



GENERAL SERVICES ADMINISTRATION

Federal Supply Service Authorized Federal Supply Schedule Price List

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

Schedule Title: General Purpose Commercial Information Technology Equipment, Software and Services

FSC Group: Class 70

FSC Class: 7010

Contract number: **47QTCA18D007E**

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

Contract period: **February 20, 2018 through February 19, 2023**

Contract is current through Mod PS-0001, April 27, 2018

Agiletrailblazers, LLC

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Contract administration source: santosh@agiletrailblazers.com

Business size: Small

CUSTOMER INFORMATION:

1a. Table of awarded special item numbers with appropriate cross-reference to item descriptions and awarded prices:

132-50 - Training Courses – See pages 5 top 7 for descriptions and pricing.

132-51 - Information Technology Professional Services - See pages 11 to 30 for descriptions and pages 30 and 31 for pricing.

132-56 - Health Information Technology Services - See pages 34 to 38 for descriptions and 38 for pricing.

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract:

132-50 - Training Courses - Business Agility - \$717.88.

132-51 - Information Technology Professional Services - Design Thinker/User Researcher /Usability Tester and IT Writer/Content Designer/Content Strategist and IT Technical Writer - \$73.68.

132-56 - Health Information Technology Services - Health Data Quality Analyst - \$104.88.

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided.

2. Maximum order: \$25,000 for SIN 132-50 and \$500,000 for SINs 132-51 and 132-56.

3. Minimum order: \$100.00

4. Geographic coverage: Domestic delivery. Domestic delivery is delivery within the 48 contiguous states, 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.

5. Point of production: Mclean, Virginia – Fairfax county.

6. Discount from list prices or statement of net price: Prices listed are net.

7. Quantity discounts: Not applicable.

8. Prompt payment terms: Net 30 days from receipt of invoice or date of acceptance, whichever is later.

9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold: Acceptable.

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: Acceptable.

10. Foreign items: Not applicable.

11a. Time of delivery: As mutually agreed.

11b. Expedited Delivery: As mutually agreed.

11c. Overnight and 2-day delivery: As mutually agreed.

11d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery.

12. F.O.B. point: Destination.

13a. Ordering address: 1775 Greensboro Station Place, Suite 401, McLean, VA 22102

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. Payment address: 1775 Greensboro Station Place, Suite 401, McLean, VA 22102

15. Warranty provision: Workmanlike manner for SINs 132-51 and 132-56.

16. Export packing charges: Not applicable.

- 17. Terms and conditions of Government purchase card acceptance** (any thresholds above the micro-purchase level) – None.
- 18. Terms and conditions of rental, maintenance, and repair:** Not applicable.
- 19. Terms and conditions of installation:** Not applicable.
- 20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices:** Not applicable.
- 20a. Terms and conditions for any other services:** Not applicable.
- 21. List of service and distribution points:** Not applicable.
- 22. List of participating dealers:** Not applicable.
- 23. Preventive maintenance:** Not applicable.
- 24a. Special attributes such as environmental attributes** (e.g., recycled content, energy efficiency, and/or reduced pollutants): Not applicable.
- 24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found** (e.g. contractor's website or other location.) The EIT standards can be found at: www.Section508.gov/
- 25. Data Universal Number System (DUNS) number:** 079603005.
- 26. Notification regarding registration in System for Award Management (SAM) database:** Yes.

**TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF TRAINING COURSES FOR GENERAL
PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE
(SPECIAL ITEM NUMBER 132-50)**

1. SCOPE

a. The Contractor shall provide training courses normally available to commercial customers, which will permit ordering activity users to make full, efficient use of general purpose commercial IT products. Training is restricted to training courses for those products within the scope of this solicitation.

b. The Contractor shall provide training at the Contractor's facility and/or at the ordering activity's location, as agreed to by the Contractor and the ordering activity.

2. ORDER

Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPAs) shall be the basis for the purchase of training courses in accordance with the terms of this contract. Orders shall include the student's name, course title, course date and time, and contracted dollar amount of the course.

3. TIME OF DELIVERY

The Contractor shall conduct training on the date (time, day, month, and year) agreed to by the Contractor and the ordering activity.

4. CANCELLATION AND RESCHEDULING

a. The ordering activity will notify the Contractor at least seventy-two (72) hours before the scheduled training date, if a student will be unable to attend. The Contractor will then permit the ordering activity to either cancel the order or reschedule the training at no additional charge. In the event the training class is rescheduled, the ordering activity will modify its original training order to specify the time and date of the rescheduled training class.

b. In the event the ordering activity fails to cancel or reschedule a training course within the time frame specified in paragraph a, above, the ordering activity will be liable for the contracted dollar amount of the training course. The Contractor agrees to permit the ordering activity to reschedule a student who fails to attend a training class within ninety (90) days from the original course date, at no additional charge.

c. The ordering activity reserves the right to substitute one student for another up to the first day of class.

d. In the event the Contractor is unable to conduct training on the date agreed to by the Contractor and the ordering activity, the Contractor must notify the ordering activity at least seventy-two (72) hours before the scheduled training date.

5. FOLLOW-UP SUPPORT

The Contractor agrees to provide each student with unlimited telephone support or online support for a period of one (1) year from the completion of the training course. During this period, the student may contact the Contractor's instructors for refresher assistance and answers to related course curriculum questions.

6. PRICE FOR TRAINING

The price that the ordering activity will be charged will be the ordering activity training price in effect at the time of order placement, or the ordering activity price in effect at the time the training course is conducted, whichever is less.

7. INVOICES AND PAYMENT

Invoices for training shall be submitted by the Contractor after ordering activity completion of the training course. Charges for training must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

8. FORMAT AND CONTENT OF TRAINING

a. The Contractor shall provide written materials (i.e., manuals, handbooks, texts, etc.) normally provided with course offerings, printed and copied two-sided on paper containing 30% postconsumer materials (fiber). Such documentation will become the property of the student upon completion of the training class.

b. ****If applicable**** For hands-on training courses, there must be a one-to-one assignment of IT equipment to students.

c. The Contractor shall provide each student with a Certificate of Training at the completion of each training course.

d. The Contractor shall provide the following information for each training course offered:

- (1) The course title and a brief description of the course content, to include the course format (e.g., lecture, discussion, hands-on training);
- (2) The length of the course;
- (3) Mandatory and desirable prerequisites for student enrollment;
- (4) The minimum and maximum number of students per class;
- (5) The locations where the course is offered;
- (6) Class schedules; and
- (7) Price (per student, per class (if applicable)).

e. For those courses conducted at the ordering activity’s location, instructor travel charges (if applicable), including mileage and daily living expenses (e.g., per diem charges) are governed by Pub. L. 99-234 and FAR Part 31.205-46, and are reimbursable by the ordering activity on orders placed under the Multiple Award Schedule, as applicable, in effect on the date(s) the travel is performed. Contractors cannot use GSA city pair contracts. The Industrial Funding Fee does NOT apply to travel and per diem charges.

f. For Online Training Courses, a copy of all training material must be available for electronic download by the students.

