

# GENERAL SERVICES ADMINISTRATION

## *Federal Supply Service*

### Authorized Federal Supply Schedule Price List

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

### **Schedule Title: GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT, SOFTWARE, AND SERVICES**

### **Contract Number *GS-35F-0539X***

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at [www.fss.gsa.gov](http://www.fss.gsa.gov).

### **Contract Period: August 23, 2011 through August 22, 2021**

**Contractor: ESAC, Inc.**

1801 Research Blvd., Suite 500  
Rockville, MD 20850

Telephone: 301-458-7386

Fax: 240-238-9801

Email: [shine.jacob@esacinc.com](mailto:shine.jacob@esacinc.com)



**Contract Administrator: Shine Jacob, President**

**Business size: Small Business; Small Disadvantaged Business**

## CUSTOMER INFORMATION:

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

**132-51 Information Technology Professional Services**

**132 56 Health Information Technology Services**

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

**See Appendix A**

- 1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item.

**See Appendix B**

2. Maximum order: **\$500,000**

3. Minimum order: **\$100**

4. Geographic coverage (delivery area): **Domestic Delivery Only**

5. Point(s) of production (city, county, and State or foreign country). **N/A**

6. Discount from list, prices or statement of net price. **All prices are net.**

7. Quantity discounts: **None**

8. Prompt payment terms: **NET 30 days**

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

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

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

11a. Time of delivery: **Determined with ordering office**

11b. Expedited Delivery: **Determined with ordering office.**

11c. Overnight and 2-day delivery: **Determined with ordering office.**

11d. Urgent Requirements: **Determined with ordering office**

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

13a. Ordering address(es): **ESAC, Inc.**  
**1801 Research Blvd., Suite 500**  
**Rockville, MD 20850**

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample EPA can be found at the GSA/FSS Schedule homepage ([www.fss.gsa.gov/schedules](http://www.fss.gsa.gov/schedules)).

14. Payment address(es): **ESAC, Inc.**  
**1801 Research Blvd., Suite 500**  
**Rockville, MD 20850**
15. Warranty provision: **Standard Commercial.**
16. Export packing charges, if applicable. **Not Applicable**
17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level). **Not Applicable**
18. Terms and conditions of rental, maintenance, and repair (if applicable) **Not Applicable**
19. Terms and conditions of installation (if applicable). **Not Applicable**
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). **Not Applicable**
- 20a. Terms and conditions for any other services (if applicable) **See Appendix C**
21. List of service and distribution points (if applicable). **Not Applicable**
22. List of participating dealers (if applicable). **None**
23. Preventive maintenance (if applicable). **Not Applicable**
- 24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants) **None**
- 24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at [www.Section508.gov/](http://www.Section508.gov/). **Not Applicable**
25. Data Universal Number System (DUNS) number. **807935080**
26. Notification regarding registration in System Award Management (SAM) database. **Registration is current.**

# APPENDIX A

## GSA PRICING

SIN	SERVICE	GSA PRICE
132 51	Analyst 1	\$77.98
132 51	Analyst 2	\$90.98
132 51	Analyst 3	\$108.31
132 56	Health IT Analyst 1	\$77.75
132 56	Health IT Analyst 2	\$88.29
132 56	Health IT Analyst 3	\$101.76
132 56	Health IT Analyst 4	\$121.00
132 56	Health IT Program Manager	\$175.74
132 56	Health IT Project Manager 1	\$137.51
132 56	Health IT Project Manager 2	\$159.97
132 56	Health IT Subject Matter Expert 1	\$127.49
132 56	Health IT Subject Matter Expert 2	\$146.93
132 56	Health IT Subject Matter Expert 3	\$184.60
132 56	Health IT Subject Matter Expert 4	\$248.73
132 56	Junior Health IT Analyst	\$64.52
132 51	Program Manager 1	\$176.64
132 51	Project Manager 1	\$129.97
132 51	Project Manager 2	\$171.03
132 51	QA Engineer 1	\$84.47
132 51	QA Engineer 2	\$114.61
132 51	Requirements/Business Analyst	\$121.31
132 51	Software Architect 1	\$142.47
132 51	Software Engineer 1	\$108.31
132 51	Software Engineer 2	\$129.97
132 51	Software Engineer 3	\$151.64
132 51	Sr. Subject Matter Expert 1	\$175.03
132 51	Sr. Subject Matter Expert 2	\$224.43
132 51	Subject Matter Expert 1	\$119.65
132 51	Subject Matter Expert 2	\$138.79
132 51	Subject Matter Expert 3	\$147.30

