



**AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT, SOFTWARE AND SERVICES**

**SPECIAL ITEM NUMBER (SIN) 54151S INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES**

FPDS Code D302: IT and Telecom – Systems Development (Systems Development Services)

FPDS Code D306: IT and Telecom – Systems Analysis (System Analysis Services)

FPDS Code D307: IT and Telecom – IT Strategy and Architecture (Automated Information Systems Services)

FPDS Code D308: IT and Telecom – Programming (Programming Services)

FPDS Code D311: IT and Telecom – Data Conversion (Data conversion services)

FPDS Code D316: IT and Telecom – Telecommunications Network Management (IT Network Management Services)

FPDS Code D399: IT and Telecom – Other IT and Telecommunications (Other Information Technology Services Not Elsewhere classified)

**SPECIAL ITEM NUMBER (SIN) 54151HEAL – HEALTH IT SERVICES**

FPDS Code D302: IT and Telecom – Systems Development (Systems Development Services)

FPDS Code D306: IT and Telecom – Systems Analysis (System Analysis Services)

FPDS Code D307: IT and Telecom – IT Strategy and Architecture (Automated Information Systems Services)

FPDS Code D308: IT and Telecom – Programming (Programming Services)

FPDS Code D311: IT and Telecom – Data Conversion (Data conversion services)

FPDS Code D316: IT and Telecom – Telecommunications Network Management (IT Network Management Services)

FPDS Code D399: IT and Telecom – Other IT and Telecommunications (Other Information Technology Services Not Elsewhere classified)

**SPECIAL ITEM NUMBER (SIN) 511210 – TERM SOFTWARE LICENSE**

FPDS Code 7030: Information Technology Software

**SPECIAL ITEM NUMBER (SIN) 54151ECOM – ELECTRONIC COMMERCE**

FPDS Code 7030: Information Technology Software

**Tyrula LLC (Small, 8(a), Economically Disadvantage, Woman and Minority Owned Business)**

**1451 Dolley Madison Blvd Suite 330 McLean VA 22101**

**[www.tyrula.com](http://www.tyrula.com) (703) 244-2767**

**Contract number: GS35F246GA**

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



**Contract period: February 16, 2017 through February 15, 2027**

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

Contract Number: GS35F246GA, dated February 16 2017  
SIN 54151S: IT Services, 54151HEAL: Healthcare IT Services, 511210: Term Software License  
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Page 2 of 47



**Table of Contents**

**Table of Contents ..... 3**

**Customer Information ..... 4**

**Terms and Conditions Applicable to IT Services (SIN 54151S) ..... 7**

**Terms and Conditions Applicable to IT Services (SIN 54151HEAL) ..... 12**

**Terms and Conditions Applicable to Term Software Licenses (SIN 511210) ..... 16**

**Blanket Purchase Agreement(BPA) in format suggested by GSA ..... 23**

**BEST VALUE BLANKET PURCHASE AGREEMENT FEDERAL SUPPLY SCHEDULE ..... 23**

**BLANKET PURCHASE AGREEMENT ..... 24**

**BASIC GUIDELINES FOR USING “CONTRACTOR TEAM ARRANGEMENTS” ..... 26**

**Labor Category Rates..... 27**

**SPECIAL ITEM NUMBER (SIN) 54151S INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES ..... 27**

**SPECIAL ITEM NUMBER (SIN) 54151HEAL – HEALTHCARE IT SERVICES ..... 28**

**Labor Category Descriptions ..... 29**

**SPECIAL ITEM NUMBER (SIN) 54151S INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES ..... 29**

**SPECIAL ITEM NUMBER (SIN) 54151HEAL – HEALTHCARE IT SERVICES ..... 36**

**Term Software License ..... 46**

**SPECIAL ITEM NUMBER (SIN) 511210 – TERM SOFTWARE LICENSE ..... 46**

**Electronic Commerce..... 47**

**SPECIAL ITEM NUMBER (SIN) 54151ECOM – ELECTRONIC COMMERCE ..... 47**



## Customer Information

1a. Table of awarded special item number(s): SIN 54151S, SIN 54151HEAL, SIN 511210

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply. Not Applicable

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.

*\*Please see Labor Category Rates section for pricing and section Labor Category Descriptions for labor category descriptions, functional requirements, and minimum experience and education.*

2. Maximum order. \$500,000

3. Minimum order. \$100

4. Geographic coverage (delivery area). Worldwide

5. Point(s) of production (city, county, and State or foreign country). 1451 Dolley Madison Blvd, Suite 330 Mclean VA 22101 U.S.A.

6. Discount from list prices or statement of net price. The prices included herein are net prices

7. Quantity discounts.

- SIN 511210:
  - 0.5% for orders above \$150,000 and below \$500,000 for a one year software license subscription.
  - 0.75% for orders above \$500,000 for a one year software license subscription.
- SIN 54151S:
  - 0.5% on monthly invoices of above \$50,000 but below \$100,000.
  - 0.75% on monthly invoices above \$100,000.
- SIN 54151HEAL:
  - 0.5% on monthly invoices of above \$100,000 but below \$300,000.
  - 0.75% on monthly invoices above \$300,000.
- SIN 54151ECOM
  - 0.5% on monthly invoices of above \$100,000 but below \$300,000.

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- 0.75% on monthly invoices above \$300,000.
- 8. Prompt payment terms. Discount of 0.15% for payments made on or before Net 10 days
- 9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold. The Government Purchase Card will be accepted at or below the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice. The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance: (703) 709-5100, (888) 4TYRULA (89-7852)
- 9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold. The Government Purchase Card will be accepted above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice. The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance: (703) 709-5100, (888) 4TYRULA (89-7852)
- 10. Foreign items (list items by country of origin). Not Applicable
- 11a. Time of delivery. 30 days after receipt of order.
- 11b. Expedited Delivery. Contact Contractor at (703) 709-5100, (888) 4TYRULA (89-7852) if expedited delivery is required.
- 11c. Overnight and 2-day delivery. Contact Contractor at (703) 709-5100, (888) 4TYRULA (89-7852)
- 11d. Urgent Requirements. Contact Contractor at (703) 709-5100, (888) 4TYRULA (89-7852)
- 12. F.O.B. point(s). Destination
- 13a. Ordering address.  
  
