

IT-70

INFORMATION TECHNOLOGY SCHEDULE PRICELIST

General Purpose Commercial Information Technology Equipment, Software And Services



4050 LEGATO RD STE 1100
FAIRFAX, VA 22033

Phone: (703) 645-0420 | Fax: (703) 645-0432 | www.ASMR.com

LARGE BUSINESS

SIN 132-51 Information Technology (IT) Professional Services

FPDS Code D301	IT Facility Operation and Maintenance
FPDS Code D302	IT Systems Development Services
FPDS Code D306	IT Systems Analysis Services
FPDS Code D307	Automated Information Systems Design and Integration Services
FPDS Code D308	Programming Services
FPDS Code D310	IT Backup and Security Services
FPDS Code D311	IT Data Conversion Services
FPDS Code D313	Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
FPDS Code D316	IT Network Management Services
FPDS Code D317	Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services (All other information services belong under Schedule 76)
FPDS Code D399	Other Information Technology Services, Not Elsewhere Classified

SIN 132-56 Health Information Technology Services

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

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

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

Note 2: Offeror's and Agencies are advised that the Group 70 - Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances, the services must be performance by the publisher or manufacturer or one of their authorized agents.

CONTRACT NUMBER: GS-35F-611GA

PERIOD COVERED BY CONTRACT: AUGUST 9, 2017 – AUGUST 8, 2022

**General Services Administration - Federal Supply Service
Authorized Federal Supply Schedule Price List**

THE PRICES SHOWN HEREIN ARE NET (DISCOUNT DEDUCTED)

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

CUSTOMER INFORMATION

1. TABLE OF AWARDED SPECIAL ITEM NUMBERS

SIN	Description
132 – 51	INFORMATION TECHNOLOGY PROFESSIONAL SERVICES

SIN	DESCRIPTION
132 – 56	HEALTH INFORMATION TECHNOLOGY SERVICES

1B. IDENTIFICATION OF THE LOWEST PRICED MODEL NUMBER AND LOWEST UNIT PRICE FOR THAT MODEL FOR EACH SPECIAL ITEM NUMBER AWARDED IN THE CONTRACT

SIN	JOB TITLE	GSA RATE
132-51	HELPDESK ANALYST 1	\$46.53
SIN	JOB TITLE	GSA RATE
132-56	HEALTH IT QUALITY ASSURANCE ANALYST 1	\$44.61

1C. LABOR CATEGORY DESCRIPTIONS

LABOR CATEGORY DESCRIPTIONS OF ALL CORRESPONDING JOB TITLES, FUNCTIONAL RESPONSIBILITY, AND MINIMUM EDUCATION REQUIREMENTS ARE OUTLINED ON PAGES 11 – 21 AND 24 – 45 WITHIN THIS PRICELIST.

2. MAXIMUM ORDER

\$500,000

3. MINIMUM ORDER

\$100

4. GEOGRAPHIC COVERAGE

THE GEOGRAPHIC COVERAGE IS DOMESTIC DELIVERY.

5. POINT(S) OF PRODUCTION (CITY, COUNTY, AND STATE OR FOREIGN COUNTRY)

THE 48 CONTIGUOUS STATES, D.C., HAWAII, ALASKA, PUERTO RICO, WASHINGTON, DC, AND US TERRITORIES

6. DISCOUNT FROM LIST PRICES OR STATEMENT OF NET PRICE

NONE

7. QUANTITY DISCOUNTS

NONE

8. PROMPT PAYMENT TERMS

.38%, 10 DAYS FROM RECEIPT OF INVOICE OR ACCEPTANCE

INFORMATION FOR ORDERING OFFICES: PROMPT PAYMENT TERMS CANNOT BE NEGOTIATED OUT OF THE CONTRACTUAL AGREEMENT IN EXCHANGE FOR OTHER CONCESSIONS.

