, integrity, non-repudiation, availability, and access control); and security testing. Support security authorization activities in compliance with NSA/CSS Information System Certification and Accreditation Process (NISCAP) and DoD Information Assurance Certification and Accreditation Process (DIACAP) process, the NIST Risk Management Framework (RMF) process, and prescribed NSA/CSS business processes for security engineering.

Cloud Information Systems Security Engineer, Senior

Minimum Years Experience: 10 years.

Minimum Education: Masters.

Functional Responsibilities: Capable of performing all Junior and mid-level ISSM duties. Participates as a security engineering representative on engineering teams for the design, development, implementation and/or integration of secure networking, computing, and enclave environments. Participates as a security engineering representative on engineering teams for the design, development, implementation and/or integration of IA architectures, systems, or system
components. Participates as the primary security engineering representative on engineering teams for the design, development, implementation, evaluation, and/or integration of secure networking, computing, and enclave environments. Participates as the primary security engineering representative on engineering teams for the design, development, implementation, evaluation, and/or integration of IA architectures, systems, or system components. Supports the Government in the enforcement of the design and implementation of trusted relationships among external systems and architectures.

Cloud Information Systems Security Engineer, SME

Minimum Years Experience: 15 years.

Minimum Education: Masters.

Functional Responsibilities: Capable of performing all subordinate ISSM duties. Applies knowledge of IA policy, procedures, and workforce structure to design, develop, and implement secure networking, computing, and enclave environments. Supports security planning, assessment, risk analysis, and risk management. Identifies overall security requirements for the proper handling of Government data. Interacts with the customer and other project team members. Performs system or network designs that encompass multiple enclaves, to include those with differing data protection/classification requirements. Provides security planning, assessment, risk analysis, and risk management. Recommends enterprise-wide solutions to resolve security requirements.

ATTACHMENT 4

Awarded Labor Categories Under SIN ANCILLARY:

Video Teleconferencing Specialist

Minimum Years Experience: 2

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

Functional Responsibilities: Install, pull, terminate and test all clinical audio visual (AV) type cables, connectors, and interfaces and transportable exam stations. Ability to install health monitors, projection screens, plasma TV’s and different types of speakers for installation of AV systems on client sites. Install and test in room Cameras, image quality Printers, medical LCD Monitors/Displays, medical Recorder solutions and related products. 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. Health Information Management experience preferred. Shall have knowledge of Health Insurance Portability and Accountability Act (HIPAA), Protected Health Information (PHI) and Personally identifiable information (PII) protocols.
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.
<table>
<thead>
<tr>
<th>Awarded Labor Category</th>
<th>Net GSA Hourly Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Database Engineer</td>
<td>$91.57</td>
</tr>
<tr>
<td>Program Manager</td>
<td>$97.78</td>
</tr>
<tr>
<td>Project Manager</td>
<td>$84.25</td>
</tr>
<tr>
<td>Hardware Engineer</td>
<td>$74.13</td>
</tr>
<tr>
<td>Help Desk Manager</td>
<td>$80.02</td>
</tr>
<tr>
<td>Senior Help Desk Specialist - Technical</td>
<td>$77.98</td>
</tr>
<tr>
<td>Senior Help Desk Specialist - Functional</td>
<td>$77.98</td>
</tr>
<tr>
<td>Help Desk Specialist</td>
<td>$61.00</td>
</tr>
<tr>
<td>Senior Software Engineer</td>
<td>$91.57</td>
</tr>
<tr>
<td>Software Application Developer</td>
<td>$107.42</td>
</tr>
<tr>
<td>Video Teleconferencing Specialist</td>
<td>$43.19</td>
</tr>
<tr>
<td>Subject Matter Expert - Technical</td>
<td>$135.14</td>
</tr>
<tr>
<td>Subject Matter Expert - Functional</td>
<td>$135.14</td>
</tr>
<tr>
<td>Subject Matter Expert Board-Certified Physician/Dentist</td>
<td>$115.72</td>
</tr>
<tr>
<td>Technical Writer</td>
<td>$47.97</td>
</tr>
<tr>
<td>Intermediate ERP Business Analyst</td>
<td>$73.00</td>
</tr>
<tr>
<td>Senior Systems Security Integration Engineer</td>
<td>$85.11</td>
</tr>
<tr>
<td>System Security Information Assurance Engineer, Intermediate</td>
<td>$87.33</td>
</tr>
<tr>
<td>Junior Software Engineer</td>
<td>$65.79</td>
</tr>
<tr>
<td>Intermediate Software Engineer</td>
<td>$68.42</td>
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<tr>
<td>Network Engineer</td>
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<tr>
<td>Systems Administrator - Virtualization</td>
<td>$94.30</td>
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<tr>
<td>Enterprise Architect</td>
<td>$216.04</td>
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<tr>
<td>IT Systems Solutions Architect</td>
<td>$151.47</td>
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<tr>
<td>Project Control Analyst</td>
<td>$102.70</td>
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<tr>
<td>Senior ERP Business Analyst</td>
<td>$122.22</td>
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<tr>
<td>Applications Systems Analyst</td>
<td>$115.90</td>
</tr>
<tr>
<td>Systems Process Engineer</td>
<td>$141.49</td>
</tr>
</tbody>
</table>
### All awarded labor categories under SIN 54151HEAL