1451 Dolley Madison Blvd  
Suite 330  
McLean VA 22101 USA
- 13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.
- 14. Payment address.  
  
1451 Dolley Madison Blvd  
Suite 330



McLean VA 22101 USA

In addition, bank account information for wire transfer payments will be shown on the invoice. The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance: (703) 709-5100, (888) 4TYRULA (89-7852)

15. Warranty provision. 30 days warranty.
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). Not Applicable
21. List of service and distribution points (if applicable). Not Applicable
22. List of participating dealers (if applicable). Not Applicable
23. Preventive maintenance (if applicable). Not Applicable
- 24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). Not Applicable
- 24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: [www.Section508.gov/](http://www.Section508.gov/). Not Applicable
25. Data Universal Number System (DUNS) number. 019155865
26. Notification regarding registration in Central Contractor Registration (CCR) database. Tyrula LLC is registered in the System for Award Management at [www.sam.gov](http://www.sam.gov).



## **Terms and Conditions Applicable to IT Services (SIN 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
  - (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

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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. (See page 25 for prices).
- c. 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

(See page 27 for Labor Category Descriptions)



## Terms and Conditions Applicable to IT Services (SIN 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 Special Item Number 54151HEAL Health Information Technology Services apply exclusively to Health IT Services within the scope of this Information Technology Schedule.
- a. 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. 511210, 132-33, 132-8).
- b. This SIN provides ordering activities with access to Health IT services.
- c. Health IT Services provided under this SIN shall comply with all Healthcare certifications and industry standards as applicable at the task order level.
- d. 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**

- c. 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.
- d. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- e. 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.
- f. 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**

- g. Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture,

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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.

- h. 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

- i. The Contractor shall provide a description of each type of Health IT Service offered under Special Item Numbers 54151HEAL 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.
- j. 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. (See Page 26 for Pricing).

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.

(See Page 34 for Labor Category Descriptions)



## **Terms and Conditions Applicable to Term Software Licenses (SIN 511210)**

### **1. INSPECTION/ACCEPTANCE**

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its post acceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the software, unless the change is due to the defect in the software.

### **2. ENTERPRISE USER LICENSE AGREEMENTS REQUIREMENTS (EULA)**

The Contractor shall provide all Enterprise User License Agreements in an editable Microsoft Office (Word) format.

### **3. GUARANTEE/WARRANTY**

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

Subject to the conditions and limitations on liability stated herein, Contractor warrants for a period of thirty (30) days from the delivery of the first copy of each Software hereunder that such Software, as delivered, without Government modifications, will materially conform to Contractor's then current documentation for such Software. This warranty covers only problems reported to Contractor during the warranty period.

Contractor represents and warrants that it has the full power and authority to enter into this Agreement and to grant the licenses and rights granted hereunder. Contractor further represents that no malicious code, lockouts, or other devices of such nature is incorporated in the Software supplied to Government under this Agreement and that Contractor will use its reasonable efforts to scan for known viruses in the Software supplied to Government under this Agreement.

**ANY LIABILITY OF TYRULA WITH RESPECT TO THE PRODUCT OR THE PERFORMANCE THEREOF UNDER ANY WARRANTY, NEGLIGENCE, STRICT LIABILITY OR OTHER THEORY WILL BE LIMITED EXCLUSIVELY TO PRODUCT REPLACEMENT OR, IF REPLACEMENT IS INADEQUATE AS A REMEDY OR, IN CONTRACTOR'S OPINION, IMPRACTICAL, TO REFUND OF THE PRODUCT LICENSE FEE. EXCEPT FOR THE FOREGOING, THE SOFTWARE IS PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND INCLUDING WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT. FURTHER, CONTRACTOR DOES NOT**





WARRANT, GUARANTEE, OR MAKE ANY REPRESENTATIONS REGARDING THE USE, OR THE RESULTS OF THE USE, OF THE SOFTWARE OR WRITTEN MATERIALS IN TERMS OF CORRECTNESS, ACCURACY, RELIABILITY, OR OTHERWISE.

THIS AGREEMENT DOES NOT LIMIT OR DISCLAIM ANY OF THE WARRANTIES SPECIFIED IN THE GSA SCHEDULE 70 CONTRACT UNDER FAR 52.212-4(O). IN THE EVENT OF A BREACH OF WARRANTY, THE U.S. GOVERNMENT RESERVES ALL RIGHTS AND REMEDIES UNDER THE CONTRACT, THE FEDERAL ACQUISITION REGULATIONS, AND THE CONTRACT DISPUTES ACT, 41 U.S.C. 7101-7109.

- b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract. If no implied warranties are given, an express warranty of at least 60 days must be given in accordance with FAR 12.404(b)(2)
- c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

#### 4. TECHNICAL SERVICES

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number 1 888 4TYRULA for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from to 9AM to 5 PM EST Monday – Friday excluding federal holidays. .

#### 5. SOFTWARE MAINTENANCE

- a. Software maintenance as it is defined: (select software maintenance type) :
  - (1)     X     Software Maintenance as a Product (SIN 511210 or SIN132-33)

Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that is included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user’s self-diagnostics.

Software maintenance as a product does NOT include the creation, design, implementation, integration, etc. of a software package. These examples are considered software maintenance as a service.

Software Maintenance as a product is billed at the time of purchase.

Contract Number: GS35F246GA, dated February 16 2017  
SIN 54151S: IT Services, 54151HEAL: Healthcare IT Services, 511210: Term Software License  
1451 Dolley Madison Blvd Suite 330 McLean VA 22101

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(2) \_\_\_\_\_ Software Maintenance as a Service (SIN 132-34)

Software maintenance as a service creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software. Software maintenance as a service includes person-to-person communications regardless of the medium used to communicate: telephone support, on-line technical support, customized support, and/or technical expertise which are charged commercially. Software maintenance as a service is billed in arrears in accordance with 31 U.S.C. 3324.

Software maintenance as a service is billed in arrears in accordance with 31 U.S.C. 3324.