9A. GOVERNMENT PURCHASE CARDS

ASM DOES NOT ACCEPT GOVERNMENT PURCHASE CARDS AT OR BELOW THE MICRO-PURCHASE THRESHOLD

9B. GOVERNMENT PURCHASE CARDS

ASM DOES NOT ACCEPT GOVERNMENT PURCHASE CARDS AT OR ABOVE THE MICRO-PURCHASE THRESHOLD

10. FOREIGN ITEMS

NOT APPLICABLE

11A. TIME OF DELIVERY

AS NEGOTIATED BETWEEN ASM & ORDERING CUSTOMER

11B. EXPEDITED DELIVERY

AS NEGOTIATED BETWEEN ASM & ORDERING CUSTOMER

11C. OVERNIGHT AND 2-DAY DELIVERY

AS NEGOTIATED BETWEEN ASM & ORDERING CUSTOMER

11D. URGENT REQUIREMENTS

WHEN THE FEDERAL SUPPLY SCHEDULE CONTRACT DELIVERY PERIOD DOES NOT MEET THE BONA FIDE URGENT DELIVERY REQUIREMENTS OF AN ORDERING AGENCY, AGENCIES ARE ENCOURAGED, IF TIME PERMITS, TO CONTACT THE CONTRACTOR FOR THE PURPOSE OF OBTAINING ACCELERATED DELIVERY. THE CONTRACTOR SHALL REPLY TO THE INQUIRY WITHIN 3 WORKDAYS AFTER RECEIPT. (TELEPHONIC REPLIES SHALL BE CONFIRMED BY THE CONTRACTOR IN WRITING.) IF THE CONTRACTOR OFFERS AN ACCELERATED DELIVERY TIME ACCEPTABLE TO THE ORDERING AGENCY, ANY ORDER(S) PLACED PURSUANT TO THE AGREED UPON ACCELERATED DELIVERY TIME FRAME SHALL BE DELIVERED WITHIN THIS SHORTER DELIVERY TIME AND IN ACCORDANCE WITH ALL OTHER TERMS AND CONDITIONS OF THE CONTRACT.

12. F.O.B POINT

DESTINATION

13A. ORDERING ADDRESS

**ASM RESEARCH, LLC
LISA CRAVEN**

**4050 LEGATO RD, SUITE 1100
FAIRFAX, VA 22033**

13B. ORDERING PROCEDURES

FOR SUPPLIES AND SERVICES, THE ORDERING PROCEDURES, INFORMATION ON BLANKET PURCHASE AGREEMENTS (BPAs) ARE FOUND IN FEDERAL ACQUISITION REGULATION (FAR) 8.405-3.

14. PAYMENT ADDRESS

**ASM RESEARCH, LLC
LISA CRAVEN
4050 LEGATO RD, SUITE 1100
FAIRFAX, VA 22033**

15. WARRANTY/GUARANTEE PROVISION

ALL SERVICES PERFORMED UNDER THIS CONTRACT WILL BE GUARANTEED TO BE COMPLETED IN A SATISFACTORY WORKMANLIKE MANNER AS DELINEATED WITH THIS AUTHORIZED FSS IT SCHEDULE PRICELIST.

16. EXPORT PACKING CHARGES

EXPORT PACKING IS NOT OFFERED UNDER THIS CONTRACT

17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE

ASM DOES NOT ACCEPT GOVERNMENT PURCHASE CARDS UNDER THIS CONTRACT.

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

NOT APPLICABLE

20A. TERMS AND CONDITIONS FOR ANY OTHER SERVICES

AS NEGOTIATED BY ASM RESEARCH AND THE ORDERING ACTIVITY

21. LIST OF SERVICE AND DISTRIBUTION POINTS

AS NEGOTIATED BY ASM RESEARCH AND THE ORDERING ACTIVITY

22. LIST OF PARTICIPATING DEALERS

ASM RESEARCH DOES NOT AUTHORIZE ANY PARTICIPATING DEALERS UNDER THIS CONTRACT

23. PREVENTATIVE MAINTENANCE

NOT APPLICABLE

24A. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES

NOT APPLICABLE

24B. SECTION 508 COMPLIANCE

SECTION 508 COMPLIANCE INFORMATION IS AVAILABLE ON ELECTRONIC AND INFORMATION TECHNOLOGY (EIT) SUPPLIES AND SERVICES AT WWW.ASMR.COM/CAPABILITIES/508-STANDARDS. THE EIT STANDARDS CAN BE FOUND AT: WWW.SECTION508.GOV/.

