



**AUTHORIZED FEDERAL SUPPLY SERVICE
INFORMATION TECHNOLOGY SCHEDULE PRICELIST**

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

**General Services Administration
Federal Supply Service**

GSA IT Schedule 70

SIN 132-51 – INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

SIN 132-56 – HEALTH INFORMATION TECHNOLOGY (IT) SERVICES

FPDS Code D301	IT Facility Operation and Maintenance
FPDS Code D302	IT Systems Development Services
FPDC Code D304	Value Added Network Services
FPDS Code D306	IT Systems Analysis Services
FPDC Code D307	Automated Information Systems Design and Integration Services
FPDS Code D308	Programming Services
FPDS Code D310	IT Backup and Security Services
FPDC Code D317	Auto News, Data & Other Services
FPDC Code D399	Other Information Technology Services, Not Elsewhere Classified

Contract Number: GS-35F-418AA

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

Period Covered by Contract: June 10, 2013 through June 9, 2018

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A Service-Disabled Veteran-Owned company



Notes- SIN 132-51

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

Note 2: The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT/IAM Professional Services within the scope of this Information Technology Schedule.

Note 3: 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.

Notes: SIN 132-56

Note 1: 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.

Note 2: 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).

Note 3: This SIN provides ordering activities with access to Health IT services.

Note 4: Health IT Services provided under this SIN shall comply with all Healthcare certifications and industry standards as applicable at the task order level.

Note 5: 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.

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Supply Service's Home Page via the Internet at <http://www.fss.gsa.gov/>

INFORMATION FOR ORDERING OFFICES

SPECIAL NOTICE TO AGENCIES: Small Business Participation

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

For orders exceeding the micro-purchase threshold, FAR 8.404 requires agencies to consider the catalog/price lists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage! on-line shopping service (www.fss.gsa.gov). The catalogs/price lists, GSA



Advantage! and the Federal Supply Service Home Page (www.fss.gsa.gov) contains information on a broad array of products and services offered by small business concerns.

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

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

1. Customer Information

a. Table of Awarded Special Item Numbers with appropriate cross-reference to item descriptions and awarded prices (Provided below for SINs 132-51 and 132-56).

SIN 132-51 – INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES		
Item No.	IT Functional Specialist	Final GSA Rate w/IFF
1	Application Developer- Level II	\$ 86.76
2	Application System Analyst - Level III	\$ 179.55
3	Application Developer/Systems Analyst - Level III	\$ 119.21
4	Application Developer/Systems Analyst - Level II	\$ 90.15
5	Business Process Consultant	\$ 103.70
6	Client/Server Support Analyst	\$ 81.75
7	Computer Operations Manager	\$ 102.17
8	Configuration Management Specialist	\$ 78.35
9	Data Architect	\$ 80.91
10	Data Communications Consultant	\$ 111.70
11	Database Administrator - Level III	\$ 103.59
12	Database Administrator - Level II	\$ 60.21
13	Documentation Specialist I	\$ 71.26
14	ERP Business Analyst II	\$ 101.82
15	ERP Business Analyst III	\$ 120.46
16	Help Desk Manager	\$ 73.58
17	Help Desk Tier I Specialist	\$ 60.21
18	Help Desk Tier II Specialist	\$ 73.58
19	Help Desk Tier III Specialist	\$ 89.33
20	Information Assurance Analyst	\$ 82.34
21	Information Systems Training Specialist	\$ 70.74
22	Operations/Technical Support Engineer - Level III	103.43
23	Project Manager	\$ 139.65
24	Quality Assurance Analyst - Level II	\$ 85.03
25	Software Engineer - Level II	\$ 92.66
26	Software Engineer - Level I	\$ 73.06
27	Systems Engineer	\$ 116.38
28	Technical Writer/Editor	\$ 66.43
29	Web Content Analyst	\$ 71.44
30	Web Designer	\$ 83.45
31	Web Software Developer	\$ 93.33



b. 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**).

c. Description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services (provided below for SINs 132-51 and 132-56).

Application Developer - Level II

Primary responsibilities include but are not limited to the following:

- Participates in the requirements definition process
- Supports conceptual design, detailed design, code, and unit test of critical software programs within a subsystem
- Leads integration testing of programs within assigned subsystem
- Generates formal design documentation
- Generates Interface Control Documents, documenting the interfaces between programs
- Supports the development of Acceptance Test Plan and Procedures documents
- Supports the development of customer design review materials.

Five years of professional experience in an information technology/information management or related field and a related Bachelor's Degree or seven years of professional experience in an information technology/information management or related field and an unrelated Bachelor's Degree or nine years of professional experience in an information technology/information management or related field no Degree required

Application Developer/Systems Analyst - Level III

Typically assigned to extremely difficult design problems and provides major guidance on large-scale system development projects. Leads large or critical projects. Provides a great deal of insight into the problems associated with building major software systems, including but not limited to the following:

- Identifies of the most critical components
- Identifies high technical and schedule risk areas, and approaches to reduce or eliminate such risk
- Defines development approaches
- Leads the requirements analysis, conceptual design, and staged implementation of major software systems;
- Provides technical direction to a large team
- Schedules, plans, and conducts project review meetings
- Makes recommendations to customers regarding technical issues associated with a project
- Recommends "make/buy" decisions
- Approves the procurement of hardware to satisfy customer needs.