## APPENDIX B

### 1. Title: Analyst 1

Experience/Education Required: Bachelor's Degree and 0-2 years' experience

Functional Responsibility: Under direct supervision supports users, stakeholders, and project teams to develop solutions to routine issues and ensure functional requirements are met. Makes recommendations for system design specifications and implementation requirements. Participates in system development, testing, and training to fulfill defined requirements.

### 2. Title: Analyst 2

Experience/Education Required: Bachelor's Degree and Two (2) years or a Master's Degree

Functional Responsibility: Under minimal supervision supports users, stakeholders, and project teams to develop solutions to complex issues and ensure that functional requirements are met. Makes recommendations for system design specifications and implementation requirements. Participates in system development, testing, and training to fulfill defined requirements.

### 3. Title: Analyst 3

Experience/Education Required: Bachelor's Degree and Four (4) years or a Master's Degree and two (2) years

Functional Responsibility: Supports users, stakeholders, and project team to develop advanced solutions and innovations ensure that functional requirements are met. Makes recommendations for system design specifications and implementation requirements. Participates in system development, testing, and training to fulfill defined requirements. May provide technical direction and guidance to support staff.

### 4. Title: Architect

Experience/Education Required: 10+ years/Masters in Science, Engineering, Business or other industry-related field of study. OR 14+ Years/Bachelors in Science, Engineering, Business or other industry-related field of study.

Functional Responsibility: Works independently or under minimal supervision to design and develop new software products or major enhancements to existing software. May lead a large development team in design of highly complex software systems. Acts as highest-level technical expert, addressing interoperability, standards compliance, performance, fault tolerance, reliability and quality issues. Provides feasibility analysis and documents findings on potential future projects to management.

### 5. Title: Health IT Analyst 1

Experience/Education Required: Bachelor's Degree and 1-2 years' experience

Functional Responsibility: Under direct supervision supports users, stakeholders, and project teams to analyze and develop solutions to routine health IT issues and ensure that clinical/health information systems, products, and services meet minimum organizational standards and end-user requirements. Makes recommendations for clinical/health IT system design specifications and implementation requirements. Participates in Health IT system development, testing, and training to fulfill defined requirements.

## 6. Title: Health IT Analyst 2

Experience/Education Required: Bachelor's Degree and Two (2) years or a Master's Degree

Functional Responsibility: Under minimal supervision supports users, stakeholders, and project teams to analyze and develop solutions to complex Health IT issues and ensure that clinical/health information systems, products, and services meet minimum organizational standards and end-user requirements. Makes recommendations for clinical/health IT system design specifications and implementation requirements. Participates in Health IT system development, testing, and training to fulfill defined requirements.

## 7. Title: Health IT Analyst 3

Experience/Education Required: Bachelor's Degree and Four (4) years or a Master's Degree and two (2) years

Functional Responsibility: Supports users, stakeholders, and project team to develop advanced Health IT solutions and innovations ensure that functional requirements are met. Makes recommendations for clinical/health IT system design specifications and implementation requirements. Participates in Health IT system development, testing, and training to fulfill defined requirements. May provide technical direction and guidance to support other Healthcare IT analysts.

## 8. Title: Health IT Analyst 4

Experience/Education Required: Bachelor's Degree and Five (5) years or a Master's Degree and three (3) years

Functional Responsibility: Responsible for collecting requirements used to describe functions of a Health IT system. Communicates directly with system users and stakeholders to document needs and functionality in a structured format for Health IT related work. Documents, tracks and versions these requirements in a consistent, cohesive fashion and are able to communicate them to health IT systems developers and SME's. Creates or uses clinical/health software tools to solve complex problems. Serves as the lead service contact for specified clients in defined technology areas or in certain Health IT domains. Possesses exceptional written and oral communications skills.

