GENERAL SERVICES ADMINISTRATION

Federal Supply Service

Authorized Federal Supply Schedule Price List

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


MULTIPLE AWARD SCHEDULE (MAS)

Contract Number – GS-35F-515BA
For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at http://www.gsa.gov/schedules-ordering

Contract Period – 9/16/2014 thru 9/15/2024

Contractor: Akira Technologies, Inc.
Address: 1747 Pennsylvania Ave, Suite 600
Washington, DC 20002
Telephone: 202-517-7187 Fax: 800-589-3129
Web Site: www.akira-tech.com

Contract Administration Source: Srinivas Chennamaraja
Email: schennamaraja@akira-tech.com

Business Size: Small, SBA Certified Small Disadvantaged Business, SBA Certified HUBZone
# CUSTOMER INFORMATION

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

<table>
<thead>
<tr>
<th>SIN/Category</th>
<th>SIN/Category Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>33411</td>
<td><strong>Information Technology - IT Hardware:</strong> Purchasing of new electronic equipment. Includes desktop, laptop, tablet computers (including rugged), servers, storage equipment, hyperconverged integrated systems, supercomputers, routers, switches and other communications equipment, IT security equipment (hardware based firewalls), audio and video (AV) equipment, public address systems, monitors/displays, sensors and other Internet of Things (IOT) devices, printers and Multi-Function Device (MFD) equipment, broadcast band radio, two-way radio (LMR), microwave radio equipment, satellite communications equipment, radio transmitters/receivers (airborne), radio navigation equipment/antennas, optical/imaging systems, and associated peripherals required for operations (such as controllers, connectors, cables, drivers, adapters, etc., ancillary installation of any equipment purchased. <strong>NOTE:</strong> Subject to Cooperative Purchasing</td>
</tr>
<tr>
<td>511210</td>
<td><strong>Information Technology – IT Software:</strong> Software Licenses. Includes both term and perpetual software licenses and maintenance. <strong>NOTE:</strong> Subject to Cooperative Purchasing</td>
</tr>
<tr>
<td>518210C</td>
<td><strong>Cloud Computing and Cloud Related - IT Professional Services:</strong> Includes commercially available cloud computing services such as Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS) and emerging cloud computing services. IT professional services that are focused on providing the types of services that support the Government's adoption of, migration to, or governance/management of cloud computing. Specific cloud related IT professional labor categories and/or fixed-price professional services solutions (e.g., migration services) that support activities associated with assessing cloud solutions, refactoring workloads for cloud solutions, migrating legacy or other systems to cloud solutions, providing management/governance of cloud solutions, DevOps, developing cloud native applications, or other cloud oriented activities are within scope of this SIN.</td>
</tr>
<tr>
<td>54151HEAL</td>
<td><strong>Health Information Technology Services:</strong> Includes a wide range of Health IT services to include connected health, electronic health records, health information exchanges, health analytics, personal health information management, innovative Health IT solutions, health informatics, emerging Health IT research, and other Health IT services. <strong>NOTE:</strong> Subject to Cooperative Purchasing</td>
</tr>
<tr>
<td>SIN/Category</td>
<td>SIN/Category Description</td>
</tr>
<tr>
<td>--------------</td>
<td>--------------------------</td>
</tr>
<tr>
<td>541512</td>
<td>Information Technology Professional Services. IT Professional Services and/or labor categories for database planning and design; systems analysis, integration, and design; programming, conversion and implementation support; network services, data/records management, and testing. NOTE: Subject to Cooperative Purchasing</td>
</tr>
</tbody>
</table>

**OLM**

Order-Level Materials (OLM). OLMs are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Schedule contract or BPA. OLM pricing is not established at the Schedule contract or BPA level, but at the order level. Since OLMs are identified and acquired at the order level, the ordering contracting officer (OCO) is responsible for making a fair and reasonable price determination for all OLMs. OLMs are procured under a special ordering procedure that simplifies the process for acquiring supplies and services necessary to support individual task or delivery orders placed against a Schedule contract or BPA. Using this new procedure, ancillary supplies and services not known at the time of the Schedule award may be included and priced at the order level.