- b. Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

**6. PERIODS OF TERM LICENSES (SIN 511210) AND MAINTENANCE (SIN 132-34)**

- a. The Contractor shall honor orders for periods for the duration of the contract period or a lesser period of time.
- b. Term licenses and/or maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice to the Contractor.
- c. Annual Funding. When annually appropriated funds are cited on an order for term licenses and/or maintenance, the period of the term licenses and/or maintenance shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of the term licenses and/or maintenance orders citing the new appropriation shall be required, if the term licenses and/or maintenance is to be continued during any remainder of the contract period.
- d. Cross-Year Funding Within Contract Period. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12 month (fiscal year) period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.
- e. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of an order, if the term licenses and/or maintenance is to be terminated at that time. Orders for the continuation of term licenses and/or maintenance will be required if the term licenses and/or maintenance is to be continued during the subsequent period.

## **7. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE**

- a. The ordering activity may convert term licenses to perpetual licenses for any or all software at any time following acceptance of software. At the request of the ordering activity the Contractor shall furnish, within ten (10) calendar days, for each software product that is contemplated for conversion, the total amount of conversion credits which have accrued while the software was on a term license and the date of the last update or enhancement.
- b. Conversion credits which are provided shall, within the limits specified, continue to accrue from one contract period to the next, provided the software remains on a term license within the ordering activity.
- c. The term license for each software product shall be discontinued on the day immediately preceding the effective date of conversion from a term license to a perpetual license.
- d. The price the ordering activity shall pay will be the perpetual license price that prevailed at the time such software was initially ordered under a term license, or the perpetual license price prevailing at the time of conversion from a term license to a perpetual license, whichever is the less, minus an amount equal to % of all term license payments during the period that the software was under a term license within the ordering activity.

## **8. TERM LICENSE CESSATION**

- a. After a software product has been on a continuous term license for a period of 180 months, a fully paid-up, non-exclusive, perpetual license for the software product shall automatically accrue to the ordering activity. The period of continuous term license for automatic accrual of a fully paid-up perpetual license does not have to be achieved during a particular fiscal year; it is a written Contractor commitment which continues to be available for software that is initially ordered under this contract, until a fully paid-up perpetual license accrues to the ordering activity. However, should the term license of the software be discontinued before the specified period of the continuous term license has been satisfied, the perpetual license accrual shall be forfeited.
- b. The Contractor agrees to provide updates and maintenance service for the software after a perpetual license has accrued, at the prices and terms of Special Item Number 132-34, if the licensee elects to order such services. Title to the software shall remain with the Contractor.

## **9. UTILIZATION LIMITATIONS - (SIN 511210, SIN 132-33, AND SIN 132-34)**

- a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.

- b. When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:
- (1) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.
  - (2) Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on a sharing basis where multiple agencies have joint projects that can be satisfied by the use of the software placed at one ordering activity's site. This would allow other agencies access to one ordering activity's database. For ordering activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data. The user ordering activity will take appropriate action by instruction, agreement, or otherwise, to protect the Contractor's proprietary property with any third parties that are permitted access to the computer programs and documentation in connection with the user ordering activity's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.
  - (3) Except as is provided in paragraph 8.b(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.
  - (4) The ordering activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of Disaster Recovery, the ordering activity has the right to transfer the software to another site if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the computer software and documentation with a backup computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.
  - (5) "Commercial Computer Software" may be marked with the Contractor's standard commercial restricted rights legend, but the schedule contract and schedule



pricelist, including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.

#### **10. SOFTWARE CONVERSIONS - (SIN 511210 AND SIN 132-33)**

Full monetary credit will be allowed to the ordering activity when conversion from one version of the software to another is made as the result of a change in operating system , or from one computer system to another. Under a perpetual license (132-33), the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version. Under a term license (511210), conversion credits which accrued while the earlier version was under a term license shall carry forward and remain available as conversion credits which may be applied towards the perpetual license price of the new version.

#### **11. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY**

The Contractor shall include, in the schedule pricelist, a complete description of each software product and a list of equipment on which the software can be used. Also, included shall be a brief, introductory explanation of the modules and documentation which are offered.

#### **12. RIGHT-TO-COPY PRICING**

For this contract, no discounted pricing for right to copy is offered hence this is not applicable.



**Terms and Conditions Applicable to Electronic Commerce Services (SIN  
54151ECOM)**

Contract Number: GS35F246GA, dated February 16 2017  
SIN 54151S: IT Services, 54151HEAL: Healthcare IT Services, 511210: Term Software License  
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Page **22** of **47**



**Blanket Purchase Agreement(BPA) in format suggested by GSA**

**BEST VALUE BLANKET PURCHASE AGREEMENT FEDERAL SUPPLY SCHEDULE**

- . (Insert Customer Name)
- . In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and (Contractor) enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s) \_\_\_\_\_.
- . Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.
- . This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.
- . Signatures
- . Ordering Activity Date Contractor Date



**BPA NUMBER** \_\_\_\_\_

(Insert Customer Name)

## BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s) \_\_\_\_\_, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering activity):

(1) The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

MODEL NUMBER/PART NUMBER \*SPECIAL BPA DISCOUNT/PRICE

(2) Delivery: DESTINATION DELIVERY SCHEDULES / DATES

(3) The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be \_\_\_\_\_.

- . (4) This BPA does not obligate any funds.
- . (5) This BPA expires on \_\_\_\_\_ or at the end of the contract period, whichever is earlier.
- . (6) The following office(s) is hereby authorized to place orders under this BPA: OFFICE POINT OF CONTACT
- . (7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.
- . (8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:
  - . (a) Name of Contractor;
  - . (b) Contract Number;
  - . (c) BPA Number;
  - . (d) Model Number or National Stock Number (NSN);
  - . (e) Purchase Order Number;
  - . (f) Date of Purchase;
  - . (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown

when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and (h) Date of Shipment.

Contract Number: GS35F246GA, dated February 16 2017  
SIN 54151S: IT Services, 54151HEAL: Healthcare IT Services, 511210: Term Software License  
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Page 24 of 47





(9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.

(10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.



## BASIC GUIDELINES FOR USING “CONTRACTOR TEAM ARRANGEMENTS”

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to an ordering activity requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions of the Federal Supply Schedule Contract. Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors. Customers should refer to FAR 9.6 for specific details on Team Arrangements. Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customers’ needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules “Team Solution” to meet the customer’s requirement.
- Customers make a best value selection.