## 9. Title: Health IT Program Manager

Experience/Education Required: Bachelor's Degree and Fifteen (15) years or a Master's Degree and ten (10) years

Functional Responsibility: Responsible for overseeing all aspects of one or more Health IT contract including scope of work, budget, personnel, resources, and deliverables. Manages and facilitates the healthcare assignments of Project Managers and other resources to each client and prospect. Responsibilities include help jointly develop vision with the client, ensuring client goals and needs are identified and met. Serves as the primary interface and point of contact with government program authorities like Contracting Officer (CO), the Contracting Officer's Technical Representative (COTR). Supervises Health IT program/project operations by developing procedures, planning and directing execution of the technical, programming, maintenance and administrative support effort and monitoring and reporting progress. Responsible for all aspects of the subcontracts management. Supervises mentors and trains all required Health IT staff. Make sure that performance evaluations/reviews are conducted. Leads, plans, organizes schedules and evaluates completed tasks of projects teams; arranges and participates in program reviews, work coordination meetings and telephone conferences with customer representatives and contract personnel concerning Health IT project activities; Establishes a vision for how the company will capitalize on the opportunities within the marketplace. Directs internal and subcontractor team(s) and performs overall strategic management, planning, contract level performance metrics and production of overall contract/task order support operations associated with

healthcare IT. Effectively manages funds, personnel, production standards, and resources and ensures quality and timely delivery of all contractual items.

#### 10. Title: Health IT Project Manager 1

Experience/Education Required: Bachelor's Degree and Five (5) years or a Master's Degree and three (3) years

Functional Responsibility: Responsible for project management responsibilities for Healthcare IT including keeping schedules, communicate with stakeholders, maintain resourcing needs, and ensures projects are on track and within budget. Responsible for actively maintaining, and mitigating, current risk lists for projects. Must have Microsoft Project or other similar project management tools expertise related to Health IT. Provides planning, direction, and coordination functions of a designated Health IT project to ensure contract performance requirements and objectives are accomplished and proven ability to drive IT Strategy. Directs activities of personnel at a specific facility.

#### 11. Title: Health IT Project Manager 2

Experience/Education Required: Bachelor's Degree and Fifteen (15) years or a Master's and ten (10) years

Functional Responsibility: Responsible for management and administration of one or more Health IT projects; Works with the Program Manager to determine the composition of project teams. Assigns duties, schedules and budget to project team members (including any subcontractors). Coordinates project scheduling. Responsible for actively maintaining, and mitigating, current risk lists for projects. Supervises Health IT program/project operations by developing healthcare system engineering and management procedures, planning and execution of the engineering and technical effort. Maintains active project risk list and mitigation plans. Provides technical expertise in Health IT and checks accuracy of all completed work. Assures that a QA/QC review is completed at the appropriate stages of each project. Responsible for monitoring and reporting progress, client/customer satisfaction, performance review for team members. Communicates clearly all project status, risks and milestone updates to customer and stakeholders. Performs project close out duties as required by the contract. Responsible for keeping track of all government furnished equipment and property. Serves as the single point of contact and responsibility for project performance.

#### 12. Title: Health IT Subject Matter Expert 1

Experience/Education Required: Bachelor's Degree and Seven (7) years or a Master's Degree/PhD and four (4) years

Functional Responsibility: Serves as technical expert, applying comprehensive technical skills and abilities to unique and/or important clinical/health technology projects. Applies Health IT expertise which may include, but is not limited to, the following: strategic planning, information technology governance, enterprise architecture, scientific applications, information and infrastructure assurance, Healthcare IT, and enterprise resource planning. Creates or uses clinical/health software tools to solve complex problems. Serves as the lead service contact for specified clients in defined technology areas or in certain Health IT domains. Possesses exceptional written and oral communications skills to include formal presentations for audiences at all levels of the organization.