**Awarded Prices**

**SIN/Category 33411 – Information Technology – IT Hardware**

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Product Name</th>
<th>Product Description</th>
<th>UOI</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>MK-FUSION3</td>
<td>MobiKEY Fusion 3</td>
<td>MobiKEY Fusion 3 Device: The MobiKEY Fusion device is a patented identity validation device that integrates with government issued identity cards such as CAC, PIV and FRAC.</td>
<td>EA</td>
<td>79.07</td>
</tr>
<tr>
<td>MK-MC3</td>
<td>MobiKEY Classic 3</td>
<td>MobiKEY Classic 3 Device: The MobiKEY Classic is an identity validation tool that simplifies the access component, while the MobiNET platform universally manages the identities of users and entitlement to digital resources through the MobiKEY application software. This patented technology is embedded on a smartcard enabled, cryptographic USB device, making it one of the most powerful and easy-to-use multi-factor authentication technologies available today</td>
<td>EA</td>
<td>52.07</td>
</tr>
<tr>
<td>MK-A2T8PIN</td>
<td>MobiKEY Fusion A2T (8-pin)</td>
<td>MobiKEY Fusion A2T Device (8-pin): The MobiKEY Fusion device is a patented identity validation device that integrates with</td>
<td>EA</td>
<td>79.07</td>
</tr>
</tbody>
</table>
government issued identity cards such as CAC, PIV and FRAC

<table>
<thead>
<tr>
<th>Software Number</th>
<th>Software Name</th>
<th>Software Description</th>
<th>UOI</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>MK-A2T30PIN</td>
<td>MobiKEY Fusion A2T (30-pin)</td>
<td>MobiKEY Fusion A2T Device (30-pin): The MobiKEY Fusion device is a patented identity validation device that integrates with government issued identity cards such as CAC, PIV and FRAC.</td>
<td>EA</td>
<td>79.07</td>
</tr>
</tbody>
</table>

**SIN/Category 511210 – Information Technology – IT Software**

<table>
<thead>
<tr>
<th>Software Number</th>
<th>Software Name</th>
<th>Software Description</th>
<th>UOI</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>MK-001-CAC</td>
<td>DEFIMNET</td>
<td>Annual MobiKEY Subscription - DEFIMNET - CAC</td>
<td>EA</td>
<td>442.64</td>
</tr>
<tr>
<td>MK-002-PIV</td>
<td>MobiNET</td>
<td>Annual MobiKEY Subscription - MobiNET - PIV</td>
<td>EA</td>
<td>355.85</td>
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</table>

**SIN/Category 54151HEAL – Health Information Technology Services**

<table>
<thead>
<tr>
<th>SIN/Category</th>
<th>Service</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151HEAL</td>
<td>Health IT Admin Support</td>
<td>35.53</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>Health IT Systems Analyst</td>
<td>100.29</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>Health IT Developer</td>
<td>90.13</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>Health IT System Administrator</td>
<td>80.25</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>Health IT Application/Business Analyst</td>
<td>115.31</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>Health IT Program Manager</td>
<td>169.68</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>Health IT Project Manager</td>
<td>129.76</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>Health IT System Architect</td>
<td>124.69</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>Health IT Subject Matter Expert</td>
<td>199.81</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>Health IT Data Management Analyst</td>
<td>139.43</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>Health IT Information Assurance Specialist</td>
<td>178.48</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>Health IT Admin Support</td>
<td>40.86</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>Health IT Systems Analyst</td>
<td>115.34</td>
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<tr>
<td>54151HEAL</td>
<td>Health IT Developer</td>
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<tr>
<td>54151HEAL</td>
<td>Health IT System Administrator</td>
<td>92.28</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>Health IT Application/Business Analyst</td>
<td>132.61</td>
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<td>54151HEAL</td>
<td>Health IT Program Manager</td>
<td>195.12</td>
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<tr>
<td>54151HEAL</td>
<td>Health IT Project Manager</td>
<td>149.23</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>Health IT System Architect</td>
<td>143.40</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>Health IT Subject Matter Expert</td>
<td>229.76</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>Health IT Data Management Analyst</td>
<td>160.33</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>Health IT Information Assurance Specialist</td>
<td>205.24</td>
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</table>
**SIN/Category 541512 – Information Technology Professional Services**