25. DATA UNIVERSAL NUMBERING SYSTEM (DUNS) NUMBER

0748352599

25A. CAGE CODE

7S711

25B. TAXPAYER IDENTIFICATION NUMBER (TIN)

54-1385056

25C. BUSINESS SIZE CONCERN

LARGE

26. ASM RESEARCH IS CURRENTLY REGISTERED WITH THE SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE.

TERMS AND CONDITIONS - IT PROFESSIONAL SERVICES: SIN 132-51 AND HEALTH INFORMATION TECHNOLOGY (IT) SERVICES: SIN 132-56

1. SCOPE

A. THE PRICES, TERMS AND CONDITIONS STATED UNDER SPECIAL ITEM NUMBERS 132-51 INFORMATION TECHNOLOGY PROFESSIONAL SERVICES AND 132-56 HEALTH INFORMATION TECHNOLOGY (IT) SERVICES APPLY EXCLUSIVELY TO IT SERVICES WITHIN THE SCOPE OF THIS INFORMATION TECHNOLOGY SCHEDULE.

B. THE CONTRACTOR SHALL PROVIDE SERVICES AT THE CONTRACTOR'S FACILITY AND/OR AT THE GOVERNMENT LOCATION, AS AGREED TO BY THE CONTRACTOR AND THE ORDERING OFFICE.

2. PERFORMANCE INCENTIVES

A. WHEN USING A PERFORMANCE BASED STATEMENT OF WORK, PERFORMANCE INCENTIVES MAY BE AGREED UPON BETWEEN THE CONTRACTOR AND THE ORDERING OFFICE ON INDIVIDUAL FIXED PRICE ORDERS OR BLANKET PURCHASE AGREEMENTS, FOR FIXED PRICE TASKS, UNDER THIS CONTRACT IN ACCORDANCE WITH THIS CLAUSE.

B. THE ORDERING OFFICE MUST ESTABLISH A MAXIMUM PERFORMANCE INCENTIVE PRICE FOR THESE SERVICES AND/OR TOTAL SOLUTIONS ON INDIVIDUAL ORDERS OR BLANKET PURCHASE AGREEMENTS.

C. TO THE MAXIMUM EXTENT PRACTICABLE, ORDERING OFFICES SHALL CONSIDER ESTABLISHING INCENTIVES WHERE PERFORMANCE IS CRITICAL TO THE AGENCY'S MISSION AND INCENTIVES ARE LIKELY TO MOTIVATE THE CONTRACTOR. INCENTIVES SHALL BE BASED ON OBJECTIVELY MEASURABLE TASKS.

D. THE ABOVE PROCEDURES DO NOT APPLY TO TIME AND MATERIAL OR LABOR HOUR ORDERS.

3. ORDERING PROCEDURES FOR SERVICES (REQUIRING A STATEMENT OF WORK)

FAR 8.402 CONTEMPLATES THAT GSA MAY OCCASIONALLY FIND IT NECESSARY TO ESTABLISH SPECIAL ORDERING PROCEDURES FOR INDIVIDUAL FEDERAL SUPPLY SCHEDULES OR FOR SOME SPECIAL ITEM NUMBERS (SINs) WITHIN A SCHEDULE. GSA HAS ESTABLISHED SPECIAL ORDERING PROCEDURES FOR SERVICES THAT REQUIRE A STATEMENT OF WORK. THESE SPECIAL ORDERING PROCEDURES TAKE PRECEDENCE OVER THE PROCEDURES IN FAR 8.404 (B)(2) THROUGH (B)(3).

GSA HAS DETERMINED THAT THE PRICES FOR SERVICES CONTAINED IN THE CONTRACTOR'S PRICE LIST APPLICABLE TO THIS SCHEDULE ARE FAIR AND REASONABLE. HOWEVER, THE ORDERING OFFICE USING THIS CONTRACT IS RESPONSIBLE FOR CONSIDERING THE LEVEL OF EFFORT AND MIX OF LABOR PROPOSED TO PERFORM A SPECIFIC TASK BEING ORDERED AND FOR MAKING A DETERMINATION THAT THE TOTAL FIRM-FIXED PRICE OR CEILING PRICE IS FAIR AND REASONABLE.