SIN	Course Title	GSA
132-50	<p>Certified Scrum Master (CSM) - During this interactive, dynamic two-day course, your instructors will share proven, real-world experiences and techniques for successfully implementing Scrum. Through short, focused lectures that examine each piece of the Scrum framework, the class will engage in several small group activities to reinforce each topic and maximize your understanding and retention of Scrum. Course Length-2 Days-Minimum Participants-10-Maximum Participants-25</p>	\$1,196.47

SIN	Course Title	GSA
132-50	<p>Certified Scrum Product Owner (CSPO) - The Certified Scrum Product Owner course is a two-day, interactive class introducing the concepts of Agile business leadership using the Scrum framework. Successful participants will become Certified Scrum Product Owners, a first step in the journey towards a more adaptive form of business leadership.</p> <p>Course Length-2 Days-Minimum Participants-10-Maximum Participants-25</p>	\$1,196.47
132-50	<p>Agile Professional Training - Designed for those looking for an introduction to Agile, this accredited ICAgile Certified Professional (ICP) course delves into the fundamental underlying values, principles and practices used on Agile projects, explaining how they work and why. This course provides a solid foundation for applying Agile to any aspect of work, while providing practical outcomes that can be immediately put to use.</p> <p>Course Length-2 Days-Minimum Participants-10-Maximum Participants-25</p>	\$1,196.47
132-50	<p>Agile Project Management - This two-day course focuses on core components of the agile project management role as distinct from the traditional project manager, and on equipping the learner with strategies and techniques for successful Lean and Agile project implementation. We teach students on how to incorporate a servant leadership mindset and approach to empower agile teams to produce great results. Students will practice the role of agile project leader as a facilitator of agile practices towards achieving desired outcomes. This course also takes a much more in-depth look at the fundamental agile concepts of adaptive planning, customer collaboration and scaling agile for multiple teams.</p> <p>Course Length-2 Days-Minimum Participants-10-Maximum Participants-25</p>	\$957.18
132-50	<p>Agile Testing & Automation Certification - Software testing approaches have substantially changed with the adoption of agile methodologies across enterprises. More and more testers are participating in agile projects or are embedded within agile teams. Many testers struggle to understand the agile development process and their place in it. Participants of this three-day agile testing certification course will learn the fundamentals of agile development, the role of the tester in the agile team, and agile testing practices.</p> <p>Course Length-3 Days-Minimum Participants-10-Maximum Participants-25</p>	\$1,387.91
132-50	<p>This two-day course focuses on core components of the agile project leadership role as distinct from the traditional project manager, and on equipping the learner with strategies and techniques for successful Lean and Agile project implementation. We teach students on how to incorporate a servant leadership mindset and approach to empower agile teams to produce great results. Students will practice the role of agile project leader as a facilitator of agile practices towards achieving desired outcomes. This course also takes a much more in-depth look at the fundamental agile concepts of adaptive planning, customer collaboration and scaling agile for multiple teams.</p> <p>Course Length-2 Days-Minimum Participants-10-Maximum Participants-25</p>	\$1,196.47

SIN	Course Title	GSA
132-50	<p>Agile Product Management Certification - Attend the two-day Agile Product Management certification and gain the techniques and tools to enable you to become an effective product manager that is equipped to guide product development, and lead product ownership teams. This ICAgile accredited course will focus on the roles in the product management team, and how they collaborate to identify the most important aspects and features of a product. You will provide guidance for technical team members who build the working product. The certification focuses on value-driven software delivery, the accompanying mindset, and key agile practices designed to emphasize customer value.</p> <p>Course Length-2 Days-Minimum Participants-10-Maximum Participants-25</p>	\$1,196.47
132-50	<p>Business Agility - Benefits Finance, Marketing, HR, Portfolio and Program Management teams New to agile or practitioners who recognize the need to focus on “being” agile in addition to “doing” agile Topics range from Agile Strategic Planning to Executing Agile for business teams.</p> <p>Course Length-2 Days-Minimum Participants-10-Maximum Participants-25</p>	\$717.88

9. “NO CHARGE” TRAINING

The Contractor shall describe any training provided with equipment and/or software provided under this contract, free of charge, in the space provided below.

Not applicable.

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

1. SCOPE

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

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

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets.

To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

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

4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

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

- a. The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a

stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

- (1) Cancel the stop-work order; or
- (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

b. If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
- (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

c. If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

d. If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL

ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS COMMERCIAL ITEMS (MAR 2009)

(ALTERNATE I OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

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

11. INVOICES

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

12. PAYMENTS

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

a. The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

b. The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by

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

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

Labor Category	Minimum/ General Experience	Functional Responsibility	Minimum Educational Requirements
IT Project Manager 3	10 years	Responsible for overall program management of complex, multi- task IT projects. Oversees all technical operations, prepares financial and contractual requirements. Responsible for cost control. Works with client representatives to ensure smooth project operation. Manages technical and administrative personnel when necessary.	Bachelor’s Degree in Business/ Management/IT or related field.
IT Project Manager 2	6 years	Responsible for all aspects of the development and implementation of assigned IT projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems. team. Recommends and takes action to direct the analysis and solutions of problems.	Bachelor’s Degree in Business/ Management /IT or related field.

Labor Category	Minimum/ General Experience	Functional Responsibility	Minimum Educational Requirements
IT Project Manager 1	5 years	Responsible for all aspects of the development and implementation of assigned IT projects and provides a single point of contact for those projects. Assists in the definition of project scope and objectives. Assists in the development of detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.	Bachelor's Degree in Business/ Management /IT or related field.
IT Subject Matter Expert 2	8 years	Provides skilled technical and functional expertise on advanced and state-of-the-art IT methods, theories, and techniques required in the planning, design, development and implementation of complex large scale distributed systems. Assesses user needs to determine technical, programmatic, and functional requirements; determines the most appropriate implementation strategies.	Bachelor's Degree in Computer Science/Information Systems/ Engineering or related field.
IT Subject Matter Expert 1	5 years	Provides technical and functional expertise on advanced and state- of-the-art IT methods, theories, and techniques required in the planning, design, development and implementation of complex large scale distributed systems. Assists in analyzing user needs to determine technical, programmatic, and functional requirements; determine the most appropriate implementation strategies.	Bachelor's Degree in Computer Science/Information Systems/ Engineering or related field.
IT Subject Matter Expert 3	10 years	Possesses extensive functional and technical knowledge of highly specialized IT applications and operational environments. Possesses extensive experience in analyzing and solving exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation. Capable of providing expert advice as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and implementation phases.	Bachelor's Degree in Business/ Management/IT or related field.