Customer Site

<table>
<thead>
<tr>
<th>SIN/Category</th>
<th>Service</th>
<th>Rate</th>
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</thead>
<tbody>
<tr>
<td>54151S</td>
<td>IT Administrative Analyst</td>
<td>59.60</td>
</tr>
<tr>
<td>54151S</td>
<td>IT Technician</td>
<td>103.43</td>
</tr>
<tr>
<td>54151S</td>
<td>IT Analyst/Cloud IT Analyst</td>
<td>154.06</td>
</tr>
<tr>
<td>54151S</td>
<td>IT Team Lead (Professional Staff)/Cloud IT Team Lead</td>
<td>195.67</td>
</tr>
<tr>
<td>54151S</td>
<td>IT Manager (Professional Staff)/Cloud IT Manager</td>
<td>252.04</td>
</tr>
<tr>
<td>54151S</td>
<td>IT Senior Consultant (Professional Staff)/Cloud IT Senior Consultant</td>
<td>313.55</td>
</tr>
</tbody>
</table>

**Akira’s Site**

<table>
<thead>
<tr>
<th>SIN/Category</th>
<th>Service</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>IT Administrative Analyst</td>
<td>66.08</td>
</tr>
<tr>
<td>54151S</td>
<td>IT Technician</td>
<td>99.13</td>
</tr>
<tr>
<td>54151S</td>
<td>IT Analyst/Cloud IT Analyst</td>
<td>124.30</td>
</tr>
<tr>
<td>54151S</td>
<td>IT Team Lead (Professional Staff)/Cloud IT Team Lead</td>
<td>195.16</td>
</tr>
<tr>
<td>54151S</td>
<td>IT Manager (Professional Staff)/Cloud IT Manager</td>
<td>293.06</td>
</tr>
<tr>
<td>54151S</td>
<td>IT Senior Consultant (Professional Staff)/Cloud IT Senior Consultant</td>
<td>361.56</td>
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</tbody>
</table>

**SIN/Category 518210C – Cloud Computing and Cloud Related IT Professional Services**

Customer Site

<table>
<thead>
<tr>
<th>SIN/Category</th>
<th>Service</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>518210C</td>
<td>IT Analyst/Cloud IT Analyst</td>
<td>154.06</td>
</tr>
<tr>
<td>518210C</td>
<td>IT Team Lead (Professional Staff)/Cloud IT Team Lead</td>
<td>195.67</td>
</tr>
<tr>
<td>518210C</td>
<td>IT Manager (Professional Staff)/Cloud IT Manager</td>
<td>252.04</td>
</tr>
<tr>
<td>518210C</td>
<td>IT Senior Consultant (Professional Staff)/Cloud IT Senior Consultant</td>
<td>313.55</td>
</tr>
</tbody>
</table>
Akira’s Site

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<tr>
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<th>Service</th>
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</tr>
</thead>
<tbody>
<tr>
<td>518210C</td>
<td>IT Analyst/Cloud IT Analyst</td>
<td>124.30</td>
</tr>
<tr>
<td>518210C</td>
<td>IT Team Lead (Professional Staff)/Cloud IT Team Lead</td>
<td>195.16</td>
</tr>
<tr>
<td>518210C</td>
<td>IT Manager (Professional Staff)/Cloud IT Manager</td>
<td>293.06</td>
</tr>
<tr>
<td>518210C</td>
<td>IT Senior Consultant (Professional Staff)/Cloud IT Senior Consultant</td>
<td>361.56</td>
</tr>
</tbody>
</table>

1b. Identification of lowest priced model number and corresponding price for each awarded Special Item Number:

- **SIN/Category 33411** – MK-MC3 at $52.07 each
- **SIN/Category 511210** – MK-002-PIV at $355.85 each
- **SIN/Category 54151HEAL** – Health IT Admin Support at the customer’s site at $35.53 per hour
- **SIN/Category 54151S** – IT Administrative Analyst at the customer’s site at $59.60 per hour
- **SIN/Category 518210C** – IT Analyst/Cloud IT Analyst at $124.30

1c. Identification of Services and Hourly Rates:

See Attachment A

2. Maximum Order: $500,000 per SIN/Category

3. Minimum Order: $100


5. Point(s) of production (city, county, and state or foreign country): Domestic Only; 48 States, DC Metropolitan Area

6. Discount from list prices or statement of net price: Prices shown are net prices; Basic discounts have been deducted.

7. Quantity Discounts: None
8. **Prompt Payment Terms:** None. Credit card discount terms – None. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

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

10a. **Time of Delivery (Contractor insert number of days):** Negotiated at the task order level

10b. **Expedited Delivery.** Items available for expedited delivery are noted in this price list. Negotiated at the task order level.

10c. **Overnight and 2-day delivery.** Negotiated at the task order level

10d. **Urgent Requirements.** The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery. Contract Contractor. Negotiated at the task order level.

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

12a. **Ordering Address(es):** 10 G Street NE, Suite 710, Washington, DC 20002

12b. **Ordering Procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.

13. **Payment address(es):** 1747 Pennsylvania Avenue, NW Ste 600, Washington, DC 20002

14. **Warranty provision:** Standard Commercial Warranty

15. **Export Packing Charges (if applicable):** None

16. **Terms and conditions of rental, maintenance, and repair (if applicable):** Accepted above and below the micro purchase threshold

17. **Terms and conditions of installation (if applicable):** None

18a **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):** None

18b. **Terms and conditions for any other services (if applicable):** None

19. **List of service and distribution points (if applicable):** None
20. List of participating dealers (if applicable): None

21. Preventive maintenance (if applicable): None

22a. Special Attributes such as Environmental Attributes (E.G., Recycled Content, Energy Efficiency, and/or Reduced Pollutants): None

22b. Section 508 Compliance

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/.

23. Unique Entity Identifier (UEI) Number: 605928246

26. Notification regarding registration in System for Award Management (SAM) database: Active
Attachment A

Labor Category Descriptions

Akira Technologies, Inc. offers the following Labor Category Descriptions to support the effort contemplated herein.

**IT Administrative Analyst**

Education: Minimum Bachelor’s Degree, or equivalent experience

Experience: Minimum 6 Years

Functional Responsibility:
1. Perform administrative duties related to word processing; travel; data management; project library; document control; document production; technical aide; data entry and computer support such as computer operations; computer technical support; and computer security.
2. General office administration using various software packages for word processing, graphic/artist presentations, publications/documentation and spreadsheets.
3. May support either management or project staff.
4. Manage and publish team calendars, project schedules, and contact lists
5. Applies general knowledge of standards, concepts, practices, and techniques related to the administrative function(s) in order to accomplish assignments.

Required Experience: Understanding of specific job requirements with requisite skills to perform assigned tasks with minimal supervision. Bachelor’s degree with 6 years of relevant experience, or equivalent.

**IT Technician**

Education: Bachelor’s Degree, or equivalent experience

Experience: Minimum 7 years

Functional Responsibility:
1. Provides specialized knowledge of complex customer processes and requirements.
2. Perform hands-on work on one or more IT projects including networking, software, IT hardware installation, or technical design
3. Work with customers to develop technical suggestions to improve IT system performance
4. Applies technical expertise to assist in defining, analyzing, validating, and documenting complex operating environments, states of technology and current engineering processes.
5. Conducts complex technical investigations through advanced research techniques, analysis or development phases of engineering projects.
Required Experience: Training, analytical/programmatic skills and experience to operate within a high-tech environment. Experience in information systems development, functional and data requirements analysis, systems analysis and design, programming, program design, computer software, system security, or LANs/WANs. Equivalent experience may be substituted for a degree.