#### 13. Title: Health IT Subject Matter Expert 2

Experience/Education Required: Bachelor's Degree and Twelve (12) years or a PhD Degree and ten (10) years

Functional Responsibility: Serves as technical Health IT expert, applying comprehensive technical skills and abilities to complex projects. Applies Health IT expertise which may include, but is not limited to, the following: strategic planning, information technology governance, enterprise architecture, scientific applications,

information and infrastructure assurance, Healthcare IT, and enterprise resource planning. Creates or uses healthcare software tools to solve complex problems. Serves as the lead service contact for specified Health IT clients in defined technology areas or in certain Health IT domains. Possesses exceptional written and oral communications skills to include formal presentations for audiences at all levels of the organization.

#### 14. Title: Health IT Subject Matter Expert 3

Experience/Education Required: Bachelor's Degree and Fifteen (15) years or a Master's Degree/PhD and ten (10) years

Functional Responsibility: This category, which is highly specialized, requires Health IT experts recognized in areas relevant to the clinical/health technology project in order to meet the needs of the government. Provides subject matter expertise in healthcare IT and project direction in any of the field such as project management, program management, computer programming and engineering, high-level functional clinical/health systems analysis, healthcare software development, or database development. Utilizes functional and/or subject matter area expertise in healthcare IT gained through direct industry experience to assess the organizational, operational, and functional baseline in several areas including scientific, technology, engineering, operational, professional and/or policy issues; Serves as a senior advisor to customer's executive management team in a variety of capacities. Works with senior government officials and executives to provide industry vision and strategic direction with regard to their enterprise. Participates in strategy sessions, strategic assessments, and design reviews to validate enterprise approach and associated work products.

#### 15. Title: Health IT Subject Matter Expert 4

Experience/Education Required: Bachelor's Degree and Twenty (20) years or a Master's Degree/PhD and fifteen (15) years

Functional Responsibility: This category, which is highly specialized, requires Health IT experts recognized in areas relevant to the clinical/health technology project in order to meet the needs of the government. Provides Health IT subject matter expertise and project direction in any of the field such as project management, program management, computer programming and engineering, high-level functional clinical/health systems analysis, software development, or database development. Utilizes functional and/or subject matter area expertise in healthcare IT gained through direct industry experience to assess the organizational, operational, and functional baseline in several areas including scientific, technology, engineering, operational, professional and/or policy issues; Serves as a senior advisor to customer's executive management team in a variety of capacities. Works with senior government officials and executives to provide industry vision and strategic direction with regard to their enterprise. Lead or take responsibility in Health IT strategy sessions, strategic assessments, and design reviews to validate enterprise approach and associated work products. Recognized within the industry for strong Health IT expertise and recognition in determining and considered a visionary in the field. Keeps abreast of issues and trends and can speak authoritatively on area of Health IT expertise among other industry peers.

#### 16. Title: Junior Health IT Analyst

Experience/Education Required: Bachelor's Degree and 0-1 years' experience

Functional Responsibility: Under direct supervision supports users, stakeholders, and project teams to analyze and develop solutions to routine health IT issues and ensure that clinical/health information systems, products, and services meet minimum organizational standards and end-user requirements.

#### 17. Title: Program Manager

Experience/Education Required: A Master's Degree in Computer Science, Mathematics, Engineering, Statistics, Business Administration or other industry related field of study from an accredited college or university and ten



(10) years of management and supervisory experience including performance in one of the foregoing areas with respect to large programs or multiple projects, OR a Bachelor's Degree in Computer Science, Mathematics, Statistics, Engineering, Business Administration or other industry related field of study from an accredited college or university and fifteen (15) years of management and supervisory experience including performance in one of the foregoing areas with respect to large programs or multiple projects or industry equivalent experience.