(A) WHEN ORDERING SERVICES, ORDERING OFFICES SHALL—

(1) PREPARE A REQUEST (REQUEST FOR QUOTE OR OTHER COMMUNICATION TOOL):

(i) A STATEMENT OF WORK (A PERFORMANCE-BASED STATEMENT OF WORK IS PREFERRED) THAT OUTLINES, AT A MINIMUM, THE WORK TO BE PERFORMED, LOCATION OF WORK, PERIOD OF PERFORMANCE, DELIVERABLE SCHEDULE, APPLICABLE STANDARDS, ACCEPTANCE CRITERIA, AND ANY SPECIAL REQUIREMENTS (I.E., SECURITY CLEARANCES, TRAVEL, SPECIAL KNOWLEDGE, ETC.) SHOULD BE PREPARED.

(ii) THE REQUEST SHOULD INCLUDE THE STATEMENT OF WORK AND REQUEST THE CONTRACTORS TO SUBMIT EITHER A FIRM-FIXED PRICE OR A CEILING PRICE TO PROVIDE THE SERVICES OUTLINED IN THE STATEMENT OF WORK. A FIRM-FIXED PRICE ORDER SHALL BE REQUESTED, UNLESS THE ORDERING OFFICE MAKES A DETERMINATION THAT IT IS NOT POSSIBLE AT THE TIME OF PLACING THE ORDER TO ESTIMATE ACCURATELY THE EXTENT OR DURATION OF THE WORK OR TO ANTICIPATE COST WITH ANY

REASONABLE DEGREE OF CONFIDENCE. WHEN SUCH A DETERMINATION IS MADE, A LABOR HOUR OR TIME AND-MATERIALS PROPOSAL MAY BE REQUESTED. THE FIRM-FIXED PRICE SHALL BE BASED ON THE RATES IN THE SCHEDULE CONTRACT AND SHALL CONSIDER THE MIX OF LABOR CATEGORIES AND LEVEL OF EFFORT REQUIRED TO PERFORM THE SERVICES DESCRIBED IN THE STATEMENT OF WORK. THE FIRM-FIXED PRICE OF THE ORDER SHOULD ALSO INCLUDE ANY TRAVEL COSTS OR OTHER INCIDENTAL COSTS RELATED TO PERFORMANCE OF THE SERVICES ORDERED, UNLESS THE ORDER PROVIDES FOR REIMBURSEMENT OF TRAVEL COSTS AT THE RATES PROVIDED IN THE FEDERAL TRAVEL OR JOINT TRAVEL REGULATIONS. A CEILING PRICE MUST BE ESTABLISHED FOR LABOR-HOUR AND TIME-AND-MATERIALS ORDERS.

(iii) THE REQUEST MAY ASK THE CONTRACTORS, IF NECESSARY OR APPROPRIATE, TO SUBMIT A PROJECT PLAN FOR PERFORMING THE TASK, AND INFORMATION ON THE CONTRACTOR'S EXPERIENCE AND/OR PAST PERFORMANCE PERFORMING SIMILAR TASKS.

(iv) THE REQUEST SHALL NOTIFY THE CONTRACTORS WHAT BASIS WILL BE USED FOR SELECTING THE CONTRACTOR TO RECEIVE THE ORDER. THE NOTICE SHALL INCLUDE THE BASIS FOR DETERMINING WHETHER THE CONTRACTORS ARE TECHNICALLY QUALIFIED AND PROVIDE AN EXPLANATION REGARDING THE INTENDED USE OF ANY EXPERIENCE AND/OR PAST PERFORMANCE INFORMATION IN DETERMINING TECHNICAL QUALIFICATION OF RESPONSES. IF CONSIDERATION WILL BE LIMITED TO SCHEDULE CONTRACTORS WHO ARE SMALL BUSINESS CONCERNS AS PERMITTED BY PARAGRAPH (2)(i) BELOW, THE REQUEST SHALL NOTIFY THE CONTRACTORS THAT WILL BE THE CASE.