Must possess technical training or equivalent experience in one of the following types of disciplines: computer science; computer systems; decision support; computer security; electronic commerce; business process reengineering; business process analyses; information architecture planning and design; engineering; operations research; modeling and simulation; math; physics; quality assurance; systems analysis; business or management. Bachelor’s degree with 7 years of relevant experience, or equivalent.

**IT Analyst/Cloud IT Analyst**

**Education:** Bachelor’s Degree in engineering, management, or other technical field, or equivalent experience

**Experience:** Minimum 14 Years

**Functional Responsibility:**
1. Provides specialized knowledge of system requirements and programming specifications.
2. Designs solutions based on customer needs and technical considerations.
3. Analyzes job tasks, organizational structure, and user requirements to provide system-wide solutions.
4. Applies analytical expertise to assist in defining, analyzing, validating, and documenting complex operating environments, states of technology and current processes.
5. Applies demonstrated knowledge in programs that encompass analysis, design, integration, test and transition to cloud operations.
6. Demonstrated knowledge of system migration on an enterprise level to a public and/or private cloud computing environments.

Required Experience: Training, analytical/programmatic skills, and experience to operate within a high-tech environment. Experience in system analysis and implementation of system engineering; or electrical design, design assurance, software engineering, program design and implementation or testing of high tech products, systems, and cloud computing environments.

Must possess professional training or equivalent experience in one of the following types of disciplines: computer science; computer systems; decision support; computer security; electronic commerce; business process reengineering; business process analyses; information architecture planning and design; engineering; operations research; modeling and simulation; math; physics; quality assurance; systems analysis; business or management.

**IT Team Lead (Professional Staff)/Cloud IT Team Lead**
Education: Master’s Degree in engineering, management, or other technical field, or equivalent experience

Experience: Minimum 15 Years

Functional Responsibility:
1. Perform work with a security clearance at the level of Secret or higher and/or be able to perform in an environment involving special security requirements, as tasks orders may dictate.
2. Develop and implement project and technical plans to manage highly technical work
3. Manage staff including day-to-day task assignment; reporting; project financials; and client interaction
4. Responsible for quality control and delivery or project deliverables
5. Apply and/or develops advanced technologies, scientific principles, theories and concepts in related technical disciplines or in a specialty.
6. Lead design, architecture, development and testing of Cloud Migration and Cloud Feasibility Teams.

Required Experience: Requires the training, skills and experience of IT Technician, plus extensive breadth and depth of knowledge in one or more specific domains and normally operating in a management structure which provides sophisticated planning, scheduling, performance tracking, risk management and day-to-day program administration.

Must process training or equivalent experience in one of the following types of disciplines: computer science; computer systems; decision support; computer security; electronic commerce; business process reengineering; business process analyses; information architecture planning and design; engineering; operations research; modeling and simulation; math; physics; quality assurance; systems analysis; business or management. Experience in leading various service cloud technologies such as Infrastructure As a Service (IaaS), Platform As a Service (PaaS) and Software As a Service (SaaS). Hands on Experience with various cloud service providers such as AWS, Microsoft Azure, Google Cloud Platform etc.

**IT Manager (Professional Staff)/Cloud IT Manager**
Education: Master’s Degree in engineering, management, or other technical field, or equivalent experience

Experience: Minimum 20 years

Functional Responsibility:
1. Responsible for the technical contract management of programs and projects.
2. Majority of contact with various management levels within operating unit, at other operating units and within the customer community concerning programs/projects, operational decisions, and contractual clarifications.
3. Manage one or more IT Team Leads or Senior Consultants, and their associated teams
4. Recruit, train, and manage a team of IT analysts and technicians
5. Responsible for the production and delivery of multiple IT projects
6. Manage complex enterprise scale Cloud Migration Projects and Cloud Managed Services Projects. Responsible for delivery of Cloud Migration, Cloud RoadMap, Cloud Readiness Assessments.

Required Experience: Requires the training skills and experience of professional, technical or analytical staff plus extensive management/supervisory experience. Must have experience in technical or managerial experience in information resources management.

Must have a management background with demonstrated knowledge of a technical discipline, along with a track record of successfully delivering multiple IT projects on time and on budget.