Labor Category	Minimum/ General Experience	Functional Responsibility	Minimum Educational Requirements
IT Application Architect	8 years	Works independently designing and developing architecture for new software products or major enhancements to existing systems. May lead a large development team in the design of highly complex software systems. Acts as highest-level technical expert, addressing problems of systems integration, compatibility, and multiple platforms. Responsible for project completion.	Bachelor's Degree in Computer Science/Information Systems/Engineering or related field.
Information Architect	8 years	Translates technology needs into long-term information architecture solutions. Defines, designs, and builds dimensional databases. Responsible for developing data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. Evaluates reusability of current data for additional analyses. Conducts data cleaning to rid the system of old, unused, or duplicate data. Reviews object and data models and the metadata repository to structure the data for better management and quicker access.	Bachelor's Degree in Computer Science/Information Systems/Engineering or related field.
Systems Administrator 2	8 years	Responsible for activities related to system administration. Assigns personnel to various projects, directs their activities, and evaluates their work. Ensures long-term requirements of systems operations and administration are included in the overall information systems planning of the organization. Oversees installation, maintenance, configuration, and integrity of computer systems and operating environments. Implements operating system enhancements that will improve the reliability and performance of the system.	Bachelor's Degree in Computer Science/Information Systems/Engineering or related field. Advanced degree/ relevant professional certification preferred.

Labor Category	Minimum/ General Experience	Functional Responsibility	Minimum Educational Requirements
Systems Administrator 1	3 years	Under general supervision, responsible for installing, configuring, and maintaining operating system workstations and servers, including web servers, in support of business processing requirements. Performs software installations and upgrades to operating systems and layered software packages. Schedules installations and upgrades and maintains them in accordance with established IT policies and procedures. Monitors and tunes the system to achieve optimum performance levels. Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions. Ensures data/media recoverability by implementing a schedule of system backups and database archive operations. Develops and maintains a comprehensive operating system hardware and software configuration database/library of all supporting documentation.	Bachelor's/Associates Degree in Computer Science/Information Systems or related field.
IT Configuration Manager	7 years	Provides IT configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software.	Bachelor's Degree in Bachelor's Degree in Computer Science/Information Systems/ Engineering or related field.
Information Assurance Specialist 2	10 years	Establishes and satisfies complex IT system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures.	Bachelor's Degree in Bachelor's Degree in Computer Science/Information Systems/ Engineering or related field.
Information Assurance Specialist 1	6years	Analyzes and defines security requirement for computer systems which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer system security solution.	Bachelor's Degree in Computer Science/Information Systems/ Engineering or related field.

Labor Category	Minimum/ General Experience	Functional Responsibility	Minimum Educational Requirements
IT Quality Assurance Specialist 2	8 years	Establishes and satisfies complex IT system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures.	Bachelor's Degree in Information Systems or related field.
IT Quality Assurance Specialist 1	5 years	Analyzes and defines security requirement for computer systems which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer system security solution.	Bachelor's Degree in Business/ Management /IT or related field.
Web Systems Developer 3	10 years	Leads development teams and provides highly skilled expertise in designing, developing, coding, testing, and debugging new software or significant enhancements to existing software. Works with technical staff to understand problems with software and develops specifications to resolve them. Resolves customer complaints and responds to suggestions for improvements and enhancements. Participates in the development of software user manuals. Provides subject matter expertise and mentors less experienced software development staff.	Bachelor's Degree in Computer Science/Information Systems/ Engineering or related field.
Web Systems Developer 2	5 years	Under general direction, participates as high-level technical expert in design development, coding, testing, and debugging new software or significant enhancements to existing software. Works with technical staff to understand problems with software and develops specifications to resolve them. Resolves customer complaints and responds to suggestions for improvements and enhancements. Participates in the development of software user manuals. May act as team leader on less complex projects. Assists in training less experienced software development staff.	Bachelor's Degree in Computer Science/Information Systems/ Engineering or related field.

Labor Category	Minimum/ General Experience	Functional Responsibility	Minimum Educational Requirements
Web Systems Developer 1	2 years	Under general supervision, develops code, tests, and debugs new software or enhancements to existing software. Has good understanding of business applications. Works with technical staff to understand problems with software and resolve them. Resolves customer complaints with software and responds to suggestions for improvements and enhancements. May assist in development of software user manuals.	Bachelor's/Associates Degree in Computer Science/Information Systems or related field.
IT Automation Tester	4 years	Develops, automates and manages software test environments with focus on feature, negative and performance/scale aspects. Defines and maintains test system configuration and test data. Performs test executions and creates test scripts for complex integrated systems. Establishes goals and objectives for appropriate testing cycles. Defines and maintains test standards and quality assurance tasks. Implements test processes on projects, writes test plans, procedures and scripts, and analyzes test results. Partners with the DevOps team to leverage the CI/CD process for Test Automation. Partners with agile team testers to increase testing efficiencies across all Digital Messaging teams. Produces reports and documentation for all automated testing efforts, results, activities, data, logging and tracking.	Bachelor's/Associates Degree in Computer Science/Information Systems or related field.
IT Systems Engineer 2	6 years	Formulates and defines specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Designs, codes, tests, debugs, and documents programs. Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages. Competent to work at this highest technical level on all phases of software systems programming applications. May have responsibility for the evaluation of new and existing software products. May assist other systems programmers to effectively utilize the system's technical software.	Bachelor's Degree in Computer Science/Information Systems/ Engineering or related field.