Ten years of professional experience in an information technology/information management or related field and a related Bachelor's Degree or twelve years of professional experience in an information technology/information management or related field and an unrelated Bachelor's Degree or fifteen years of professional experience in an information technology/information management or related field no Degree required

Application Developer/Systems Analyst - Level II

Analyzes information-processing problems to formulate procedures for solving them. Confers with clients and end-users to determine data processing problems and advises personnel on the



implications of new or revised systems. Conducts special studies and investigations pertaining to development of new information systems to meet current and projected needs. Plans and prepares technical reports, memoranda and instructional manuals relative to the establishment and functioning of complete operating systems. Carries out research and analysis of client requirements. Participates in the preparation of detailed, system design and application development. Works in accordance with established concepts and selected methods and procedures. Assists in the preparation project deliverable documents. Customer interface is an integral part of this job. Under general direction, formulates and defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications from which programs will be written. A design, codes, tests, debugs, and documents those programs. Competent to work at the highest technical level of all phases of applications systems analysis and programming activities.

Seven years' experience in an applicable area of information technology and a Bachelor's Degree in a related area or nine years of professional experience in an applicable area in an information technology or related field and an unrelated Bachelor's Degree or eight years of professional experience in an information technology/information or related field no Degree required

Business Process Consultant

Responsible for most complex systems process analysis, design, and simulation. Requires highest-level understanding of organization's business systems and industry requirements. Focus is on process analysis and re-engineering, with an understanding of technical problems and solutions as they relate to the current and future business environment. Creates process change by integrating new processes with existing ones and communicating these changes to impacted Business Systems teams. Recommends and facilitates quality improvement efforts. May lead re-engineering team. Works with end user groups to evaluate and solve technical problems. Evaluates existing systems and/or user needs to analyze, design, recommend, and implement system changes. Significant, wide ranging experience in providing expert advice, assistance, guidance or counseling in support of management, organizational, and business improvement that may include studies, strategic, business and action planning.

Seven years of professional experience in an information technology/information management or related field and a related Bachelor's Degree or nine years of professional experience in an information technology/information management or related field and a Bachelor's Degree or eleven years of professional experience in an information technology/information management or related field no Degree required

Client/Server Support Analyst

Under general supervision, assists with personal computer operating systems software and communication system software. Designs, tests, and maintains personal computer systems. Responsible for analyzing and solving personal computer-related problems. Responsible for security, integrity, and reliability of personal computer systems. Tests and integrates new hardware, systems and modifications to existing equipment and systems. Performs research/investigations, analysis, design, testing, and installation of supported hardware and software. Schedules installation of new hardware and software and modifications to existing systems. Monitors performance of hardware and its capacity in all assigned locations. Recommends and implements enhancements to existing hardware and systems.

Three years of professional experience in analysis of Client/Server architecture or related field, a related Bachelor's Degree or five years of professional experience in analysis of Client/Server architecture or related field, an unrelated Bachelor's Degree or seven years of professional experience in an Client/Server information technology/information management environment or related field no Degree required.

Computer Operations Manager

Responsible for all activities relating to the operation of centralized data processing equipment and peripheral information systems equipment. Establishes detailed schedules for the utilization of all equipment in the computer operations section to obtain maximum utilization. Assigns personnel to



various operations and directs their activities. Reviews and evaluates work and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities, and methods. Consults with personnel in other information systems sections to coordinate activities. Prepares activity and progress reports regarding the computer operations section.

Seven year's experience in related computer operations and OEM Certified training.

Configuration Management Specialist

Provides configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software.

Five years of technical experience that applies to enterprise Configuration Management. Requires competence in all phases of asset control techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, and management practices as they relate to Configuration Management.

Data Architect

Designs and builds relational databases. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Works in a data warehouse environment, which includes data design, database architecture, metadata and repository creation. Translates business needs into long-term architecture solutions. Defines, designs, and builds dimensional databases. Develops data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. Evaluates reusability of current data for additional analyses. Reviews object and data models and the metadata repository to structure the data for better management and quicker access.

Five years of technical experience that applies to data analysis and techniques for measuring data quality. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, data structure and management practices.

Data Communications Consultant

Provides systems guidance for current and proposed investments in telecommunications and network facilities and/or services from the development of communications software through technical review. Researches present and future communication technologies. Works closely with system users to provide direction/assistance in identification and resolution of user problems. May supervise a group of planning analysts responsible for research/technical assistance for the user group.