### Labor Category Rates

SPECIAL ITEM NUMBER (SIN) 54151S INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

<b>Labor Category</b>	<b>Base Year Hourly Rate with IFF</b>
Business Analyst	\$87.45
Consultant	\$88.23
Help Desk Technician 1	\$44.51
Help Desk Technician 2	\$53.10
Program Director	\$160.07
Programmer 1	\$85.89
Programmer 2	\$96.82
Programmer 3	\$110.09
Project Manager	\$103.07
QA/Tester	\$82.77
SCRUM Master	\$118.68
Senior Consultant	\$144.45
SME 1	\$130.40
SME 2	\$175.68
Healthcare SME	\$271.72
Training Specialist	\$58.56
Documentation Specialist	\$58.56

Tyrula shall submit an EPA request annually based on BLS Table 5, and other price supporting information year.



SPECIAL ITEM NUMBER (SIN) 54151HEAL – HEALTHCARE IT SERVICES

<b>Labor Category</b>	<b>Base Year Hourly Rate with IFF</b>
Business Analyst	\$89.14
Consultant	\$89.94
Help Desk Technician 1	\$45.37
Help Desk Technician 2	\$54.12
Program Director	\$163.16
Programmer 1	\$87.55
Programmer 2	\$98.69
Programmer 3	\$112.23
Project Manager	\$105.06
QA/Tester	\$84.37
SCRUM Master	\$120.98
Senior Consultant	\$147.25
SME 1	\$132.92
SME 2	\$179.08
Healthcare SME	\$276.98
Training Specialist	\$59.69
Documentation Specialist	\$59.69

Tyrula shall submit an EPA request annually based on BLS Table 5, and other price supporting information year.



### **Labor Category Descriptions**

The following labor categories are available for purchase and meet the functional responsibilities, experience requirements, and minimum education requirements described for each labor category below.

**SPECIAL ITEM NUMBER (SIN) 54151S INFORMATION TECHNOLOGY (IT)  
PROFESSIONAL SERVICES**

<b>Labor Category Name</b>	<b>Minimum/General Experience and Years of Experience</b>	<b>Educational Responsibility</b>	<b>Functionality Responsibility (Summary)</b>
Business Analyst	Two (2) years of experience in the analysis of business and functional requirements, software design specifications documentation, and drafting test cases and test scenarios.	Bachelor's Degree (BS/BA).	Responsible for gathering requirements with end users and clients. Applies business process knowledge to review and analyze customer requirements to design, configure, and test applications. Responsible for documentation, review, and design of IT specifications. Provide support with business process mapping, software design, configuration, testing, training and documentation.
Consultant	Four (4) years of experience in either IT consulting, system and application development, design and implementation, business process reengineering, IT transformation, or other related services. Possession of a professional certification, other than that used to meet the minimum educational requirements, may also be substituted for one (1) years of experience.	Bachelor's Degree. Relevant professional certification such as, CFA or Lean Six Sigma preferred.	Responsible for program support and has expertise in interpreting requirements and supervising business integration in application design. Assists IT consultants with the analysis, evaluation, and implementation of systems and other IT tasks. Responsible for developing team work plans, designing and managing databases, and defining information systems requirements.
Help Desk Technician 1	One (1) year experience in providing help desk support. Associate's degree or training certification will substitute for one (1) years experience.	High school diploma. Additional technical training/certification preferred.	Responsible for the installing, configuring, and upgrading computer hardware and software. Performs level I support. Provides troubleshooting support to end users. Provide admin support by implementing operating system patches that will improve the performance of the system. Provide logs, email, and telephone support. Works under the guidance of Help Desk Technician 2.

<p>Help Desk Technician 2</p>	<p>Two (2) years experience in providing help desk support. Associate's degree or training certification will substitute for one (1) years experience.</p>	<p>Associate's Degree (AS) in Computer Science/Information Systems/Engineering or related field. Additional technical training/certification preferred.</p>	<p>Responsible for troubleshooting support for end users. Performs level II support. Responsible for installing, configuring, and upgrading computer hardware and software. Analyzes and determines requirements for customer service areas. Provides email and telephone support and understand the technical environment. Provides logs, tracks technicians, and provides reports as required in regards to compliance with Service Level Agreements.</p>
<p>Program Director</p>	<p>Ten (10) years of management experience in information systems programs identifying, planning, acquiring and implementing project resources to meet the project goals. Experienced in providing program guidance and direction to complete information technology tasking. Masters degree may be substituted with two (2) years of relevant experience.</p>	<p>Bachelor's Degree (BS/BA) in Business Management or Computer Science/Information Systems/Engineering or related discipline. MBA or Master's Degree in Computer Science/Information Systems/Engineering or two years relevant experience.</p>	<p>Experience with managing complex and/or high risk applications. Provide direction to staff on task activities to meet client objectives. Manages resources and leads developments in new business enterprises. Assures quality of products, services, and deliverables. Responsible for product reviews, audits, site visits, and overall contract progress and performance.</p>
<p>Programmer 1</p>	<p>Two (2) years experience in any one of the following disciplines: State of the Art Web technologies, software design tools or specific programming languages such as business software systems, authoring languages and systems, and Modeling and Simulation (M&amp;S) technologies with their processes and tools.</p>	<p>Bachelor's Degree (BS) in Computer Science/Information Systems/Engineering or related discipline required.</p>	<p>Responsible for generating new code and modifying existing code to meet the documented standards. Working experience with technologies such as SaaS, HTML, XML, JAVA, and .NET. Identifies requirements, performs technical analysis, performs testing procedures, fixes bugs, modifies program specifications, and provides customer support to clients. Experience with translating detailed design into computer software.</p>