Labor Category	Minimum/ General Experience	Functional Responsibility	Minimum Educational Requirements
IT Systems Engineer 1	3 years	Performs a variety of systems engineering tasks and activities that are broad in nature and are concerned with major systems design, integration, and implementation, including personnel, hardware, software, budgetary, and support facilities and/or equipment. Provides quality assurance review and the evaluation of new and existing software products.	Bachelor's Degree in Computer Science/Information Systems/ Engineering or related field.
IT Systems Analyst 2	5 years	Formulates and defines systems scope and objectives based on both user needs and a good understanding of applicable business systems and industry requirements. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Includes analysis of user needs, documentation of requirements, and translation into proper system requirement specifications. Guides and advises less-experienced Systems Analysts. Competent to work at the highest technical level of most phases of systems analysis while considering the implications of the application of technology to the current and future environment.	Bachelor's Degree in Computer Science/Information Systems/ Engineering or related field.
IT Systems Analyst 1	2 years	Under general supervision, formulates and defines systems scope and objectives through research and fact-finding combined with an understanding of applicable business systems and industry requirements. With this knowledge, develops or modifies moderately complex information systems. Includes analysis of user needs, documenting requirements, and revising existing system logic difficulties as necessary. Guides and advises less-experienced Systems Analysts. competent to work in some phases of systems analysis and considers the implications of the application of technology to the current environment.	Bachelor's/Associates Degree in Computer Science/Information Systems or related field.
IT Test Engineer	8 years	Subject matter specialist providing testing know-how in for the support of user requirements of complex to highly complex software/hardware applications. Directs and/or participates in all phases of assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.	Bachelor's Degree in Computer Science/Information Systems/ Engineering or related field.

Labor Category	Minimum/ General Experience	Functional Responsibility	Minimum Educational Requirements
IT Technical Architect	8 years	<p>Architecting the overall system, by using prototyping and proof of concepts, which may include: modern programming languages (e.g., Ruby, Python, Node.js) and web frameworks (e.g., Django, Rails), modern front-end web programming techniques (e.g. HTML5, CSS3, RESTful APIs) and frameworks (e.g., Twitter Bootstrap, jQuery), relational databases (e.g., PostgreSQL), and “NoSQL” databases (e.g., Cassandra, MongoDB), automated configuration management (e.g., Chef, Puppet, Ansible, Salt), continuous integration/deployment (Jenkins) , and continuous monitoring (Sonar) solutions. Use of version control systems, specifically Git and GitHub.</p> <p>Ensuring strategic alignment of technical design and architecture to meet mission growth and direction, and stay on top of emerging technologies. Decomposing and system architecture to support clean-interface multi-team development.</p> <p>Developing product roadmaps, backlogs, and measurable success criteria, and writing user stories. Clearly communicates and works with staff at every level</p>	Bachelor’s Degree in Bachelor’s Degree in Computer Science/Information Systems/ Engineering or related field.

Labor Category	Minimum/ General Experience	Functional Responsibility	Minimum Educational Requirements
Design Thinker/User Researcher /Usability Tester	5 years	<p>Conduct customer interviews, user requirements analysis, task analysis, conceptual modeling, information architecture, interaction design, and usability testing. Design and specify user interfaces and information architecture.</p> <p>Lead participatory and iterative design activities, including observational studies, customer interviews, usability testing, and other forms of requirements discovery. Produce user requirements specifications & experience goals, personas, storyboards, scenarios, flowcharts, design prototypes, and design specifications.</p> <p>Effectively communicate research findings, conceptual ideas, detailed design, and design rationale and goals both verbally and visually. Plan and facilitate collaborative critiques and analysis & synthesis working sessions. Work closely with visual designers and development teams to ensure that customer goals are met and design specifications are delivered upon. Designs and develops primarily internet/web pages and applications. Develops proof-of-concepts and prototypes of easy-to-navigate user interfaces (UIs) that consists of web pages with graphics, icons, and color schemes that are visually appealing. Researches user needs as well as potential system enhancements. Has familiarity to, or may: code, test, debug documents, and implement web applications using a variety of platforms. Planning, recruiting, and facilitating the usability testing of a system. Analyzing and synthesizing the results of usability testing in order to provide recommendations for change to a system. May create such artifacts as Usability Testing Plan, Testing Scripts, and Usability Testing Report.</p>	Bachelor's Degree in Bachelor's Degree in Computer Science/Information Systems/Engineering or related field.

Labor Category	Minimum/ General Experience	Functional Responsibility	Minimum Educational Requirements
Visual Designer	4 years	<p>The Visual Designer starts with a deep understanding of the goals of customers so that they can create experiences that delight. Visual Designers will be well-versed in all aspects of current visual design standards and trends and will be responsible for managing project design reviews, resource planning, and execution for all project work related to visual design. Oversees all visual design efforts. Guides, and coaches team members while leading projects to successful Completion. Develops and maintains relationships with key peers in Marketing, Branding, UX leaders, IT leaders, and others to identify and plan creative solutions. Manages external service resources and budgets for visual design. Ensures successful completion of all work executed by the team (on time, on budget, and ensuring quality). Ensures compliance with the project management objectives and the Project Management Office standards.</p> <p>Develops, maintains, and ensures compliance of application release management, outage management and standards.</p>	Bachelor's Degree in Bachelor's Degree in Computer Science/Information Systems/ Engineering or related field.

Labor Category	Minimum/ General Experience	Functional Responsibility	Minimum Educational Requirements
IT Writer/Content Designer/Content Strategist	4 years	<p>Defines, creates, communicates, and manages resource plans and other required project documentation such as style guides and provides updates as necessary. Improves content creation efforts by helping to lead the research & development of interactive and experiential storytelling for projects. Advise how to improve the ongoing iteration of content models. Collaborate with designers and other content strategists to improve how the effectiveness of digital, print, and other content is measured. Develop and maintain appropriate voice for produced content. Advise how to streamline content production and management solutions, based on user research. Assign, edit, and produce content for products, services, and various projects. Plan and facilitate content strategy workshops and brainstorming sessions on developing content and content services (including API development). Collaborate closely with developers and designers to create, test, and deploy effective content marketing experiences using the Agile method of software development. Offer educated recommendations on how to deliver a consistent, sustainable and standards-driven execution of content strategy across products, services, and projects. Collaborate with content managers, writers, information architects, interaction designers, developers, and content creators of all types. Participate, as needed, on an Agile software development scrum teams</p>	Bachelor's Degree in Bachelor's Degree in Computer Science/Information Systems/ Engineering or related field.

Labor Category	Minimum/ General Experience	Functional Responsibility	Minimum Educational Requirements
Frontend Web Developer	4 years	Frontend web development using modern techniques and frameworks (e.g., HTML5, CSS3, CSS frameworks like LESS and SASS, Responsive Design, Bourbon, Twitter Bootstrap). JavaScript development using modern standards, including strict mode compliance, modularization techniques and tools, and frameworks and libraries (e.g., jQuery, MV* frameworks such as Backbone.js and Ember.js, D3). Consuming RESTful APIs. Using and working in team environments that use agile methodologies (e.g., Scrum, Lean). Use of version control systems, specifically Git and GitHub. Ensuring Section 508 Compliance. Quickly researching and learning new programming tools and techniques. Using and working with open source solutions and community. Creating web layouts from static images. Creating views and templates in full-stack frameworks like Rails, Express, or Django.	Bachelor's Degree in Bachelor's Degree in Computer Science/Information Systems/Engineering or related field.
Backend Web Developer	4 years	Web development using open-source web programming languages (e.g., Ruby, Python) and frameworks (e.g., Django, Rails). Developing and consuming web-based, RESTful APIs. Using and working in team environments that use agile standards (e.g., Scrum, Lean). Authoring developer-friendly documentation (e.g., API documentation, deployment operations). Test-driven development. Use of version control systems, specifically Git and GitHub. Quickly researching and learning new programming tools and techniques. Relational and non-relational database systems. Scalable search technology (e.g. ElasticSearch, Solr). Handling large data sets and scaling their handling and storage. Using and working with open source solutions and community. Communicating technical concepts to a non-technical audience.	