Five years of professional experience in Data Communications design and troubleshooting and a related Bachelor's Degree or seven years of professional experience in Data Communications design and troubleshooting and an unrelated Bachelor's Degree or nine years of professional experience in Data Communications design and troubleshooting no Degree required.

Database Administrator - Level III

Manages technical direction and controls activities related to data base design, implementation and maintenance. This includes but is not limited to analysis of data requirements, approving logical and physical data design, evaluation and recommendation of data standards, maintenance of data definition, and consultation in data design methodologies and techniques. Ensures the best possible performance for the database while maintaining the integrity of the data. Leads with the design, creation, and maintenance of computerized databases. Responsible for quality control and auditing of databases to ensure accurate and appropriate use of data. Works with management to develop database strategies to support company needs. Consults with and advises users on access to various databases.



Six year's experience as a Database Administrator using applicable database management software and a Bachelor's Degree or seven years' experience as a Database Administrator using applicable database management software no Degree required.

Database Administrator - Level II

Provides technical direction and controls activities related to data base design, implementation and maintenance. This includes but is not limited to analysis of data requirements, logical and physical data design, evaluation and recommendation of data standards, maintenance of data definition, and consultation in data design methodologies and techniques. Ensures the best possible performance for the database while maintaining the integrity of the data.

Four years' experience in areas directly related Database Administration using applicable database management software and an Associate's Degree or equivalent experience.

Documentation Specialist I

Supports in the effort to gather and maintain accounting and inventory records of equipment, software licenses, software supplies and maintenance services purchases. With the guidance of senior personnel, processes the invoices for Information Technology purchases. Under the directions of senior Specialist also provide systems documentation library services and coordinates reporting on the data center's performance. .

Three years' experience in administrative and computer project activity and a Bachelor's Degree in a related discipline.

ERP Business Analyst II

Assists with graphics design and use, operation, and setup of computer graphic systems for business communications. Executes graphic projects and assists in coordination of all graphic production scheduling. Coordinates production support with outside vendors, as needed. Ensures that graphic projects are completed on time, within budget, and to user's satisfaction. Interfaces with users to determine scope of project and best graphic medium. Trains other personnel in proper use of computer graphic equipment. Troubleshoots computer equipment problems and performs minor preventive maintenance.

Four years of professional experience in computer graphics design and development or related field a related Bachelor's Degree or six years of professional experience in computer graphics design or related field a Bachelor's Degree or eight years of professional experience in computer graphics design and development or related field no Degree required.

ERP Business Analyst III

Responsible for graphics design and use, operation, and setup of computer graphic systems for business communications. Directs graphic projects and oversees coordination of all graphic production scheduling. Coordinates production support with outside vendors, as needed. Ensures that graphic projects are completed on time, within budget, and to user's satisfaction. Interfaces with users to determine scope of project and best graphic medium. Trains other personnel in proper use of computer graphic equipment. Troubleshoots computer equipment problems and performs minor preventive maintenance.

Six years of professional experience in computer graphics design and development or related field a related Bachelor's Degree or eight years of professional experience in computer graphics design or related field a Bachelor's Degree or ten years of professional experience in computer graphics design and development or related field no Degree required.

Help Desk Manager

Under general direction, responsible for ensuring the timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution, and follow-up steps. Requires



experience and understanding of MIS environment. Typically involves use of problem management database and help desk system. May provide guidance/training for less-experienced personnel.

Eight years' experience relating to Help Desk at Tier II or higher and past experience in Help Desk management.

Help Desk Tier I Specialist

Provides tier one support to end users for either PC, server, or mainframe applications or hardware. Handles problems that standard in nature and documentation provides support for the resolution. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem.

Three years' experience relating to Help Desk Tier one or other technical support areas.

Help Desk Tier II Specialist

Under general direction, responsible for ensuring the timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution, and follow-up steps. Requires experience and understanding of MIS environment. Typically involves use of problem management database and help desk system. May provide guidance/training for less-experienced personnel.

Four years' experience relating to Help Desk Tier II or other technical support areas.

Help Desk Tier III Specialist

Provides third-tier support to end users for either PC, server, or mainframe applications or hardware. Handles problems that the first-tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and highest level of technical skill in field of expertise.

Six years' experience relating to Help Desk Tier II or other technical support areas.

Information Assurance Analyst

Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Designs, develops, engineers, and implements solutions that meet network security requirements. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. Installs, configures and maintains organization's operating systems. Analyzes and resolves problems associated with server hardware, operating system, applications software. Detects, diagnoses, and reports operating system related problems on both server and desktop terms.

Five years' experience with extensive knowledge of information security, risk management and Network Administration.

Information Systems Training Specialist

Trains clients' staff in operating procedures, technical skills, and other matters. Assists in development and implementation of all training procedures. Develops training syllabus in coordination with Clients' requirements. Implements instruction in accordance with course requirements and assembles materials to be presented. Instructs students in the theoretical and practical aspects of the subject being taught. Selects and/or develops teaching aids such as wall charts, prepared notes, tape recordings, radio, television, films, video, computer trainers and training handbooks. Supervises practical work carried out by students, and assists them at points of difficulty. Develops and administers tests students to evaluate their learning progress and evaluate effectiveness of instruction. Compiles assessment report regarding each student. May arrange visits to or periods of employment in real work situations to reinforce instruction.

