

GENERAL SERVICES ADMINISTRATION Federal Supply Service MULTIPLE AWARD SCHEDULE

AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST INFORMATION TECHNOLOGY

AND MISCELLANEOUS SERVICES CATEGORY

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



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Business Size: Large

FSC/PSC Class D399 NAICS 541511 Information Technology

FSC/PSC Class D399 NAICS 541512 Information Technology FSC/PSC Class D399 NACIS 541519 Information Technology FSC/PSC Class D399 NACIS 541513 Information Technology FSC/PSC Class 7010 Miscellaneous

**Contract Number: GS-35F-088AA**

**CONTRACT PERIOD: November 30, 2012 – November 29, 2022**

For more information on ordering from Federal Supply Schedules, Please visit: https://[www.gsa.gov.](http://www.gsa.gov/)

Pricelist current through Modification # PA-0032 Admin Modification dated August 24, 2020 and MASS Mod Consolidation (A824) Refresh 4 dated August 19, 2020

Revision September 2020



***GSA Contract Number GS-35F-088AA***

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# SECTION 1. CORPORATE OVERVIEW

SRA International, Inc. (SRA) is a leading provider of information technology services and solutions to

U.S. federal government organizations. Founded in 1978, we bring over 33 years of corporate experience relevant to this offer. We are dedicated to solving complex problems for our clients by providing IT services, systems and solutions that enable mission performance, improve efficiency of operations or reduce operating costs. Our service offerings span the array of SIN 54151S IT services, including IT systems design, development and integration; cybersecurity and information assurance; outsourcing and managed services; and strategic consulting. We currently serve more than 250 federal government organizations, many of which we have served for over 20 years. We believe our success is grounded in the core values that we have stressed since our inception: an ethic of honesty and service, quality work products, client satisfaction and caring about our people.

SRA has a history of providing IT services to a broad array of federal clients, which has led to the development of expertise and capabilities directly and highly relevant to that required under SIN 54151S. Examples of relevant projects (selected samples of which are delineated under Factor 4) include our enterprise-wide infrastructure and application development support to such clients as FDIC, USEUCOM, USAID, DoS, the Army National Guard and the Military SeaLift Command, and our software and solution development support to the DOJ, USTRANSCOM, the Air Force, and the US Coast Guard.

Our certifications further reflect our commitment to delivery of high quality services. In April 2010, SRA received its most recent Maturity Level 3 rating in the Software Engineering Institute (SEI) Capability Maturity Model IntegrationSM for Development (CMMI-DEV®). In December

2010 we were also the first company to obtain the CMMI-SVC+SSD® Level 3 (Services + Service System Development) rating using SCAMPI v1.3. The CMMI-SVC+SSD rating signifies our application of IT Service Management (ITSM) best practices, based on the ITIL framework, across our customer portfolio. These ratings apply to all of SRA and all SRA contract work performed. SRA is also a registered company in International Organization for Standardization's (ISO) 9001:2008 Quality Management System (QMS) Standard.

Finally, we have been very successful at marketing and executing against our current GSA MAS Information Technology Schedule (SIN 54151S) since its award in 1997, having been awarded over 700 task orders with a total value of over $2 billion.

**CONTRACTOR INFORMATION**

**1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)**

SIN 54151S - INFORMATION TECHNOLOGY PROFESSIONAL SERVICES

SIN 54151HEAL- HEALTH INFORMATION TECHNOLOGY SERVICES

SIN ANCILLARY - ANCILLARY SERVICES

SIN OLM - Order-Level Materials

**1b. LOWEST PRICE FOR EACH AWARDED SIN:**

Please refer to Sections 3 through 8

**1c. HOURLY RATES (Services only)**

Please refer to Sections 3 through 8

1. **MAXIMUM ORDER THRESHOLD:**

54151S $500,000

54151HEAL $500,000 ANCILLARY $150,000 OLM $100,000

NOTE TO ORDERING ACTIVITIES: If the best value selection places your order over the applicable Maximum Order Threshold, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the Contactor for a better price. The Contractor may (1) offer a new price for this requirement, (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404

1. **MINIMUM ORDER THRESHOLD:** $100.00
2. **GEOGRAPHIC COVERAGE:** Domestic delivery is delivery within the 48 contiguous states, the Alaska, Hawaii, Puerto Rico, Washington, DC and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.
3. **POINT(S) OF PRODUCTION:** Chantilly, Virginia, United States of America
4. **DISCOUNTS:** GSA Net Prices can be found in the below Pricing Matrixes. Negotiated discounts have been applied and the Industrial Funding Fee has been added
5. **QUANTITY DISCOUNT(S)** No Discount
6. **PROMPT PAYMENT TERMS:** Net 30

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

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

**9b. Government Purchase Cards are accepted above the micro-purchase threshold.**

**Contact contractor for limit.**

**10. FOREIGN ITEMS:** None

**11a. TIME OF DELIVERY:** Negotiated with the Ordering Agency at the Task Order level

**11b. EXPEDITED DELIVERY**: Negotiated with the Ordering Agency at the Task Order level

**11c. OVERNITE AND 2-DAY DELIVERY:** Contact the Contractor for Overnight and 2-day rates.

**11d. URGENT REQUIRMENTS**: Agencies can contact the Contractor’s Representative to affect a faster delivery. Customers are encourage to contact the Contractor for the purpose of requesting accelerated delivery.

**12. FOB POINT**: Destination

**13a. ORDERING ADDRESS:** Attention: Matt Lammer

15036 Conference Center Drive Chantilly, VA 20151-3848

Phone: (703) 995-5372

[E-mail:schedules@sra.com](mailto:schedules@sra.com)

**13b. ORDERING PROCEDURES:** Ordering Activities shall use the ordering procedures described in Federal Acquisition Regulation 8.405-3 when place an order or establishing a BPA for supplies or services.

1. **PAYMENT ADDRESS: SRA INTERNATIONAL, INC.**

Attn: Accounts Receivable

P.O. Box 742213 Atlanta, GA 30374-2213

1. **WARRANTY PROVISION**: Contract’s Best Effort for IT Professional Services and Health IT Professional Services.
2. **EXPORT PACKING CHARGES:** Not Applicable
3. **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:** None

**18: TERMS AND CONDITIONS OF RENTAL MAINTENANCE, AND REPAIR (IF APPLICABLE):**

Not Applicable

**19: TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** Not Applicable

1. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUTS FROM LIST PRICES (IF APPLICABLE):** Not Applicable

**20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):** Not applicable

1. **LIST OF SERVICES AND DISTRIBUTION POINTS (IF APPLICABLE):** Not Applicable
2. **LIST OF PARTICIPATING DEALERS (IF APPLICABLE):** Not Applicable
3. **PREVENTIVE MAINTENANCE (IF APPLICABLE):** Not Applicable

**24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. re-cycle content,**

**energy efficiency, and or reduced pollutants):** Not Applicable

**24b. SECTION 508 COMPLIANCE FOR ELECTRONIC AND INFORMATION TECHNOLOGY (EIT):**

www.section 508.gov/

**25**. **DUNS NUMBER:** 09-777-9698

1. **NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE:** Contractor has an active registration in the System for Award Management (SAM) database.

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# SECTION 2. IT PROFESSIONAL SERVICES (SIN 54151S)

SRA’s technical service capabilities span the entire spectrum of full lifecycle systems development and integration: from strategic planning; requirements and business analysis; developing, designing, integrating, installing, testing, and training; to operating and maintaining IT systems. We offer specific business and technical expertise including business process reengineering; systems engineering; internet and intranet applications development; data engineering; network and telecommunications engineering; computer security, operations research, economic analysis and econometrics, and electronic data interchange.

Our staff of educated and skilled employees are qualified to support a wide-range of functional areas that include personnel, finance, logistics, health, medical, acquisition, electronic commerce, outsourcing, installations, management, environment and natural resources, and case load management. SRA delivers leading edge, high-quality, innovative solutions to complex technology challenges. Our corporate qualifications include:

* Effective and efficient program management tailored to the needs of large and small projects.
* Industry leadership in providing IT operations, systems integration, telecommunications, and security services; including business process reengineering, infrastructure and networking, and software development.
* Experience in efficiently developing business-driven client/server systems using SRA’s Rapid Enterprise Solutions (RES) defined system development processes.
* Experience in providing network telecommunication systems, software, and services to global telephone companies and wireless service providers.
* Technology transfer methodologies, tools, and training.
* Extensive experience in client/server migration, local and wide-area networks, Internet/intranet applications, federal financial management systems, and advanced document-imaging systems.
* Industry leaders in conducting advanced research in artificial intelligence, robotics, advanced systems architectures, and high-end scientific computing technologies.
* Expertise in telecommuting, including dedicated telecommuting servers, telecommuting-based document management and office automation applications, and remote control personal computers for users requiring remote access to office-based hard drives.
* Technology transfer methodologies, tools, and training.

SRA has the technical expertise, Internet-based applications qualifications and project management capabilities to perform a wide variety of technical services for government and industry. We have invested in the infrastructure to develop, test and integrate client/server technology and solutions. SRA is an active partner with other innovative leaders in technology and is engaged in pioneering activities offering exciting promises for new Internet technologies, products and services. Over the past ten years, SRA has developed substantial expertise in the use of intelligent systems to handle text and image oriented data. This expertise, coupled with more than 20 years of experience in systems engineering, COTS and GOTS products and systems, and integration, provides SRA with unparalleled technical qualifications.

SRA’s goal is to become a technology partner with its clients to provide robust, cost-effective systems that create business value and assist government managers in dealing with the challenges of increasing their organization’s efficiency in the face of ever-shrinking budgets and manpower pools. We possess substantial technical expertise in all information technology areas applicable to both commercial and government environments, and we employ top-notch professionals with deep understanding and appreciation of how government agencies operate.

Please visit [www.csra.com](http://www.csra.com/) for more information about SRA’s proven IT services.

# SECTION 3. IT PROFESSIONAL LABOR CATEGORY DESCRIPTIONS AND RATES

Solving today’s complex, multi-dimensional information technology problems requires a broad array of multi-disciplinary skills and experience. Experience clearly shows that for the implementation of new or conversion of old IT systems to be successful, a wide assortment of technical and business analyses must be performed (e.g., strategic planning, design, development, implementation, testing, and operations and maintenance) along with requirements analysis, evaluation of business cases, and review of new technology solutions. Because of the complex interconnectivity and overlap of these many disciplines, we need experts that can integrate software and hardware technology solutions, business process reengineering results, corporate data, training, and change management for the human resources that will use these new systems.

The following labor category descriptions describe the functional responsibilities and the minimum education and experience requirements for each labor category.

Education and experience may be substituted for each other. Each year of relevant experience may be substituted for one year of education and vice versa. In addition, certifications, professional licenses, and vocational technical training may be substituted for experience or education.

|  |  |  |
| --- | --- | --- |
| Degree | Experience Equivalence\* | Other Equivalence |
| High School |  | GED |
| Associates | 1 year relevant experience | Vocational or technical training in work-related field |
| Bachelor’s | Associate’s degree + 2 years  relevant experience, or 4 years relevant experience | Professional certification |
| Master’s | Bachelor’s + 2 years relevant  experience, or Associate’s + 4 years relevant experience | Professional license |
| Doctorate | Master’s + 2 years relevant  experience, or Bachelor’s + 4 years relevant experience |  |

\* Successful completion of each year of higher education that has not yet resulted in a degree may be counted for 1-for-1 for a year of experience.

1. **Program Manager General Experience:**

Fifteen (15) years of progressive experience in managing, directing, and implementing information technology projects. Experienced in managing a diverse group of functional activities, subordinate groups of technical and administrative personnel. Experienced in management and control of large funds and resources, and demonstrated capability in managing complex, multi-task commercial and government contracts. SRA’s Program Managers are our most senior and valuable employees and are responsible for directing the Corporate Business Units and large business areas.

**Functional Responsibility:**

For a given Delivery Order, the Program Manager serves as SRA’s single contract manager, and will be SRA’s authorized interface with the government’s Contracting officer’s Representative (COR), other government management personnel, and customer agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, and communicating policies, purposes, and goals of SRA, Inc. to subordinates and subcontractors. Responsible for the overall contract performance. Manages ADP services and support operations that may include multiple projects.

Organizes resources to support multiple concurrent projects and manages the execution of multiple concurrent projects. Organizes, directs, and coordinates planning and production of all contract support activities. Conducts oral and written communications with all levels of management for planning and control of projects. Communicates with all levels of Government management personnel, other contract personnel, and customer agency representatives. Formulates and reviews project feasibility studies, determines costs, and ensures conformance to work standards. Assigns, schedules, and reviews work of subordinate Project Managers including subcontractors. Prepares and delivers presentations to colleagues, subordinates, and government representatives. The Program Manager will be an employee of SRA.

**Education:**

Bachelor’s Degree in Business, Engineering, Computer Science, Information Systems, or Social Science

1. **Senior Subject Matter Expert**

**General Experience:**

Senior Subject Matter Experts (SSMEs) have seventeen (17) years of progressive experience in supporting large information technology projects related to the individual’s subject matter expertise. These personnel are often corporate officers, leaders, and directors with many years of experience, and are nationally and/or internationally renowned experts in either functional domains (e.g., finance, personnel, acquisition, etc.) or technical disciplines (e.g., computer security, network engineering, etc.). They have advanced degrees, and many have a Ph.D. They all have extensive experience as technical leaders and/or senior Project Managers.

**Functional Responsibility:**

Senior Subject Matter Experts (SSMEs) serve as technical experts in areas relevant to a particular project. SSMEs produce and/or review substantive and/or complex technical documentation reflecting detailed knowledge of technical areas as identified in the statement of work. Documentation subjects include, but are not limited to, systems design, system architecture, feasibility studies, and system specifications.

**Education:**

Master’s Degree in Business, Engineering, Computer Science, Information Systems, or Social Science.

1. **Project Manager/Subject Matter Expert General Experience**:

Project Managers have twelve (12) years of progressive experience in managing, directing, and implementing information technology projects. Experienced in managing a diverse group of functional activities, subordinate groups of technical and administrative personnel. PMs are senior personnel who not only have responsibility for managing projects, but also possess strong technical skills.

Subject Matter Experts (SMEs) have twelve (12) years of progressive experience in supporting large information technology projects related to the individual’s subject matter expertise. These senior personnel are renowned experts in either functional domains (e.g., finance, personnel, acquisition, etc.) or technical disciplines (e.g., computer security, network engineering, etc.) with many years of experience.

They have advanced degrees, and many have a Ph.D. They all have extensive experience as technical leaders and/or senior Project Managers.

**Functional Responsibility:**

A Project Manager serves as the leader of a delivery order and assists the Program Manager in working with the Government’s Contracting Officer’s Representative (COR), other government management personnel, and customer agency representatives. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and ensuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise-wide horizontal integration planning and interfaces to other functional systems. Provides overall managerial direction for a specific project. Manages ADP services and support operations that may include multiple task orders. Organizes resources to support multiple concurrent task orders and manages the execution of those task orders. Organizes, directs, and coordinates planning and production of all project support activities. Conducts oral and written communications with the Program Manager for planning and control of the project or multiple, concurrent task orders. Communicates with all levels of Government management personnel, other contract personnel, and customer agency representatives. Formulates project feasibility studies, determines costs, and ensures conformance to work standards. Assigns, schedules, and reviews work of subordinates including subcontractors. Prepares and delivers presentations to colleagues, subordinates, and government representatives. Assures the proper use of current or requested programming, testing and documentation techniques. The Project Manager will be an employee of SRA.

Subject Matter Experts serve as technical experts in areas relevant to a particular project. SMEs produce and/or review substantive and/or complex technical documentation reflecting detailed knowledge of technical areas as identified in the statement of work. Documentation subjects include but are not limited to systems design, system architecture, feasibility studies, and system specifications. SMEs report to the SRA Project Manager.

**Education:**

Bachelor’s Degree in Business, Engineering, Computer Science, Information Systems, or Social Science.

1. **Principal Information Technology Specialist General Experience:**

Principal Information Technology (IT) Specialists have twelve (12) years of substantive IT knowledge and demonstrated hands-on expertise and/or training in areas of emerging technologies. These areas include, but are not limited to, national policy development, continuity of government and operations, crisis management, disaster recovery, database frameworks, enterprise resource planning, HyperText Markup Language (HTML), HyperText Transfer Protocol (HTTP), Web portals, firewalls, geographic information systems, visual simulation applications, and remote sensing/satellite imagery.

**Functional Responsibility:**

Provides technical expertise, support, and oversight in one or more emerging technology areas including, but not limited to, knowledge discovery, data mining, wireless communications, Internet technologies, secure messaging, enterprise engineering, fraud detection, intrusion detection, bioinformatics, information assurance, public key infrastructure (PKI), and critical infrastructure protection. Reviews and recommends solutions to customer problems based on prior experience and hands-on understanding of how products and services interrelate and support the customer mission.

**Education:**

Bachelor’s Degree in Business, Engineering, Computer Science, Information Systems, or Social Science.

1. **Senior Information Technology Specialist General Experience:**

Senior Information Technology (IT) Specialists have nine (9) years of substantive IT knowledge and

demonstrated hands-on expertise and/or training in areas of emerging technologies. These areas include, but are not limited to, national policy development, continuity of government and operations, crisis management, disaster recovery, database frameworks, enterprise resource planning, HyperText Markup Language (HTML), HyperText Transfer Protocol (HTTP), Web portals, firewalls, geographic information systems, visual simulation applications, and remote sensing/satellite imagery.

**Functional Responsibility:**

Provides technical expertise, support, and oversight in one or more emerging technology areas including, but not limited to, knowledge discovery, data mining, wireless communications, Internet technologies, secure messaging, enterprise engineering, fraud detection, intrusion detection, bioinformatics, information assurance, public key infrastructure (PKI), and critical infrastructure protection. Reviews and recommends solutions to customer problems based on prior experience and hands-on understanding of how products and services interrelate and support the customer mission.

**Education:**

Bachelor’s Degree in Business, Engineering, Computer Science, Information Systems, or Social Science.

1. **Information Technology Specialist**

**General Experience:**

Information Technology (IT) Specialists have six (6) years of IT knowledge and demonstrated hands-on experience and/or training in areas of emerging technologies. These areas include, but are not limited to, national policy development, continuity of government and operations, crisis management, disaster recovery, database frameworks, enterprise resource planning, HyperText Markup Language (HTML), HyperText Transfer Protocol (HTTP), Web portals, firewalls, geographic information systems, visual simulation applications, and remote sensing/satellite imagery.