(2) TRANSMIT THE REQUEST TO CONTRACTORS:

(i) BASED UPON AN INITIAL EVALUATION OF CATALOGS AND PRICE LISTS, THE ORDERING OFFICE SHOULD IDENTIFY THE CONTRACTORS THAT APPEAR TO OFFER THE BEST VALUE (CONSIDERING THE SCOPE OF SERVICES OFFERED, PRICING AND OTHER FACTORS SUCH AS CONTRACTORS' LOCATIONS, AS APPROPRIATE). WHEN BUYING IT PROFESSIONAL SERVICES UNDER SIN 132—51 ONLY, THE ORDERING OFFICE, AT ITS DISCRETION, MAY LIMIT CONSIDERATION TO THOSE SCHEDULE CONTRACTORS THAT ARE SMALL BUSINESS CONCERNS. THIS LIMITATION IS NOT APPLICABLE WHEN BUYING SUPPLIES AND/OR SERVICES UNDER OTHER SINS AS WELL AS SIN 132-51. THE LIMITATION MAY ONLY BE USED WHEN AT LEAST THREE (3) SMALL BUSINESSES THAT APPEAR TO OFFER SERVICES THAT WILL MEET THE AGENCY'S NEEDS ARE AVAILABLE, IF THE ORDER IS ESTIMATED TO EXCEED THE MICRO-PURCHASE THRESHOLD.

(ii) THE REQUEST SHOULD BE PROVIDED TO THREE (3) CONTRACTORS IF THE PROPOSED ORDER IS ESTIMATED TO EXCEED THE MICRO-PURCHASE THRESHOLD, BUT NOT EXCEED THE MAXIMUM ORDER THRESHOLD. FOR PROPOSED ORDERS EXCEEDING THE MAXIMUM ORDER THRESHOLD, THE REQUEST SHOULD BE PROVIDED TO ADDITIONAL CONTRACTORS THAT OFFER SERVICES THAT WILL MEET THE AGENCY'S NEEDS. ORDERING OFFICES SHOULD STRIVE TO MINIMIZE THE CONTRACTORS' COSTS ASSOCIATED WITH RESPONDING TO REQUESTS FOR QUOTES FOR SPECIFIC ORDERS. REQUESTS SHOULD BE TAILORED TO THE MINIMUM LEVEL NECESSARY FOR ADEQUATE EVALUATION AND SELECTION FOR ORDER PLACEMENT. ORAL PRESENTATIONS SHOULD BE CONSIDERED, WHEN POSSIBLE.

(3) EVALUATE RESPONSES AND SELECT THE CONTRACTOR TO RECEIVE THE ORDER:

AFTER RESPONSES HAVE BEEN EVALUATED AGAINST THE FACTORS IDENTIFIED IN THE REQUEST, THE ORDER SHOULD BE PLACED WITH THE SCHEDULE CONTRACTOR THAT REPRESENTS THE BEST VALUE. (SEE FAR 8.404)

(B) THE ESTABLISHMENT OF FEDERAL SUPPLY SCHEDULE BLANKET PURCHASE AGREEMENTS (BPAs) FOR RECURRING SERVICES IS PERMITTED WHEN THE PROCEDURES OUTLINED HEREIN ARE FOLLOWED. ALL BPAs FOR SERVICES MUST DEFINE

THE SERVICES THAT MAY BE ORDERED UNDER THE BPA, ALONG WITH DELIVERY OR PERFORMANCE TIME FRAMES, BILLING PROCEDURES, ETC. THE POTENTIAL VOLUME OF ORDERS UNDER BPAs, REGARDLESS OF THE SIZE OF INDIVIDUAL ORDERS, MAY OFFER THE ORDERING OFFICE THE OPPORTUNITY TO SECURE VOLUME DISCOUNTS. WHEN ESTABLISHING BPAs, ORDERING OFFICES SHALL—

(1) INFORM CONTRACTORS IN THE REQUEST (BASED ON THE AGENCY’S REQUIREMENT) IF A SINGLE BPA OR MULTIPLE BPAs WILL BE ESTABLISHED, AND INDICATE THE BASIS THAT WILL BE USED FOR SELECTING THE CONTRACTORS TO BE AWARDED THE BPAs.

(i) SINGLE BPA: GENERALLY, A SINGLE BPA SHOULD BE ESTABLISHED WHEN THE ORDERING OFFICE CAN DEFINE THE TASKS TO BE ORDERED UNDER THE BPA AND ESTABLISH A FIRM-FIXED PRICE OR CEILING PRICE FOR INDIVIDUAL TASKS OR SERVICES TO BE ORDERED. WHEN THIS OCCURS, AUTHORIZED USERS MAY PLACE THE ORDER DIRECTLY UNDER THE ESTABLISHED BPA WHEN THE NEED FOR SERVICE ARISES. THE SCHEDULE CONTRACTOR THAT REPRESENTS THE BEST VALUE SHOULD BE AWARDED THE BPA. (SEE FAR 8.404)