Functional Responsibility: Responsible for overseeing all aspects of one or more contracts for IT projects including scope of work, budget, personnel, resources, and deliverables. Manages and facilitates the assignments of IT Project Managers, Software Architects, Engineers and other resources to each client and prospect. Responsibilities include helping to jointly develop vision with the client, ensuring client information technology goals and needs are identified and met. Serves as the primary interface and point of contact with government program authorities such as the Contracting Officer (CO), and the Contracting Officer's Technical Representative (COTR). Supervises program/project IT operations by developing procedures, planning and directing execution of the technical, programming, maintenance and administrative support effort and monitoring and reporting progress. Facilitate use of standard project management tools across all development cycles, ensure that core principles of effective development processes and production management are applied. Responsible for all aspects of the subcontracts management. Supervises, mentors and trains all required technology development and support staff. Ensures that performance evaluations/reviews are conducted. Leads, plans, organizes schedules and evaluates completed tasks of IT projects teams; arranges and participates in program reviews, work coordination meetings and telephone conferences with customer representatives and contract personnel concerning project activities. Establishes a vision for how the company will capitalize on the opportunities within the marketplace. Directs internal and subcontractor team(s) and performs overall strategic management, planning, contract level performance metrics and production of overall contract/task order support IT projects and operations. Effectively manages funds, personnel, production standards, and resources; ensures quality and timely delivery of all contractual items.

#### 18. Title: Project Manager 1

Experience/Education Required: 3+ years/Masters in Science, Engineering, Business or other industry-related field of study. OR 5+ Years/Bachelors in Science, Engineering, Business or other industry-related field of study.

Functional Responsibility: Responsible for traditional project management responsibilities including keeping schedules, communicate with stakeholders, maintain resourcing needs, ensures projects are on track and within budget. Responsible for actively maintaining, and mitigating, current risk lists for projects. Must have Microsoft Project or other similar project management tools expertise. Provides planning, direction, and coordination functions of a designated project to ensure contract performance requirements and objectives are accomplished. Directs activities of personnel at a specific facility.

#### 19. Title: Project Manager 2

Experience/Education Required: A Master's Degree in Computer Science, Mathematics, Engineering, Statistics, Business Administration or other industry related field of study from an accredited college or university and ten (10) years of management and supervisory experience including performance in one of the foregoing areas with respect to technical programs/projects, OR a Bachelor's Degree in Computer Science, Mathematics, Statistics, Engineering, Business Administration or other industry-related field of study from an accredited college or university and fifteen (15) years of management and supervisory experience including performance in one of the foregoing areas with respect to technical programs/projects or industry equivalent experience.

Functional Responsibility: Responsible for management and administration of one or more IT projects. Works with the Program Manager to determine the composition of project teams. Uses in-depth knowledge of requirements solicitation, application development, logical and physical database design and networking to

create and assign duties, schedules and budget to project team members (including any subcontractors). Runs complex projects/programs from design and development to production. Creates project plans according to standard software development lifecycles (SDLC) using iterative and incremental lifecycles methodologies including Agile/Scrum and PMBOK (Project Management Body Of Knowledge) guidelines. Coordinates IT project scheduling. Responsible for actively maintaining, and mitigating, current risk lists for several IT projects. Supervises program/project operations by developing system engineering and management procedures, planning and execution of the engineering and technical effort. Maintains active project risk list and mitigation plans. Communicate IT risks to appropriate client stakeholders including risks from emerging methodologies such as Service Oriented Architectures (SOA). Provides information technology expertise and implements ESAC preferred Software Development Life Cycle (SDLC). This includes use of Agile development methodology – run sprints, allocate story points, hold scrum meetings and manage the product backlog. Uses the knowledge about testing and documentation standards for IT systems used in US Federal and State government agencies and their respective SDLC's. Works with the team to make sure that QA and User Acceptance is completed before production release. Responsible for monitoring and reporting progress, client/customer satisfaction, and performance review for team members. Communicates clearly all project status, risks and milestone updates to customer and stakeholders. Performs information technology project close out duties as required by the contract. Responsible for keeping track of all government furnished equipment and property. Serves as the single point of contact and has responsibility for IT project performance.

#### 20. Title: QA Engineer 1

Experience/Education Required: 2+ years/ Masters in Science, Engineering, Business or other industry-related field of study. OR 4+ Years/Bachelors in Science, Engineering, Business or other industry-related field of study.