**Functional Responsibility:**

Provides technical expertise and support in one or more emerging technology areas including, but not limited to, knowledge discovery, data mining, wireless communications, Internet technologies, secure messaging, enterprise engineering, fraud detection, intrusion detection, bioinformatics, information assurance, public key infrastructure (PKI), and critical infrastructure protection. Reviews and recommends solutions to customer problems based on prior experience and hands-on understanding of how products and services interrelate and support the customer mission.

**Education:**

Bachelor’s Degree in Business, Engineering, Computer Science, Information Systems, or Social Science.

1. **Associate Information Technology Specialist General Experience:**

Associate Information Technology (IT) Specialists have three (3) years of IT knowledge and hands-on

experience or training in areas of emerging technologies. These areas include, but are not limited to, national policy development, continuity of government and operations, crisis management, disaster recovery, database frameworks, enterprise resource planning, HyperText Markup Language (HTML), HyperText Transfer Protocol (HTTP), Web portals, firewalls, geographic information systems, visual simulation applications, and remote sensing/satellite imagery.

**Functional Responsibility:**

Provides technical support in one or more emerging technology areas including, but not limited to, knowledge discovery, data mining, wireless communications, Internet technologies, secure messaging, enterprise engineering, fraud detection, intrusion detection, bioinformatics, information assurance, public key infrastructure (PKI), and critical infrastructure protection. Reviews and recommends solutions to customer problems based on prior experience and hands-on understanding of how products and services interrelate and support the customer mission.

**Education:**

Bachelor’s Degree in Business, Engineering, Computer Science, Information Systems, or Social Science.

1. **Entry Level Information Technology Specialist General Experience:**

Recent college graduates with IT knowledge and hands-on experience or training in areas of emerging

technologies. These areas include, but are not limited to, national policy development, continuity of government and operations, crisis management, disaster recovery, database frameworks, enterprise resource planning, HyperText Markup Language (HTML), HyperText Transfer Protocol (HTTP), Web portals, firewalls, geographic information systems, visual simulation applications, and remote sensing/satellite imagery.

**Functional Responsibility:**

Works under close supervision. Provides technical support in one or more emerging technology areas including, but not limited to, knowledge discovery, data mining, wireless communications, Internet technologies, secure messaging, enterprise engineering, fraud detection, intrusion detection, bioinformatics, information assurance, public key infrastructure (PKI), and critical infrastructure protection. Reviews and recommends solutions to customer problems based on prior experience and hands-on understanding of how products and services interrelate and support the customer mission.

**Education:**

Bachelor’s Degree in Business, Engineering, Computer Science, Information Systems, or Social Science.

The following five labor categories of Principal, Senior, Mid-level, Junior and Entry-level Engineer/Analyst are broadly defined labor categories to permit ordering agencies the broadest range of disciplines and skill sets. Specialized expertise within each category will be provided as appropriate to meet the technical requirements specified by the ordering agency. For example, if an ordering agency requires ADP Services in support of the design, re-hosting, integration, and implementation of an enterprise-wide LAN/WAN system, SRA would provide an appropriate mix of specialized Engineer/Analyst skills (e.g., systems network engineer, internet/intranet engineer, computer systems analyst, telecommunications specialist, and systems integration analyst, etc.) to meet the customer’s technology needs. This labor mix will be mutually agreed to by both the customer and SRA.

1. **Principal Engineer/Analyst**

**General Experience**:

Ten (10) years of progressive systems engineering and architectural design and the use of structured analysis, design methodologies, design tools, and object oriented principles.

**Specialized Experience**:

**Engineer**: Experienced in one of the following engineering disciplines: systems engineering, systems integration, software engineering, information engineering telecommunications engineering, network engineering, electrical engineering, and data quality engineering (or other relevant engineering disciplines).

**Analyst**: Experienced in one of the following disciplines: strategic systems planning, business process reengineering, facilitation, activity based costing (ABC), business case analysis, training, change management, economic analysis, operations research, statistics, market surveys, cost/benefit analysis, computer security, or other relevant social sciences, scientific, analytic, or related fields.

**Functional Responsibility:**

Establishes system engineering and information requirements using analysis of the information engineer in the development of enterprise-wide or large scale information technology systems. Designs architecture to include software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensures these systems are compatible and in compliance with the standards for open systems architectures (OSI, ISO, IEEE, OSE) as they apply to the implementation and specification of information technology solutions. Analyzes system requirements and develops design alternatives to satisfy those requirements. Provides technical leadership developing solutions for engineering studies and internet/intranet applications. Supports process improvement efforts by providing specific, high level technical expertise. Performs evaluation of alternatives and assessment of risks and costs.

**Education:**

Master’s Degree in Computer Science, Information Systems, Engineering, Business, or Social Science.

1. **Senior Engineer/Analyst General Experience:**

Nine (9) years in systems lifecycle management, structured system development methodologies (preferably Information Engineering), structured analysis, and/or information systems development or a relevant technical discipline. Experience in some of the following or related technical disciplines: data communications, network management, and operational activities of a network; functional requirements analysis; computer security systems; and quality assurance. Progressive experience may include software development, software management, data management, ADP engineering, and enterprise-wide strategic systems planning, business information planning, and business analysis.

Experienced with design techniques or process reengineering across all phases, including change management, business analysis management and techniques, cost benefit analysis, activity and data modeling, information systems development methods and practices, workshop facilitation, and training. Skilled in the interface of software with computer hardware systems, computer-aided software engineering (CASE) tools, complex and software system development. Experience in developing and providing technical and end-user training on computer hardware and application software. Demonstrated ability to communicate orally and in writing. Must possess strong organizational skills and strong interpersonal skills to effectively relate to agency and customer needs. Supervisory experience in managing and providing direction to engineers, programmers, and analysts.

**Specialized Experience:**

**Engineer:** Experienced in one of the following engineering disciplines: systems engineering, systems integration, software engineering, information engineering telecommunications engineering, network engineering, electrical engineering, and data quality engineering or other relevant engineering disciplines.

**Analyst:** Experienced in one of the following disciplines: strategic systems planning, business process reengineering, facilitation, activity based costing (ABC), business cases analysis, training, change management, economic analysis, operations research, statistics, market surveys, cost/benefit analysis, computer security, or other relevant social science, analytical, scientific, or related fields.

**Functional Responsibility:**

Provide design, programming, documentation and implementation of applications which requires knowledge of government information technology systems for effective development and deployment of software modules. Directs and participates in all phases of software development with emphasis on analysis, coding, testing, documentation, and acceptance phases. Responsible for identifying new and emerging technology to support strategic planning initiatives required to meet business needs. Conducts assessments, evaluations, selections, site surveys, requirements analysis and definition, technology prototyping, and cost analysis related to information technology. Designs and prepares technical reports and documentation to record results.

Applies process improvement and reengineering methodologies and principles to conduct process modernization projects including process and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements. Gathers information by developing and implementing data collection instruments and conducts surveys, document reviews, and interviews. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Facilitation support includes cross-functional team building, project scoping work sessions, facilitation using creative dynamics techniques, and conflict resolution techniques. Performs manual or automated modeling of process or data models, data flow diagrams, and simulation models.

Develops prototype database systems. Designs transaction-driven modules to satisfy functional requirement in an on-line or internet/intranet environment. Designs test environments for new applications against databases. Creates entity relationships models to support logical and physical database designs. Creates the metadata describing the database design and attribute descriptions. Creates the schema for building the database. Assists in the management of database projects. Assists in the preparation and delivery of presentations on database management systems concepts.

Responsible for overall administration and maintenance of the database, identification and resolution of problems encountered by the users of the system, analysis and implementation of enhancements, and operation and maintenance of databases.

**Education:**

Bachelor’s Degree in Computer Science, Information Systems, Engineering, Business, or Social Science.

1. **Engineer/Analyst General Experience:**

Four (4) years of progressive experience in computer programming and/or information systems development or a relevant technical, scientific or social science discipline. Experience in a combination of standards and policy development, research and analysis of information system issues and trends, research and development in a technical discipline, and development of information systems. Experience in developing and providing technical and end-user training on application software. Demonstrated ability to communicate orally and in writing. Must possess strong organizational skills and strong interpersonal skills to effectively relate to agency and customer needs. Supervisory experience in managing engineers, programmers, and analysts.

**Specialized Experience**:

**Engineer:** Experienced in one of the following engineering disciplines: systems engineering, systems integration, software engineering, information engineering telecommunications engineering, network engineering, electrical engineering, and data quality engineering or other relevant engineering disciplines.

**Analyst:** Experienced in one of the following disciplines: strategic systems planning, business process reengineering, workshop facilitation, activity based costing (ABC), business case analysis, training, change management, economic analysis, operations research, statistics, market surveys, cost benefit analysis, computer security, or other relevant social sciences, analytical, scientific, or related fields.

**Functional Responsibility**:

Analyses functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improved performance efficiency. Develops computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions. Develops plans for automated information systems from project inception to conclusion. Analyses problems and develops system requirements and program specifications.

Applies process improvement and reengineering methodologies and principles to conduct process modernization projects including process and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements. Gathers information by developing and implementing data collection instruments and conducts surveys, document reviews, and interviews. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Facilitation support includes cross-functional team building, project scoping work sessions, facilitation using creative dynamics techniques, and conflict resolution techniques. Performs manual or automated modeling of process or data models, data flow diagrams, and simulation models.

Develops prototype database systems. Designs transaction-driven modules to satisfy functional requirement in an on-line or internet/intranet environment. Designs test environments for new applications against databases. Creates entity relationship models to support logical/physical database designs. Creates metadata describing database design and attribute descriptions. Creates schema for building databases. Assists in the management of database projects including preparation/delivery of presentations on database management concepts. Responsible for databases administration and maintenance of, identification and resolution of user problems of the system, analysis and implementation of enhancements, and operation and maintenance of databases.

**Education**:

Bachelor’s Degree in Computer Science, Information Systems, Engineering, Business, or Social Science.

1. **Junior Engineer/Analyst General Experience**:

Recent college graduate with up to four (4) years of experience in computer programming and/or information systems development or a relevant technical discipline. Experience in a combination of standards and policy development, research and analysis of information system issues and trends, research and development in a technical discipline, and development of information systems. Must possess strong organizational and strong interpersonal skills to meet agency and customer needs. Experience in developing and providing technical and end-user training on computer application software. Ability to communicate orally and in writing.

**Specialized Experience**:

**Engineer**: Degree in one of the following engineering disciplines: systems engineering, systems integration, software engineering, information engineering telecommunications engineering, network engineering, electrical engineering, data quality engineering, or other relevant engineering disciplines.

**Analyst:** Educational experience in one of the following disciplines: strategic systems planning, business process reengineering, facilitation, activity based costing (ABC), business cases analysis, training, change management, economic analysis, operations research, statistics, market surveys, cost/benefit analysis, computer security, configuration management, or other relevant social science, analytical, scientific, or related fields.

**Functional Responsibility:**

Works under close supervision, developing the requirements of a product from inception to conclusion. Develops required specifications for simple to moderate complex problems. Translates detailed design into computer software. Conducts tests, debugs, and refines the computer software to produce the required product. Provides design, programming, documentation, and implementation of applications which require knowledge of federal information processing systems concepts for effective development and deployment of software modules; participates in all phases of software development with emphasis on the analysis, coding, testing, documentation, and acceptance phases. Designs and prepares technical reports and documentation to record results. Enhances software to reduce operating time or improve performance efficiency. Develops computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions. Develops plans for automated systems from project inception to conclusion.

Analyzes and evaluates moderate to complex data processing systems, both current and proposed, translating business area customer information system requirements into detailed system or program requirements.

Analyzes business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Provides alternatives, recommendations, and assistance to managers involved in the development, integration, and installation of business information systems. Gathers information by developing and implementing data collection instruments and conducts surveys, document reviews, and interviews. Provides analytical, statistical, and data analysis assistance. Provides organizational facilitation support including: cross-functional teams building, project scoping work sessions, facilitation using creative dynamics techniques, and conflict resolution techniques. Performs manual or automated modeling of process or data models, data flow diagrams, and simulation models.

**Education:**

Bachelor’s Degree in Computer Science, Information Systems, Engineering, Business, or Social Science.

1. **Entry Level Engineer/Analyst General Experience:**

Recent college graduate with experience in computer programming and/or information systems

development or a relevant technical discipline. Experience in standards and policy development, research and analysis of information system issues and trends, research and development in a technical discipline, and/or development of information systems. Experience with technical and end-user training on computer application software. Should possess strong organizational and interpersonal skills to meet agency and customer needs, and the ability to communicate well orally and in writing.

**Specialized Experience:**

**Engineer:** Degree in one of the following engineering disciplines: systems engineering, systems integration, software engineering, information engineering telecommunications engineering, network engineering, electrical engineering, data quality engineering, or other relevant engineering disciplines.

**Analyst:** Educational experience in one of the following disciplines: strategic systems planning, business process reengineering, facilitation, activity based costing (ABC), business cases analysis, training, change management, economic analysis, operations research, statistics, market surveys, cost/benefit analysis, computer security, configuration management, or other relevant social science, analytical, scientific, or related fields.

**Functional Responsibility:**

Works under close supervision developing product requirements. Develops required specifications for simple to moderate problems. Conducts tests, debugs, and refines computer software to produce the required product. Assists with design, programming, documentation, and implementation of applications for effective development and deployment of software modules; participates in software development with emphasis on the analysis, coding, testing, documentation, and acceptance phases. Prepares technical reports and documentation to record results. Enhances software to reduce operating time or improve performance efficiency. Assists in the development of computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions. Assists in developing plans for automated systems. Analyzes and evaluates simple to moderate data processing systems, both current and proposed, translating business area customer information system requirements into detailed system or program requirements. Analyzes business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Gathers information through data collection instruments and assists with surveys, document reviews, and interviews. Provides analytical, statistical, and data analysis assistance. Provides organizational facilitation support including: cross- functional teams building, project scoping work sessions, facilitation using creative dynamics techniques, and conflict resolution techniques. Performs manual or automated modeling of process or data models, data flow diagrams, and simulation models.

**Education:**

Bachelor’s Degree in Computer Science, Information Systems, Engineering, Business, or Social Science.

1. **Reserved**
2. **Reserved**
3. **Reserved**
4. **Reserved**
5. **Reserved**
6. **ERP Director General Experience**:

Ten (10) years general experience and significant ERP experience that includes requirements, design,

implementation and maintenance of enterprise level Commercial Off the Shelf packages. Must have at least two complete lifecycle software implementations. Able to provide technical direction and oversight to a project team, and to advise senior level clients regarding project issues and ERP Best Practices.

**Functional Responsibility**:

Provides leadership, high level ERP architecture and Project Management assistance and demonstrates extensive knowledge of how an ERP package can fulfill business requirements. May also act in a project leadership role, executive sponsor and steering committee participant roles. Directs the technical and functional selection of the appropriate ERP package and then advises on the appropriate ERP standard functionality to minimize the need for software customization. Advices on complex technical and functional integration with other systems and provides a leadership role with ERP Product Support and Development to resolve complex technical and functional IT issues.

**Education**

Master’s Degree in Business, Engineering, Computer Science, Information Systems, or Related Field.

1. **ERP SME General Experience**

Eight (8) years progressive experience in supporting ERP implementation and/or COTS integration

projects. Recognized for in-depth knowledge of a specific product or families of enterprise applications, and associated applications interface technologies.

**Functional Responsibility**: Provides technical and functional expertise in one or more project life cycle processes, technical or functional areas. ERP subject areas including but not limited to product selection, architecture, design, and specifications. May produce and/or review complex technical documentation in support of overall project goals. Solves complex ERP technical and functional issues such as system integration and data migration. Performs enterprise application team lead or architect responsibilities including planning tasks, assigning resources, monitoring and tracking progress, and information project management on all project activities. Provides

Expert-level advice and assistance on project risks and associated mitigation measures.

* + Communicates with all levels of Government management personnel, other contract personnel, and customer agency representatives.
  + Works with senior managers to identify and solve functional area issues, designs business area solutions, develops conceptual business models, translates functional area business requirements into technical requirements, and supports the design and implementation of enterprise application solution sets.
  + Plans or generates data bases and/or data models that are the results of business systems planning and data requirements planning.
  + Analyzes the enterprise information system baseline and performs a “gap analysis” between the baseline, the user operational requirements and the operating capability of enterprise application product sets. Establishes requirements associated with the “gap analysis” to develop enterprise wide systems that support organizational goals and missions.
  + Generates business architecture alternatives that address the technology and industry trends affecting enterprise solution sets. Reviews all implementation and support activities and provides technical direction to the programming functions.
  + Conducts ERP-related training.
  + Provides expert-level support for PMO functions.

**Education:**

Bachelor’s Degree in Business, Engineering, Computer Science, Information Systems, or Social Science.

1. **ERP Task Manager**

**General Experience**:

Seven (7) years general experience and significant ERP experience, including at least one complete

lifecycle ERP/software development project. Recognized for business and/or architectural expertise with regard to ensuring functional business requirements and process issues are resolved using comprehensive enterprise applications solution sets.

**Functional Responsibility**: Performs ERP team lead or architect responsibilities including planning tasks, assigning resources, monitoring and tracking progress, and information project management on project activities. Analyzes client's business processes and configures the system using appropriate tools and methodology. May manage functional or technical efforts. Provides expert level advice and assistance on project risks and associated mitigation measures. Communicates with all levels of Government management personnel, other contract personnel, and customer agency representatives.

Works with senior managers to identify and solve project and IT issues, designs business area solutions, develops conceptual business models, translates functional area business requirements into technical requirements, and supports the design and implementation of enterprise application solution sets.

Supervises ERP consultant staff, database administrators, and developers.

**Education:**

Bachelor’s Degree in Business, Engineering, Computer Science, Information Systems, or Social Science.

1. **ERP Senior Principal Consultant General Experience**:

Six (6) years ERP and/or COTS implementation experience. Has complete lifecycle experience in at

least one ERP and/or COTS module including design, implementation, and testing.

**Functional Responsibility**:

Analyzes client's business processes and configures the system using appropriate tools and methodology. Assists the client in knowledge transfer, testing and supports the preparation of ERP project lifecycle business, functional and technical deliverables/work products. Demonstrates knowledge of ERP core competencies, sets priorities appropriately and facilitates that work outputs are timely and of the highest quality. Performs senior level ERP implementation tasks including: business and technical analyst functions, workshop facilitation, business process data validation, enterprise application (ERP product) testing from a functional business area perspective, program development, unit testing of the application code (ERP product) from a technical perspective, workgroup/work session participation, and delivery of technical and business solutions.