Programmer 2	<p>Three (3) years experience in any one of the following disciplines: State of the Art Web technologies, Software design tools and specific programming languages such as business software systems, authoring languages and systems, and Modeling and Simulation (M&amp;S) technologies with their processes and tools.</p>	<p>Bachelor's Degree (BS) in Computer Science/Information Systems/Engineering or related discipline required.</p>	<p>Responsible for generating new code and modifying existing code to meet the documented standards. Working experience with technologies such as SaaS, HTML, XML, JAVA, and .NET. Identifies requirements, performs technical analysis, performs testing procedures, fixes bugs, modifies program specifications, and provides customer support to clients and technical direction to programmers. Must have proficiency in languages such as C++, Visual Basic, ABAP, JAVA, XHTML, ORACLE, C#.Net, MVC, WCF, LINQ, Entity Framework, HTML, Web Services, ASP .NET, etc. Experience with translating detailed design into computer software.</p>
Programmer 3	<p>Five (5) years experience in the computer programming field. Depending on the job assignment, knowledge of or certification in specific applications or processes may be required in the following areas: Web technologies, design technologies, specific programming languages, authoring languages and systems, and Modeling and Simulation (M&amp;S) technologies, processes, and tools.</p>	<p>Bachelor's Degree (BS) in Computer Science/Information Systems/Engineering required.</p>	<p>Responsible for software design by working closely with project managers, business analysts, software developers and customers. Responsible for performing technical analysis and information engineering, installing, configuring, and troubleshooting various hardware and software platforms. Have experience in participating in all phases of software development. Must have proficiency in languages such as C++, Visual Basic, ABAP, JAVA, XHTML, ORACLE, C#.Net, MVC, WCF, LINQ, Entity Framework, HTML, Web Services, ASP .NET, etc. Responsible for providing patches and upgrades to existing systems. Performs a variety of testing for computer operating and/or network systems.</p>



Project Manager	Five (5) years of experience providing technical direction for a complete system development effort including two (2) years supervisory experience. Master's degree of professional certification can be substituted for two (2) years experience.	Bachelor's Degree (BS/BA) in Business Management or Computer Science/Information Systems/Engineering required. MBA or Master's Degree in Computer Science/Information Systems/Engineering with relevant professional certification such as PMP preferred.	Responsible for providing technical direction and day to day management of project and resources. Works closely with the program director to be in sync of all problems and accomplishments. Able to complete tasks within estimated time frames and budgets. Have relations and interactions with government management personnel. Provides reports to contractor management and government representatives.
QA/Tester	Two (2) years related experience in quality assurance and/or software engineering. Bachelor's degree or relevant certifications can be substituted for two (2) years experience.	Associate's Degree (AS) in Computer Science/Information Systems/Engineering or related field. Additional technical training/certification preferred.	Responsible for evaluating software products and systems as per technical documentation and develops quality standards. Develops software/systems test cases and executes tests. Participates in reviews to ensure quality and analyzes and documents issues. Provides recommendation on enhancements and modifications.
SCRUM Master	Three (3) years experience using agile principles, practices and methodologies such as SCRUM, XP, Lean in technical projects. Experience in leading technical teams – coaching, teaching, and guiding people in the various roles in a project organization, using agile principles, practices, and methods. Relevant certification can substitute for two (2) years experience.	Bachelor's Degree (BS/BA) in Business Management or Computer Science/Information Systems/Engineering or related discipline required. Relevant professional certification such as PMP/Certified SCRUM Master/Lean Six Sigma preferred	Responsible for working with all teams to establish agile practices that ensure high quality results to the client and project completion. Experience with facilitating client meetings, sprint reviews, and retrospectives. Responsible for defining project goals and objectives, developing detailed work plans including project scheduling and budgets, estimates, resource plans, and status reports. Provides tracking of agile development team metrics including velocity and burn down reports.

Senior Consultant	<p>Eight (8) years of experience in consulting, system and application development, design and implementation, business process reengineering, IT transformation, cyber security, or other related services. Mastery and recognized expertise on relevant subject matter knowledge including technologies, theories, or techniques.</p>	<p>Bachelor's Degree (BS/BA) in Business Management or Computer Science/Information Systems/Engineering or related discipline. MBA or Master's Degree in Computer Science/Information Systems/Engineering or two (2) years relevant experience.</p>	<p>Responsible for providing high-level expert advice in support of management, technical, and business improvement efforts. Provides analysis and reports with proposed developmental recommendations. Defines engagement deliverables, creates competitive strategies, and integrates global solutions. Have leadership skills in strategic, business, and action planning, understanding of technical requirements, and experience in preparing programs for technical evaluation. Serves as a senior-level analytical consultant.</p>
SME 1	<p>Six (6) years of experience including both consulting and general industry experience with a heavy emphasis on the consulting with specific technologies or business processes. Relevant certification can be substituted by one (1) year experience.</p>	<p>Bachelor's Degree (BS) in Computer Science/Information Systems/Engineering or related discipline required. SME certification is preferred.</p>	<p>Responsible for developing requirements and providing expert leadership in specialized areas. Provides expert advice and assistance in software engineering and business processes. Assists senior consultants and business analysts with the evaluation and recommendation for system improvements. Works with clients to align requirements with solutions.</p>
SME 2	<p>Ten (10) years of experience including both consulting and general industry experience with a heavy emphasis on the consulting with specific technologies and processes. Relevant certification can be substituted by one (1) year experience. If the general availability (GA) of the technology is less than ten (10) years, the experience is reduced to half the time since GA.</p>	<p>Bachelor's Degree (BS) in Computer Science/Information Systems/Engineering or related discipline required. SME certification is preferred.</p>	<p>Responsible for developing requirements and providing expert leadership in specialized areas. Provides expert advice and assistance in software development. Assists senior consultants and business analysts with the evaluation and recommendation for system and process improvements. Works with clients to align requirements with solutions.</p>