<table>
<thead>
<tr>
<th>Awarded Labor Category</th>
<th>Net GSA Hourly Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Database Engineer</td>
<td>$93.70</td>
</tr>
<tr>
<td>Program Manager</td>
<td>$100.04</td>
</tr>
<tr>
<td>Project Manager</td>
<td>$86.20</td>
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<tr>
<td>Hardware Engineer</td>
<td>$75.86</td>
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<tr>
<td>Help Desk Manager</td>
<td>$81.87</td>
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<tr>
<td>Senior Help Desk Specialist - Technical</td>
<td>$79.79</td>
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<tr>
<td>Senior Help Desk Specialist - Functional</td>
<td>$79.79</td>
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<tr>
<td>Help Desk Specialist</td>
<td>$62.42</td>
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<tr>
<td>Senior Software Engineer</td>
<td>$93.70</td>
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<tr>
<td>Software Application Developer</td>
<td>$109.91</td>
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<tr>
<td>Video Teleconferencing Specialist</td>
<td>$44.19</td>
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<tr>
<td>Subject Matter Expert - Technical II</td>
<td>$138.28</td>
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<tr>
<td>Subject Matter Expert - Functional II</td>
<td>$138.28</td>
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<tr>
<td>Subject Matter Expert Board-Certified Physician/Dentist</td>
<td>$116.91</td>
</tr>
<tr>
<td>Technical Writer</td>
<td>$49.08</td>
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<tr>
<td>Intermediate ERP Business Analyst</td>
<td>$74.69</td>
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<tr>
<td>Senior Systems Security Integration Engineer</td>
<td>$87.07</td>
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<tr>
<td>System Security Information Assurance Engineer, Intermediate</td>
<td>$89.34</td>
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<tr>
<td>Junior Software Engineer</td>
<td>$67.32</td>
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<tr>
<td>Intermediate Software Engineer</td>
<td>$70.01</td>
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<tr>
<td>Network Engineer</td>
<td>$113.13</td>
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<tr>
<td>Systems Administrator - Virtualization</td>
<td>$96.49</td>
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<tr>
<td>Enterprise Architect</td>
<td>$221.05</td>
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<tr>
<td>IT Systems Solutions Architect</td>
<td>$154.99</td>
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<tr>
<td>Project Control Analyst</td>
<td>$105.09</td>
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<tr>
<td>Senior ERP Business Analyst</td>
<td>$125.05</td>
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<tr>
<td>Applications Systems Analyst</td>
<td>$118.57</td>
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<tr>
<td>Systems Process Engineer</td>
<td>$144.78</td>
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<tr>
<td>Awarded Labor Category</td>
<td>Net GSA Hourly Price</td>
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<tr>
<td>------------------------------------------------</td>
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<tr>
<td>Cloud Software Engineer, Junior</td>
<td>$93.74</td>
</tr>
<tr>
<td>Cloud Software Engineer, Mid</td>
<td>$124.99</td>
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<tr>
<td>Cloud Software Engineer, Senior</td>
<td>$156.23</td>
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<td>Cloud Software Engineer, SME</td>
<td>$187.48</td>
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<tr>
<td>Cloud Systems Engineer, Junior</td>
<td>$88.53</td>
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<tr>
<td>Cloud Systems Engineer, Mid</td>
<td>$119.78</td>
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<tr>
<td>Cloud Systems Engineer, Senior</td>
<td>$151.03</td>
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<td>Cloud Systems Engineer, SME</td>
<td>$182.27</td>
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<tr>
<td>Data Acquisition Engineer, Junior</td>
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<td>Data Acquisition Engineer, Mid</td>
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<td>Data Scientist, Junior</td>
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<td>Data Scientist, Senior</td>
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<td>Data Scientist, SME</td>
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<tr>
<td>DevSecOps Engineer, Junior</td>
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<td>DevSecOps Engineer, Mid</td>
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<td>DevSecOps Engineer, SME</td>
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<tr>
<td>Information Systems Security Engineer, Junior</td>
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<td>$141.65</td>
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<td>Information Systems Security Engineer, SME</td>
<td>$162.49</td>
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## All awarded products under SIN 33411

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<thead>
<tr>
<th>Manufacturer</th>
<th>Part Number</th>
<th>Product Name</th>
<th>Product Description</th>
<th>List Price</th>
<th>Country of Origin</th>
</tr>
</thead>
<tbody>
<tr>
<td>PRIMERA</td>
<td>63553</td>
<td>Bravo 4201 Disc Publisher</td>
<td>Bravo 4201 Disc Publisher automates the process of burning and printing quantities of recordable CDs and DVDs. Using built-in robotics the discs are transported one at a time into the optical drive. After the data is burned, the discs are transported to a high-speed, high-resolution full-color disc printer.</td>
<td>$2,776.22</td>
<td>US</td>
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<tr>
<td>PRIMERA</td>
<td>CD BURNING STARTER KIT</td>
<td>CD BURNING STARTER KIT</td>
<td>CD publishing station specific kit shall include 500 blank CDs, extra ink/toner and plastic CD holder and a small set of label markers.</td>
<td>$243.33</td>
<td>US</td>
</tr>
</tbody>
</table>

## All awarded labor categories under SIN ANCILLARY

<table>
<thead>
<tr>
<th>Awarded Labor Category</th>
<th>Net GSA Hourly Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help Desk Specialist</td>
<td>$61.00</td>
</tr>
<tr>
<td>Video Teleconferencing Specialist</td>
<td>$43.19</td>
</tr>
</tbody>
</table>