* + Implements databases that are the results of business systems planning and data requirements planning.
  + Performs data management, data migration, and data administration tasks.
  + Performs business and technical designer functions, including contributions to both the business and technical architecture components of the enterprise solution.
  + Provides senior-level support for PMO functions.
  + Provides configuration and development support for relevant ERP modules and development tools.
  + Conducts ERP-related training.

**Education:**

Bachelor’s Degree in Business, Engineering, Computer Science, Information Systems, or Social Science.

1. **ERP Principal Consultant General Experience**:

Five (5) years ERP and/or COTS implementation experience. Has complete lifecycle experience in at

least one ERP and/or COTS module including design, implementation, and testing.

**Functional Responsibility**:

Assists and supports with the configuration of the system as directed and works with customer for system approval. Assists the client in knowledge transfer, testing and supports the preparation of ERP project lifecycle business, functional and technical deliverables/work products. Demonstrates knowledge of ERP core competencies sets priorities appropriately and may work independently.

**Education:**

Bachelor’s Degree in Business, Engineering, Computer Science, Information Systems, or Social Science.

1. **ERP Senior Consultant General Experience**:

Four (4) years ERP and/or COTS implementation experience, including design, implementation, and

testing.

**Functional Responsibility**:

Assists and supports with the configuration of the system as directed and works with customer for system approval. Assists the client in knowledge transfer, testing and supports the preparation of ERP project lifecycle business, functional and technical deliverables/work products. Demonstrates knowledge of ERP core competencies and may work independently. Undertakes one or more of the following activities:

* + Performs business and technical analyst functions, including workshop facilitation, business process data validation, enterprise application testing from a functional business area perspective, program development, unit testing of the application code, work group/work session participation, and delivery of technical and business solutions.
  + Utilizes functional area expertise to create database models and to assess the operational and functional date baseline. Provides input for systems development and data base administration activities from a data point of view.
  + Performs business requirements gathering functions. Performs technical design, test, or deploy functions, including contributing to both the business and technical architecture components of the enterprise solution.
  + Conducts ERP-related training.

**Education:**

Bachelor’s Degree in Business, Engineering, Computer Science, Information Systems, or Social Science

1. **ERP Engineer**

**General Experience**:

Two (2) years ERP and/or COTS implementation experience including at least one year of general IT experience

**Functional Responsibility**: Implements ERP software and performs tasks to produce project life cycle business, functional and technical deliverables/work products. Works as an individual within a project and follows instructions of a lead.

**Education:**

Bachelor’s Degree in Business, Engineering, Computer Science, Information Systems, or Social Science.

1. **Senior Functional Specialist General Experience**:

Ten (10) years of progressive experience in functional business or technical areas/disciplines. Has

considerable experience with problem solving and proposing new solutions in the areas of their functional expertise. Demonstrated ability to communicate orally and in writing.

**Functional Responsibility**:

Provides expertise, guidance, consultation, and thought leadership to the client and/or project team based on specialized expertise in support of similar services, products or client missions. This may include, but is not limited to fields such as: engineering and technology; policy and administration; planning; analysis; service operations, mission support, training and development; facilities; communications; visual design; human capital; business; and management. Communicates with all levels of Government management personnel, other contract personnel, and customer agency representatives.

**Education:**

Bachelor’s Degree in Accounting, Business, Engineering, Computer Science, Information Engineering or Social Science.

1. **Functional Specialist General Experience**:

Five (5) years of progressive experience in functional business or technical areas/disciplines. Has

experience with proposing new solutions to problems in the areas of their functional expertise. Demonstrated ability to communicate orally and in writing.

**Functional Responsibility**:

Provides support, guidance, consultation, and thought leadership to the client and/or project team based on specialized experience in support of similar services, products or client missions. This may include, but is not limited to fields such as: engineering and technology; policy and administration; planning; analysis; service operations, mission support, training and development; facilities; communications; visual design; human capital; business; and management.

**Education:**

Bachelor’s Degree in Accounting, Business, Engineering, Computer Science, Information Engineering or Social Science.

1. **Operations Manager/Task Lead General Experience**:

Eight (8) years of progressive experience managing the delivery of project specific services or products. This includes experience in tracking quality, schedule and performance progress.

**Functional Responsibility**:

Leads the delivery of operations and/or task specific objectives to ensure production/service quality levels and schedules are met. Coordinates the resolution of production and service-related problems. Ensures proper relationships are established between customers, teaming partners, and vendors to facilitate the delivery of program services and effective resource utilization. Provides supervision and direction to support staff.

**Education:**

Bachelor’s Degree in Accounting, Business, Engineering, Computer Science, Information Engineering or Social Science.

1. **Senior User Support Specialist General Experience**:

Seven (7) years of progressive experience in delivering user support for products, services and/or

information systems and applications. Progressive experience in providing direct help to users, resolving user issues, and supporting installation/implementation efforts.

**Functional Responsibility**:

Performs direct technical work on projects and may provide routine oversight and supervision of lower level support staff. Requires strong understanding of concepts and methodologies to perform assignments of complex scope. Provides solutions for questions presented by escalation procedures from lower level support specialist Resolves user issues by performing tasks such as triaging calls, providing on site assistance, researching problems and questions, responding with answers or interventions, tracking calls, analyzing performance trends, and evaluating the quality of products, services or systems. May act as a resource on installation, implementation and/or enhancement projects.

**Education:**

High School education required.

1. **Reserved**
2. **Reserved**
3. **Reserved**
4. **Subject Matter Lead General Experience**:

Fifteen (15) years of experience with large complex systems, providing technical leadership. A solid understanding of architecture and technologies across systems, applications and/or requirements.

**Functional Responsibility**:

Plans, coordinates, and generally participates in solving technical aspects of complex information technology projects. Provides technical leadership and guidance to resolve complex technical problems.

**Education:**

Bachelor’s Degree in Accounting, Business, Engineering, Computer Science, Information Engineering or Social Science.

1. **Senior Software Specialist**

**General Experience:**

Ten (10) years of experience with large and complex information technology systems implementation. Possesses expertise across multiple information technology platforms and the integration of diverse architectures.

**Functional Responsibility:**

Provides assistance in all aspects of software development from design through implementation and the maintenance of upgrading existing software. Analyses, designs, specifies, documents, and implements web based and application software solutions.

**Education:**

Bachelor’s Degree in Accounting, Business, Engineering, Computer Science, Information Engineering or Social Science.

1. **Software Specialist General Experience:**

Six (6) years of experience as an expert in medium to large integrated systems. Experience with several

architectures and platforms in an integrated environment.

**Functional Responsibility:**

Provides assistance in all aspects of software development from design through implementation and the maintenance of upgrading existing software. Analyses, designs, specifies, documents, and implements web based and application software solutions.

**Education:**

Bachelor’s Degree in Accounting, Business, Engineering, Computer Science, Information Engineering or Social Science

1. **Junior Software Specialist General Experience**:

Three (3) years of experience in software development/engineering, including requirements analysis,

software development, installation, integration, evaluation, enhancement, maintenance, testing, and problem diagnosis/resolution.

**Functional Responsibility**:

Provides assistance in all aspects of hardware and software development from design through implementation and the maintenance of upgrading existing software solutions. Analyses, designs, specifies, documents, or implements hardware and software solutions.

**Education:**

Bachelor’s Degree in Accounting, Business, Engineering, Computer Science, Information Engineering or Social Science.

1. **Senior Database Specialist General Experience**:

Eight (8) years of progressive accomplishment as experts in large and complex information technology

systems implementation. Applied expertise across multiple information technology platforms and in the integration of diverse architectures.

**Functional Responsibility**:

Provides technical expertise for the production of detailed database designs and design documentation, including data models, and data flow diagrams. Evaluates, configures, or administers DBMS products to match user requirements with system capabilities. Determines file organization, indexing methods, and security procedures for system databases. Plans and coordinates conversion and migration of existing (or legacy) databases to state of the art DBMS's.

**Education:**

Bachelor’s Degree in Accounting, Business, Engineering, Computer Science, Information Engineering or Social Science.

**\*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.

**CONTRACTOR SITE RATES (54151S)**

**\*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.

\*\*All rates include 0.75% IFF.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **#** | **Labor Category** | **Year 5** | **Year 6** | **Year 7** | **Year 8** | **Year 9** | **Year 10** |
| **11/30/2016** | **11/30/2017** | **11/30/2018** | **11/30/2019** | **11/30/2020** | **11/30/2021** |
| **11/29/2017** | **11/29/2018** | **11/29/2019** | **11/29/2020** | **11/29/2021** | **11/29/2022** |
| 1 | Program Manager | $255.20 | $259.79 | $264.47 | $269.23 | $274.08 | $279.01 |
| 2 | Senior Subject Matter Expert | $288.15 | $293.34 | $298.62 | $304.00 | $309.47 | $315.04 |
| 3 | Project Manager/Subject Matter Expert | $196.77 | $200.31 | $203.92 | $207.59 | $211.33 | $215.13 |
| 4 | Principal IT Specialist | $216.34 | $220.23 | $224.19 | $228.23 | $232.34 | $236.52 |
| 5 | Senior IT Specialist | $164.11 | $167.06 | $170.07 | $173.13 | $176.25 | $179.42 |
| 6 | IT Specialist | $127.07 | $129.36 | $131.69 | $134.06 | $136.47 | $138.93 |
| 7 | Associate IT Specialist | $111.73 | $113.74 | $115.79 | $117.87 | $119.99 | $122.15 |
| 8 | Entry Level IT Specialist | $90.19 | $91.81 | $93.46 | $95.14 | $96.85 | $98.59 |
| 9 | Principal Engineer/Analyst | $191.69 | $195.14 | $198.65 | $202.23 | $205.87 | $209.58 |
| 10 | Senior Engineer/Analyst | $146.26 | $148.89 | $151.57 | $154.30 | $157.08 | $159.91 |
| 11 | Engineer/Analyst | $106.75 | $108.67 | $110.63 | $112.62 | $114.65 | $116.71 |
| 12 | Junior Engineer/Analyst | $81.83 | $83.30 | $84.80 | $86.33 | $87.88 | $89.46 |
| 13 | Entry Level Engineer/Analyst | $76.71 | $78.09 | $79.50 | $80.93 | $82.39 | $83.87 |
| 14 | Not Offered | -- | -- | -- | -- | -- | -- |
| 15 | Not Offered | -- | -- | -- | -- | -- | -- |
| 16 | Not Offered | -- | -- | -- | -- | -- | -- |
| 17 | Not Offered | -- | -- | -- | -- | -- | -- |
| 18 | Not Offered | -- | -- | -- | -- | -- | -- |
| 19 | ERP Director | $432.66 | $440.45 | $448.38 | $456.45 | $464.67 | $473.03 |
| 20 | ERP Subject Matter Expert | $432.66 | $440.45 | $448.38 | $456.45 | $464.67 | $473.03 |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 21 | ERP Task Manager | $382.48 | $389.36 | $396.37 | $403.50 | $410.76 | $418.15 |
| 22 | ERP Senior Principal Consultant | $382.48 | $389.36 | $396.37 | $403.50 | $410.76 | $418.15 |
| 23 | ERP Principal Consultant | $306.80 | $312.32 | $317.94 | $323.66 | $329.49 | $335.42 |
| 24 | ERP Senior Consultant | $203.89 | $207.56 | $211.30 | $215.10 | $218.97 | $222.91 |
| 25 | ERP Engineer | $186.44 | $189.80 | $193.22 | $196.70 | $200.24 | $203.84 |
| 26 | Senior Functional Specialist | $174.06 | $177.19 | $180.38 | $183.63 | $186.94 | $190.30 |
| 27 | Functional Specialist | $119.42 | $121.57 | $123.76 | $125.99 | $128.26 | $130.57 |
| 28 | Operations Manager/Task Lead | $134.72 | $137.14 | $139.61 | $142.12 | $144.68 | $147.28 |
| 29 | Senior User Support Specialist | $83.38 | $84.88 | $86.41 | $87.97 | $89.55 | $91.16 |
| 30 | Not Offered | -- | -- | -- | -- | -- | -- |
| 31 | Not Offered | -- | -- | -- | -- | -- | -- |
| 32 | Not Offered | -- | -- | -- | -- | -- | -- |
| 33 | Subject Matter Lead | $279.59 | $284.62 | $289.74 | $294.96 | $300.27 | $305.67 |
| 34 | Senior Software Specialist | $215.20 | $219.07 | $223.01 | $227.02 | $231.11 | $235.27 |
| 35 | Software Specialist | $172.75 | $175.86 | $179.03 | $182.25 | $185.53 | $188.87 |
| 36 | Junior Software Specialist | $129.62 | $131.95 | $134.33 | $136.75 | $139.21 | $141.72 |
| 37 | Senior Database Specialist | $212.39 | $216.21 | $220.10 | $224.06 | $228.09 | $232.20 |

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

# SECTION 4. HEALTH IT LABOR CATEGORY DESCRIPTIONS AND RATES (SIN 54151HEAL)

Solving today’s complex, multi-dimensional information technology problems requires a broad array of multi-disciplinary skills and experience. Experience clearly shows that for the implementation of new or conversion of old IT systems to be successful, a wide assortment of technical and business analyses must be performed (e.g., strategic planning, design, development, implementation, testing, and operations and maintenance) along with requirements analysis, evaluation of business cases, and review of new technology solutions. Because of the complex interconnectivity and overlap of these many disciplines, we need experts that can integrate software and hardware technology solutions, business process reengineering results, corporate data, training, and change management for the human resources that will use these new systems.

The following labor category descriptions describe the functional responsibilities and the minimum education and experience requirements for each labor category.

Education and experience may be substituted for each other. Each year of relevant experience may be substituted for one year of education and vice versa. In addition, certifications, professional licenses, and vocational technical training may be substituted for experience or education.

|  |  |  |
| --- | --- | --- |
| Degree | Experience Equivalence\* | Other Equivalence |
| High School |  | GED |
| Associates | 1 year relevant experience | Vocational or technical training in work-related field |
| Bachelor’s | Associate’s degree + 2 years relevant experience, or 4 years relevant experience | Professional certification |
| Master’s | Bachelor’s + 2 years relevant experience, or Associate’s + 4  years relevant experience | Professional license |
| Doctorate | Master’s + 2 years relevant experience, or Bachelor’s + 4  years relevant experience |  |

\* Successful completion of each year of higher education that has not yet resulted in a degree may be counted for 1-for-1 for a year of experience.

1. **Associate Bioinformatics Scientist/Analyst General Experience:**

Three (3) years of applied science experience in bioinformatics research and analysis using databases

and/or software.

**Functional Responsibility:**

Provide knowledge and understanding in the application of

technology to areas of interest to government health organizations including Medical Informatics; Public Health Informatics; statistics, bio-statistics, mathematics; specific tools and data resources relevant to the federal health mission; applying sound quantitative data and methods to support deployment of resources for health surveillance, disease detection, prevention and intervention campaigns and related health activities. Provide expertise across a wide variety of IT areas as applied to health, including information retrieval technology, decision science, web technology, data mining, expert systems, networking, Big Data science, and education. Provide expertise in the integration of a variety of heterogeneous information systems and databases the sharing and dissemination of health and research information; and the application of advanced scientific visualization technology to medical and health science practice.

**Education:**

BS degree in Biology or other Applied Science with quantitative analysis requirements.

1. **Bioinformatics Scientist/Analyst**

**General Experience:** Six (6) years of applied bioinformatics experience. At least 4 years of specialized experience in medical or health informatics.

**Functional Responsibility:**

Provide expertise in the application of technology to areas of interest to government health organizations including Medical Informatics; Public Health Informatics; statistics, bio-statistics, mathematics; specific tools and data resources relevant to the federal health mission; applying sound quantitative data and methods to support deployment of resources for health surveillance, disease detection, prevention and intervention campaigns and related health activities. Provide expertise across a wide variety of IT areas as applied to health, including information retrieval technology, decision science, web technology, data mining, expert systems, networking, Big Data science, and education. Provide expertise in the integration of a variety of heterogeneous information systems and databases the sharing and dissemination of health and research information; and the application of advanced scientific visualization technology to medical and health science practice.

**Education:**

MS in Life Sciences, Bioinformatics, Chemistry, Physics, Computer Science, or other related discipline with quantitative analysis requirements.

1. **Senior Bioinformatics Scientist/Analyst General Experience:**

Ten (10) years of experience or PhD plus five (5) years of experience in bioinformatics or applied science

with at least three (3) years of specialized bioinformatics experience.

**Functional Responsibility:**

Provide high level expertise in the application of technology to areas of interest to government health organizations including Medical Informatics; Public Health Informatics; statistics, biostatistics, mathematics; specific tools and data resources relevant to the federal health mission; applying sound quantitative data and methods to support deployment of resources for health surveillance, disease detection, prevention and intervention campaigns and related health activities. Provide expertise across a wide variety of IT areas as applied to health, including information retrieval technology, decision science, web technology, data mining, expert systems, networking, Big Data science, and education. Provide expertise in the integration of a variety of heterogeneous information systems and databases the sharing and dissemination of health and research information; and the application of advanced scientific visualization technology to medical and health science practice.

**Education:**

MS degree in Life Sciences, Bioinformatics, Computer Science, Engineering, Mathematics, Statistics, Epidemiology, or other Applied Science.

1. **Associate Biomedical Engineer**

**General Experience:**

Two (2) years of applied science experience in bioinformatics, engineering, design, development, testing, and implementation of databases and/or software.

**Functional Responsibility:**

Designs and develops biomedical software and equipment. Coordinates the testing and analysis processes. Tests the functionality of software and equipment and takes accuracy, sensitivity and selectivity measurements. Monitors biomedical equipment to ensure compliance with regulatory requirements. Provides technical training on operations

**Education:**

BS degree in Biomedical Engineering or other related discipline.