(ii) MULTIPLE BPAs: WHEN THE ORDERING OFFICE DETERMINES MULTIPLE BPAs ARE NEEDED TO MEET ITS REQUIREMENTS, THE ORDERING OFFICE SHOULD DETERMINE WHICH CONTRACTORS CAN MEET ANY TECHNICAL QUALIFICATIONS BEFORE ESTABLISHING THE BPAs. WHEN MULTIPLE BPAs ARE ESTABLISHED, THE AUTHORIZED USERS MUST FOLLOW THE PROCEDURES IN (A)(2)(ii) ABOVE AND THEN PLACE THE ORDER WITH THE SCHEDULE CONTRACTOR THAT REPRESENTS THE BEST VALUE.

(2) REVIEW BPAs PERIODICALLY: SUCH REVIEWS SHALL BE CONDUCTED AT LEAST ANNUALLY. THE PURPOSE OF THE REVIEW IS TO DETERMINE WHETHER THE BPA STILL REPRESENTS THE BEST VALUE. (SEE FAR 8.404)

(c) THE ORDERING OFFICE SHOULD GIVE PREFERENCE TO SMALL BUSINESS CONCERNS WHEN TWO OR MORE CONTRACTORS CAN PROVIDE THE SERVICES AT THE SAME FIRM-FIXED PRICE OR CEILING PRICE.

(d) WHEN THE ORDERING OFFICE’S REQUIREMENT INVOLVES BOTH PRODUCTS AS WELL AS EXECUTIVE, ADMINISTRATIVE AND/OR PROFESSIONAL, SERVICES, THE ORDERING OFFICE SHOULD TOTAL THE PRICES FOR THE PRODUCTS AND THE FIRM-FIXED PRICE FOR THE SERVICES AND SELECT THE CONTRACTOR THAT REPRESENTS THE BEST VALUE. (SEE FAR 8.404)

THE ORDERING OFFICE, AT A MINIMUM, SHOULD DOCUMENT ORDERS BY IDENTIFYING THE CONTRACTOR FROM WHICH THE SERVICES WERE PURCHASED, THE SERVICES PURCHASED, AND THE AMOUNT PAID. IF OTHER THAN A FIRM-FIXED PRICE ORDER IS PLACED, SUCH DOCUMENTATION SHOULD INCLUDE THE BASIS FOR THE DETERMINATION TO USE A LABOR-HOUR OR TIME-AND-MATERIALS ORDER. FOR AGENCY REQUIREMENTS IN EXCESS OF THE MICRO-PURCHASE THRESHOLD, THE ORDER FILE SHOULD DOCUMENT THE EVALUATION OF SCHEDULE CONTRACTORS’ QUOTES THAT FORMED THE BASIS FOR THE SELECTION OF THE CONTRACTOR THAT RECEIVED THE ORDER AND THE RATIONALE FOR ANY TRADE-OFFS MADE IN MAKING THE SELECTION.

ORDERING PROCEDURES FOR OTHER SERVICES AVAILABLE ON SCHEDULE AT FIXED PRICES FOR SPECIFICALLY DEFINED SERVICES OR TASKS SHOULD USE THE PROCEDURES IN FAR 8.404. THESE PROCEDURES ARE LISTED IN THE PRICELIST, UNDER “INFORMATION FOR ORDERING OFFICES,” PARAGRAPH #12.

4. 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 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.

5. PERFORMANCE OF SERVICES

A. THE CONTRACTOR SHALL COMMENCE PERFORMANCE OF SERVICES ON THE DATE AGREED TO BY THE CONTRACTOR AND THE ORDERING OFFICE.

B. THE CONTRACTOR AGREES TO RENDER SERVICES ONLY DURING NORMAL WORKING HOURS, UNLESS OTHERWISE AGREED TO BY THE CONTRACTOR AND THE ORDERING OFFICE.

C. THE AGENCY 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.

6. 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.

7. INSPECTION OF SERVICES

THE INSPECTION OF SERVICES—FIXED PRICE (AUG 1996) CLAUSE AT FAR 52.246-4 APPLIES TO FIRM-FIXED PRICE ORDERS PLACED UNDER THIS CONTRACT. THE INSPECTION—TIME-AND-MATERIALS AND LABOR-HOUR (JAN 1986) CLAUSE AT FAR 52.246-6 APPLIES TO TIME-AND-MATERIALS AND LABOR-HOUR ORDERS PLACED UNDER THIS CONTRACT.