**IT Senior Consultant (Professional Staff)/Cloud IT Senior Consultant**

Education: Master’s Degree in engineering, management, or other technical field, or equivalent experience

Experience: Minimum 20 years

Functional Responsibility:
1. Assists in developing programs and implementing creative and innovative solutions to the customer's problems.
2. Researches and analyzes customer requirements.
3. Applies expert knowledge to determine accuracy and reasonableness of data.
4. Documents and summarizes the results and develops and recommends creative and innovative solutions to the customer's problems.
5. Attends technical meetings, conferences, and design sessions with customers and delivers subject matter expertise on relevant topics
6. When required, publishes research findings and deliverable reports on behalf of customers
7. Delivers technical training to customer staff
8. Act as a Subject Matter Expert on all things related to Cloud. Extensive experience delivering IaaS, PaaS and SaaS Solutions utilizing various CSP such as AWS, Azure, GCP and Multi Cloud environments. Certifications such as AWS Architect, Azure Architect and GCP Architect.

Required Experience: Recognized as a subject matter expert in the respective concentrations of engineering, science, and finance. Track record applying sound analysis, business practices, and scientific expertise to solve a wide variety of customer problems. These may include conducting reengineering efforts of complex financial processes and systems; applying advanced scientific technologies in systems, experiments and demonstrations; and introducing into systems the application of leading edge technological developments. Equivalent experience may be substituted for a degree.
Must be an expert in the one of the following areas: business; business management; financial management; systems management; operations research; computer science; engineering; physics; math; behavioral science or related areas. May have published articles or books in field of expertise and/or made presentations at professional conferences.

**Health IT Administrative Support**

Education: High School Diploma or GED, plus up to 6 months related experience

Experience: Up to 6 months of related experience

Functional Responsibility:
1. Duties may include preparing end of month contract status/performance reports
2. maintaining computer based and paper files as required
3. answering office inquiries by customers for helpdesk or service center requests
4. Manage and publish team calendars, project schedules, and contact lists
5. performing administrative tasks as established by management
6. Applies general knowledge of standards, concepts, practices, and techniques related to the administrative function(s) in order to accomplish assignments.

Required Experience: Must be proficient in the use of a personal computer and have good typing skills.

Health IT System Administrator

Education: Bachelor’s Degree in Engineering, Computer Science, Information Systems, or other related scientific or technical discipline.

Experience: 5 years extensive hands-on experience.

Functional Responsibility:
1. Monitors and reports on system usage, performance, and security
2. Provides recommendations for tools, procedures, enhancements, and hardware to support future systems growth
3. Manage day to day operations of servers/systems and communication tools including email, source code management, instant messaging, file sharing and collaboration
4. Works closely with management to define, document, and implement Health IT standards, policies, and tools to support the management, security, and operation of systems and servers

Required Experience: 5 years extensive hands-on experience in a functional and/or technical position supporting multiple types of operating systems and networked environments. Should have experience in hardware maintenance, help desk support, and network operations
Health IT Systems Analyst
Education: Bachelor’s degree in Computer Science, Information Technology or a closely related discipline.

Experience: 2 years

Functional Responsibility:
1. Leads requirements analysis, design, coding, benchmark testing, debugging, and documentation of programs
2. Contributes to, or support the development of organizational architectures that are compliant with agency-wide Health IT architectures.
3. Interacts with system stakeholders and subject matter experts, and uses knowledge of cost/schedule constraints and technical feasibility to determine and formalize comprehensive top-level system requirements.
4. Determines and documents the functional components that will be required to implement the system and the necessary interactions between components.
5. Documents the hardware, software, protocols, and integration requirements for the system components and establishes implementation partitions.
6. Provides input into creation of implementation plans and schedules. Provides input on selection of technological purchases with regards to processing, data storage, data access, and applications development.
7. Prepares reports and briefings related to information systems architectures and the architecture/design of specific projects.
8. Provides support and ability to manage others in development or modification of IT solutions (eg, Software Development, Service Desk, Network Management, Telecommunications, Program Management, etc).