1. **Biomedical Engineer General Experience:**

Four (4) years of experience in biomedical engineering or a related field. Demonstrates knowledge of

biomedical regulatory requirements

**Functional Responsibility:**

Designs and develops biomedical software and equipment. Coordinates the testing and analysis processes. Tests the functionality of software and equipment and takes accuracy, sensitivity and selectivity measurements. Monitors biomedical equipment to ensure compliance with regulatory requirements. Provides technical training on operations

**Education:**

Master’s degree in Biomedical Engineering or a related discipline

1. **Senior Biomedical Engineer General Experience:**

Eight (8) years of experience in biomedical engineering or a related field. Demonstrates knowledge of

biomedical regulatory requirements

**Functional Responsibility:**

Designs and develops biomedical software and equipment. Coordinates the testing and analysis processes. Tests the functionality of software and equipment and takes accuracy, sensitivity and selectivity measurements. Monitors biomedical equipment to ensure compliance with regulatory requirements. Provides technical training on operations

**Education:**

Master’s degree in Biomedical Engineering or a related discipline

1. **Associate Statistician/Biostatistician General Experience:**

One (1) year experience in a related field. Basic knowledge of statistics, data analysis techniques and

software.

**Functional Responsibility:**

Specialize in the application of statistics and/or computer technology to biological or health studies applying the use of statistical software packages. Experience with statistical languages such as SAS, R,SPSS, JMP, STATA, MatLab. Can provide bio-statistical analysis tailored to the specific problem ensuring proper bio-statistical power and probability measures. Specializes in statistics, bio-statistics, mathematics; specific tools and data resources relevant to the federal health mission; applying sound quantitative data and methods to support deployment of resources for disease detections, health surveillance, prevention and intervention campaigns and related health activities.

**Education:**

Two (2) years of specialized experience plus a BA/BS degree

1. **Statistician/Biostatistician General Experience:**

Six (6) years of applied bioinformatics experience. At least 4 years of specialized experience in medical or

public health biostatistics

**Functional Responsibility:**

Specialize in the application of statistics and/or computer technology to biological or health studies applying the use of statistical software packages. Experience with statistical languages such as SAS, R, SPSS, JMP, STATA, MatLab. Can provide bio- statistical analysis tailored to the specific problem ensuring proper bio-statistical power and probability measures. Specializes in statistics, bio-statistics, mathematics; specific tools and data resources relevant to the federal health mission; applying sound quantitative data and methods to support deployment of resources for disease detections, health surveillance, prevention and intervention campaigns and related health activities.

**Education:**

MS in Statistics, Bioinformatics, or related field

1. **Senior Statistician/Biostatistician**

**General Experience:**

Ten (10) years of experience or PhD plus five (5) years of experience in bioinformatics or applied science

with Large scale statistical analysis of complex multivariate data sets.

**Functional Responsibility:**

Specialize in the application of statistics and/or computer technology to biological or health studies applying the use of statistical software packages. Experience with statistical languages such as SAS, R, SPSS, JMP, STATA, MatLab. Can provide bio-statistical analysis tailored to the specific problem ensuring proper bio-statistical power and probability measures. Specializes in statistics, bio-statistics, mathematics; specific tools and data resources relevant to the federal health mission; applying sound quantitative data and methods to support deployment of resources for disease detections, health surveillance, prevention and intervention campaigns and related health activities.

**Education:**

MS in Statistics, Bioinformatics, or related field

1. **Entry Instrument/Scientific Systems Administration General Experience:**

Three (3) years of relevant professional experience. Experience must include demonstrated performance

in one or more recognized specialized disciplines in science. Relevant background in the application of IT solutions in science to practical problems.

**Functional Responsibility:**

Provides coordination with equipment manufacturers to install, maintain, and troubleshoot instruments and instrument controllers. Provides coordination with scientific application vendors / developers to install, maintain, and troubleshoot scientific applications. Maintains an electronic system of laboratory instrumentation, to include the make, model, physical location, IP address, software versions of the applications and embedded software associated with instrumentation. Maintains an electronic system of all scientific applications and scientific workstations including make, model, physical location, IP address, and software / software versions. Also provides system administration for various scientific applications.

May perform level two and or three help desk support for laboratory instrumentation and scientific applications

**Education:**

BS/BA degree in Biomedical Engineering or other related discipline.

1. **Instrument/Scientific Systems Administration General Experience:**

Eight (8) years of relevant professional experience. Experience must include demonstrated performance

in one or more recognized specialized disciplines in science. Relevant background in the application of IT solutions in science to practical problems.

**Functional Responsibility:**

Provides coordination with equipment manufacturers to install, maintain, and troubleshoot instruments and instrument controllers. Provides coordination with scientific application vendors / developers to install, maintain, and troubleshoot scientific applications. Maintains an electronic system of laboratory instrumentation, to include the make, model, physical location, IP address, software versions of the applications and embedded software associated with instrumentation. Maintains an electronic system of all scientific applications and scientific workstations including make, model, physical location, IP address, and software / software versions. Also provides system administration for various scientific applications. May perform level two and or three help desk support for laboratory instrumentation and scientific applications.

**Education:**

BS/BA degree in Biomedical Engineering or other related discipline.

1. **Senior Instrument/Scientific Systems Administration General Experience:**

Ten (10) years of relevant professional experience. Demonstrated performance in one or more

recognized specialized disciplines in science.

**Functional Responsibility:**

Provides coordination with equipment manufacturers to install, maintain, and troubleshoot instruments and instrument controllers. Provides coordination with scientific application vendors / developers to install, maintain, and troubleshoot scientific applications. Maintains an electronic system of laboratory instrumentation, to include the make, model, physical location, IP address, software versions of the applications and embedded software associated with instrumentation. Maintains an electronic system of all scientific applications and scientific workstations including make, model, physical location, IP address, and software / software versions. Also provides system administration for various scientific applications.

May perform level two and or three help desk support for laboratory instrumentation and scientific applications.

**Education:**

BS/BA degree in Biomedical Engineering or other related discipline.

1. **Associate Health IT Security Specialist**

**General Experience:**

Previous experience in IT Security implementation and monitoring required. General knowledge of scientific processes, management structures, and technology programs/platforms are preferred.

**Functional Responsibility:**

Provide support to for DHHS information security. Provide support to the scientific organization’s information security controls. Understanding of business security practices and procedures; knowledge of current security tools available; hardware/software firewalls and their implementation; different communication protocols; encryption techniques/tools; familiarity with commercial products and current Internet and electronic commerce technology. Assists in preparation of IT security artifacts.

**Education:**

High School

1. **Health IT Security Specialist General Experience:**

5 Years of experience in IT Security implementation and monitoring required. General knowledge of scientific processes, management structures, and technology programs/platforms required.

**Functional Responsibility:**

Provide support to for DHHS information security. Analyze and define security requirements compliance issues. Design, develop, engineer, and implement solutions to meet or exceed DHHS security requirements. Respond to POAM and other requests to mediate identified risks. Perform risk analyses which also includes risk assessment. Knowledge of Scientific systems requirements and ability to meet or exceed security compliance of scientific systems.

**Education:**

BS/BA degree in IT Security or other related discipline.

1. **Senior Health IT Security Specialist General Experience:**

10 Years of experience in IT Security implementation and monitoring required. General knowledge of

scientific processes, management structures, and technology programs/platforms required.

**Functional Responsibility:**

Provide support to for DHHS information security. Provide support for facilitating current security infrastructure and define future programs, design and implementation of fire-wall and other related security issues. Broad knowledge of security (IA) practices and tools is required. In depth knowledge of Health and Scientific systems requirements and ability to meet or exceed security compliance of scientific systems.

**Education:**

BS/BA degree in IT Security or other related discipline.

1. **Bioinformatics/Analyst Research Support Specialist General Experience:**

3 years of specialized experience. This position requires experience in natural sciences and in computer technology, computer programming languages, developing and executing system simulation performance, developing and implementing applications using matlab.

**Functional Responsibility:**

Support scientific research by using innovative methods of organizing and accessing information from computer systems. Consult with information system developers in formulating strategies for efficient high- performance computer information systems. Is knowledgeable of various aspects of computer information systems and supports research using innovative computer architectures, methods of organizing information in databases or by other means, and human-computer interfaces and interactions to improve accessing and managing information to support scientific research. Participate in constructing mathematical models and quantitative analysis techniques and using computers to analyze and solve scientific problems. In practical use, it involves the application of computer analysis to solving problems in various scientific disciplines.

**Education:**

BA/BS degree in Computer Science, Information Technology, Management Information Systems, Applied Science, or related discipline with some natural science education at the college level.

1. **Health IT Program Manager General Experience:**

Fifteen (15) years of progressive experience in managing, directing, and implementing health IT projects. Experienced in managing a diverse group of functional activities, subordinate groups of technical and administrative personnel. Experienced in management and control of large funds and resources, and demonstrated capability in managing complex, multi-task commercial and government contracts. SRA’s Program Managers are our most senior and valuable employees and are responsible for directing the Corporate Business Units and large business areas.

**Functional Responsibility:**

For a given Delivery Order, the Program Manager serves as SRA’s single contract manager, and will be SRA’s authorized interface with the government’s Contracting officer’s Representative (COR), other government management personnel, and customer agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, and communicating policies, purposes, and goals of SRA, Inc. to subordinates and subcontractors. Responsible for the overall contract performance. Manages and support operations that may include multiple projects. Organizes resources to support multiple concurrent projects and manages the execution of multiple concurrent projects.

Organizes, directs, and coordinates planning and production of all contract support activities. Conducts oral and written communications with all levels of management for planning and control of projects.

Communicates with all levels of Government management personnel, other contract personnel, and customer agency representatives. Formulates and reviews project feasibility studies, determines costs, and ensures conformance to work standards. Assigns, schedules, and reviews work of subordinate Project Managers including subcontractors. Prepares and delivers presentations to colleagues, subordinates, and government representatives. The Program Manager will be an employee of SRA.

**Education:**

Bachelor’s Degree in Business, Engineering, Computer Science, Information Systems, Life Sciences, Public Health or Social Science

1. **Health IT Senior Subject Matter Expert General Experience:**

Senior Subject Matter Experts (SSMEs) have seventeen (17) years of progressive experience in supporting large health IT projects related to the individual’s subject matter expertise. These personnel are often corporate officers, leaders, and directors with many years of experience, and are nationally and/or internationally renowned experts in either functional domains (e.g., finance, personnel, acquisition, etc.) or technical disciplines (e.g., medicine, research, public health, computer security, network engineering, etc.). They have advanced degrees, and many have a Ph.D. They all have extensive experience as technical leaders and/or senior Project Managers.

**Functional Responsibility:**

Senior Subject Matter Experts (SSMEs) serve as technical experts in areas relevant to a particular project. SSMEs produce and/or review substantive and/or complex technical documentation reflecting detailed knowledge of technical areas as identified in the statement of work. Documentation subjects include, but are not limited to, systems design, system architecture, feasibility studies, and system specifications.

**Education:**

Master’s Degree in Business, Engineering, Computer Science, Information Systems, Life Sciences, Public Health or Social Science.

1. **Health IT Project Manager/Subject Matter Expert General Experience**:

Project Managers have twelve (12) years of progressive experience in managing, directing, and

implementing health IT projects. Experienced in managing a diverse group of functional activities, subordinate groups of technical and administrative personnel. PMs are senior personnel who not only have responsibility for managing projects, but also possess strong technical skills.

Subject Matter Experts (SMEs) have twelve (12) years of progressive experience in supporting large health IT projects related to the individual’s subject matter expertise. These senior personnel are renowned experts in either functional domains (e.g., finance, personnel, acquisition, etc.) or technical disciplines (e.g., medicine, research, public health, computer security, network engineering, etc.) with many years of experience. They have advanced degrees, and many have a Ph.D. They all have extensive experience as technical leaders and/or senior Project Managers.

**Functional Responsibility:**

A Project Manager serves as the leader of a delivery order and assists the Program Manager in working with the Government’s Contracting Officer’s Representative (COR), other government management personnel, and customer agency representatives. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and ensuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise-wide horizontal integration planning and interfaces to other functional systems. Provides overall managerial direction for a specific project. Manages and support operations that may include multiple task orders.

Organizes resources to support multiple concurrent task orders and manages the execution of those task orders. Organizes, directs, and coordinates planning and production of all project support activities.

Conducts oral and written communications with the Program Manager for planning and control of the project or multiple, concurrent task orders. Communicates with all levels of Government management personnel, other contract personnel, and customer agency representatives. Formulates project feasibility studies, determines costs, and ensures conformance to work standards. Assigns, schedules, and reviews work of subordinates including subcontractors. Prepares and delivers presentations to colleagues, subordinates, and government representatives. Assures the proper use of current or requested programming, testing and documentation techniques. The Project Manager will be an employee of SRA.

Subject Matter Experts serve as technical experts in areas relevant to a particular project. SMEs produce and/or review substantive and/or complex technical documentation reflecting detailed knowledge of technical areas as identified in the statement of work. Documentation subjects include but are not limited to systems design, system architecture, feasibility studies, and system specifications. SMEs report to the SRA Project Manager.

**Education:** Bachelor’s Degree in Business, Engineering, Computer Science, Information Systems, Life Sciences, Public Health or Social Science.

1. **Health IT Principal Information Technology Specialist General Experience:**

Principal Information Technology (IT) Specialists have twelve (12) years of substantive IT knowledge and demonstrated hands-on expertise and/or training in areas of emerging health related technologies. These areas include, but are not limited to, interoperability, mobility, security, data management, big data, analytics, connected health, electronic record sharing and maintenance, electronic medical records, health information exchanges, population analytics, virtual health / tele-health delivery, personal health information management, cloud based services, remote monitoring devices, assistive technologies, sensors, Web portals, firewalls, geographic information systems, visual simulation applications, and remote sensing/satellite imagery.

**Functional Responsibility:**

Provides technical expertise, support, and oversight in one or more emerging technology areas including, but not limited to, knowledge discovery, data mining, wireless communications, Internet technologies, secure messaging, enterprise engineering, fraud detection, intrusion detection, bioinformatics, information assurance, public key infrastructure (PKI), and critical infrastructure protection. Reviews and recommends solutions to customer problems based on prior experience and hands-on understanding of how products and services interrelate and support the customer health IT mission.

**Education:**

Bachelor’s Degree in Business, Engineering, Computer Science, Information Systems, Life Sciences, Public Health or Social Science.

1. **Health IT Senior Information Technology Specialist General Experience:**

Senior Information Technology (IT) Specialists have nine (9) years of substantive IT knowledge and demonstrated hands-on expertise and/or training in areas of emerging health related technologies. These areas include, but are not limited to, interoperability, mobility, security, data management, big data, analytics, connected health, electronic record sharing and maintenance, electronic medical records, health information exchanges, population analytics, virtual health / tele‐health delivery, personal health information management, cloud‐based services, remote monitoring devices, assistive technologies, sensors, Web portals, firewalls, geographic information systems, visual simulation applications, and remote sensing/satellite imagery.

**Functional Responsibility:**

Provides technical expertise, support, and oversight in one or more emerging technology areas including, but not limited to, knowledge discovery, data mining, wireless and mobile communications, Internet technologies, secure messaging, enterprise engineering, fraud detection, intrusion detection, bioinformatics, information assurance, public key infrastructure (PKI), and critical infrastructure protection. Reviews and recommends solutions to customer problems based on prior experience and hands-on understanding of how products and services interrelate and support the customer Health IT mission.

**Education:**

Bachelor’s Degree in Business, Engineering, Computer Science, Information Systems, Life Sciences, Public Health or Social Science.

1. **Health IT Information Technology Specialist**

**General Experience:**

Information Technology (IT) Specialists have six (6) years of IT knowledge and demonstrated hands-on experience and/or training in areas of emerging health related technologies. These areas include, but are not limited to, interoperability, mobility, security, data management, big data, analytics, connected health, electronic record sharing and maintenance, electronic medical records, health information exchanges, population analytics, virtual health / tele‐health delivery, personal health information management, cloud‐based services, remote monitoring devices, assistive technologies, sensors, Web portals, firewalls, geographic information systems, visual simulation applications, and remote sensing/satellite imagery.

**Functional Responsibility:**

Provides technical expertise and support in one or more emerging technology areas including, but not limited to, knowledge discovery, data mining, wireless and mobile communications, Internet technologies, secure messaging, enterprise engineering, fraud detection, intrusion detection, bioinformatics, information assurance, public key infrastructure (PKI), and critical infrastructure protection. Reviews and recommends solutions to customer problems based on prior experience and hands-on understanding of how products and services interrelate and support the customer health IT mission.

**Education:**

Bachelor’s Degree in Business, Engineering, Computer Science, Information Systems, Life Sciences, Public Health or Social Science.

1. **Health IT Associate Information Technology Specialist General Experience:**

Associate Information Technology (IT) Specialists have three (3) years of IT knowledge and hands-on experience or training in areas of emerging health related technologies. These areas include, but are not limited to, interoperability, mobility, security, data management, big data, analytics, connected health, electronic record sharing and maintenance, electronic medical records, health information exchanges, population analytics, virtual health / tele‐health delivery, personal health information management, cloud‐based services, remote monitoring devices, assistive technologies, sensors, Web portals, firewalls, geographic information systems, visual simulation applications, and remote sensing/satellite imagery.

**Functional Responsibility:**

Provides technical support in one or more emerging technology areas including, but not limited to, knowledge discovery, data mining, wireless and mobile communications, Internet technologies, secure messaging, enterprise engineering, fraud detection, intrusion detection, bioinformatics, information assurance, public key infrastructure (PKI), and critical infrastructure protection. Reviews and recommends solutions to customer problems based on prior experience and hands-on understanding of how products and services interrelate and support the customer health IT mission.

**Education:**

Bachelor’s Degree in Business, Engineering, Computer Science, Information Systems, Life Sciences, Public Health or Social Science.

1. **Health IT Entry Level Information Technology Specialist General Experience:**

Recent college graduates with IT knowledge and hands-on experience or training in areas of emerging health related technologies. These areas include, but are not limited to, interoperability, mobility, security, data management, big data, analytics, connected health, electronic record sharing and maintenance, electronic medical records, health information exchanges, population analytics, virtual health / tele‐health delivery, personal health information management, cloud‐based services, remote monitoring devices, assistive technologies, sensors, , Web portals, firewalls, geographic information systems, visual simulation applications, and remote sensing/satellite imagery.

**Functional Responsibility:**

Works under close supervision. Provides technical support in one or more emerging technology areas including, but not limited to, knowledge discovery, data mining, wireless and mobile communications, Internet technologies, secure messaging, enterprise engineering, fraud detection, intrusion detection, bioinformatics, information assurance, public key infrastructure (PKI), and critical infrastructure protection. Reviews and recommends solutions to customer problems based on prior experience and hands-on understanding of how products and services interrelate and support the customer health IT mission.

**Education:**

Bachelor’s Degree in Business, Engineering, Computer Science, Information Systems, Life Sciences, Public Health or Social Science.