8. 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 RIGHTS IN DATA – GENERAL, MAY APPLY.

9. RESPONSIBILITIES OF THE GOVERNMENT

SUBJECT TO SECURITY REGULATIONS, THE ORDERING OFFICE SHALL PERMIT CONTRACTOR ACCESS TO ALL FACILITIES NECESSARY TO PERFORM THE REQUISITE IT SERVICES.

10. INDEPENDENT CONTRACTOR

ALL IT/EC 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 GOVERNMENT.

11. 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 GOVERNMENT CONTRACT, WITHOUT SOME RESTRICTION ON 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 GOVERNMENT, ORDERING OFFICES 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.

12. INVOICES

THE CONTRACTOR, UPON COMPLETION OF THE WORK ORDERED, SHALL SUBMIT INVOICES FOR IT/EC SERVICES. PROGRESS PAYMENTS MAY BE AUTHORIZED BY THE ORDERING OFFICE 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.

13. PAYMENTS

FOR FIRM-FIXED PRICE ORDERS THE GOVERNMENT 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 (ALTERNATE I (APR 1984)) AT FAR 52.232-7 APPLIES TO TIME-AND-MATERIALS ORDERS PLACED UNDER THIS CONTRACT. FOR LABOR-HOUR ORDERS, THE PAYMENT UNDER TIME-AND-MATERIALS AND LABOR-HOUR CONTRACTS (FEB 2002) (ALTERNATE II (FEB 2002)) AT FAR 52.232-7 APPLIES TO LABOR-HOUR ORDERS PLACED UNDER THIS CONTRACT.

14. RESUMES

RESUMES SHALL BE PROVIDED TO THE GSA CONTRACTING OFFICER OR THE USER AGENCY UPON REQUEST.

15. INCIDENTAL SUPPORT COSTS

INCIDENTAL SUPPORT COSTS ARE AVAILABLE OUTSIDE THE SCOPE OF THIS CONTRACT. THE COSTS WILL BE NEGOTIATED SEPARATELY WITH THE ORDERING AGENCY IN ACCORDANCE WITH THE GUIDELINES SET FORTH IN THE FAR.

16. 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.

LABOR CATEGORY DESCRIPTIONS - IT PROFESSIONAL SERVICES: SIN 132-51

WHERE APPLICABLE:

LEVEL 1: PERFORMS MORE ROUTINE ASPECTS OF THE POSITION AND IS SUPERVISED BY HIGHER LEVELS.

LEVEL 2: PERFORMS MORE VARIED AND DIFFICULT TASKS COMPARED TO LEVEL 1, YET HAS LESS AUTONOMY THAN LEVEL 3. THIS LEVEL REQUIRES CONSIDERABLE KNOWLEDGE OF THE SUBJECT MATTER AND CONCEPTS OF THE POSITION.

LEVEL 3: COMPETENT IN SUBJECT MATTER AND CONCEPTS AND GENERALLY CONSIDERED A SPECIALIST IN AREA OF ASSIGNMENT. MAY LEAD INDIVIDUALS ASSISTING IN THE WORK.

1. FOR ALL CATEGORIES, A MASTER'S DEGREE MAY BE SUBSTITUTED FOR TWO YEARS OF EXPERIENCE.
2. FOR ALL CATEGORIES, A DOCTORAL DEGREE MAY BE SUBSTITUTED FOR AN ADDITIONAL TWO YEARS OF EXPERIENCE.
3. FOR ALL CATEGORIES, TWO ADDITIONAL YEARS OF DIRECTLY RELATED JOB EXPERIENCE MAY BE SUBSTITUTED FOR EACH YEAR OF COLLEGE NOT ATTENDED.
4. EXPERIENCE IN GENERAL MUST BE PROFESSIONAL AND JOB RELATED, THOUGH IT NEED NOT BE IN THE SPECIFIC AREA TO BE THE EMPLOYEE'S RESPONSIBILITY. ADDITIONAL EXPERIENCE TO BE SUBSTITUTED FOR EDUCATION MUST BE IN THE AREA OF THE INDIVIDUAL'S ASSIGNED PROJECT RESPONSIBILITY.