Five years' experience in applicable technical support and training. Associates Degree and OEM Certified training.

**Operations/Technical Support Engineer - Level III**

Responsible maintaining financial data for projects. Responsible for invoicing end user client and interacting with all levels of management concerning project financials. Have project leadership responsibilities as it pertains to time sheets, invoicing, and financials. Primary responsibilities include but are not limited to the following:

Develops contract burn rates for direct labor and ODC

Generates project staffing reports

Generates the project status reports

Supports government COTR

Assumes responsible for on-boarding personnel according to government security requirements

Collects time sheets and validating invoices

Conducts general contracting administrative tasks

Provides administrative staff with all necessary project cost information

Reconciles all charges against the contract.

Four years of professional experience in an information technology/information management or related field a related Bachelor's Degree or six years of professional experience in an information technology/information

management or related field an unrelated Bachelor's Degree or eight years of professional experience in an information technology/information management or related field no Degree required." Operations/

Project Manager

May have technical responsibility for a subsystem of a development effort. Primary responsibilities include but are not limited to the following:

Meets with system users to understand usage profiles and user needs;

Writes test plans for large systems, including integration testing, system testing, stress testing, acceptance testing, and regression testing

Designs strategies and writes scripts for automated testing of large programs

Leads others in writing, executing, and analyzing the results of test procedures

Leads others in writing test reports or problem reports indicating whether or not a test passed and, if necessary, lead analysis of the results

Participates in reviews at any point in the software life cycle, leading the testing and configuration management elements of the review

Designs and implements the software configuration management process and problem reporting system for large system developments

Designs and implements a metrics system, i.e., a system that gathers various metrics on software and performance

Leads the authoring of a report on the metrics for the project

Designs and documents Acceptance Test Plan and Procedures.

Five years of professional experience in an information technology/information management or related field a related Bachelor's Degree or seven years of professional experience in an information technology/information management or related field an unrelated Bachelor's Degree or nine years of professional experience in an information technology/information management or related field no Degree required

Quality Assurance Analyst - Level II

Instructs, counsels, and guides work of other members when functioning as Team Leader.

Participates as a member of the team. Acts as consultant to senior management; champion's multi-discipline and/or cross-functional teams. Has significant influence on broad customer issues. Primary responsibilities include but are not limited to the following:

Independently provides analysis, evaluation, and recommendations designed to promote economy, efficiency, and effectiveness in the customer's security program



Reviews and evaluates customer's programs and operations to determine adherence to policies and procedures;
Keeps customer's management fully informed concerning security issues
Assists external customers in developing, implementing, and assessing a security program based upon the customer's requirements
Acts as primary liaison with customer's senior management and government agencies in all security matters
Evaluates customer's security policy and provide recommendations to customer's managers
Leads independent and objective evaluations and audits of the security policy implementation
Reviews controls over data integrity
Identifies risks; evaluates safeguards; ascertains compliance with security policies; evaluates efficiency and cost effectiveness of protective measures.

Eight years of professional experience in an information technology/information management or related field and a related Bachelor's Degree or ten years of professional experience in an information technology/information management or related field and an unrelated Bachelor's Degree or twelve years of professional experience in an information technology/information management or related field no degree required

Software Engineer - Level II

Work involves complex technical, engineering, design, architectural, maintenance, business modeling, and similar tasks. Primary responsibilities include but are not limited to the following:
Possesses strong understanding of information flows and process architecture necessary for implementation of information technology business solutions;
Helps to develop organizational goals and strategies for achieving them;
Coordinates an organization's strategic planning process;
Executes strategic plans;
Assists in aligning project deliverables with stakeholder organizational goals;
Reviews, and executes change management plans;
Coordinates financial and strategic analyses;
Assesses current and planned initiatives;
Completes business cases;
Collects data to support build-buy decisions;
Assists with competitive analyses and industry benchmarking;
Conducts market and customer research; and
Assists software development teams interpret requirements.

Eight years of professional experience in an information technology/information management or related field a related Bachelor's Degree or ten years of professional experience in an information technology/information management or related field an unrelated Bachelor's Degree or thirteen years of professional experience in an information technology/information management or related field no Degree required

Software Engineer - Level I

Work involves some complex technical, engineering, design, architectural, maintenance, business modeling, and similar tasks. Primary responsibilities include but are not limited to the following:
Possesses a technical level of understanding of information flows and process architecture necessary for implementation of information technology business solutions;
Supports organizational goals and strategies and directions for achieving them;
Assists an organization's strategic planning process;
Executes strategic plans;
Assists in aligning project deliverables with stakeholder organizational goals;
Reviews change management plans;
Helps to coordinates financial and strategic analyses;
Assesses current and planned initiatives;



Works with business cases;
Helps to collect data to support build-buy decisions;
Works as a team member with competitive analyses and industry benchmarking;
Assists with market and customer research; and
Serves as a team member to assist software development teams interpret requirements.