*The following five labor categories of Principal, Senior, Mid-level, Junior and Entry-level Engineer/Analyst are broadly defined labor categories to permit ordering agencies the broadest range of disciplines and skill sets. Specialized expertise within each category will be provided as appropriate to meet the technical requirements specified by the ordering agency. For example, if an ordering agency requires ADP Services in support of the design, re-hosting, integration, and implementation of an enterprise-wide LAN/WAN system, SRA would provide an appropriate mix of specialized Engineer/Analyst skills (e.g., systems network engineer, internet/intranet engineer, computer systems analyst, telecommunications specialist, and systems integration analyst, etc.) to meet the customer’s technology needs. This labor mix will be mutually agreed to by both the customer and SRA.*

1. **Health IT Principal Engineer/Analyst General Experience:**

Ten (10) years of progressive systems engineering and architectural design and the use of structured analysis, design methodologies, design tools, and object oriented principles.

**Specialized Experience**:

**Engineer:** Experienced in one of the following engineering disciplines: systems engineering, systems integration, software engineering, information engineering telecommunications engineering, network engineering, electrical engineering, and data quality engineering (or other relevant engineering disciplines).

**Analyst:** Experienced in one of the following disciplines: strategic systems planning, business process reengineering, facilitation, activity based costing (ABC), business case analysis, training, change management, economic analysis, operations research, statistics, market surveys, cost/benefit analysis, computer security, or other relevant health sciences, scientific, analytic, or related fields.

**Functional Responsibility:**

Establishes system engineering and information requirements using analysis of the information engineer in the development of enterprise-wide or large scale health IT systems. Designs architecture to include software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensures these systems are compatible and in compliance with the standards for open systems architectures (OSI, ISO, IEEE, OSE) as they apply to the implementation and specification of information technology solutions. Analyzes system requirements and develops design alternatives to satisfy those requirements. Provides technical leadership developing solutions for engineering studies and internet/intranet applications. Supports process improvement efforts by providing specific, high-level technical expertise. Performs evaluation of alternatives and assessment of risks and costs.

1. **Education:**

Master’s Degree in Computer Science, Information Systems, Engineering, Business, Life Sciences, Public Health or Social Science.

1. **Health IT Senior Engineer/Analyst**

**General Experience:**

Nine (9) years in systems lifecycle management, structured system development methodologies (preferably Information Engineering), structured analysis, and/or information systems development or a relevant technical discipline. Experience in some of the following or related technical disciplines: data communications, network management, and operational activities of a network; functional requirements analysis; computer security systems; and quality assurance. Progressive experience may include software development, software management, data management, engineering, and enterprise-wide strategic systems planning, business information planning, and business analysis.

Experienced with design techniques or process reengineering across all phases, including change management, business analysis management and techniques, cost benefit analysis, activity and data modeling, information systems development methods and practices, workshop facilitation, and training. Skilled in the interface of software with computer hardware systems, computer-aided software engineering (CASE) tools, complex and software system development. Experience in developing and providing technical and end-user training on computer hardware and application software. Demonstrated ability to communicate orally and in writing. Must possess strong organizational skills and strong interpersonal skills to effectively relate to agency and customer needs. Supervisory experience in managing and providing direction to engineers, programmers, and analysts.

**Specialized Experience**:

**Engineer:** Experienced in one of the following engineering disciplines: systems engineering, systems integration, software engineering, information engineering telecommunications engineering, network engineering, electrical engineering, and data quality engineering, biomedical engineering or other relevant engineering disciplines.

**Analyst:** Experienced in one of the following disciplines: strategic systems planning, business process reengineering, facilitation, activity based costing (ABC), business cases analysis, training, change management, economic analysis, operations research, statistics, market surveys, cost/benefit analysis, computer security, or other relevant health science, analytical, scientific, or related fields.

**Functional Responsibility:**

Provide design, programming, documentation and implementation of applications which requires knowledge of government health IT systems for effective development and deployment of software modules. Directs and participates in all phases of software development with emphasis on analysis, coding, testing, documentation, and acceptance phases. Responsible for identifying new and emerging technology to support strategic planning initiatives required to meet business needs. Conducts assessments, evaluations, selections, site surveys, requirements analysis and definition, technology prototyping, and cost analysis related to information technology. Designs and prepares technical reports and documentation to record results.

Applies process improvement and reengineering methodologies and principles to conduct process modernization projects including process and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements. Gathers information by developing and implementing data collection instruments and conducts surveys, document reviews, and interviews. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Facilitation support includes cross-functional team building, project scoping work sessions, facilitation using creative dynamics techniques, and conflict resolution techniques. Performs manual or automated modeling of process or data models, data flow diagrams, and simulation models.

Develops prototype database systems. Designs transaction-driven modules to satisfy functional requirement in an on-line or internet/intranet environment. Designs test environments for new applications against databases. Creates entity relationships models to support logical and physical database designs. Creates the metadata describing the database design and attribute descriptions.

Creates the schema for building the database. Assists in the management of database projects. Assists in the preparation and delivery of presentations on database management systems concepts. Responsible for overall administration and maintenance of the database, identification and resolution of problems encountered by the users of the system, analysis and implementation of enhancements, and operation and maintenance of databases.

**Education**:

Bachelor’s Degree in Computer Science, Information Systems, Engineering, Business, Life Sciences, Public Health or Social Science.

1. **Health IT Engineer/Analyst**

**General Experience**:

Four (4) years of progressive experience in computer programming and/or information systems development or a relevant technical, scientific, health or social science discipline. Experience in a combination of standards and policy development, research and analysis of information system issues and trends, research and development in a technical discipline, and development of information systems. Experience in developing and providing technical and end-user training on application software.

Demonstrated ability to communicate orally and in writing. Must possess strong organizational skills and strong interpersonal skills to effectively relate to agency and customer needs. Supervisory experience in managing engineers, programmers, and analysts.

**Specialized Experience**:

**Engineer:** Experienced in one of the following engineering disciplines: systems engineering, systems integration, software engineering, information engineering telecommunications engineering, network engineering, electrical engineering, and data quality engineering, biomedical engineering or other relevant engineering disciplines.

**Analyst:** Experienced in one of the following disciplines: strategic systems planning, business process reengineering, workshop facilitation, activity based costing (ABC), business case analysis, training, change management, economic analysis, operations research, statistics, market surveys, cost benefit analysis, computer security, or other relevant health sciences, analytical, scientific, or related fields.

**Functional Responsibility**:

Analyses functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improved performance efficiency. Develops computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions. Develops plans for automated information systems from project inception to conclusion. Analyses problems and develops system requirements and program specifications.

Applies process improvement and reengineering methodologies and principles to conduct process modernization projects including process and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements. Gathers information by developing and implementing data collection instruments and conducts surveys, document reviews, and interviews. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Facilitation support includes cross-functional team building, project scoping work sessions, facilitation using creative dynamics techniques, and conflict resolution techniques. Performs manual or automated modeling of process or data models, data flow diagrams, and simulation models.

Develops prototype database systems. Designs transaction-driven modules to satisfy functional requirement in an on-line or internet/intranet environment. Designs test environments for new applications against databases. Creates entity relationship models to support logical/physical database designs. Creates metadata describing database design and attribute descriptions. Creates schema for building databases. Assists in the management of database projects including preparation/delivery of presentations on database management concepts. Responsible for databases administration and maintenance of, identification and resolution of user problems of the system, analysis and implementation of enhancements, and operation and maintenance of databases.

**Education**:

Bachelor’s Degree in Computer Science, Information Systems, Engineering, Business, Life Sciences, Public Health or Social Science.

1. **Health IT Junior Engineer/Analyst**

**General Experience:**

Recent college graduate with up to four (4) years of experience in computer programming and/or information systems development or a relevant technical discipline. Experience in a combination of standards and policy development, research and analysis of health IT system issues and trends, research and development in a technical discipline, and development of information systems. Must possess strong organizational and strong interpersonal skills to meet agency and customer needs. Experience in developing and providing technical and end-user training on computer application software. Ability to communicate orally and in writing.

**Specialized Experience:**

**Engineer**: Degree in one of the following engineering disciplines: systems engineering, systems integration, software engineering, information engineering telecommunications engineering, network engineering, electrical engineering, data quality engineering, biomedical engineering, or other relevant engineering disciplines.

**Analyst:** Educational experience in one of the following disciplines: strategic systems planning, business process reengineering, facilitation, activity based costing (ABC), business cases analysis, training, change management, economic analysis, operations research, statistics, market surveys, cost/benefit analysis, computer security, configuration management, or other relevant heath science, analytical, scientific, or related fields.

**Functional Responsibility:**

Works under close supervision, developing the requirements of a product from inception to conclusion. Develops required specifications for simple to moderate complex problems. Translates detailed design into computer software. Conducts tests, debugs, and refines the computer software to produce the required product. Provides design, programming, documentation, and implementation of applications which require knowledge of federal information processing systems concepts for effective development and deployment of software modules; participates in all phases of software development with emphasis on the analysis, coding, testing, documentation, and acceptance phases. Designs and prepares technical reports and documentation to record results. Enhances software to reduce operating time or improve performance efficiency. Develops computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions. Develops plans for automated systems from project inception to conclusion.

Analyzes and evaluates moderate to complex data processing systems, both current and proposed, translating business area customer information system requirements into detailed system or program requirements.

Analyzes business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Provides alternatives, recommendations, and assistance to managers involved in the development, integration, and installation of health information systems. Gathers information by developing and implementing data collection instruments and conducts surveys, document reviews, and interviews. Provides analytical, statistical, and data analysis assistance. Provides organizational facilitation support including: cross-functional teams building, project scoping work sessions, facilitation using creative dynamics techniques, and conflict resolution techniques. Performs manual or automated modeling of process or data models, data flow diagrams, and simulation models.

**Education:**

Bachelor’s Degree in Computer Science, Information Systems, Engineering, Business, Life Sciences, Public Health or Social Science.

1. **Health IT Entry Level Engineer/Analyst General Experience:**

Recent college graduate with experience in computer programming and/or information systems development or a relevant technical discipline. Experience in standards and policy development, research and analysis of information system issues and trends, research and development in a technical discipline, and/or development of information systems. Experience with technical and end-user training on computer application software. Should possess strong organizational and interpersonal skills to meet agency and customer needs, and the ability to communicate well orally and in writing.

Specialized Experience:

**Engineer**: Degree in one of the following engineering disciplines: systems engineering, systems integration, software engineering, information engineering telecommunications engineering, network engineering, electrical engineering, data quality engineering, biomedical engineering or other relevant engineering disciplines.

**Analyst:** Educational experience in one of the following disciplines: strategic systems planning, business process reengineering, facilitation, activity based costing (ABC), business cases analysis, training, change management, economic analysis, operations research, statistics, market surveys, cost/benefit analysis, computer security, configuration management, or other relevant social science, analytical, scientific, or related fields.

**Functional Responsibility:**

Works under close supervision developing product requirements. Develops required specifications for simple to moderate problems. Conducts tests, debugs, and refines computer software to produce the required product. Assists with design, programming, documentation, and implementation of applications for effective development and deployment of software modules; participates in software development with emphasis on the analysis, coding, testing, documentation, and acceptance phases. Prepares technical reports and documentation to record results. Enhances software to reduce operating time or improve performance efficiency. Assists in the development of computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions. Assists in developing plans for automated systems. Analyzes and evaluates simple to moderate data processing systems, both current and proposed, translating business area customer information system requirements into detailed system or program requirements. Analyzes business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Gathers information through data collection instruments and assists with surveys, document reviews, and interviews. Provides analytical, statistical, and data analysis assistance. Provides organizational facilitation support including: cross-functional teams building, project scoping work sessions, facilitation using creative dynamics techniques, and conflict resolution techniques. Performs manual or automated modeling of process or data models, data flow diagrams, and simulation models.

**Education:**

Bachelor’s Degree in Computer Science, Information Systems, Engineering, Business, Life Sciences, Public Health or Social Science.

1. **Not Offered**
2. **Not Offered**
3. **Not Offered**
4. **Not Offered**
5. **Not Offered**
6. **Health IT ERP Director General Experience**:

Ten (10) years general experience and significant ERP experience that includes requirements, design, implementation and maintenance of enterprise level Commercial Off-the-Shelf packages. Must have at least two complete lifecycle software implementations. Able to provide technical direction and oversight to a project team, and to advise senior level clients regarding project issues and ERP Best Practices.

**Functional Responsibility**:

Provides leadership, high level ERP architecture and Project Management assistance and demonstrates extensive knowledge of how an ERP package can fulfill business requirements. May also act in a project leadership role, executive sponsor and steering committee participant roles. Directs the technical and functional selection of the appropriate ERP package and then advises on the appropriate ERP standard functionality to minimize the need for software customization. Advices on complex technical and functional integration with other systems and provides a leadership role with ERP Product Support and Development to resolve complex technical and functional IT issues.

**Education:**

Master’s Degree in Business, Engineering, Computer Science, Information Systems, or Related Field.

1. **Health IT ERP SME General Experience:**

Eight (8) years progressive experience in supporting ERP implementation and/or COTS integration projects. Recognized for in-depth knowledge of a specific product or families of enterprise applications, and associated applications interface technologies.

**Functional Responsibility**:

Provides technical and functional expertise in one or more project life cycle processes, technical or functional areas. ERP subject areas including but not limited to product selection, architecture, design, and specifications. May produce and/or review complex technical documentation in support of overall project goals. Solves complex ERP technical and functional issues such as system integration and data migration. Performs enterprise application team lead or architect responsibilities including planning tasks, assigning resources, monitoring and tracking progress, and information project management on all project activities. Provides expert level advice and assistance on project risks and associated mitigation measures.

* + Communicates with all levels of Government management personnel, other contract personnel, and customer agency representatives.

Works with senior managers to identify and solve functional area issues, designs business area solutions, develops conceptual business models, translates functional area business requirements into technical requirements, and supports the design and implementation of enterprise application solution sets.

* + Plans or generates data bases and/or data models that are the results of business systems planning and data requirements planning.
  + Analyzes the enterprise information system baseline and performs a “gap analysis” between the baseline, the user operational requirements and the operating capability of enterprise application product sets. Establishes requirements associated with the “gap analysis” to develop enterprise wide systems that support organizational goals and missions.
  + Generates business architecture alternatives that address the technology and industry trends affecting enterprise solution sets. Reviews all implementation and support activities and provides technical direction to the programming functions.
  + Conducts ERP-related training.
  + Provides expert-level support for PMO functions.

**Education:**

Bachelor’s Degree in Business, Engineering, Computer Science, Information Systems, Life Sciences, Public Health or Social Science.

1. **Health IT ERP Task Manager General Experience**:

Seven (7) years general experience and significant ERP Experience, including at least one complete

lifecycle ERP/software development project. Recognized for business and/or architectural expertise with regard to ensuring functional business requirements and process issues are resolved using comprehensive enterprise applications solution sets.

**Functional Responsibility**:

Performs ERP team lead or architect responsibilities including planning tasks, assigning resources, monitoring and tracking progress, and information project management on project activities. Analyzes client's business processes and configures the system using appropriate tools and methodology. May manage functional or technical efforts. Provides expert level advice and assistance on project risks and associated mitigation measures. Communicates with all levels of Government management personnel, other contract personnel, and customer agency representatives. Works with senior managers to identify and solve project and IT issues, designs business area solutions, develops conceptual business models, translates functional area business requirements into technical requirements, and supports the design and implementation of enterprise application solution sets. Supervises ERP consultant staff, database administrators, and developers.

**Education:**

Bachelor’s Degree in Business, Engineering, Computer Science, Information Systems, Life Sciences, Public Health or Social Science.

1. **Health IT ERP Senior Principal Consultant General Experience**:

Six (6) years ERP and/or COTS implementation experience. Has complete lifecycle experience in at

least one ERP and/or COTS module including design, implementation, and testing.

**Functional Responsibility**:

Analyzes client's business processes and configures the system using appropriate tools and methodology. Assists the client in knowledge transfer, testing and supports the preparation of ERP project lifecycle business, functional and technical deliverables/work products. Demonstrates knowledge of ERP core competencies, sets priorities appropriately and facilitates that work outputs are timely and of the highest quality. Performs senior level ERP implementation tasks including: business and technical analyst functions, workshop facilitation, business process data validation, enterprise application (ERP product) testing from a functional business area perspective, program development, unit testing of the application code (ERP product) from a technical perspective, workgroup/work session participation, and delivery of technical and business solutions.

* + Implements databases that are the results of business systems planning and data requirements planning.
  + Performs data management, data migration, and data administration tasks.
  + Performs business and technical designer functions, including contributions to both the business and technical architecture components of the enterprise solution.
  + Provides senior-level support for PMO functions.
  + Provides configuration and development support for relevant ERP modules and development tools.
  + Conducts ERP-related training.

**Education:**

Bachelor’s Degree in Business, Engineering, Computer Science, Information Systems, Life Sciences, Public Health or Social Science.

1. **Health IT ERP Principal Consultant General Experience**:

Five (5) years ERP and/or COTS implementation experience. Has complete lifecycle experience in at

least one ERP and/or COTS module including design, implementation, and testing.

**Functional Responsibility**:

Assists and supports with the configuration of the system as directed and works with customer for system approval. Assists the client in knowledge transfer, testing and supports the preparation of ERP project lifecycle business, functional and technical deliverables/work products. Demonstrates knowledge of ERP core competencies sets priorities appropriately and may work independently.

**Education:**

Bachelor’s Degree in Business, Engineering, Computer Science, Information Systems, Life Sciences, Public Health or Social Science.

1. **Health IT ERP Senior Consultant General Experience**:

Four (4) years ERP and/or COTS implementation experience, including design, implementation, and

testing.

**Functional Responsibility**:

Assists and supports with the configuration of the system as directed and works with customer for system approval. Assists the client in knowledge transfer, testing and supports the preparation of ERP project lifecycle business, functional and technical deliverables/work products. Demonstrates knowledge of ERP core competencies and may work independently. Undertakes one or more of the following activities:

* + Performs business and technical analyst functions, including workshop facilitation, business process data validation, enterprise application testing from a functional business area perspective, program development, unit testing of the application code, work group/work session participation, and delivery of technical and business solutions.
  + Utilizes functional area expertise to create database models and to assess the operational and functional date baseline.
  + Provides input for systems development and data base administration activities from a data point of view.
  + Performs business requirements gathering functions.  Performs technical design, test, or deploy functions, including contributing to both the business and technical architecture components of the enterprise solution.
  + Conducts ERP-related training.