Labor Category	Minimum/ General Experience	Functional Responsibility	Minimum Educational Requirements
DevOps Engineer	7 years	Deploying and configuring services using infrastructure as a service providers (e.g., Amazon Web Services, Microsoft Azure, Google Compute Engine, RackSpace/OpenStack). Configuring and managing Linux-based servers to serve a dynamic website. Debugging cluster-based computing architectures. Using scripting or basic programming skills to solve problems. Installation and management of open source monitoring tools. Configuration management tools (e.g., Puppet, Chef, Ansible, Salt). Architecture for continuous integration and deployment, and continuous monitoring. Containerization technologies (e.g., LXC, Docker, Rocket).	Bachelor's Degree in Bachelor's Degree in Computer Science/Information Systems/ Engineering or related field.
IT Agile Advisor	15 years	Adaptive coaching style and the ability to work hands-on with teams in an IT advisory role. Has a successful track record of helping to implement Agile techniques Experience in and experience in the and execution of Scrum in an environment where individuals are unfamiliar with the . Demonstrate a strong knack for identifying IT waste and helping teams devise streamlined solutions. Constantly learning and capabilities in Agile, Proficient with drawing storyboards, creating wireframes, creating/grooming product backlogs, writing user stories and developing IT acceptance criteria. Regularly publishes papers, speaks at conferences and contributes to agile interest groups.	Bachelor's Degree in Computer Science/Information Systems/ Engineering or related field.
IT Digital Analyst	4 years	Support the Product Manager to make sure their service meets IT requirements. Communicate service performance against key indicators. Ensure high-quality analysis of agency transaction data. Support the procurement of the necessary digital platforms to support automated and real- time collection and presentation of data. Share examples in digital performance management across government. Identify delivery obstacles to agencies and working with teams to overcome those obstacles.	Bachelor's Degree in Bachelor's Degree in Computer Science/Information Systems/ Engineering or related field.

Labor Category	Minimum/ General Experience	Functional Responsibility	Minimum Educational Requirements
Mobile Application Developer II	5 years	<p>Support agency mobile applications in design, develop, code, test, and debug phases. Creates unit test plans/case, develop, unit test, conduct code and unit test walk-throughs. Works to define existing or new system scope and objectives. Provide analytical support and technical advice during the conceptualization, development, and implementation phases. Maintains applications, including bug fixes, performance enhancements and runtime production support. Generates technical documentation for various aspects of the applications developed. Review and evaluate systems and software for adherence to government or commercial directives, standards, guidelines, and criteria concerning software safety and systems safety. Designs, Develops, and Tests mobile based applications on Android and/or Apple iOS platform. Assists external in-house developers in bringing their application to the App Catalog Support Mobile Applications O&M. Experience optimizing, refactoring, and debugging views and layout hierarchies with a focus on pragmatic iOS layout development/design including custom themes, styles, attributes, and other resources; Strong knowledge of iOS, iPhone SDK, Android and Swift development. Knowledge of the iOS SDK performance tools and optimization techniques. Experience with the Apple store release process. Experience working in an Agile environment. Familiar with continuous integration and continuous deployment techniques and technologies for iOS/XCode. Sound knowledge of web and mobile technologies, responsive design, cross platform presentation.</p>	Bachelor's Degree in Computer Science/Information Systems/ Engineering or related field.

Labor Category	Minimum/ General Experience	Functional Responsibility	Minimum Educational Requirements
Database Integrator	3 years	<p>Works with Development Team to determine data operations and database requirements by analyzing Customer operations and applications. Reviews and refining functional and operational IT objectives with Customer. Evaluates emerging technologies and operational objectives and requirements for new database design and implementation solutions. Supports the design, development and implementation of IT data solutions to include: database architecture design, prototyping for proof of concepts, development of database application software, testing and data solution debugging. Supports the installation and configuration of database systems within Customer's enterprise architecture. Supports technology/system development team as necessary during design, development, testing and delivery to ensure solid, scalable, robust solutions. Supports and maintains data and database systems to ensure the recoverability of all production data for operational and business continuity needs</p>	Bachelor's Degree in Computer Science/Information Systems/ Engineering or related field.
Database Administrator	5 years	<p>Configures, maintains and upgrades Atlassian JIRA/Confluence and the set of accompanying Atlassian tools. Responsible for bug tracking, issue tracking and project management tools. Supports, compiles and troubleshoots Atlassian tools. Designs custom JIRA workflows, Manages various development tools, testing tools and monitoring tools. Plans, evaluates, deploys, operates and maintains tools to suit the expanding user-base. Provides training to technical and non-technical teams to use Atlassian tools. Compiles and analyzes development and operational bug reports. Installs, Upgrades Atlassian products. Troubleshooting and fixing errors common to Applications and Application servers. Deploys applications - Java , Standalone Custom Apps, COTS Products. Version Control Software Setup, Administration Configuration (GIT, Subversion, CVS), develops Atlassian Plugins using Java.</p>	Bachelor's Degree in Computer Science/Information Systems/ Engineering or related field.