Functional Responsibility: Under immediate supervision, test and evaluate all information systems products and services to ensure they meet minimum organization standards and end-user requirements. Thoroughly tests software to ensure proper operation and freedom from defects. Participates in formal and informal reviews to determine information technology quality and in the development of software quality assurance plans. Has good knowledge of test procedures and test tools including test automation tools. Responsible for data quality management including process of verifying the reliability and effectiveness of data. Independently performs workflow analysis and recommends quality improvements.

#### 21. Title: QA Engineer 2

Experience/Education Required: 4+ years/Masters in Science, Engineering, Business or other industry-related field of study. OR 6+ Years/Bachelors in Science, Engineering, Business or other industry-related field of study

Functional Responsibility: Under minimal supervision, test and evaluate all information systems products and services to ensure they meet minimum organization standards and end-user requirements. Thoroughly tests software to ensure proper operation and freedom from defects. Participates in formal and informal reviews to determine information technology quality and in the development of software quality assurance plans. Has expert level knowledge of test procedures and test tools including test automation tools. Responsible for data quality management including process of verifying the reliability and effectiveness of data. Independently performs workflow analysis and recommends quality improvements. Ensures focus on organizational continuous improvement plans and programs across all IT processes.

#### 22. Title: Requirements/ Business Analyst

Experience/Education Required: 3+ years/Masters in Science, Engineering, Business or other industry-related field of study. OR 5+ Years/Bachelors in Science, Engineering, Business or other industry-related field of study.

**Functional Responsibility:** Responsible for collecting requirements used to describe functions of a computer system. Communicates directly with system users and stakeholders to document needs and functionality in a structured format. Documents, tracks and versions these requirements in a consistent, cohesive fashion and is able to communicate them to systems developers.

### 23. Title: Software Engineer 1

**Experience/Education Required:** 2+ years/Masters in Science, Engineering, Business or other industry-related field of study. OR 4+ Years/Bachelors in Science, Engineering, Business or other industry-related field of study

**Functional Responsibility:** Provides software engineering support on systems, system elements, and/or interfacing systems, components, devices and/or processes. Possesses basic knowledge of industry practices, standards and technology areas. Works under close supervision and assists with solving routine problems in a software engineering discipline. Assists in definition, trade-off and design activity. Prepares, reviews, and evaluates interface documentation, specifications, test plans and procedures. Assists in definition, analysis and allocation of requirements. Supports test programs and analyzes testing. Conducts installation and maintenance of systems/equipment, and provides associated training to customer personnel. Diagnoses, isolates, and corrects problems to component level to restore system's functions.

### 24. Title: Software Engineer 2

**Experience/Education Required:** 4+ years/Masters in Science, Engineering, Business or other industry-related field of study. OR 6+ Years/Bachelors in Science, Engineering, Business or other industry-related field of study.

**Functional Responsibility:** Provides software engineering support on systems, system elements, interfacing systems, components, devices and/or processes. Possesses broad knowledge of software industry practices, standards and technology areas. Develops strategic and implementation plans. Contributes to system architecture and design including software, hardware, communications and interface requirements. Reviews, evaluates, and analyzes software designs. Prepares, reviews, and evaluates documentation, specifications, test plans and procedures. Performs analysis to define, analyze and allocate requirements. Supports test programs and analyzes testing.

### 25. Title: Software Engineer 3

**Experience/Education Required:** Bachelor's Degree and Eight (8) years or a Master's Degree and six (6) years

**Functional Responsibility:** Provides software engineering support on systems, system elements, interfacing systems, components, devices and/or processes. Possesses broad knowledge of software industry practices, standards and technology areas. Develops strategic and implementation plans. Contributes to system architecture and design including software, hardware, communications and interface requirements. Reviews, evaluates, and analyzes software designs. Prepares, reviews, and evaluates documentation, specifications, test plans and procedures. Performs analysis to define, analyze and allocate requirements. Supports test programs and analyzes testing.

### 26. Title: Sr. Subject Matter Expert 1

**Experience/Education Required:** A Master's Degree or PhD in a specific field of study or technical area (including but not limited to Computer Science, Mathematics, Engineering, Statistics, Business Administration, Molecular Biology, Bioinformatics ) from an accredited college or university and ten (10) years of industry recognized experience in the area, OR a Bachelor's Degree in a specific field of study or technical area (including Computer Science, Mathematics, Engineering, Statistics, Business Administration, Molecular Biology, Bioinformatics ) from an accredited college or university and fifteen (15) years of industry recognized experience in the area, or industry equivalent experience.