**Education:**

Bachelor’s Degree in Business, Engineering, Computer Science, Information Systems, Life Sciences, Public Health or Social Science.

1. **Health IT ERP Engineer General Experience**:

Two (2) years ERP and/or COTS implementation experience including at least one year of general IT

experience.

**Functional Responsibility**:

Implements ERP software and performs tasks to produce project life cycle business, functional and technical deliverables/work products. Works as an individual within a project and follows instructions of a lead.

**Education:**

Bachelor’s Degree in Business, Engineering, Computer Science, Information Systems, Life Sciences, Public Health or Social Science.

1. **Health IT Senior Functional Specialist General Experience**:

Ten (10) years of progressive experience in heath related functional business or technical

areas/disciplines. Has considerable experience with problem solving and proposing new solutions in the areas of their functional expertise. Demonstrated ability to communicate orally and in writing.

**Functional Responsibility**:

Provides expertise, guidance, consultation, and thought leadership to the client and/or project team based on specialized expertise in support of similar services, products or client missions. This may include, but is not limited to fields such as: health IT, interoperability, mobility, security, data management, big data, analytics, connected, health, electronic record sharing and maintenance, electronic medical records, health information, exchanges, population analytics, virtual health / tele‐health delivery, personal health information, management, cloud‐based services, remote monitoring devices, assistive technologies, sensors, innovative, research and emerging technologies, engineering and technology; policy and administration; planning; analysis; service operations, mission support, training and development; facilities; communications; visual design; human capital; business; and management.

Communicates with all levels of Government management personnel, other contract personnel, and customer agency representatives.

**Education:**

Bachelor’s Degree in Accounting, Business, Engineering, Computer Science, Information Engineering Life Sciences, Public Health or Social Science.

1. **Health IT Functional Specialist General Experience**:

Five (5) years of progressive experience in health related functional business or technical areas/disciplines. Has experience with proposing new solutions to problems in the areas of their functional expertise. Demonstrated ability to communicate orally and in writing.

**Functional Responsibility**:

Provides support, guidance, consultation, and thought leadership to the client and/or project team based on specialized experience in support of similar services, products or client missions. This may include, but is not limited to fields such as: health IT, interoperability, mobility, security, data management, big data, analytics, connected, health, electronic record sharing and maintenance, electronic medical records, health information, exchanges, population analytics, virtual health / tele‐health delivery, personal health information, management, cloud‐based services, remote monitoring devices, assistive technologies, sensors, innovative, research and emerging technologies, engineering and technology; policy and administration; planning; analysis; service operations, mission support, training and development; facilities; communications; visual design; human capital; business; and management.

**Education:**

Bachelor’s Degree in Accounting, Business, Engineering, Computer Science, Information Engineering Life Sciences, Public Health or Social Science.

1. **Health IT Operations Manager/Task Lead General Experience**:

Eight (8) years of progressive experience managing the delivery of project specific services or products.

This includes experience in tracking quality, schedule and performance progress.

**Functional Responsibility**:

Leads the delivery of operations and/or task specific objectives to ensure production/service quality levels and schedules are met. Coordinates the resolution of production and service-related problems. Ensures proper relationships are established between customers, teaming partners, and vendors to facilitate the delivery of program services and effective resource utilization. Provides supervision and direction to support staff.

**Education:**

Bachelor’s Degree in Accounting, Business, Engineering, Computer Science, Information Engineering Life Sciences, Public Health or Social Science.

1. **Health IT Senior User Support Specialist General Experience**:

Seven (7) years of progressive experience in delivering user support for products, services and/or

information systems and applications. Progressive experience in providing direct help to users, resolving user issues, and supporting installation/implementation efforts.

**Functional Responsibility**:

Performs direct technical work on projects and may provide routine oversight and supervision of lower level support staff. Requires strong understanding of concepts and methodologies to perform assignments of complex scope. Provides solutions for questions presented by escalation procedures from lower level support specialist Resolves user issues by performing tasks such as triaging calls, providing on site assistance, researching problems and questions, responding with answers or interventions, tracking calls, analyzing performance trends, and evaluating the quality of products, services or systems. May act as a resource on installation, implementation and/or enhancement projects.

**Education:**

High School education required.

1. **Not Offered**
2. **Not Offered**
3. **Not Offered**
4. **Health IT Subject Matter Lead General Experience**:

Fifteen (15) years of experience with large complex systems, providing technical leadership. A solid understanding of architecture and technologies across systems, applications and/or requirements.

**Functional Responsibility**:

Plans, coordinates, and generally participates in solving technical aspects of complex information technology projects. Provides technical leadership and guidance to resolve complex technical problems.

**Education:**

Bachelor’s Degree in Accounting, Business, Engineering, Computer Science, Information Engineering Life Sciences, Public Health or Social Science.

1. **Health IT Senior Software Specialist General Experience:**

Ten (10) years of experience with large and complex information technology systems implementation.

Possesses expertise across multiple information technology platforms and the integration of diverse architectures.

**Functional Responsibility:**

Provides assistance in all aspects of software development from design through implementation and the maintenance of upgrading existing software. Analyses, designs, specifies, documents, and implements web based and application software solutions.

**Education:**

Bachelor’s Degree in Accounting, Business, Engineering, Computer Science, Information Engineering Life Sciences, Public Health or Social Science.

1. **Health IT Software Specialist General Experience:**

Six (6) years of experience as an expert in medium to large integrated systems. Experience with several

architectures and platforms in an integrated environment.

**Functional Responsibility:**

Provides assistance in all aspects of software development from design through implementation and the maintenance of upgrading existing software. Analyses, designs, specifies, documents, and implements web based and application software solutions.

**Education:**

Bachelor’s Degree in Accounting, Business, Engineering, Computer Science, Information Engineering Life Sciences, Public Health or Social Science

1. **Health IT Junior Software Specialist General Experience**:

Three (3) years of experience in software development/engineering, including requirements analysis, software development, installation, integration, evaluation, enhancement, maintenance, testing, and problem diagnosis/resolution.

**Functional Responsibility**:

Provides assistance in all aspects of hardware and software development from design through implementation and the maintenance of upgrading existing software solutions. Analyses, designs, specifies, documents, or implements hardware and software solutions.

**Education:**

Bachelor’s Degree in Accounting, Business, Engineering, Computer Science, Information Engineering Life Sciences, Public Health or Social Science.

1. **Health IT Senior Database Specialist General Experience**:

Eight (8) years of progressive accomplishment as experts in large and complex information technology

systems implementation. Applied expertise across multiple information technology platforms and in the integration of diverse architectures.

**Functional Responsibility**:

Provides technical expertise for the production of detailed database designs and design documentation, including data models, and data flow diagrams. Evaluates, configures, or administers DBMS products to match user requirements with system capabilities. Determines file organization, indexing methods, and security procedures for system databases. Plans and coordinates conversion and migration of existing (or legacy) databases to state of the art DBMS's.

**Education:**

Bachelor’s Degree in Accounting, Business, Engineering, Computer Science, Information Engineering Life Sciences, Public Health or Social Science.

1. **Health IT Systems Support Specialist I**

**General Experience:**

Four (4) years familiarity with Health Related Environments

**Functional Responsibility:**

Performs user account security administration, local server and network maintenance in alignment with global plans and schedules. User laptop administration, troubleshooting, hardware maintenance, and software support. Provide end user help desk support, including incident ticketing, follow-up, escalation, and closeout.

**Education:**

Associates plus 2 years; or Bachelor degree

1. **Health IT Systems Support Specialist II General Experience:**

Six (6) years familiarity with Health Related Environments

**Functional Responsibility:**

Performs user account security administration, local server and network maintenance in alignment with global plans and schedules. User laptop administration, troubleshooting, hardware maintenance, and software support. Provide end user help desk support, including incident ticketing, follow-up, escalation, and closeout.

**Education:**

Associates plus 4 years; or Bachelor degree and 2 years relevant experience

1. **Health IT Systems Support Specialist III General Experience:**

Eight (8) years familiarity with Health Related Environments

**Functional Responsibility:**

Performs user account security administration, local server and network maintenance in alignment with global plans and schedules. User laptop administration, troubleshooting, hardware maintenance, and software support. Provide end user help desk support, including incident ticketing, follow-up, escalation, and closeout.

**Education:**

Associates plus 6 years; or Bachelor degree and 4 years relevant experience

1. **Health IT Operations Support Specialist I General Experience:**

Four (4) years familiarity with Health Related Environments

**Functional Responsibility:**

Experience in computer business systems /or information systems development or a relevant healthcare business operations, including health care business processes, data mapping, reporting and analytics, or other relevant domain experience. Experience may include a combination of standards and policy development, research and analysis of health IT system issues and trends, research and development in a technical discipline, and development of information systems. Must possess strong organizational and strong interpersonal skills to meet agency and customer needs. Experience in developing and providing technical and end-user training on computer application software. Ability to communicate orally and in writing

**Education:**

Associates plus 2 years; or Bachelor degree

1. **Health IT Operations Support Specialist II General Experience:**

Six (6) years familiarity with Health Related Environments

**Functional Responsibility:**

Experience in computer business systems /or information systems development or a relevant healthcare business operations, including health care business processes, data mapping, reporting and analytics, or other relevant domain experience. Experience may include a combination of standards and policy development, research and analysis of health IT system issues and trends, research and development in a technical discipline, and development of information systems. Must possess strong organizational and strong interpersonal skills to meet agency and customer needs. Experience in developing and providing technical and end-user training on computer application software. Ability to communicate orally and in writing

**Education:**

Associates plus 4 years; or Bachelor degree and 2 years relevant experience

1. **Health IT Operations Support Specialist III**

**General Experience:**

Eight (8) years familiarity with Health Related Environments

**Functional Responsibility:**

Experience in computer business systems /or information systems development or a relevant healthcare business operations, including health care business processes, data mapping, reporting and analytics, or other relevant domain experience. Experience may include a combination of standards and policy development, research and analysis of health IT system issues and trends, research and development in a technical discipline, and development of information systems. Must possess strong organizational and strong interpersonal skills to meet agency and customer needs. Experience in developing and providing technical and end-user training on computer application software. Ability to communicate orally and in writing

**Education**:

Associates plus 6 years; or Bachelor degree and 4 years relevant experience

1. **Health IT Operations Support Engineer I General Experience:**

Four (4) years familiarity with Health Related Environments

**Functional Responsibility**:

Support end user (local and remote) health care business operations, including questions and problem resolution, logging, escalating, and servicing requests for software and hardware requests, by diagnosing and resolving computer, scanning, and printing problems. Using knowledge of healthcare systems, provide support for business operations through end user desk side support, data operations, testing, and training. Assist in systems field operations, including backups, incidental IT operations support and troubleshooting, and all call / after-hours support.

**Education:**

Associates plus 2 years; or Bachelor degree

1. **Health IT Operations Support Engineer II General Experience:**

Six (6) years familiarity with Health Related Environments

**Functional Responsibility:**

Support end user (local and remote) health care business operations, including questions and problem resolution, logging, escalating, and servicing requests for software and hardware requests, by diagnosing and resolving computer, scanning, and printing problems. Using knowledge of healthcare systems, provide support for business operations through end user desk side support, data operations, testing, and training. Assist in systems field operations, including backups, incidental IT operations support and troubleshooting, and all call / after-hours support.

**Education:**

Associates plus 4 years; or Bachelor degree and 2 years relevant experience

1. **Health IT Operations Support Engineer III**

**General Experience:**

Eight (8) years familiarity with Health Related Environments

**Functional Responsibility:**

Support end user (local and remote) health care business operations, including questions and problem resolution, logging, escalating, and servicing requests for software and hardware requests, by diagnosing and resolving computer, scanning, and printing problems. Using knowledge of healthcare systems, provide support for business operations through end user desk side support, data operations, testing, and training. Assist in systems field operations, including backups, incidental IT operations support and troubleshooting, and all call / after-hours support.

**Education:**

Associates plus 6 years; or Bachelor degree and 4 years relevant experience

1. **Health IT Application Developer I General Experience:**

Four (4) years familiarity with Health Related

**Functional Responsibility:**

Experience in computer programming and/or information systems development or a relevant technical discipline. Experience in a combination of standards and policy development, research and analysis of health IT system issues and trends, research and development in a technical discipline, and development of information systems. Must possess strong organizational and strong interpersonal skills to meet agency and customer needs. Experience in developing and providing technical and end-user training on computer application software. Ability to communicate orally and in writing.

**Education:**

Associates plus 2 years; or Bachelor degree

1. **Health IT Application Developer II General Experience:**

Six (6) years familiarity with Health Related Environments

**Functional Responsibility:**

Experience in computer programming and/or information systems development or a relevant technical discipline. Experience in a combination of standards and policy development, research and analysis of health IT system issues and trends, research and development in a technical discipline, and development of information systems. Must possess strong organizational and strong interpersonal skills to meet agency and customer needs. Experience in developing and providing technical and end-user training on computer application software. Ability to communicate orally and in writing

**Education:**

Associates plus 4 years; or Bachelor degree and 2 years relevant experience

1. **Health IT Application Developer III General Experience:**

Eight (8) years familiarity with Health Related Environments

**Functional Responsibility:**

Experience in computer programming and/or information systems development or a relevant technical discipline. Experience in a combination of standards and policy development, research and analysis of health IT system issues and trends, research and development in a technical discipline, and development of information systems. Must possess strong organizational and strong interpersonal skills to meet agency and customer needs. Experience in developing and providing technical and end-user training on computer application software. Ability to communicate orally and in writing.

**Education:**

Associates plus 6 years; or Bachelor degree and 4 years relevant experience

1. **Health IT Systems Administrator I General Experience:**

Four (4) years familiarity with Health Related Environments

**Functional Responsibility:**

Performs daily computer operations activities including job processing, monitoring systems, monitoring backups, identifying problems, opening problem management records, problem escalation, and notifying users affected by computing issues.

Log and escalate incidents in an alignment with policies and procedures, during daily scheduled, and after hours support. Develops and provides input to operational reporting measures and goals. Coordinate with management and vendors on physical and systems site maintenance activities to ensuring security and environmental controls are maintained at all times. Performs manual and automated backup management, disaster, and continuity of operations testing to ensure systems availability and integrity.

Coordinates with Technical Infrastructure teams and vendor support to rapidly address issues or implement improvements server, network, and storage operations and service enhancement.

**Education:**

Associates plus 2 years; or Bachelor degree

1. **Health IT Systems Administrator II General Experience:**

Six (6) years familiarity with Health Related Environments

**Functional Responsibility:**

Performs daily computer operations activities including job processing, monitoring systems, monitoring backups, identifying problems, opening problem management records, problem escalation, and notifying users affected by computing issues.

Log and escalate incidents in an alignment with policies and procedures, during daily scheduled, and after hours support. Develops and provides input to operational reporting measures and goals. Coordinate with management and vendors on physical and systems site maintenance activities to ensuring security and environmental controls are maintained at all times. Performs manual and automated backup management, disaster, and continuity of operations testing to ensure systems availability and integrity.

Coordinates with Technical Infrastructure teams and vendor support to rapidly address issues or implement improvements server, network, and storage operations and service enhancement.

**Education:**

Associates plus 4 years; or Bachelor degree and 2 years relevant experience

1. **Health IT Systems Administrator III**

**General Experience:**

Eight (8) years familiarity with Health Related Environments

**Functional Responsibility:**

Performs daily computer operations activities including job processing, monitoring systems, monitoring backups, identifying problems, opening problem management records, problem escalation, and notifying users affected by computing issues. Log and escalate incidents in an alignment with policies and procedures, during daily scheduled, and after hours support. Develops and provides input to operational reporting measures and goals. Coordinate with management and vendors on physical and systems site maintenance activities to ensuring security and environmental controls are maintained at all times.

Performs manual and automated backup management, disaster, and continuity of operations testing to ensure systems availability and integrity. Coordinates with Technical Infrastructure teams and vendor support to rapidly address issues or implement improvements server, network, and storage operations and service enhancement.

**Education:**

Associates plus 6 years; or Bachelor degree and 4 years relevant experience

1. **Health IT User Support Specialist I General Experience:**

Four (4) years familiarity with Health Related Environments

**Functional Responsibility:**

Point of contact for operational concerns for system end users and service recipients. Responsible for identifying technical problems, applying identifying standard operating procedures and policies, answers questions about system and operational best practices. Coordinates troubleshooting and corrective actions with Government computer hardware, software, network, system/application access, and telecommunications systems. Log or escalate incidents with help desk, and escalate exceptions on a timely basis and in alignment with policy and procedure.

**Education:**

Associates plus 2 years; or Bachelor degree

1. **Health IT User Support Specialist II General Experience:**

Six (6) years familiarity with Health Related Environments

**Functional Responsibility:**

Point of contact for operational concerns for system end users and service recipients. Responsible for identifying technical problems, applying identifying standard operating procedures and policies, answers questions about system and operational best practices. Coordinates troubleshooting and corrective actions with Government computer hardware, software, network, system/application access, and telecommunications systems. Log or escalate incidents with help desk, and escalate exceptions on a timely basis and in alignment with policy and procedure.

**Education:**

Associates plus 4 years; or Bachelor degree and 2 years relevant experience

1. **Health IT User Support Specialist III**

**General Experience:**

Eight (8) years familiarity with Health Related Environments

**Functional Responsibility:**

Point of contact for operational concerns for system end users and service recipients. Responsible for identifying technical problems, applying identifying standard operating procedures and policies, answers questions about system and operational best practices. Coordinates troubleshooting and corrective actions with Government computer hardware, software, network, system/application access, and telecommunications systems. Log or escalate incidents with help desk, and escalate exceptions on a timely basis and in alignment with policy and procedure.

**Education**:

Associates plus 6 years; or Bachelor degree and 4 years relevant experience

1. **Health IT Applications Analyst I General Experience:**

Four (4) years familiarity with Health Related

**Functional Responsibility:**

Creates functional (non-technical) specifications that address business requirements, processes, and that fit within architecture standards. Participates in planning and implementing system changes via configuration or development in release plan, performs test planning and testing, supports training material updates, and is responsible for meeting software compliance standards. May act as a liaison with other business functions, to coordinate and align business processes across operating units and functions.

**Education:**

Associates plus 2 years; or Bachelor degree

1. **Health IT Applications Analyst II General Experience**:

Six (6) years familiarity with Health Related Environments

**Functional Responsibility:**

Creates functional (non-technical) specifications that address business requirements, processes, and that fit within architecture standards. Participates in planning and implementing system changes via configuration or development in release plan, performs test planning and testing, supports training material updates, and is responsible for meeting software compliance standards. May act as a liaison with other business functions, to coordinate and align business processes across operating units and functions.