Labor Category	Minimum/ General Experience	Functional Responsibility	Minimum Educational Requirements
Atlassian Administrator	6 years	<p>Configures, maintains and upgrades Atlassian JIRA/Confluence and the set of accompanying Atlassian tools.</p> <p>Responsible for bug tracking, issue tracking and project management tools.</p> <p>Supports, compiles and troubleshoots Atlassian tools. Designs custom JIRA workflows, Manages various development tools, testing tools and monitoring tools.</p> <p>Plans, evaluates, deploys, operates and maintains tools to suit the expanding user-base. Provides training to technical and non-technical teams to use Atlassian tools.</p> <p>Compiles and analyzes development and operational bug reports. Installs, Upgrades Atlassian products. Troubleshooting and fixing errors common to Applications and Application servers. Deploys applications - Java , Standalone Custom Apps, COTS Products. Version Control Software Setup, Administration Configuration (GIT, Subversion, CVS), develops Atlassian Plugins using Java.</p>	Bachelor's Degree in Bachelor's Degree in Computer Science/Information Systems/ Engineering or related field.
Cloud Systems Admin	7 years	<p>Automates provisioning, configuration, and ongoing support tasks for Cloud Environments, Operating Systems - RedHat Linux, Microsoft Windows Server, Network devices - Cisco, F5, IBM Design, deploy, manage and operate scalable, highly available, and fault tolerant systems on AWS/Azure and traditional private cloud virtual environments. Works closely with other individuals and groups in the execution of technology proof of concepts, deployment, and adoption. Works directly with users to prioritize requests and frequently update users to make certain that they are informed of progress and estimated delivery timeframe. Effectively coordinate support escalation communication; participate in the development and maintenance of appropriate project technical documentation including design, configuration, installation. Interface with business clients and technology staff to implement solutions that meet business needs and addresses impact of new or revised applications on existing infrastructure.</p>	Bachelor's Degree in Computer Science/Information Systems/ Engineering or related field.

Labor Category	Minimum/ General Experience	Functional Responsibility	Minimum Educational Requirements
Cloud Solutions Architect	8 years	<p>Leads, synthesizes, and socializes the design, development, and deployment of solutions for one of the following domain areas: Cloud, Application, Data or Security. Creates and maintains domain-specific architectural vision, standards and constraints and develop technology roadmaps to realize; collaborate across units to architect solutions that drive business value. Reviews existing architecture to identify technical debt, design gaps, new opportunities, and creates actionable recommendation for enhancements. Supports leadership with IT resource planning activities by providing technical insight into upcoming and ongoing project deliverables.</p> <p>Represents the domain-specific team during broad strategic discussions, driving discussions with senior personnel regarding trade-offs, project management and risk mitigation. Collaborates with production support efforts to resolve near-term domain-specific architectural issues and to remove architectural design debt. Facilitates agile supporting domain-specific needs as needed, including developing and/or driving the creation of that will support the migration, refactoring or replacement of existing systems with strategic domain solutions. Provides development specific financial and technological analysis to IT leadership across teams to break down barriers and foster an understanding of domain services and architecture standards.</p> <p>Ensures that solution can be maintained and extended in the long-term. Manages and interface with third party vendor and internal staff to deliver comprehensive domain solutions. Review and recommend selection of third-party software platforms as needed. Pursues and incorporates knowledge of latest new domain-specific technologies and integrates them into the architecture design where appropriate. Understands current and emerging threats specific to the domain, designing architecture to mitigate these threats where possible.</p>	Bachelor's Degree in Computer Science/Information Systems/ Engineering or related field.

Labor Category	Minimum/ General Experience	Functional Responsibility	Minimum Educational Requirements
Atlassian Architect	8 years	<p>Has a deep understanding of Atlassian ecosystem and architecture. Provides technical leadership to a team of Atlassian resources. Works with other architects in supporting and guiding the Atlassian development teams. Makes products that are world class in their respective niche and design the way they should work together to guide teams through a frictionless development process and provides visibility across the entire cycle. Provide technical seniority to lead the charge in attacking the most challenging problems. This architect will be responsible for analyzing these problems, designing elegant solutions, and pushing solutions through to implementation. Has a working knowledge of Java Experience with integrating products in a scalable and performant way, and adept architectural understanding of web applications API (REST and Java) design skills. Works with the development teams and architects inside and outside JIRA and ensures the solutions scale to tens of millions of users. Enables and encourages innovation by mentoring engineers and making appropriate technological choices</p>	Bachelor's Degree in Computer Science/Information Systems/ Engineering or related field.
IT Principal Consultant	15 years	<p>Provides consulting advice and works with the IT Management team units in developing, deploying IT solutions. Helps extend the responsibilities into developing nascent IT capabilities, such as enterprise architecture, enterprise management and relationship management, until they are mature enough to function as independent teams. Interfaces across several areas, acting as visionary to proactively assist in defining the direction for future projects. Extensive knowledge in information technology architecture components, principles and procedures. Must have extensive knowledge in information design, controls and audit methodology for systems and data processing environments.</p>	Masters in Computer Science/Information Systems

Labor Category	Minimum/ General Experience	Functional Responsibility	Minimum Educational Requirements
IT Technical Writer	4 Years	<p>Prepares brochures, operating instructions, training materials and reports of a technical nature working under general direction and subject to deadlines and heavy workload. Edits documents on complex information systems hardware, software, and systems subjects that have been prepared by technical specialists, to ensure that organization, vocabulary, and development is clear, logical, and meaningful to those with less subject matter knowledge than the authors.</p> <p>Combines reports and papers from several authors, determining the relationships of each component part to the whole to produce final products that are clear, logically organized, and presented in a uniform style. Reviews complex and lengthy technical material and prepares written or oral summaries that are easily understood by non-technical audiences</p>	Bachelor's Degree in Bachelor's Degree in Computer Science/Information Systems/ Engineering or related field.
IT Product Manager	9 Years	<p>Experience managing the delivery, ongoing success, and continuous improvement of one or more digital products and/or platforms. Primarily responsible for: Lead one or more multi-disciplinary agile delivery teams to deliver excellent new products and/or iterations to existing products to meet user needs</p> <p>Gather user requirements based on a communicable understanding of diverse audience groups Define and get stakeholder buy-in for product definition and delivery approach. Create effective, prioritized product descriptions, and delivery plans to meet user needs in a cost-effective way. Interpret user research in order to make the correct product decisions, noting that users do not always know what they want. Continually keep abreast of changes to user habits, preferences, and behaviors across various digital platforms and their implications for successful delivery of government digital services. Underpin the delivery and iteration of digital services through effective analysis of qualitative and quantitative user data. Communicate credibly with a wide range of digital delivery disciplines and talent</p>	Bachelor's Degree in Bachelor's Degree in Computer Science/Information Systems/ Engineering or related field.