Five years of professional experience in an information technology/information management or related field a related Bachelor's Degree or six years of professional experience in an information technology/information management or related field an unrelated Bachelor's Degree or eight years of professional experience in an information technology/information management or related field no Degree required.

Applications System Analyst - Level III

The primary responsibilities include but are not limited to the following:
Leads the requirements analysis, conceptual design, and staged implementation of systems;
Provides technical leadership on project terms
Approves design documentation
Leads integration efforts of a system
Generates system-level documents
Designs and implements disaster recovery plans
Conducts high availability assessments
Leads the development of System Operational Procedures documents
Generates customer design review materials and present at customer design reviews.

Eight years of professional experience in an information technology/information management or related field and a related Bachelor's Degree or ten years of professional experience in an information technology/information management or related field and an unrelated Bachelor's Degree or twelve years of professional experience in an information technology/information management or related field no degree required.

Systems Engineer

The primary responsibilities include but are not limited to the following:
Leads the requirements analysis, conceptual design, and staged implementation of systems;
Provides technical leadership on project terms
Approves design documentation
Leads integration efforts of a system
Generates system-level documents
Designs and implements disaster recovery plans
Conducts high availability assessments
Leads the development of System Operational Procedures documents
Generates customer design review materials and present at customer design reviews.

Eight years of professional experience in an information technology/information management or related field and a related Bachelor's Degree or ten years of professional experience in an information technology/information management or related field and an unrelated Bachelor's Degree or twelve years of professional experience in an information technology/information management or related field no degree required.

Technical Writer/Editor

Plans, organizes and contributes to the technical writing portions of major system and software engineering projects and activities. Creates, updates and edits technical documentation including detailed functional specifications, standard operating procedures, program specifications, technical manuals and reports and other documents such as management documentation and training and user manuals for accuracy, completeness and compliance with applicable standards. Responsible for content of technical documentation. Checks author's document for spelling, grammar and content problems (e.g., missing instructions or sections; redundant or unnecessary sections). Accuracy of content may fall under this



position or the programmer, depending on the expertise of the editor. Ensures that documents follow the style laid out in the organization's style guide. May also be responsible for maintaining the style guide. Suggests revisions to the style guide as appropriate. Editor is often a technical writer who has moved to this position. Note: This description is for a technical editor in a large software house or an editor in a technical lab, which produces papers for publication. Newsletter, newspaper, or magazine editors should not be matched to this position.

Five years' experience in technical writing and editing and an Associate Degree in applicable discipline

Web Content Analyst

Provides for development and content that will motivate and entertain users so that they regularly access the website and utilize it as a major source for information and decision-making. Provides managing/performing website editorial activities including gathering and researching information that enhances the value of the site. Responsible for developing and providing content that will motivate and entertain users so that they regularly access the website and utilize it as a major source for information and decision making. Responsible for managing/performing website editorial activities including gathering and researching information that enhances the value of the site. Locates, negotiates and pursues content. Seeks out customers to gather feedback for website improvement and enhancements. Requires experience in production management, web page design, HTML and web graphics types and standards. Requires two years of experience in this field.

Five years of professional experience in Web Based Software Development or related field and a related Bachelor's Degree or seven years of professional experience in Web Based Design/Development or related field and an unrelated Bachelor's Degree or nine years of professional experience in Web Based Design/Development or related field no Degree required.

Web Designer

Work involves technical, engineering, design, architectural, maintenance, or other tasking related to IT projects. Provides inputs to program management staff or framework. Produces web related deliverables. Works with information architects, art directors, or writing leads to develop web-related copy, information architectures, and visual designs. Primary responsibilities include but are not limited to the following: Provides an understanding from an IT perspective the customer's creative requirements and IT project specific style guidelines Analyzes of existing system content, information architectures, and visual designs Develops web-related deliverables Performs organization of information, visual and information design, content creation, and related team and customer reviews Maintains and enhances of existing content, visuals, and information structures Develops, reviews, and conducts presentation of wireframes and site maps that define information architecture for project stakeholders and web development staff Conducts reviews of wireframes (page maps), exploration of design concepts, selection of stock images, and creation of visual designs. Develops copy for websites, applications, and other interactive media Develops multimedia presentations, animation, and visual designs for print media Develops project documentation, style guides, and user training materials. Requires knowledge of web-based technologies including browsers ASP pages, HTML code, object-oriented technology, and graphics software.

Five years of professional experience in an information technology and Web Design or related field and a related Bachelor's Degree or seven years of professional experience in an information technology and Web Design or related field and an unrelated Bachelor's Degree or nine years of professional experience in an information technology and Web Design or related field no Degree required

Web Software Developer

Designs, develops, troubleshoots, debugs, and implements software code (such as HTML, CGI, and JavaScript) for a component of the website. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Integrates web applications with backend databases. Deploys large web-based transaction systems using application servers. Researches, tests, build, and coordinate the integration of



new products per production and client requirements. Requires strong navigation and site-design instincts.