**Education:**

Associates plus 4 years; or Bachelor degree and 2 years relevant experience

1. **Health IT Applications Analyst III General Experience:**

Eight (8) years familiarity with Health Related Environments

**Functional Responsibility:**

Creates functional (non-technical) specifications that address business requirements, processes, and that fit within architecture standards. Participates in planning and implementing system changes via configuration or development in release plan, performs test planning and testing, supports training material updates, and is responsible for meeting software compliance standards. May act as a liaison with other business functions, to coordinate and align business processes across operating units and functions.

**Education:**

Associates plus 6 years; or Bachelor degree and 4 years relevant experience

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

**CONTRACTOR SITE RATES (54151HEAL)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **#** | **Labor Category** | **Year 5** | **Year 6** | **Year 7** | **Year 8** | **Year 9** | **Year 10** |
| **11/30/2016** | **11/30/2017** | **11/30/2018** | **11/30/2019** | **11/30/2020** | **11/30/2021** |
| **11/29/2017** | **11/29/2018** | **11/29/2019** | **11/29/2020** | **11/29/2021** | **11/29/2022** |
| 1 | Associate Bioinformatics Scientist/Analyst | $88.36 | $89.95 | $91.57 | $93.22 | $94.90 | $96.61 |
| 2 | Bioinformatics Scientist/Analyst | $121.99 | $124.19 | $126.43 | $128.71 | $131.03 | $133.39 |
| 3 | Senior Bioinformatics Scientist/Analyst | $152.21 | $154.95 | $157.74 | $160.58 | $163.47 | $166.41 |
| 4 | Associate Biomedical Engineer | $96.60 | $98.34 | $100.11 | $101.91 | $103.74 | $105.61 |
| 5 | Biomedical Engineer | $143.42 | $146.00 | $148.63 | $151.31 | $154.03 | $156.80 |
| 6 | Senior Biomedical Engineer | $171.82 | $174.91 | $178.06 | $181.27 | $184.53 | $187.85 |
| 7 | Associate Statistician/Biostatistician | $104.92 | $106.81 | $108.73 | $110.69 | $112.68 | $114.71 |
| 8 | Statistician/Biostatistician | $138.71 | $141.21 | $143.75 | $146.34 | $148.97 | $151.65 |
| 9 | Senior Statistician/Biostatistician | $155.09 | $157.88 | $160.72 | $163.61 | $166.55 | $169.55 |
| 10 | Entry Instrument/Scientific Systems  Administration | $93.66 | $95.35 | $97.07 | $98.82 | $100.60 | $102.41 |
| 11 | Instrument/Scientific Systems Administration | $132.14 | $134.52 | $136.94 | $139.40 | $141.91 | $144.46 |
| 12 | Senior Instrument/Scientific Systems Administration | $149.27 | $151.96 | $154.70 | $157.48 | $160.31 | $163.20 |
| 13 | Associate Health IT Security Specialist | $110.70 | $112.69 | $114.72 | $116.78 | $118.88 | $121.02 |
| 14 | Health IT Security Specialist | $161.18 | $164.08 | $167.03 | $170.04 | $173.10 | $176.22 |
| 15 | Senior Health IT Security Specialist | $191.53 | $194.98 | $198.49 | $202.06 | $205.70 | $209.40 |
| 16 | Research Support Specialist | $126.45 | $128.73 | $131.05 | $133.41 | $135.81 | $138.25 |
| 17 | Health IT Program Manager | $255.20 | $259.79 | $264.47 | $269.23 | $274.08 | $279.01 |
| 18 | Health IT Senior Subject Matter Expert | $288.15 | $293.34 | $298.62 | $304.00 | $309.47 | $315.04 |
| 19 | Health IT Project  Manager/Subject Matter Expert | $196.77 | $200.31 | $203.92 | $207.59 | $211.33 | $215.13 |
| 20 | Health IT Principal IT Specialist | $216.34 | $220.23 | $224.19 | $228.23 | $232.34 | $236.52 |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 21 | Health IT Senior IT Specialist | $164.11 | $167.06 | $170.07 | $173.13 | $176.25 | $179.42 |
| 22 | Health IT Specialist | $127.07 | $129.36 | $131.69 | $134.06 | $136.47 | $138.93 |
| 23 | Health IT Associate IT Specialist | $111.73 | $113.74 | $115.79 | $117.87 | $119.99 | $122.15 |
| 24 | Health IT Entry Level IT Specialist | $90.19 | $91.81 | $93.46 | $95.14 | $96.85 | $98.59 |
| 25 | Health IT Principal Engineer/Analyst | $191.69 | $195.14 | $198.65 | $202.23 | $205.87 | $209.58 |
| 26 | Health IT Senior Engineer/Analyst | $146.26 | $148.89 | $151.57 | $154.30 | $157.08 | $159.91 |
| 27 | Health IT Engineer/Analyst | $106.75 | $108.67 | $110.63 | $112.62 | $114.65 | $116.71 |
| 28 | Health IT Junior Engineer/Analyst | $81.83 | $83.30 | $84.80 | $86.33 | $87.88 | $89.46 |
| 29 | Health IT Entry Level Engineer/Analyst | $76.71 | $78.09 | $79.50 | $80.93 | $82.39 | $83.87 |
| 30 | Not Offered | -- | -- | -- | -- | -- | -- |
| 31 | Not Offered | -- | -- | -- | -- | -- | -- |
| 32 | Not Offered | -- | -- | -- | -- | -- | -- |
| 33 | Not Offered | -- | -- | -- | -- | -- | -- |
| 34 | Not Offered | -- | -- | -- | -- | -- | -- |
| 35 | Health IT ERP Director | $432.66 | $440.45 | $448.38 | $456.45 | $464.67 | $473.03 |
| 36 | Health IT ERP Subject Matter Expert | $432.66 | $440.45 | $448.38 | $456.45 | $464.67 | $473.03 |
| 37 | Health IT ERP Task Manager | $382.48 | $389.36 | $396.37 | $403.50 | $410.76 | $418.15 |
| 38 | Health IT ERP Senior Principal Consultant | $382.48 | $389.36 | $396.37 | $403.50 | $410.76 | $418.15 |
| 39 | Health IT ERP Principal Consultant | $306.80 | $312.32 | $317.94 | $323.66 | $329.49 | $335.42 |
| 40 | Health IT ERP Senior Consultant | $203.89 | $207.56 | $211.30 | $215.10 | $218.97 | $222.91 |
| 41 | Health IT ERP Engineer | $186.44 | $189.80 | $193.22 | $196.70 | $200.24 | $203.84 |
| **#** | **Labor Category** | **Year 5** | **Year 6** | **Year 7** | **Year 8** | **Year 9** | **Year 10** |
| **11/30/2016** | **11/30/2017** | **11/30/2018** | **11/30/2019** | **11/30/2020** | **11/30/2021** |
| **11/29/2017** | **11/29/2018** | **11/29/2019** | **11/29/2020** | **11/29/2021** | **11/29/2022** |
| 42 | Health IT Senior Functional Specialist | $174.06 | $177.19 | $180.38 | $183.63 | $186.94 | $190.30 |
| 43 | Health IT Functional Specialist | $119.42 | $121.57 | $123.76 | $125.99 | $128.26 | $130.57 |
| 44 | Health IT Operations Manager/Task Lead | $134.72 | $137.14 | $139.61 | $142.12 | $144.68 | $147.28 |
| 45 | Health IT Senior User Support Specialist | $83.38 | $84.88 | $86.41 | $87.97 | $89.55 | $91.16 |
| 46 | Not Offered | -- | -- | -- | -- | -- | -- |
| 47 | Not Offered | -- | -- | -- | -- | -- | -- |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 48 | Not Offered | -- | -- | -- | -- | -- | -- |
| 49 | Health IT Subject Matter Lead | $279.59 | $284.62 | $289.74 | $294.96 | $300.27 | $305.67 |
| 50 | Health IT Senior Software Specialist | $215.20 | $219.07 | $223.01 | $227.02 | $231.11 | $235.27 |
| 51 | Health IT Software Specialist | $172.75 | $175.86 | $179.03 | $182.25 | $185.53 | $188.87 |
| 52 | Health IT Junior Software Specialist | $129.62 | $131.95 | $134.33 | $136.75 | $139.21 | $141.72 |
| 53 | Health IT Senior Database Specialist | $212.39 | $216.21 | $220.10 | $224.06 | $228.09 | $232.20 |
| 54 | Health IT Systems Support Specialist I | $43.47 | $43.47 | $44.25 | $45.04 | $45.86 | $46.68 |
| 55 | Health IT Systems Support Specialist II | $57.11 | $57.11 | $58.14 | $59.18 | $60.25 | $61.33 |
| 56 | Health IT Systems Support Specialist III | $76.97 | $76.97 | $78.35 | $79.76 | $81.20 | $82.66 |
| 57 | Health IT Operations Support Specialist I | $63.96 | $63.96 | $65.11 | $66.28 | $67.48 | $68.69 |
| 58 | Health IT Operations Support Specialist II | $71.96 | $71.96 | $73.25 | $74.57 | $75.92 | $77.28 |
| 59 | Health IT Operations Support Specialist IIII | $76.16 | $76.16 | $77.53 | $78.93 | $80.35 | $81.79 |
| 60 | Health IT Operations Support Engineer I | $46.06 | $46.06 | $46.88 | $47.73 | $48.59 | $49.46 |
| 61 | Health IT Operations Support Engineer II | $53.89 | $53.89 | $54.86 | $55.85 | $56.86 | $57.88 |
| 62 | Health IT Operations Support Engineer IIII | $67.45 | $67.45 | $68.66 | $69.90 | $71.15 | $72.43 |
| 63 | Health IT Application Developer I | $58.85 | $58.85 | $59.91 | $60.99 | $62.09 | $63.20 |
| 64 | Health IT Application Developer II | $76.65 | $76.65 | $78.03 | $79.44 | $80.87 | $82.32 |
| 65 | Health IT Application Developer IIII | $91.31 | $91.31 | $92.96 | $94.63 | $96.34 | $98.07 |
| 66 | Health IT Systems Administrator I | $43.47 | $43.47 | $44.25 | $45.04 | $45.86 | $46.68 |
| 67 | Health IT Systems Administrator II | $56.02 | $56.02 | $57.03 | $58.06 | $59.10 | $60.16 |
| 68 | Health IT Systems Administrator IIII | $74.13 | $74.13 | $75.46 | $76.82 | $78.20 | $79.61 |
| 69 | Health IT User Support Specialist I | $36.66 | $36.66 | $37.32 | $38.00 | $38.68 | $39.38 |
| 70 | Health IT User Support Specialist II | $45.15 | $45.15 | $45.96 | $46.79 | $47.63 | $48.49 |
| 71 | Health IT User Support Specialist III | $54.53 | $54.53 | $55.51 | $56.51 | $57.53 | $58.56 |
| 72 | Health IT Applications Analyst I | $53.33 | $53.33 | $54.29 | $55.27 | $56.26 | $57.27 |
| 73 | Health IT Applications Analyst II | $62.09 | $62.09 | $63.20 | $64.34 | $65.50 | $66.68 |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 74 | Health IT Applications Analyst III | $75.23 | $75.23 | $76.59 | $77.97 | $79.37 | $80.80 |

# SECTION 5. ANCILLARY SERVICES (SIN ANCILLARY)

TERMS AND CONDITIONS APPLICABLE TO ANCILLARY SUPPLIES AND /OR SERVICES (SPECIAL ITEM NUMBER ANCILLARY)

Non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be offered or purchased separately. Further, non-professional labor categories shall be offered under SIN ANCILLARY only and must be offered in conjunction with professional service SINs.

The Service Contract Labor Standards (SCLS) may be applicable to services offered under SIN ANCILLARY. The following language shall be included at the end or beginning of each detailed position description. “Non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately.

Ancillary supplies and/or services are support supplies and services which are not within the scope of any other SIN under schedule 70.

Note: Commercially available products under this solicitation may be covered by the Energy Star or Electronic Product Environmental Assessment Tool (EPEAT) programs. For applicable products, offerors are encouraged to offer Energy Star-qualified products and EPEAT-registered products, at the Bronze level or higher. If offerors opt to offer Energy Star or Electronic Product Environmental Assessment Tool (EPEAT) products then they shall identify by model which products offered are Energy Star-qualified and EPEAT-registered, broken out by registration level of bronze, silver, or gold. Visit the Green Procurement Compilation, sftool.gov/greenprocurement for a complete list of products covered by these programs.

# SECTION 6. ANCILLARY SERVICES IT/HEALTH LABOR CATEGORY DESCRIPTIONS AND RATES

Solving today’s complex, multi-dimensional heath IT (information technology) problems requires a broad array of multi-disciplinary skills and experience. Experience clearly shows that for the implementation of new or conversion of old IT systems to be successful, a wide assortment of technical and business analyses must be performed (e.g., strategic planning, design, development, implementation, testing, and operations and maintenance) along with requirements analysis, evaluation of business cases, and review of new technology solutions. These may include software solutions, interoperability, mobility, security, data management, big data, analytics, connected health, electronic record sharing and maintenance, electronic medical records, health information exchanges, population analytics, virtual health / tele‐health delivery, personal health information management, cloud‐based services, remote monitoring devices, assistive technologies, sensors, innovative research and emerging technologies that form much of the basis for health IT. Because of the complex interconnectivity and overlap of these many disciplines, we need experts that can integrate health IT solutions, software and hardware technology, business process reengineering results, corporate data, training, and change management for the healthcare industry that will use these new systems.

The following labor category descriptions describe the functional responsibilities and the minimum education and experience requirements for each labor category for IT and Health IT Labor categories. Education and experience may be substituted for each other. Each year of relevant experience may be substituted for one year of education and vice versa. In addition, certifications, professional licenses, and vocational technical training may be substituted for experience or education.

|  |  |  |
| --- | --- | --- |
| Degree | Experience Equivalence\* | Other Equivalence |
| High School |  | GED |
| Associates | 1 year relevant experience | Vocational or technical training in work-related field |
| Bachelor’s | Associate’s degree + 2 years relevant experience, or 4 years  relevant experience | Professional certification |
| Master’s | Bachelor’s + 2 years relevant experience, or Associate’s + 4  years relevant experience | Professional license |
| Doctorate | Master’s + 2 years relevant experience, or Bachelor’s + 4  years relevant experience |  |

\* Successful completion of each year of higher education that has not yet resulted in a degree may be counted for 1-for-1 for a year of experience.

1. **Senior Technician (\*\*)**

**General Experience:**

Seven (7) years of progressive experience in supervision of installation software and hardware technicians; analysis, design, and installation of computer based systems; analysis, design, and installation of LANs/WANs; and analysis, design, and installation of communications systems. General experience includes increasing responsibilities in technical management. Progressive experience including at least two projects in technical areas (e.g., automated data processing equipment, networks, software, client/server configurations, LANs/WANs, communications, etc.) At least one project must have occurred within the past three years. Experience in developing and providing technical and end-user training on computer hardware and application software. Demonstrated ability to communicate orally and in writing.

**Functional Responsibility:**

Performs direct technical work on projects. Selects and adapts plans, techniques, designs, or layouts. Supervises other technicians and installs, operates, maintains, configures, troubleshoots, and repairs general purpose commercial automated data processing computer system devices, circuits, cables, components, software, and end-user devices, components, software, and connectivity. Reviews, analyzes, and integrates the technical work of others. Coordinates with the SRA Project Manager, GSA COR, and Government user representatives to ensure accurate solutions and user satisfaction on technical matters. Performs systems analysis and plans tests to evaluate equipment performance, hardware capabilities and configurations. Conducts tests and prepares reports on findings and recommendations.

**Education:**

High School education required.

1. **Technician (\*\*)**

**General Experience:**

Four (4) years of progressive experience in supervision of installation software and hardware technicians; analysis, design, and installation of computer based systems; analysis, design, and installation of LANs/WANs; and analysis, design, and installation of communications systems. General experience must include increasing responsibilities in technical management. Progressive experience including at least two projects in technical areas (e.g., automated data processing equipment, networks, software, client/server configurations, LANs/WANs, communications, etc.) At least one project must have occurred within the past three years. Experience in developing and providing technical and end-user training on computer hardware and application software. Demonstrated ability to communicate orally and in writing.

**Functional Responsibility:**

Performs direct technical work on projects. Works with minimal supervision and installs, operates, maintains configures, troubleshoots, and repairs general purpose commercial automated data processing computer systems devices, circuits, cables, components, software, and end-user devices, components, software, and connectivity. Coordinates with the SRA Project Manager, GSA COR, and Government user representatives to ensure accurate solutions and user satisfaction on technical matters. Performs systems analysis and evaluation of hardware capabilities and configurations.

**Education:**

High School education required.

1. **Junior Technician (\*\*)**

**General Experience:**

Two (2) years of experience in analysis, design, and installation of computer based systems; analysis, design, and installation of LANs/WANs; and/or analysis, design, and installation of communications systems. Experience in developing and/or providing technical and end-user training on computer hardware and application software. Demonstrated ability to communicate orally and in writing.

**Functional Responsibility:**

Performs direct technical work on projects. Follows standard work methods on recurring assignments but receives instruction on unfamiliar assignments. Assembles, constructs, services, and/or repairs simple or standard equipment or parts. Coordinates with the SRA Project Manager, Senior Technician, GSA COR, and Government user representatives to ensure accurate solutions and user satisfaction on technical matters. Conducts tests using established procedures, adjusts and operates equipment, records test data, and presents data in a prescribed form.

**Education:**

High School education required.

1. **Technical Writer/Administrative Support Specialist (\*\*) General Experience:**

The Technical Writer will have at least one (1) year experience developing, editing, and producing technical and graphic documentation for health IT systems. Must have a basic understanding of computer processing, including commonly used health, medical, information technology terminology and must possess strong organizational skills.

The Administrative Support Specialist will have at least one (1) year experience directing all financial management and administrative activities such as budgeting, manpower and resource planning, and financial reporting. Must demonstrate the ability to work independently or under only general supervision.

**Functional Responsibility:**

The Technical Writer assists in collecting and organizing information required for preparation of user’s manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user’s manuals, special reports, or any other customer deliverables and documents. Prepares and edits documentation incorporating information provided by the user, specialist, analyst, programmer, and management personnel. Duties include writing, edition, and graphics presentation of technical information for both technical and non-technical personnel. Interprets technical documentation standards and prepares documentation accordingly.