Required Experience: Health IT experience in areas such as software requirements definition, design, coding, testing, or deployment. Experience must demonstrate working knowledge of modern software design paradigms, software development tools and software development best practices, analytical skills, and oral, / written communications ability.

Health IT Developer
Education: Bachelor of Science in Computer Science, Information Systems, or relevant technical, engineering or scientific field (or equivalent combination of education and related IT experience)

Experience: 5 years

Functional Responsibility:
1. Conducts proactive risk identification and mitigation of software development process.
2. Develop and devise possible solutions to predict problems and evaluating other options
3. Write specific sections of programs
4. Combine all elements of program design and testing to execute programs and testing
5. Test sample data-sets to check that output from the program works as intended for mission critical systems

Required Experience: A HIT Developer should be able to create logical and functional software code in a variety of languages that address health IT systems. Must have experience in devising possible solutions to predicted problems, evaluating other options

**Health IT Applications/Business Analyst**

Education: Bachelor’s degree. Alternative work related experience, Military duty or training and/or specialized or higher education may be substituted

Experience: 5 years of which a minimum of 3 years is specialty related

Functional Responsibility:
1. Assist in applying common best practices for the Health IT industry to identify relevant issues and considerations in selecting Health IT software packages
2. Evaluate cost factors and risk.
3. Generate functional area strategies for enhanced Health IT operations in a cross-functional area mode throughout the organization
4. Participate in strategy sessions, strategic assessments and design reviews to validate enterprise approach and associated work products, such as Electronic Health Records or Pharmacy and medication disbursement

Required Experience: A HIT Application/Business Analyst should possess health related IT experience in the analysis, design, and integration of information systems and commercial-off-the-shelf (COTS) and development software. Should be well versed in understanding structured analysis and design methodologies for the translation of systems requirements from business needs with a proven track record.

**Health IT Program Manager**

Education: Bachelor’s Degree

Experience: Minimum 4 years

Functional Responsibility:
1. Serves as the counterpart to the client program/technical manager for intermediate to complex Health IT or telecommunications-related programs
2. Manages program support operations involving multiple tasks and personnel.
3. Organizes, directs and coordinates planning and execution of all program support activities.
4. Assigns duties and reviews work of subordinates.
5. Meets and confers with client management officials regarding the status of specific Contractor program activities and progress
6. Resolves problems, issues or conflicts as required
7. Ensures that program schedule, performance, and deliverables are met
Required Experience: Bachelor’s degree plus up to 4 years of intensive and progressive experience in management of large IT or telecommunications-related programs. Up to 2 years’ experience supervising IT or telecommunications-related programs, up to 2 years managing IT or telecommunications-related projects of up to 5 personnel. Shall have demonstrated information technology expertise and communication skills to be able to interface with all levels of management.

**Health IT Project Manager**  
Education: Bachelor’s degree in Computer Science or a related field.

Experience: Minimum 3 years

Functional Responsibility:
1. This individual has responsibility for all aspects of project performance and provides overall direction to project-level activities and personnel for both provider and payer healthcare environments  
2. Oversees the technology development and/or application, marketing, and resource allocation within the project in a research, clinical or office setting  
3. Maintains technical and financial reports to monitor progress  
4. Provides technical and functional direction to the project staff and serves as the technical in the disciplines/technologies required for project performance

Required Experience: 3 years of Health information systems design, execution and management experience. This experience must demonstrate broad knowledge of Information Technology disciplines and more detailed knowledge of products and technologies important to the specific program. The experience must show excellent planning, organization and communications skills and the ability to work effectively with both customer officials and technical/administrative staff.

**Health IT System Architect**  
Education: Bachelor’s degree in Computer Science or Business.

Experience: 3 years

Functional Responsibility:
1. Applies a working knowledge of the technologies necessary to support implementation/upgrade of the specified applications such as: relational database environments, structured analysis, data modeling, information engineering, mathematical model building, sampling, and cost accounting to plan the system  
2. Under general supervision, supports analysis and design of Health IT solutions (eg, Software Development, Service Desk, Network Management, Telecommunications, Program Management, etc), follows design specifications and applies software development best practices to code, test, and document new components, modules or enhancements and defect repair.
3. Specifies inputs required by the system, assists in design of the processing steps, and specifies output formats to meet the users’ requirements for interfaces or uses existing standard interfaces to external systems as required.
5. Uses verbal and written communications skills for various types of reports and required documentation such as user manuals or technical manuals.