Five years of professional experience in Web Based Software Development or related field and a related Bachelor’s Degree or seven years of professional experience in Web Based Design/Development or related field and an unrelated Bachelor’s Degree or nine years of professional experience in Web Based Design/Development or related field no Degree required.

SIN 132-56 – HEALTH INFORMATION TECHNOLOGY (IT) SERVICES		
Item No.	Labor Category	Final GSA Rate W/IFF
1	Health Program Manager	\$130.30
2	Health Business Process Analyst	\$64.24
3	Health Data Manager	\$72.52
4	Health Engineering Architecture Analyst, Senior	\$131.94
5	Health Functional Analyst Senior	\$120.86
6	Health Program Analyst Senior	\$120.86
7	Health Software /Systems Architect Senior	\$146.04
8	Health Systems Engineer Senior	\$125.89
9	Health Technical Applications/Systems Analyst	\$90.64
10	Health Technical Writer Senior	\$73.97
11	Health Test Engineer	\$84.18
12	Health Release Manager/Deployment Manager	\$83.93
13	Health Systems Administrator	\$83.93

Health Program Manager

Education- Possesses a Master’s Degree in Engineering, Computer Science, Systems, Business or related scientific /technical discipline

Experience/Duties- Has 15 years’ Health IT experience. 10 years of additional relevant experience may be substituted for education. Must have experience with diverse Health IT projects both large and small. Must be able to manage a portfolio of projects. Must be well versed in full systems development life cycle, enterprise wide network engineering, strategic information planning, business process reengineering, structure and management practices. Must be able to identify and mitigate risks to the program. Must be able to manage to cost, schedule and performance.

Health Business Process Analyst

Education- Possesses a Bachelor’s Degree in Healthcare Administration, Information Systems, Computer Science, Business, or related discipline.

Experience/Duties- Has 5 years’ experience. 8 years of additional relevant experience may be substituted for education. Defines business requirements, understands general business issues and data requirements for healthcare client organizations and the health IT industry. Reviews and edits requirements, specifications, business processes and recommendations related to proposed design solutions. Interacts with clients and project management in these activities. Responsible for complying with healthcare quality and documentation standards. Ability to understand and apply analytical skills to support process improvement, studies and analysis projects.

Health Data Manager



Education- Possesses a Bachelor's Degree in Health Informatics, Web Design, Information Systems, Computer Science, Business, or related discipline.

Experience/Duties- Has 5 years' experience. 8 years of additional relevant experience may be substituted for education. A Data Manager has experience in defining and building effective and efficient databases for healthcare environments, utilizing a variety of different software products. Knowledge of various database products and structures and can convey information to technicians for data input.

Health Engineering Architecture Analyst, Senior

Education- Possesses a Master's Degree in computer science, electronics engineering or other engineering or technical discipline.

Experience/Duties- Has 10 years' experience. 10 years of additional relevant experience may be substituted for education. A Senior Engineering Architecture Analyst has extensive experience coordinating with program and project leaders to analyze Health IT system and network architecture. Has the knowledge and skill to clearly identify strategies for addressing requirements, risks, and issues. Can effectively conduct trade-off analysis of requirements against fiscal, schedule, and performance issues. Is able to quickly resolve issues and create architectural vision.

Health Functional Analyst Senior

Education- Possesses a Master's Degree in Health Informatics, Computer Science, Electrical Engineering, Mathematics, or other related technical discipline

Experience/Duties- Has 10 years' experience. 10 years of additional relevant experience may be substituted for education. Must have experience with the analysis of business, functional, technical, activities, and events with specialization in healthcare systems. Responsible for working with users and customers to document and strategize for process improvements for current business processes (business process reengineering). Provides in-depth data analysis and evaluations of identified strategic initiatives as are necessary for the purposes of reporting to regulatory agencies and for programmatic and planning decisions. The strategic initiatives could include clinical programs or health risk-based analyses.

Health Program Analyst Senior

Education- Possesses a Bachelor's Degree in a Business discipline.

Experience/Duties- Has 10 years' experience. 8 years of additional relevant experience may be substituted for education. Must have knowledge in how to plan, analyze and evaluate the effectiveness of operating a variety of Health IT related programs and projects. Must be able to use source data to evaluate the effectiveness of programs and business processes. Must be able to use qualitative and quantitative analytical skills to assess the effectiveness of the operations. Senior PA must be able to effectively manipulate data to present program status and make recommendations on improving business processes.