<p>Healthcare SME</p>	<p>Ten (10) years of experience in healthcare consulting with a heavy emphasis on the technology and business management. A Medical degree can be substituted with six (6) years of experience.</p>	<p>Bachelor's Degree (BS) in Computer Science/Information Systems/Engineering or related discipline and MBA or Master's Degree in Computer Science/Information Systems/Engineering required. Medical degree is optional.</p>	<p>Responsible for providing expert advice and thought leadership in specialized healthcare areas. Coordinates with contractor management to ensure requirements are properly defined and implemented. Working experience with EMR integration, health care claims processing, case management and other healthcare operations. Responsible for design planning sessions. Understanding of HIPAA and Hitech security guidelines.</p>
<p>Training Specialist</p>	<p>Two (2) years experience in the design, development and execution of training programs. Certifications can substitute one (1) year of experience.</p>	<p>Associate's Degree (AS/AA) in Computer Science/Information Systems/Engineering or related discipline. Additional training/certification preferred.</p>	<p>Responsible for designing training objectives for users and clients. Provides training through online instruction, training modules, and electronically published user guides. Creates final version of training programs, design program flowcharts, and curriculum development.</p>
<p>Documentation Specialist</p>	<p>Two (2) years experience in composing and producing documentation or one (1) year experience in composing and producing documentation plus a BA/BS degree.</p>	<p>Associate's Degree (AS/AA) in Computer Science/Information Systems/Engineering or related discipline. Additional training/certification preferred.</p>	<p>Responsible for creating and finalizing technical documentation including specifications, user guides, quick reference guides and supplements. Works closely with multiple departments and subject matter experts on document creation. Participates in design sessions and interacts with users and Subject Matter Experts. Responsible for scheduling and attending meetings, coordinating document input, review, and approval.</p>

**SPECIAL ITEM NUMBER (SIN) 54151HEAL – HEALTHCARE IT SERVICES**

**Please note:** All resources for this SIN will have the following Educational Responsibility - "HIPAA business associate agreement training, HIPAA privacy training, and Medicare fraud, waste and abuse certification."

<b>Labor Category Name</b>	<b>Minimum/General Experience and Years of Experience</b>	<b>Educational Responsibility</b>	<b>Functionality Responsibility (Summary)</b>
Business Analyst	Two (2) years of experience in the analysis of business and functional requirements, software design specifications documentation, and drafting test cases and test scenarios.	Bachelor's Degree (BS/BA).	Provides technical support to other healthcare IT analysts to ensure that clinical/health information systems, products, and services meet minimum organizational standards and end-user requirements. Performs clinical/health IT system workflow analysis and recommends quality improvements. Responsible for gathering requirements with end users and clients. Applies business process knowledge to review and analyze customer requirements to design, configure, and test applications. Responsible for documentation, review, and design of Health IT specifications. Provide support with business process mapping, software design, configuration, testing, training and documentation with focus on healthcare Industry. Understanding of HIPAA and Hitech security guidelines.

Consultant	<p>Four (4) years of experience in either IT consulting, system and application development, design and implementation, business process reengineering, IT transformation, or other related services. Possession of a professional certification, other than that used to meet the minimum educational requirements, may also be substituted for one (1) years of experience.</p>	<p>Bachelor's Degree. Relevant professional certification such as, CFA or Lean Six Sigma preferred.</p>	<p>Develops complete and aggregated definition of a Health IT Program scope/objectives. Manage implementations with HIPAA and Hitech security requirements. Responsible for program support and has expertise in interpreting requirements and supervising business integration in application design. Assists health IT consultants with the analysis, evaluation, and implementation of systems and other healthcare IT tasks. Responsible for developing team work plans, designing and managing databases, and defining information systems requirements for the health care industry. Understanding of HIPAA and Hitech security guidelines.</p>
Help Desk Technician 1	<p>One (1) year experience in providing help desk support. Associate's degree or training certification will substitute for one (1) years experience.</p>	<p>High school diploma. Additional technical training/certification preferred.</p>	<p>Responsible for the installing, configuring, and upgrading computer hardware and software related to the healthcare industry. Performs level I support. Provides troubleshooting support to end users. Provide admin support by implementing operating system patches that will improve the performance of the system. Provide logs, email, and telephone support. Works under the guidance of Help Desk Technician 2. Understanding of HIPAA and Hitech security guidelines.</p>

<p>Help Desk Technician 2</p>	<p>Two (2) year's experience in providing help desk support. Associate's degree or training certification will substitute for one (1) years experience.</p>	<p>Associate's Degree (AS) in Computer Science/Information Systems/Engineering or related field. Additional technical training/certification preferred.</p>	<p>Responsible for troubleshooting support for end users. Performs level II support. Responsible for installing, configuring, and upgrading computer hardware and software related to the healthcare industry. Analyzes and determines requirements for customer service areas. Provides email and telephone support and understand the technical environment. Provides logs, tracks technicians, and provides reports as required in regards to compliance with Service Level Agreements. Understanding of HIPAA and Hitech security guidelines.</p>
<p>Program Director</p>	<p>Ten (10) years of management experience in information systems programs identifying, planning, acquiring and implementing project resources to meet the project goals. Experienced in providing program guidance and direction to complete information technology tasking. Masters degree may be substituted with two (2) years of relevant experience.</p>	<p>Bachelor's Degree (BS/BA) in Business Management or Computer Science/Information Systems/Engineering or related discipline. MBA or Master's Degree in Computer Science/Information Systems/Engineering or two years relevant experience.</p>	<p>Experience with managing complex and/or high risk applications for Medicare, Medicaid and commercial health insurance providers. Serves as focal point-of-contact with client regarding Health IT program activities; ensuring that all required resources including manpower, production standards, computer time, and facilities are available for program implementation; managing program consisting of multiple projects including project identification, design, development, and delivery. Provide direction to staff on task activities to meet client objectives. Understanding of HIPAA and Hitech security guidelines. Responsible for product reviews, audits, site visits, and overall contract progress and performance. Understanding of government programs like affordable care act (ACA) and their implementation.</p>