**Functional Responsibility:** This category, which is highly specialized, requires experts recognized in a particular discipline in order to meet the needs of the government. Provides IT subject matter expertise and IT project direction in fields such as project management, program management, computer programming and engineering, analysis, software development, or database development. Utilizes functional and/or subject matter area expertise gained through direct industry experience to assess the organizational, operational, and functional baseline in several areas including scientific, technology, engineering, operational, professional and/or policy issues. Serves as a senior advisor to customer's executive management team in a variety of capacities. This includes providing IT technical, managerial, and administrative direction for problem classification, analysis, requirements development, and implementation for complex systems in the subject matter area. Makes recommendations and advises on organization-wide system improvements, optimization or maintenance efforts in the following specialties: information systems architecture; networking; electronic health records; informatics; automation; communications protocols; databases; risk management/electronic analysis; software; lifecycle management; software development methodologies; and modeling and simulation. Works with senior government officials and executives to provide industry vision and strategic direction with regard to their enterprise. Participates in strategy sessions, strategic assessments and design reviews to validate enterprise approach and associated work products.

#### 27. Title: Sr. Subject Matter Expert 2

**Experience/Education Required:** A Master's Degree or PhD in a specific field of study or technical area (including but not limited to Computer Science, Mathematics, Engineering, Statistics, Business Administration, Molecular Biology, Bioinformatics ) from an accredited college or university and fifteen (15) years of industry recognized experience in the area, OR a Bachelor's Degree in a specific field of study or technical area (including Computer Science, Mathematics, Engineering, Statistics, Business Administration, Molecular Biology, Bioinformatics ) from an accredited college or university and twenty (20) years of industry recognized experience in the area, or industry equivalent experience.

**Functional Responsibility:** This category, which is highly specialized, requires experts recognized in a particular discipline in order to meet the needs of the government. Provides IT subject matter expertise and project direction in fields such as project management, program management, computer programming and engineering, analysis, software development, or database development. Utilizes functional and/or subject matter area expertise gained through direct industry experience to assess the organizational, operational, and functional baseline in several areas including scientific, technology, engineering, operational, professional and/or policy issues. Serves as a senior advisor to customer's executive management team in a variety of capacities. This includes providing technical, managerial, and administrative direction for problem classification, analysis, requirements development, and implementation for complex systems in the subject matter area. Makes recommendations and advises on organization-wide system improvements, optimization or maintenance efforts in the following specialties: information systems architecture; networking; electronic health records; automation; communications protocols; databases; risk management/electronic analysis; informatics; software; lifecycle management; software development methodologies; and modeling and simulation. Works with senior government officials and executives to provide industry vision and strategic direction with regard to their enterprise. Leads or has responsibility for IT strategy sessions, strategic assessments, and design reviews to validate enterprise approach and associated work products. Recognized within the industry for strong expertise and considered a visionary in the field. Keeps abreast of issues and trends and can speak authoritatively on area of expertise among other industry peers.

#### 28. Title: Subject Matter Expert 1

**Experience/Education Required:** 2+ years/Masters or PhD in Science, Engineering, Business or other industry-related field of study. OR 4+ Years/Bachelors in Science, Engineering, Business or other industry-related field of study

Functional Responsibility: Serves as technical expert, applying comprehensive technical skills and abilities to unique and/or important projects. Applies expertise which may include, but is not limited to, the following: strategic planning, information technology governance, enterprise architecture, scientific applications, information and infrastructure assurance, Healthcare IT, and enterprise resource planning. Creates or uses software tools to solve complex problems. Serves as the lead service contact for specified clients in defined technology areas or in certain industries and markets. Possesses exceptional written and oral communications skills.