Health Software /Systems Architect Senior

Education- Possesses a Master's Degree in computer science, electronics engineering or other engineering or technical discipline

Experience/Duties- Has 10 years' experience. 10 years of additional relevant experience may be substituted for education. Must have extensive experience in the coordination of program and project leaders to identify requirements for system architecture in support of network, telecommunications, and core organizational functions in Health IT related environments. Must be able to identify strategies for addressing requirements. Must have extensive experience with analysis of requirements against fiscal,



schedule, and performance issues. Has extensive experience in taking program requirements and is able to create an architecture vision having experience in high volume and high availability networks and systems. Experience in creating and conveying to team members the architectural vision for a program or project. Is responsible for dictating design choices to software developers, including but not limited to: platforms, coding and technical levels. Experience in establishing and enforcing standards and practices. Overseeing the development team, he manages the full life cycle of the software development process. Has extensive software development experience and thorough knowledge of a variety of programming languages and logic

Health Systems Engineer, Senior

Education- Possesses a Master's Degree in computer science, electronics engineering or other engineering or technical discipline.

Experience/Duties- Has 10 years' experience. 10 years of additional relevant experience may be substituted for education. Provides technical support in health system architecture, system design, system integration and technical management in health IT related environments. Assists in providing technical input to the systems engineering process. Leads teams in developing application and technical plans. Guide customers in the installation and use of strategic products through education and guidance, first-use and tuning assistance problem solving and critical situation resolution

Health Technical Applications/Systems Analyst

Education- Possess a Bachelor's Degree in computer science, electronics engineering or other engineering or technical discipline.

Experience/Duties- Has 5 years' experience. 8 years of additional relevant experience may be substituted for education. Must have experience in the analysis, design, and integration of health information systems and commercial-off-the-shelf (COTS) software. Must be well versed in understanding structured analysis and design methodologies for the translation of systems requirements from business needs for the proposed Health IT system. Must be able to evaluate cost factors and risk.

Health Technical Writer Senior

Education- Possesses a Bachelor's Degree in Healthcare Administration, Communication or related field of expertise.

Experience/Duties- Has 10 years' experience. 8 years of additional relevant experience may be substituted for education. Assists in collecting and organizing information for preparation of Health IT related user manuals, training materials, installation guides, proposals, and reports. Must have experience in editing narrative and graphic products to identify and correct grammatical formatting and logic errors and to identify logical inconsistencies that will require author attention. Must have experience in the application a variety of word processing, spreadsheet, graphics, and scheduling tools. Must have experience in meeting with authors and other team representatives to review documents, compile inputs/corrections, resolve incompatible comments, and provide final publishable documentation. Must have experience in explaining in simple language scientific and technical ideas that are difficult for the average reader to understand

Health Test Engineer

Education- Possesses a Bachelor's Degree in computer science, electronics engineering or other engineering or technical discipline.



Experience/Duties- Has 5 years of experience in a health IT environment. 8 years of relevant experience may be substituted for education. Must have experience in the coordination and execution of health system test events in accordance with approved test plans, procedures and scripts. Must have knowledge and skills to ensure that test environments are set up accurately. Must be able to create test reports. The test engineer must be able to test IT hardware, software, systems and networks.

Health Release Manager/Deployment Manager

Education- Possesses a Bachelor’s Degree in computer science, electronics engineering or other engineering or technical discipline

Experience/Duties- Has 5 years of experience in a health IT environment. 8 years of relevant experience may be substituted for education. Must have experience in management of individual releases of health IT system software, hardware or other system components. Must have experience in coordinating with QA, Development, packaging and hardware teams. The release manager must have experience in documenting releases, risks and in maintaining the schedule of planned releases.

Health System Administrator

Education- Possesses a Bachelor’s Degree in computer science, electronics engineering or other engineering or technical discipline.

Experience/Duties- Has 5 years of experience in a health IT environment. 8 years of relevant experience may be substituted for education. Must have experience in conducting routine IT health system administration tasks and logging data in system admin logs. Systems administrators are responsible for maintaining system efficiency. Experience in maintaining troubleshooting a wide variety of systems and networks to include high volume/high availability systems. Must have knowledge on a number of debugging protocols and processes. Must be able to troubleshoot problems and issues identified by customers and implement corrective actions quickly.

2. Maximum Order:

- a. (All dollar amounts are exclusive of any discount for prompt payment.)
- b. Special item Number 132-51 Information Technology (IT) Professional Services and Health Information Technology (IT) Services SIN 132-56.
- c. The maximum dollar value per order for all IT Professional services will be \$500,000.

Please Note: Orders may exceed the Maximum Order Threshold.

3. Minimum Order

- a. The minimum dollar value of orders to be issued is \$100.

4. Geographic Coverage

- a. The terms and conditions of this contract shall apply to all orders for installation maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below: **None**
- b. Upon request of the Contractor, the Government may provide the Contractor with logistics support, as available, in accordance with all applicable Government regulations. Such Government support will be provided on a reimbursable basis, and will only be



provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

5. Point(s) of Production

- a. N/A

6. Discount from List Price or Statement of Net Price

- a. Basic Discounts range from 0.75%-42.32% (pre- IFF)

7. Quantity Discounts

- a. None

8. Prompt Payment Terms

- a. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.
- b. Prices shown are NET Prices; Basic Discounts have been deducted.
- c. Net 30 days from receipt of invoice or date of acceptance, whichever is later.
- d. Government Educational Institutions – Same discounts as all Government customers.