Programmer 1	Two (2) years experience in any one of the following disciplines: State of the Art Web technologies, software design tools or specific programming languages such as business software systems, authoring languages and systems, and Modeling and Simulation (M&S) technologies with their processes and tools.	Bachelor's Degree (BS) in Computer Science/Information Systems/Engineering or related discipline required.	Responsible for generating new code and modifying existing code to meet the documented standards with direct interface with customer management personnel for the solution of emergent clinical/health technology engineering and technical problems. Working experience with technologies such as SaaS, HTML, XML, JAVA, and .NET. Identifies requirements, performs technical analysis, performs testing procedures, fixes bugs, modifies program specifications, and provides customer support to clients. Provides requirements analysis for clinical/health systems missions and environments to identify functional definitions and designs for clinical/health system hardware and software architecture. Understanding of HIPAA and Hitech security guidelines.
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Programmer 2	<p>Three (3) years experience in any one of the following disciplines: State of the Art Web technologies, Software design tools and specific programming languages such as business software systems, authoring languages and systems, and Modeling and Simulation (M&amp;S) technologies with their processes and tools.</p>	<p>Bachelor's Degree (BS) in Computer Science/Information Systems/Engineering or related discipline required.</p>	<p>Responsible for generating new code and modifying existing code to meet the documented standards with direct interface with customer management personnel for the solution of emergent clinical/health technology engineering and technical problems. Working experience with technologies such as SaaS, HTML, XML, JAVA, and .NET. Identifies requirements, performs technical analysis, performs testing procedures, fixes bugs, modifies program specifications, and provides customer support to clients and technical direction to programmers. Must have proficiency in languages such as C++, Visual Basic, ABAP, JAVA, XTML, ORACLE, C#.Net, MVC, WCF, LINQ, Entity Framework, HTML, Web Services, ASP .NET, etc. Provides requirements analysis for clinical/health systems missions and environments to identify functional definitions and designs for clinical/health system hardware, data analytics and software architecture. Understanding of HIPAA and Hitech security guidelines.</p>
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Programmer 3	<p>Five (5) years experience in the computer programming field. Depending on the job assignment, knowledge of or certification in specific applications or processes may be required in the following areas: Web technologies, design technologies, specific programming languages, authoring languages and systems, and Modeling and Simulation (M&amp;S) technologies, processes, and tools.</p>	<p>Bachelor's Degree (BS) in Computer Science/Information Systems/Engineering required.</p>	<p>Responsible for software design by working closely with project managers, business analysts, software developers and direct interface with customer management personnel for the solution of emergent clinical/health technology engineering and technical problems. Responsible for performing technical analysis and information engineering, installing, configuring, and troubleshooting various hardware and software platforms. Have experience in participating in all phases of software development. Must have proficiency in languages such as C++, Visual Basic, ABAP, JAVA, XHTML, ORACLE, C#.Net, MVC, WCF, LINQ, Entity Framework, HTML, Web Services, ASP .NET, etc. Responsible for providing patches and upgrades to existing systems. Performs a variety of testing for computer operating and/or network systems. Experience in creating or modifying software used for processing of healthcare related data including electronic records management (EMR) systems. Understanding of HIPAA and Hitech security guidelines.</p>
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<p>Project Manager</p>	<p>Five (5) years of experience providing technical direction for a complete system development effort including two (2) years supervisory experience. Master's degree or professional certification can be substituted for two (2) years experience.</p>	<p>Bachelor's Degree (BS/BA) in Business Management or Computer Science/Information Systems/Engineering required. MBA or Master's Degree in Computer Science/Information Systems/Engineering with relevant professional certification such as PMP preferred.</p>	<p>Provides services in the planning/monitoring of clinical/health technology project budgets and schedules, the development of project control measures, the tracking of program deliverables, the development of procurement packages, the analysis of program strategies, and the preparation and review of program briefings. Must have knowledge of contract types, contract sections, funding types and sources, and contract processes. Responsible for the support of Health IT project management functions to include systems acquisition planning and electronic commerce. Position is required to assist Healthcare project managers in developing program strategies, documents, and briefings; as well as in planning, controlling and monitoring program execution status. Understanding of HIPAA and Hitech security guidelines.</p>
<p>QA/Tester</p>	<p>Two (2) years related experience in quality assurance and/or software engineering. Bachelor's degree or relevant certifications can be substituted for two (2) years experience.</p>	<p>Associate's Degree (AS) in Computer Science/Information Systems/Engineering or related field. Additional technical training/certification preferred.</p>	<p>Responsible for evaluating software products and systems as per technical documentation and develops quality standards. Develops software/systems test cases and executes tests. Participates in reviews to ensure quality and analyzes and documents issues. Provides recommendation on enhancements and modifications. High level understanding of Medicare, Medicaid and ACA. Understanding of HIPAA and Hitech security guidelines.</p>

<p>SCRUM Master</p>	<p>Three (3) years experience using agile principles, practices and methodologies such as SCRUM, XP, Lean in technical projects. Experience in leading technical teams – coaching, teaching, and guiding people in the various roles in a project organization, using agile principles, practices, and methods. Relevant certification can substitute for two (2) years experience.</p>	<p>Bachelor’s Degree (BS/BA) in Business Management or Computer Science/Information Systems/Engineering or related discipline required. Relevant professional certification such as PMP/Certified SCRUM Master/Lean Six Sigma preferred.</p>	<p>Responsible for working with all teams to establish agile practices that ensure high quality results to the client and project completion. Experience with facilitating client meetings, sprint reviews, and retrospectives. Responsible for defining project goals and objectives, developing detailed work plans including project scheduling and budgets, estimates, resource plans, and status reports. Provides tracking of agile development team metrics including velocity and burn down reports. Experience with healthcare related systems and EMRs. Understanding of HIPAA and Hitech security guidelines.</p>
<p>Senior Consultant</p>	<p>Eight (8) years of experience in consulting, system and application development, design and implementation, business process reengineering, IT transformation, cyber security, or other related services. Mastery and recognized expertise on relevant subject matter knowledge including technologies, theories, or techniques.</p>	<p>Bachelor’s Degree (BS/BA) in Business Management or Computer Science/Information Systems/Engineering or related discipline. MBA or Master’s Degree in Computer Science/Information Systems/Engineering or two (2) years relevant experience.</p>	<p>Has broad management authority over very large clinical/health IT projects and initiatives, which potentially span multiple accounts or customers. Responsible for providing high-level clinical/health IT expert advice in support of management, technical, and business improvement efforts. Provides analysis and reports with proposed developmental recommendations. Defines engagement deliverables, creates competitive strategies, and integrates global solutions. Have leadership skills in strategic, business, and action planning, understanding of technical requirements, and experience in preparing programs for technical evaluation. Serves as a senior-level clinical/health IT consultant. Experience with healthcare related systems and EMRs. Understanding of HIPAA and Hitech security guidelines.</p>