The Administrative Support Specialist prepares management plans and reports. Coordinates schedules to facilitate completion of proposals, contract deliverables, delivery order review, briefings/presentations/ and IPR preparation. Performs analysis and evaluation of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues that would require a report and recommend solutions. Assists in the development of work breakdown schedules and prepare charts, tables, graphs, and diagrams to assist in analyzing problems.

**Education:**

Bachelor’s Degree in Accounting, Business, Engineering, Computer Science, Information Engineering Life Sciences, Public Health or Social Science.

1. **Clerical (\*\*) General Experience:**

Experience performing a variety of office related duties including filing, copying, delivery, mailing, etc.

**Functional Responsibility:**

Assists in the preparation of management plans and reports. Coordinates schedules to facilitate completion of proposals, contract deliverables, delivery order review, briefings/presentations, and IPR preparation. Performs analysis, development, and review of program administrative operating procedures.

**Education:**

Requires High School diploma.

1. **User Support Specialist (\*\*) General Experience**:

Five (5) years of progressive experience in delivering user support for products, services and/or information systems and applications. Progressive experience in providing direct help to users, resolving user issues, and supporting installation/implementation efforts.

**Functional Responsibility**:

Works under some supervision and may provide oversight of lower level staff support. Requires understanding of concepts and methodologies to perform assignments of moderately complex scope. Provide solutions for questions presented by escalation procedures from lower level support specialist. Resolves user issues by performing tasks such as triaging calls, providing on site assistance, researching problems and questions, responding with answers or interventions, tracking calls, analyzing performance trends, and evaluating the quality of products, services or systems. May act as a resource on installation, implementation and/or enhancement projects.

**Education:**

High School education required.

1. **Junior User Support Specialist (\*\*)**

**General Experience**:

One (1) year of general experience in delivering user support for products, services and/or information systems and applications.

**Functional Responsibility**:

Works under direct supervision. Possess knowledge of procedures and work routines to perform varied tasks. Resolves user issues by performing tasks such as answering calls, providing on site assistance, researching problems and questions, or responding with answers. May act as a resource on installation, implementation and/or enhancement projects.

**Education:**

High School education required.

1. **Entry Level User Support Specialist (\*\*) General Experience**:

Should possess strong organizational and interpersonal skills to meet agency and customer needs.

**Functional Responsibility**:

Works under direct supervision. Ability to follow specific instructions and established procedures to perform a variety of standardized tasks. Resolves user issues by performing tasks such as answer user calls, providing on site assistance, or responding with answers. May act as a resource on installation, implementation and/or enhancement projects.

**Education:**

High School education required.

**\*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.

\*\*All rates include 0.75% IFF

|  |  |  |
| --- | --- | --- |
| **SCA Matrix Table – IT Professional Services** | | |
| **SCA Eligible Contract Labor Category** | **SCA Equivalent Code - Title** | **WD Number** |
| Senior Technician | 14045 Computer Operator V | 2015-4281 (DC/MD/VA) |
| Technician | 14044 Computer Operator IV | 2015-4281 (DC/MD/VA) |
| Junior Technician | 14041 Computer Operator I | 2015-4281 (DC/MD/VA) |
| Technical Writer/Admin Support | 30461 Technical Writer I | 2015-4281 (DC/MD/VA) |
| Clerical | 01111 General Clerk I | 2015-4281 (DC/MD/VA) |
| User Support Specialist | 14043 Computer Operator III | 2015-4281 (DC/MD/VA) |
| Junior User Support Specialist | 14042 Computer Operator II | 2015-4281 (DC/MD/VA) |
| Entry Level User Support Specialist | 14041 Computer Operator I | 2015-4281 (DC/MD/VA) |

The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes applicable labor categories. Labor categories and fixed price services marked with a (\*\*) in this pricelist are based on the U.S Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **SCA** | **#** | **Labor Category** | **Year 5** | **Year 6** | **Year 7** | **Year 8** | **Year 9** | **Year 10** |
| **11/30/2016** | **11/30/2017** | **11/30/2018** | **11/30/2019** | **11/30/2020** | **11/30/2021** |
| **11/29/2017** | **11/29/2018** | **11/29/2019** | **11/29/2020** | **11/29/2021** | **11/29/2022** |
| \* \* | 1 | IT/Health Senior Technician | $101.20 | $103.02 | $104.87 | $106.76 | $108.68 | $110.64 |
| \* \* | 2 | IT/Health Technician | $74.98 | $76.33 | $77.70 | $79.10 | $80.52 | $81.97 |
| \* \* | 3 | IT/Health Junior Technician | $64.87 | $66.04 | $67.23 | $68.44 | $69.67 | $70.92 |
| \* \* | 4 | IT/Health Technical Writer/Administrative  Support | $73.23 | $74.55 | $75.89 | $77.26 | $78.65 | $80.07 |
| \* \* | 5 | IT/Health Clerical | $57.38 | $58.41 | $59.46 | $60.53 | $61.62 | $62.73 |
| \* \* | 6 | IT/Health User Support Specialist | $67.35 | $68.56 | $69.79 | $71.05 | $72.33 | $73.63 |
| \* \* | 7 | IT/Health Junior User Support Specialist | $52.23 | $53.17 | $54.13 | $55.10 | $56.09 | $57.10 |
| \* \* | 8 | IT/Health Entry Level User Support Specialist | $48.13 | $49.00 | $49.88 | $50.78 | $51.69 | $52.62 |
|  | 9 | Health Chief Medical Officer | $321.50 | $321.50 | $327.29 | $333.18 | $339.18 | $345.28 |

**ANCILLARY SIN – HEALTH IT LABOR DESCRIPTIONS**

1. **Health IT Senior Technician (\*\*)**

**General Experience:**

Seven (7) years of progressive experience in supervision of installation software and hardware technicians; analysis, design, and installation of computer based systems; analysis, design, and installation of LANs/WANs; and analysis, design, and installation of communications systems. General experience includes increasing responsibilities in technical management. Progressive experience including at least two projects in technical areas (e.g., automated data processing equipment, networks, software, client/server configurations, LANs/WANs, communications, etc.) At least one project must have occurred within the past three years. Experience in developing and providing technical and end-user training on computer hardware and application software. Demonstrated ability to communicate orally and in writing.

**Functional Responsibility:**

Performs direct technical work on projects. Selects and adapts plans, techniques, designs, or layouts. Supervises other technicians and installs, operates, maintains, configures, troubleshoots, and repairs general purpose commercial automated data processing computer system devices, circuits, cables, components, software, and end-user devices, components, software, and connectivity. Reviews, analyzes, and integrates the technical work of others. Coordinates with the SRA Project Manager, GSA COR, and Government user representatives to ensure accurate solutions and user satisfaction on technical matters. Performs systems analysis and plans tests to evaluate equipment performance, hardware capabilities and configurations. Conducts tests and prepares reports on findings and recommendations.

**Education:**

High School education required.

1. **Health IT Technician(\*\*)**

**General Experience:**

Four (4) years of progressive experience in supervision of installation software and hardware technicians; analysis, design, and installation of computer based systems; analysis, design, and installation of LANs/WANs; and analysis, design, and installation of communications systems. General experience must include increasing responsibilities in technical management. Progressive experience including at least two projects in technical areas (e.g., automated data processing equipment, networks, software, client/server configurations, LANs/WANs, communications, etc.) At least one project must have occurred within the past three years. Experience in developing and providing technical and end-user training on computer hardware and application software. Demonstrated ability to communicate orally and in writing.

**Functional Responsibility:**

Performs direct technical work on projects. Works with minimal supervision and installs, operates, maintains configures, troubleshoots, and repairs general purpose commercial automated data processing computer systems devices, circuits, cables, components, software, and end-user devices, components, software, and connectivity. Coordinates with the SRA Project Manager, GSA COR, and Government user representatives to ensure accurate solutions and user satisfaction on technical matters. Performs systems analysis and evaluation of hardware capabilities and configurations.

**Education:**

High School education required.

1. **Health IT Junior Technician (\*\*)**

**General Experience:**

Two (2) years of experience in analysis, design, and installation of computer based systems; analysis, design, and installation of LANs/WANs; and/or analysis, design, and installation of communications systems. Experience in developing and/or providing technical and end-user training on computer hardware and application software. Demonstrated ability to communicate orally and in writing.

**Functional Responsibility:**

Performs direct technical work on projects. Follows standard work methods on recurring assignments but receives instruction on unfamiliar assignments. Assembles, constructs, services, and/or repairs simple or standard equipment or parts. Coordinates with the SRA Project Manager, Senior Technician, GSA COR, and Government user representatives to ensure accurate solutions and user satisfaction on technical matters. Conducts tests using established procedures, adjusts and operates equipment, records test data, and presents data in a prescribed form.

**Education:**

High School education required.

1. **Health IT Technical Writer/Administrative Support Specialist (\*\*)**

**General Experience:**

The Technical Writer will have at least one (1) year experience developing, editing, and producing technical and graphic documentation for health IT systems. Must have a basic understanding of computer processing, including commonly used health, medical, information technology terminology and must possess strong organizational skills.

The Administrative Support Specialist will have at least one (1) year experience directing all financial management and administrative activities such as budgeting, manpower and resource planning, and financial reporting. Must demonstrate the ability to work independently or under only general supervision.

**Functional Responsibility:**

The Technical Writer assists in collecting and organizing information required for preparation of user’s manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user’s manuals, special reports, or any other customer deliverables and documents. Prepares and edits documentation incorporating information provided by the user, specialist, analyst, programmer, and management personnel. Duties include writing, edition, and graphics presentation of technical information for both technical and non-technical personnel. Interprets technical documentation standards and prepares documentation accordingly.

The Administrative Support Specialist prepares management plans and reports. Coordinates schedules to facilitate completion of proposals, contract deliverables, delivery order review, briefings/presentations/ and IPR preparation. Performs analysis and evaluation of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues that would require a report and recommend solutions. Assists in the development of work breakdown schedules and prepare charts, tables, graphs, and diagrams to assist in analyzing problems.

**Education:**

Bachelor’s Degree in Accounting, Business, Engineering, Computer Science, Information Engineering Life Sciences, Public Health or Social Science.

1. **Health IT Clerical (\*\*)**

**General Experience:**

Experience performing a variety of office related duties including filing, copying, delivery, mailing, etc.

**Functional Responsibility:**

Assists in the preparation of management plans and reports. Coordinates schedules to facilitate completion of proposals, contract deliverables, delivery order review, briefings/presentations, and IPR preparation. Performs analysis, development, and review of program administrative operating procedures.

**Education:**

Requires High School diploma.

1. **Health IT User Support Specialist (\*\*) General Experience**:

Five (5) years of progressive experience in delivering user support for products, services and/or information systems and applications. Progressive experience in providing direct help to users, resolving user issues, and supporting installation/implementation efforts.

**Functional Responsibility**:

Works under some supervision and may provide oversight of lower level staff support. Requires understanding of concepts and methodologies to perform assignments of moderately complex scope. Provide solutions for questions presented by escalation procedures from lower level support specialist. Resolves user issues by performing tasks such as triaging calls, providing on site assistance, researching problems and questions, responding with answers or interventions, tracking calls, analyzing performance trends, and evaluating the quality of products, services or systems. May act as a resource on installation, implementation and/or enhancement projects.

**Education:**

High School education required.

1. **Health IT Junior User Support Specialist (\*\*)**

**General Experience**:

One (1) year of general experience in delivering user support for products, services and/or information systems and applications.

**Functional Responsibility**:

Works under direct supervision. Possess knowledge of procedures and work routines to perform varied tasks. Resolves user issues by performing tasks such as answering calls, providing on site assistance, researching problems and questions, or responding with answers. May act as a resource on installation, implementation and/or enhancement projects.

**Education:**

High School education required.

1. **Health IT Entry Level User Support Specialist (\*\*) General Experience**:

Should possess strong organizational and interpersonal skills to meet agency and customer needs.

**Functional Responsibility**:

Works under direct supervision. Ability to follow specific instructions and established procedures to perform a variety of standardized tasks. Resolves user issues by performing tasks such as answer user calls, providing on site assistance, or responding with answers. May act as a resource on installation, implementation and/or enhancement projects.

**Education:**

High School education required.

1. **Chief Medical Officer**

**General Experience:**

Requires an advanced degree of medicine, combined with experience in DOD Tri-care, and Federal Legal and Regulatory development landscapes. Requires to be licensed to practice (MD).

**Functional Responsibility:**

Provides direction to the staff and clinical programs, by working closely with hospital staff, management, and physicians, ensuring that high standards of quality and service are maintained. Responsible for oversight of quality improvement efforts designed to improve clinical performance and maintain compliance with JCAHO, HIPAA, and other accreditation standards. Evaluates developments in medical care and makes recommendations for new practices and procedures. Advises CEO and medical teams on matters impacting patient care. Establishes goals to support broad functional objectives. Approves policies developed within various sub-functions and departments.

**Education:**

Requires an advanced degree of medicine, combined with experience in DOD Tri-care, and Federal Legal and Regulatory development landscapes. Requires to be licensed to practice (MD).

**\*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.

\*\*All rates include 0.75% IFF

|  |  |  |
| --- | --- | --- |
| **SCA Matrix Table – HEALTH IT Professional SERVICES** | | |
| **SCA Eligible Contract Labor Category** | **SCA Equivalent Code - Title** | **WD Number** |
| Health IT Senior Technician | 14170 System Support Specialist | 2015-4281 (DC/MD/VA) |
| Technician | 14170 System Support Specialist | 2015-4281 (DC/MD/VA) |
| Junior Technician | 14170 System Support Specialist | 2015-4281 (DC/MD/VA) |
| Technical Writer/Admin Support | 30461 Technical Writer I | 2015-4281 (DC/MD/VA) |
| Clerical | 01111 General Clerk I | 2015-4281 (DC/MD/VA) |
| User Support Specialist | 14170 System Support Specialist | 2015-4281 (DC/MD/VA) |
| Junior User Support Specialist | 14170 System Support Specialist | 2015-4281 (DC/MD/VA) |
| Entry Level User Support Specialist | 14170 System Support Specialist | 2015-4281 (DC/MD/VA) |

The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes applicable labor categories. Labor categories and fixed price services marked with a (\*\*) in this pricelist are based on the U.S Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).

# SECTION 7. ORDER-LEVEL MATERIALS (OLMs) – (SIN OLM)

Order-Level Materials (OLMs) are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Federal Supply Schedule (FSS) contract or FSS blanket purchase agreement (BPA). OLMs are not defined, priced, or awarded at the FSS contract level. They are unknown before a task or delivery order is placed against the FSS contract or FSS

BPA.

OLMs are only authorized for inclusion at the order level under a Time and-Materials (T&M) or Labor-Hour (LH) Contract Line Item Number (CLIN) and are subject to a Not-To-Exceed (NTE) ceiling price. OLMs include direct materials, subcontracts for supplies and incidental services for which there is not a labor category specified in the FSS contract, other direct costs (separate from those under ODC SINs), and indirect costs. OLMs are purchased under the authority of the FSS Program and are not “open market items.” Items awarded under ancillary supplies/services or other direct cost (ODC) SINs are not OLMs.

These items are defined, priced, and awarded at the FSS contract level, whereas OLMs are unknown before an order is placed.

Ancillary supplies/services and ODC SINs are for use under all order type CLINs (Fixed-Price (FP), T&M, and LH), whereas the Order-Level Materials SIN is only authorized for use under T&M and LH order CLINs.

The Order-Level Materials SIN is only authorized for use in direct support of another awarded SIN. Price analysis for OLMs is not conducted when awarding the FSS contract or FSS BPA; therefore, GSAR 538.270 and 538.271 do not apply to OLMs. OLMs are defined and priced at the ordering activity level in accordance with GSAR clause 552.238-115 *Special Ordering Procedures for the Acquisition of Order-Level Materials*

Prices for items provided under the Order-Level Materials SIN must be inclusive of the Industrial Funding Fee (IFF). The cumulative value of OLMs in an individual task or delivery order cannot exceed 33.33% of the total value of the order.

a.) See clauses 552.212-4 CONTRACT TERMS AND CONDITIONS - COMMERCIAL ITEMS (OCT 2018) (DEVIATION - FEB 2018) (ALTERNATE I - JAN 2017) (DEVIATION - FEB 2007) and 552.238-115 *Special Ordering Procedures for the Acquisition of Order-Level Materials* (May 2019) for additional information on inclusion of OLMs in task and delivery orders placed against an FSS contract or BPA.

b.) OLMs are only authorized for inclusion at the order level under a T&M or LH **CLIN and are subject to an NTE ceiling price.**

c.) The Order-Level Materials SIN contains no items or pricing, since by definition OLMs are *unknown* at the time of FSS contract award. The ordering activity contracting officer is responsible for defining OLMs and determining proposed OLM pricing fair and reasonable for a particular order.

d.) OLMs are purchased under the authority of the FSS Program and are not “open market items.” e.) Items awarded under ancillary supplies/services and other direct cost (ODC) SINs are not Order-Level Materials. This SINs are reserved for items that can be defined and priced up front at the FSS contract level.

e.) The Order-Level Materials SIN cannot be the only SIN awarded on a contract. The Order-Level Materials SIN is only authorized for use in direct support of another awarded SIN.

f.) The Order-Level Materials SIN is exempt from *Commercial Sales Practices* disclosure requirements.

g.) The Order-Level Materials SIN is exempt from the following clauses:

* 552.216-70 *Economic Price Adjustment - FSS Multiple Award Schedule Contracts (*(SEP 1999) (DEVIATION II JUL 2016)
* I-FSS-969 *Economic Price Adjustment - FSS Multiple Award Schedule*
* 552.238-77 *Submission and Distribution of Authorized FSS Schedule Pricelists*,
* 552.238-81 *Price Reductions*

h.) Terms and conditions that otherwise apply to the FSS contract also apply to the Order-Level Materials SIN. Examples include but are not limited to:

* Trade Agreements Act (TAA)
* Sales reporting and IFF remittance
* Environmental Attributes clauses
* AbilityOne Program Essentially the Same (ETS) compliance

i.) The Order-Level Materials SIN is subject to any transactional data reporting (TDR) requirements in effect under the FSS contract.

j.) Prices for items provided under the Order-Level Materials SIN must be inclusive of the IFF. The cumulative value of OLMs in an individual task or delivery order cannot exceed 33.33% of the total value of the order.

The following clause is ADDED to this contract:

* + *552.238-115 Special Ordering Procedures for the Acquisition of Order-Level Materials* (May 2019)