Required Experience: Minimum of three years of Health IT experience in software development including coding and testing. Experience must show expertise in the relevant programming languages and development platforms, knowledge of standard application interfaces, and the ability to understand and implement design specifications. Experience must also indicate the ability to contribute effectively to the production of software documentation such as business, user or technical manuals. Good knowledge of word-processing, spread-sheets, database programs and similar business tools.

Demonstrated written and oral communications skills. Previous experience with direct customer support is preferred.

**Health IT Subject Matter Expert**

Education: Master’s Degree

Experience: Minimum 10 years

Functional Responsibility:
1. Provides high-level subject matter expertise for work described in the Health IT or telecommunications-related program or task.
2. Provides advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional 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.
3. From computer systems standpoint, participates as needed in all phases of software and hardware development with emphasis on the planning, analysis, testing, integration, documentation, training, and presentation phases. From a business process standpoint, provides technical advice, guidance and direction for the improvement, modification, and re-engineering of business processes, policies and procedures for any functional area under consideration or review.
4. Applies principles, methods, and knowledge of specific functional areas of expertise to specific task order/program.
5. Is able to work independently at the highest level.
6. Directs the composition or composes and finalizes documentation.

Required Experience: Master’s plus 10 years of relevant Health IT or telecommunications experience.
Health IT Data Management Analyst

Education: Bachelor’s degree. Alternative work related experience, Military duty or training and/or specialized or higher education may be substituted.

Experience: Minimum 3 years of which 1 year is specialty related

Functional Responsibility:
1. Analyze and solve data problems that affect enterprise Health IT applications
2. Organize and facilitate Data Governance Council meetings, made up of senior management representatives.
3. Communicate benefits of the program to all levels of management and staff to bring about a culture change towards a focus on proactive data quality in line with HIPAA mandates.
4. Develop key metrics and executive briefings to measure and report the success of the program.

Required Experience: Bachelor’s degree plus 3 years of experience of which 1 year is specialty related

Health IT Information Assurance Specialist

Education: Bachelor of Science in Computer Science, Information Systems, or relevant technical, engineering or scientific field (or equivalent combination of education and related IT experience).

Experience: Minimum 7 years of which 3 years are specialty related

Functional Responsibility:
1. Provide development of project IT Information Assurance Plan/ Cyber Security and the implementation of procedures that conforms to healthcare project and clinical customer requirements.
2. Design and implement systems that meet agency Cyber Security policy and regulations.
3. Analyze healthcare related quality standards for components, materials or services.
4. Apply measures, sampling methods, testing methodology and other procedures that ensure that quality standards are met
5. Performs cyber security risk analyses/ information assurance which also includes risk assessment.
6. Design, develops, engineers, and implements solutions to MLS requirements.
7. Provides technical and administrative direction for personnel performing IT tasks.
8. Apply quality principles, analyzes quality records, prepares reports and recommends improvements
9. Conduct inspection, verification and validation of components or materials used in development processes
10. Identify and address recurring problems either with the quality of the product or the reliability of testing procedures.
11. Develop security standards/ information standards in alignment with NIST mandates.
12. Document quality issues and performance measures for management review
13. May liaise with external vendors

Required Experience: Bachelor of Science in Computer Science, Information Systems, or relevant technical, engineering or scientific field (or equivalent combination of education and related IT experience). Must have experience in a healthcare domain. Must have experience with patient safety protocols. Must have extensive IT experience in all aspects of Cyber Security/Information Assurance with a vast array of healthcare oriented IT systems involving end user as well as enterprise level networks. Extensive experience in Cyber Security Tools, network topologies, intrusion detection, PKI, and secured networks.