**29. Title: Subject Matter Expert 2**

Experience/Education Required: 4+ years/Masters or PhD in Science, Engineering, Business or other industry-related field of study. OR 7+ Years/ Bachelors in Science, Engineering, Business or other industry-related field of study

Functional Responsibility: Serves as technical expert, applying comprehensive technical skills and abilities to unique and/or important projects. Applies expertise which may include, but is not limited to, the following:

**30. Title: Subject Matter Expert 3**

Experience/Education Required: Bachelor's Degree and Twelve (12) years or a PhD Degree and ten (10) years

Functional Responsibility: Serves as technical expert, applying comprehensive technical skills and abilities to unique and/or important projects. Applies expertise which may include, but is not limited to, the following: strategic planning, information technology governance, enterprise architecture, scientific applications, information and infrastructure assurance, Healthcare IT, and enterprise resource planning. Creates or uses software tools to solve complex problems. Serves as the lead service contact for specified clients in defined technology areas or in certain industries and markets. Possesses exceptional written and oral communications skills to include formal presentations for audiences at all levels of the organization.

# APPENDIX C

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

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

### 1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

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

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

### 3. ORDER

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

### 4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed.

Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

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

- (a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-
- (1) Cancel the stop-work order; or
  - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- (b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
  - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- (c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- (d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

#### **6. INSPECTION OF SERVICES**

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

#### **7. RESPONSIBILITIES OF THE CONTRACTOR**

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

#### **8. RESPONSIBILITIES OF THE ORDERING ACTIVITY**

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

## **9. INDEPENDENT CONTRACTOR**

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

## **10. ORGANIZATIONAL CONFLICTS OF INTEREST**

### **a. Definitions.**

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

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

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

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

## **11. INVOICES**

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

## **12. PAYMENTS**

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

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



- (2) Subcontractors; and/or
- (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

**13. RESUMES**

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

**14. INCIDENTAL SUPPORT COSTS**

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

**15. APPROVAL OF SUBCONTRACTS**

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

**16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING**

- a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.
- b. Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

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

EXAMPLE: Commercial Job Title: System Engineer

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

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

Minimum Education: Bachelor's Degree in Computer Science

**TERMS AND CONDITIONS APPLICABLE TO  
HEALTH INFORMATION TECHNOLOGY (IT) SERVICES  
(SPECIAL ITEM NUMBER 132-56)**

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 Special Item Number 132-56 Health Information Technology Services apply exclusively to Health IT Services within the scope of this Information Technology Schedule.
- b. This SIN is limited to Health IT Services only. Software and hardware products are out of scope. Hardware and software can be acquired through different Special Item Numbers on IT Schedule 70 (e.g. 132-32, 132-33, 132-8).
- c. This SIN provides ordering activities with access to Health IT services.
- d. Health IT Services provided under this SIN shall comply with all Healthcare certifications and industry standards as applicable at the task order level.
- e. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

**2. ORDER**

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

**3. PERFORMANCE OF SERVICES**

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity. All Contracts will be fully funded.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of Health IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is

performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts. All travel will be agreed upon with the client prior to the Contractor's travel.

#### **4. INSPECTION OF SERVICES**

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

#### **5. RESPONSIBILITIES OF THE CONTRACTOR**

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

#### **6. RESPONSIBILITIES OF THE ORDERING ACTIVITY**

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

#### **7. INDEPENDENT CONTRACTOR**

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

#### **8. ORGANIZATIONAL CONFLICTS OF INTEREST**

##### **a. Definitions.**

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

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

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

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

#### **9. INVOICES**

The Contractor, upon completion of the work ordered, shall submit invoices for Health IT Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress

payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

**10. RESUMES**

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

**11. INCIDENTAL SUPPORT COSTS**

Incidental support costs are not considered part of the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

**12. APPROVAL OF SUBCONTRACTS**

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

**13. DESCRIPTION OF HEALTH IT SERVICES AND PRICING**

- a. The Contractor shall provide a description of each type of Health IT Service offered under Special Item Numbers 132-56 Health IT Services and it should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.
- b. Pricing for all Health IT Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

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

EXAMPLE: Commercial Job Title: Health IT Subject Matter Expert

Minimum Experience: Ten (10) years.

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

Minimum Education: Medical Doctor or Doctor of Osteopathic Medicine.