9. Notification that Government purchase card are accepted at or below the micro-purchase threshold

- a. Government purchase cards are accepted at or below the micro-purchase threshold.
- b. Government purchase cards are accepted above the micro-purchase threshold.

10. Foreign Items

- a. None

11. Time of Delivery

- a. The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:
 - i. Special Item Number
 - ii. Delivery Time
- b. Expedited Deliver- N/A
- c. Overnight and 2nd Day Delivery- N/A
- d. Urgent Requirements- When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms



and conditions of the contract. Agencies can also contact the Contractor's representative to effect a faster delivery

12. F.O.B. Points

- a. Destination

13. Ordering

a. Ordering addresses-

SBG Technology Solutions
1737 King St., Suite 601
Alexandria, VA 22314
www.sbgts.com
Phone 703.299.9093/Fax 703.299.9240

b. Ordering Procedures-

1. Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405-3 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.
2. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
3. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

14. Payment Addresses-

SBG Technology Solutions
1737 King St., Suite 601
Alexandria, VA 22314
www.sbgts.com
Phone 703.299.9093/Fax 703.299.9240

15. Warranty Provision

- a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:
 - i. Time of delivery/installation quotations for individual orders;
 - ii. Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.



- iii. Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

The above is not intended to encompass items not currently covered by the GSA Schedule contract.

16. Exporting Packing Charges

- a. None

17. Terms and Conditions Of Government purchase card acceptance (any thresholds above the micro-purchase level)

- a. Government purchase cards will be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

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

- a. N/A

19. Terms and conditions of installation

- a. The terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services exclusively to IT Services within the scope of this Information Technology Schedule and Health IT Services SIN 132-56.
- 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.

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list price

- a. N/A

20(a) Terms and conditions for any other services

The terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services exclusively to IT Services within the scope of this Information Technology Schedule and SIN 132-56.

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.

21. List of service and distribution points

- a. The terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services exclusively to IT Services within the scope of this Information Technology Schedule and Health IT Services (SIN 132-56).
- 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.

22. List of participating dealers

- a. None

23. Preventive maintenance



a. N/A

24. a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants)- N/A

b. Section 508 compliance information

Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following:

www.Section508.gov/

25. Data Universal Number System (DUNS) number- 166762760

26. Notification regarding registration in System for Award Management Database- SBG Technology Solutions is registered in SAM.

Critical Information Specific to Schedule # 70 Information Technology, Software & Services

A. Terms and Conditions Applicable to IT Professional Services SIN 132-51

NOTE: The Transactional Data Reporting (TDR) Rule requires vendors to electronically report the price the federal government paid for an item or service purchased through GSA acquisition vehicles. The TDR PILOT DOES NOT APPLY TO THIS SIN, EXCEPT if a TDR-covered SIN(s) is proposed as part of your total offering to GSA (e.g. offer 132-51 and 132-8). If both TDR and NON TDR SINs are offered, then the entire contract is subject to TDR and the Price Reduction Clause (PRC) and Commercial Sales Practice (CSP) requirements are removed for the entire contract." If NON TDR SIN(s) are offered only, then the offering will be subject to the PRC and CSP.

****NOTE: The phrase, "Information Technology (IT) Professional Services/Identity Access Management (IAM) Professional Services" in the following paragraphs may need to be revised in order to be consistent with the Offeror's proposal; e.g., if only IT Professional Services are offered, all references to IAM Services should be deleted.****

*****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/IAM 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/IAM 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/IAM Professional Services.

9. INDEPENDENT CONTRACTOR

All IT/IAM 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/IAM 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/IAM PROFESSIONAL SERVICES AND PRICING

- a. The Contractor shall provide a description of each type of IT/IAM Service offered under Special Item Numbers 132-51 IT/IAM 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/IAM 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

B. Terms and Conditions Applicable to IT Professional Services SIN 132-56

NOTE: The Transactional Data Reporting (TDR) Rule requires vendors to electronically report the price the federal government paid for an item or service purchased through GSA acquisition vehicles. The TDR PILOT DOES NOT APPLY TO THIS SIN, EXCEPT if a TDR-covered SIN(s) is proposed as part of your total offering to GSA (e.g. offer 132-51 and 132-8). If both TDR and NON TDR SINs are offered, then the entire contract is subject to TDR and the Price Reduction Clause (PRC) and Commercial Sales Practice (CSP) requirements are removed for the entire contract." If NON TDR SIN(s) are offered only, then the offering will be subject to the PRC and CSP.

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

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

******NOTE: All labor categories under the Special Item Number 132-51 Information Technology Professional Services may remain under SIN 132-51 unless the labor categories are specific to the Health IT SIN.**

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.