SME 1	<p>Six (6) years of experience including both consulting and general industry experience with a heavy emphasis on the consulting with specific technologies or business processes. Relevant certification can be substituted by one (1) years experience.</p>	<p>Bachelor's Degree (BS) in Computer Science/Information Systems/Engineering or related discipline required. SME certification is preferred.</p>	<p>Responsible for developing requirements and providing expert leadership in specialized clinical/health IT areas. Provides functional and/or technical knowledge and analysis of specialized clinical/health applications and operational environment, high-level functional clinical/health systems analysis, design, integration, documentation, training, and/or implementation advice on complex problems which require a high-level knowledge of the subject matter for effective implementation. Provides expert advice and assistance in software engineering and business processes related to implementation of health information systems. Assists senior consultants and business analysts with the evaluation and recommendation for system improvements. Works with clients to align requirements with solutions. Understanding of HIPAA and Hitech security guidelines.</p>
SME 2	<p>Ten (10) years of experience including both consulting and general industry experience with a heavy emphasis on the consulting with specific technologies and processes. Relevant certification can be substituted by one (1) years experience. If the general availability (GA) of the technology is less than ten (10) years, the experience is reduced to half the time since GA.</p>	<p>Bachelor's Degree (BS) in Computer Science/Information Systems/Engineering or related discipline required. SME certification is preferred.</p>	<p>Serves as a subject matter technical expert in areas relevant to the clinical/health technology project. Responsible for developing requirements and providing expert leadership in specialized areas. Provides expert advice and assistance in software development related to implementation of health information systems. Assists senior consultants and business analysts with the evaluation and recommendation for clinical/health IT system and process improvements. Works with clients to align requirements with solutions. Understanding of HIPAA and Hitech security guidelines.</p>

Healthcare SME	Ten (10) years of experience in healthcare consulting with a heavy emphasis on the technology and business management. A Medical degree can be substituted with six (6) years of experience.	Bachelor's Degree (BS) in Computer Science/Information Systems/Engineering or related discipline and MBA or Master's Degree in Computer Science/Information Systems/Engineering required. Medical degree is optional.	Responsible for providing expert advice and thought leadership in specialized healthcare areas. Coordinates with contractor management to ensure requirements are properly defined and implemented. Working experience with EMR integration, health care claims processing, case management and other healthcare operations. Responsible for design planning sessions. Understanding of HIPAA and Hitech security guidelines.
Training Specialist	Two (2) years experience in the design, development and execution of training programs. Certifications can substitute one (1) year of experience.	Associate's Degree (AS/AA) in Computer Science/Information Systems/Engineering or related discipline. Additional training/certification preferred.	Responsible for designing training objectives for users and clients. Provides training through online instruction, training modules, and electronically published user guides. Creates final version of training programs, design program flowcharts, and curriculum development. Provide HIPAA and Hitech training and certifications.
Documentation Specialist	Two (2) year's experience in composing and producing documentation or one (1) year experience in composing and producing documentation plus a BA/BS degree.	Associate's Degree (AS/AA) in Computer Science/Information Systems/Engineering or related discipline. Additional training/certification preferred.	Responsible for creating and finalizing technical documentation including specifications, user guides, quick reference guides and supplements. Works closely with multiple departments and subject matter experts on document creation. Participates in design sessions and interacts with users and Subject Matter Experts. Responsible for scheduling and attending meetings, coordinating document input, review, and approval. Understand HIPAA and Hitech and document relative guidelines where necessary.



## Term Software License

SPECIAL ITEM NUMBER (SIN) 511210 – TERM SOFTWARE LICENSE

<b>TYRULA PART NO</b>	<b>PRODUCT NAME</b>	<b>PRODUCT DESCRIPTION SUMMARY</b>	<b>WARRA NTY</b>	<b>GSA PRICE with IFF</b>
eCS - 301	eCS3.0 No UI	Yearly subscription for ETL solution per pipeline without any user interface	30 days	\$16,875.63
eCS - 302	eCS 3.0 UI	Yearly subscription for ETL solution per pipeline with user interface	30 days	\$116,366.25
eCS - 303	eCS 3.0 Enterprise License 25M	Enterprise level yearly subscription for ETL solution for a maximum of 25M transactions	30 days	\$236,258.75

Contract Number: GS35F246GA, dated February 16 2017  
SIN 54151S: IT Services, 54151HEAL: Healthcare IT Services, 511210: Term Software License  
1451 Dolley Madison Blvd Suite 330 McLean VA 22101

[www.tyrula.com](http://www.tyrula.com) (703) 244-2767

Page 46 of 47

SPECIAL ITEM NUMBER (SIN) 54151ECOM – ELECTRONIC COMMERCE

<b>TYRULA PART NO</b>	<b>PRODUCT NAME</b>	<b>PRODUCT DESCRIPTION SUMMARY</b>	<b>WARR ANTY</b>	<b>GSA PRICE with IFF</b>
eCS – 401	eCS – RPA Engagement	Typical setup of Revenue Performance Advisor (RPA) and onboarding services with a maximum of 4,500 of claims - ERA and 4,500 eligibility transactions processed within 90 days.	30 days	\$10,277.08
eCS – 402	eCS – RPA min monthly	Revenue Performance Advisor. Processing minimum of 1,500 claims-ERA and 1,500 eligibility transactions per month. Billed monthly.	30 days	\$1,481.11
eCS – 403	eCS – RPA Claims and ERA	Revenue Performance Advisor. Submission of electronic claim and receipt of electronic remittance advice (ERA) above 1,500 claims per month. Billed monthly.	30 days	\$0.48
eCS – 404	eCS – RPA Eligibility	Revenue Performance Advisor. Request and response of patient eligibility above 1,500 transactions per month. Billed monthly.	30 days	\$0.15
eCS- 405	eCS- RPA-PRE	Revenue Performance Advisor. Patient responsibility estimator (PRE). Per transaction. Billed monthly.	30 days	\$0.10
eCS - 406	eCS - RPA-Denial Prevention	Revenue Performance Advisor. Denial Prevention rules check the transaction before submission to reduce the number of denials. Per transaction. Billed monthly.	30 days	\$0.10
eCS - 407	eCS - RPA- Benchmark Analytics	Revenue Performance Advisor. Enhanced reporting on claims and ERA. Per transaction. Billed monthly.	30 days	\$0.10
eCS – 408	eCS – Paper Claims	Customer shall print and mail paper claims to clearinghouse. Conversion of paper claims to electronic. Per transaction. Billed monthly.	30 days	\$0.48