Labor Category	Minimum/ General Experience	Functional Responsibility	Minimum Educational Requirements
IT Release Train Engineer	6 Years	<p>Primary responsibilities include managing the SDLC process from development to QA and production. The Release Management specialist manages the source code repository for the project, is responsible for the code creation process, and builds and executes the automation for deployment of artifacts to the test and production environments. Responsible for capturing and configuring the application configuration, and manages the environment specific deltas from development thru production. The timely and accurate coordination and execution of planned code and configuration changes within dev, QA and PROD is essential. Facilitate the Agile Release Train (ART) enterprise IT processes and program execution, escalate impediments, manage risk, and help drive IT program goals, Release Planning, Inspect & Adapt, the Scrum of Scrums and the Portfolio meetings. Lead teams through development and delivery, guides the transition of Scaled Agile Framework (SAFe), act as Agile Product Owner Sync and Scrum of Scrum Master, and act as an Agile and SAFe facilitator at the Portfolio, Program, and Team levels (Value level, as applied). Facilitate Release, Sprint and Kanban activities, Agile Release Train (ART) execution, and delivery of end-to-end value.</p>	Bachelor's Degree in Bachelor's Degree in Computer Science/Information Systems/Engineering or related field

Labor Category	2-20-18 to 2-19-19	2-20-19 to 2-19-20	2-20-20 to 2-19-21	2-20-21 to 2-19-22	2-20-22 to 2-19-23
IT Project Manager 3	\$175.84	\$181.12	\$186.55	\$192.15	\$197.91
IT Project Manager 2	\$145.09	\$149.44	\$153.92	\$158.54	\$163.30
IT Project Manager 1	\$120.91	\$124.53	\$128.27	\$132.12	\$136.08
IT Subject Matter Expert 2	\$215.37	\$221.83	\$228.48	\$235.34	\$242.40
IT Subject Matter Expert 1	\$209.38	\$215.66	\$222.13	\$228.80	\$235.66
IT Subject Matter Expert 3	\$214.74	\$221.18	\$227.81	\$234.65	\$241.69
IT Application Architect	\$192.44	\$198.22	\$204.16	\$210.29	\$216.60
Information Architect	\$196.47	\$202.37	\$208.44	\$214.69	\$221.13
Systems Administrator 2	\$106.40	\$109.59	\$112.88	\$116.26	\$119.75
Systems Administrator 1	\$93.32	\$96.12	\$99.01	\$101.98	\$105.04
IT Configuration Manager	\$120.91	\$124.53	\$128.27	\$132.12	\$136.08

Labor Category	2-20-18 to 2-19-19	2-20-19 to 2-19-20	2-20-20 to 2-19-21	2-20-21 to 2-19-22	2-20-22 to 2-19-23
Information Assurance Specialist 2	\$162.61	\$167.49	\$172.52	\$177.69	\$183.02
Information Assurance Specialist 1	\$144.12	\$148.44	\$152.90	\$157.48	\$162.21
IT Quality Assurance Specialist 2	\$93.32	\$96.12	\$99.01	\$101.98	\$105.04
IT Quality Assurance Specialist 1	\$192.44	\$198.22	\$204.16	\$210.29	\$216.60
Web Systems Developer 3	\$153.95	\$158.57	\$163.33	\$168.23	\$173.28
Web Systems Developer 2	\$144.12	\$148.44	\$152.90	\$157.48	\$162.21
Web Systems Developer 1	\$130.58	\$134.50	\$138.53	\$142.69	\$146.97
IT Automation Tester	\$144.12	\$148.44	\$152.90	\$157.48	\$162.21
IT Systems Engineer 2	\$120.76	\$124.38	\$128.11	\$131.95	\$135.91
IT Systems Engineer 1	\$120.91	\$124.53	\$128.27	\$132.12	\$136.08
IT Systems Analyst 2	\$122.80	\$126.48	\$130.27	\$134.18	\$138.21
IT Systems Analyst 1	\$88.41	\$91.07	\$93.80	\$96.61	\$99.51
IT Test Engineer	\$93.32	\$96.12	\$99.01	\$101.98	\$105.04
IT Technical Architect	\$196.47	\$202.37	\$208.44	\$214.69	\$221.13
Design Thinker/User Researcher /Usability Tester	\$73.68	\$75.89	\$78.16	\$80.51	\$82.92
Visual Designer	\$162.61	\$167.49	\$172.52	\$177.69	\$183.02
IT Writer/Content Designer/Content Strategist	\$73.68	\$75.89	\$78.16	\$80.51	\$82.92
Frontend Web Developer	\$135.28	\$139.34	\$143.52	\$147.82	\$152.26
Backend Web Developer	\$129.82	\$133.71	\$137.72	\$141.86	\$146.11
DevOps Engineer	\$108.06	\$111.30	\$114.64	\$118.08	\$121.62
IT Agile Advisor	\$130.58	\$134.50	\$138.53	\$142.69	\$146.97
IT Digital Analyst	\$162.61	\$167.49	\$172.52	\$177.69	\$183.02
Mobile Application Developer II	\$162.61	\$167.49	\$172.52	\$177.69	\$183.02
Database Integrator	\$120.91	\$124.53	\$128.27	\$132.12	\$136.08
Database Administrator	\$93.32	\$96.12	\$99.01	\$101.98	\$105.04
Atlassian Administrator	\$145.09	\$149.44	\$153.92	\$158.54	\$163.30
Cloud Systems Admin	\$130.58	\$134.50	\$138.53	\$142.69	\$146.97
Cloud Solutions Architect	\$168.39	\$173.44	\$178.64	\$184.00	\$189.52
Atlassian Architect	\$168.39	\$173.44	\$178.64	\$184.00	\$189.52
IT Principal Consultant	\$196.47	\$202.37	\$208.44	\$214.69	\$221.13
IT Technical Writer	\$73.68	\$75.89	\$78.16	\$80.51	\$82.92
IT Product Manager	\$122.80	\$126.48	\$130.27	\$134.18	\$138.21
IT Release Train Engineer	\$165.04	\$169.99	\$175.09	\$180.34	\$185.75

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

Vendor suitability for offering services through the new Health IT SIN must be in accordance with the following laws and standards when applicable to the specific task orders, including but not limited to:

- Health Information Technology for Economic and Clinical Health Act of 2009 (HITECH)
- The Health Insurance Portability and Accountability Act of 1996 (HIPAA)
- National Institute of Standards and Technology (NIST) Federal Information Processing Standards (FIPS) and Special Publications
- Federal Information Security Management Act (FISMA) of 2002

1. SCOPE

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

2. ORDER

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

3. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity. All Contracts will be fully funded.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

d. Any Contractor travel required in the performance of Health IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts. All travel will be agreed upon with the client prior to the Contractor's travel.

4. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS –COMMERCIAL ITEMS (MAR 2009)

(ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

5. RESPONSIBILITIES OF THE CONTRACTOR

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

6. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

7. INDEPENDENT CONTRACTOR

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

8. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

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

9. INVOICES

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

10. RESUMES

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

11. INCIDENTAL SUPPORT COSTS

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

12. APPROVAL OF SUBCONTRACTS

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

13. DESCRIPTION OF HEALTH IT SERVICES AND PRICING

Labor Category	Minimum/ General Experience	Functional Responsibilities	Minimum Education
Health Business Analyst	2 years	Senior Health IT professional with experience conducting quantitative and qualitative analyses of business and clinical benefits achieved or missed through major IT acquisitions investments across an organization. Formulates and defines systems scope and objectives based on both user needs and a good understanding of applicable Health IT business systems and industry requirements. Experience supporting the evaluation of Health IT solutions, and ability to determine opportunities for business process improvements and drafting modifications to technical requirements. Ability to measure different types of usage and related best practices of Health IT technologies; makes recommendations to improve and/or standardize workflows; and Identifying best practices. Devises or modifies procedures to solve complex Health IT problems considering computer equipment capacity and limitations, operating time, and form of desired results. Includes analysis of Health Domain business and user needs, documentation of requirements, and translation into proper system requirement specifications.	Bachelors Degree in Business/ Management /IT or related field

Labor Category	Minimum/ General Experience	Functional Responsibilities	Minimum Education
HIPAA/Privacy Analyst	5 years	<p>Responsible for all ongoing activities related to the availability, integrity and confidentiality of patient, provider, employee, and business information in compliance with the healthcare organization's privacy and security policies and procedures, federal and state regulations and laws. Possesses functional and technical knowledge of highly specialized Health IT applications and operational environments. Possesses experience in analyzing and solving complex problems that need extensive knowledge of Health subject matter for effective implementation. Possesses relevant experience in analyzing and solving moderately complex to complex privacy issues with Health IT systems. Identifies privacy and PII problems, analyzes and develops solution with the assistance of senior SME's. Performs initial and periodic information privacy risk assessments and coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems. Maintains current knowledge of applicable federal and state privacy laws and accreditation standards, and monitors advancements in information privacy technologies to ensure organizational adaptation and compliance.</p>	Bachelors Degree in Business/ Management /IT or related field

Labor Category	Minimum/ General Experience	Functional Responsibilities	Minimum Education
Clinical Business Analyst	10 years	<p>10+ years experience in collecting and managing clinical data and health data for research; working directly with patients to understand their concerns as it relates to sharing of data and participation in clinical research. Possesses extensive functional and technical knowledge of highly specialized Health IT applications and operational environments. Possesses experience in analyzing and solving complex problems that need extensive knowledge of Health subject matter for effective implementation.</p> <p>Experience with working with stakeholders to look into ways to optimize the underlying business process for health and clinical data collection, sharing and analysis, and identify innovative Health IT solutions that help streamline how health professionals manage and shared data. Capable of providing expert advice as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and implementation phases of health and clinical data collection systems.</p> <p>Experience working closely with clinical staff - physicians, nurses and statisticians – to enable collaboration and foster creative research discoveries, leverage pooled data from distributed information sources and communicate information more effectively through graphical and interactive means.</p>	Bachelors Degree in Business/ Management /IT or related field
Health Data Analyst	2 years	<p>Expertise with health-data standards including, but not limited to, HL7 and other data exchanges. Translates business needs into long-term information architecture solutions for Health IT purpose. Defines, designs, and builds dimensional databases using existing Health IT data standards. Responsible for developing data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. Evaluates reusability of current health data for additional analyses. Conducts data cleaning to rid the system of old, unused, or duplicate data. Reviews object and data models and the metadata repository to structure health data for better management and quicker access. Experience in helping global health or research organizations adopt HL7 and data sharing standards; Experience with the latest health-data exchanges so that health-information / clinical research could be shared across health institutions, while protecting patient data; Experience with information sharing technologies that can be used to advance collaboration on research.</p>	Bachelors Degree in Computer Science/Information Systems/ Engineering or related field

Labor Category	Minimum/ General Experience	Functional Responsibilities	Minimum Education
Health IT Architect	8 years	Works independently designing and developing architecture for new Health IT software products or major enhancements to existing Health IT and clinical systems. May lead a large development team in the design of highly complex software systems that is automating clinical or health-delivery business processes, or processing of clinical / health data. Acts as highest-level technical expert, addressing problems of systems integration, compatibility, and multiple platforms and supervises other healthcare architects and team members.	Bachelors Degree in Computer Science/Information Systems/ Engineering or related field.
Health Data Quality Analyst	4 years	Adheres to the formal QA testing procedures, department standards, and result- reporting processes. Executes software test plans, creates test scenarios and all accompanying documentation, and collaborates with other department staff members on solutions and resolutions to system issues and business needs. Provides technical expertise to software application system users related to application usage, business data rules, business processes, data dictionary, and state and department data reporting requirements. Collects data related to software quality and provides feedback to help improve processes. Performs system functionality reviews and reports findings and/or code deficiencies as required. Examines and analyzes programs, processes, documentation, data, and/or files of transactions to ensure compliance with internal data requirements and/or agency or government regulations. Clearly communicates overall process or transaction quality and provides feedback to appropriate contacts regarding identified material deficiencies or issues including identification of inconsistencies. Defines, clarifies, documents, and analyzes business requirements and testing results for addressing solutions to the system problems or enhancements identified. Evaluates software changes, processes, and data to ensure business and technical standards are followed. Evaluates records and data for accuracy, completeness, and timeliness. Ensures corrective action to exceptions, errors, and problems identified are addressed with department staff and external agencies, verifies required data is input, or sent via EDI, and proper procedures are followed. Recognizes risks and problem areas and recommends standards, policies, and procedures to correct deficiencies and improve performance. Ensures identified risks and/or problems are clearly documented and interacts with appropriate parties for timely resolution. Evaluates and tests new or modified software programs and software	Bachelors Degree in Computer Science/Information Systems/ Engineering or related field.

Labor Category	Minimum/ General Experience	Functional Responsibilities	Minimum Education
		development procedures used to verify that programs function accurately, reliably, according to business and/or technical requirements and conform to establishment guidelines.	

SIN	Labor Category	2-20-18 to 2-19-19	2-20-19 to 2-19-20	2-20-20 to 2-19-21	2-20-21 to 2-19-22	2-20-22 to 2-19-23
132-56	Health Business Analyst	\$133.48	\$137.49	\$141.61	\$145.86	\$150.23
132-56	HIPAA/Privacy Analyst	\$133.48	\$137.49	\$141.61	\$145.86	\$150.23
132-56	Clinical Business Analyst	\$133.48	\$137.49	\$141.61	\$145.86	\$150.23
132-56	Health Data Analyst	\$105.43	\$108.59	\$111.85	\$115.21	\$118.66
132-56	Health IT Architect	\$172.24	\$177.40	\$182.73	\$188.21	\$193.85
132-56	Health Data Quality Analyst	\$104.88	\$108.03	\$111.27	\$114.61	\$118.05