BUSINESS ANALYST

LEVEL 3

Functional Responsibility: Analyzes company functions, processes, and activities to improve computer-based business applications for the most effective use of money, materials, equipment, and people. Utilizes available computer systems resources and personnel to carry out analysis to support management's quest for performance improvement. Reviews and analyzes information, forecasts, methods, schedules, systems, processes and procedures. Determines most useful business solutions for the company. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.

Level 3 Minimum Requirements: *Education - Bachelor's Degree; Years of Experience - 6*

COMPUTER PROGRAMMER

LEVEL 2

Functional Responsibility: Develops, researches, designs, implements, runs tests, and maintains current computer programs that provide instructions computers must follow to perform their function. Designs, develops, tests and evaluates software and systems, in conjunction with hardware product development, that enable computers to perform their applications, applying principles and techniques of computer science, engineering, and mathematical analysis. Writes programs according to specifications, which may be provided by Software Engineers, Systems Analysts, or other computer scientists. Updates, repairs, modifies and expands existing computer programs. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less

autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* - 3

COMPUTER PROGRAMMER
LEVEL 3

Functional Responsibility: Develops, researches, designs, implements, runs tests, and maintains current computer programs that provide instructions computers must follow to perform their function. Designs, develops, tests and evaluates software and systems, in conjunction with hardware product development, that enable computers to perform their applications, applying principles and techniques of computer science, engineering, and mathematical analysis. Writes programs according to specifications, which may be provided by Software Engineers, Systems Analysts, or other computer scientists. Updates, repairs, modifies and expands existing computer programs. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* - 6

COMPUTER SECURITY SPECIALIST
LEVEL 2

Functional Responsibility: Plans, coordinates and implements an organization's computer information security measures to safeguard information in computer files against accidental or unauthorized modification, destruction or disclosure. Reviews violations of computer security procedures to eliminate violations. Regulates access to computer data files, monitors data file use and updates computer security files. Enters commands into computer to allow access to the computer system for users who forget their password. Reads computer security files to determine whether denial of data access reported by user is justified. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* - 3

COMPUTER SECURITY SPECIALIST
LEVEL 3

Functional Responsibility: Plans, coordinates and implements an organization's computer information security measures to safeguard information in computer files against accidental or unauthorized modification, destruction or disclosure. Reviews violations of computer security procedures to eliminate violations. Regulates access to computer data files, monitors data file use and updates computer security files. Enters commands into computer to allow access to the computer system for users who forget their password. Reads computer security files to

determine whether denial of data access reported by user is justified. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.

Minimum Requirements: *Education - Bachelor's Degree; Years of Experience - 6*

CONFIGURATION MANAGER

Functional Responsibility: Manages the coordination and administration of configuration management activities. Formulates procedures for and executes the introduction of changes to engineering documents. Analyzes changes of product design to determine the effect on the end product design and function and determines and prepares documentation necessary for change. Coordinates with customers and manufacturers to determine a process for change reporting. Reviews released engineering change data and changes documenting activities to ensure adherence to configuration management procedures and policies.

Minimum Requirements: *Education - Bachelor's Degree; Years of Experience - 6*

DATABASE ADMINISTRATOR

LEVEL 2

Functional Responsibility: Administrates organization's database using database management system to organize and store data. Ascertain user requirements, creates computer databases and tests and coordinates changes. Interacts with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis and other pertinent data required to develop and maintain integrated databases. Provides guidance in the development of database projects and performs database analysis to recommend specific products, structures, and platforms to customers and project staff. Ensures performance of database. Excludes paraprofessional positions. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.

Minimum Requirements: *Education - Bachelor's Degree; Years of Experience - 3*

DATABASE ANALYST

LEVEL 2

Functional Responsibility: Analyzes business procedures and problems to refine data for database management. Analyzes, designs and implements accurate, secure, efficient, logical and physical databases and coordinates database development. Identifies and resolves production and/or applications development problems related to the use of the database management system software or utilities. Reviews project request describing database user needs. Studies existing data handling systems to evaluate effectiveness and develops new systems to improve production or workflow as required. Excludes paraprofessional positions. Level 2 performs more

varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.

Level 2 Minimum Requirements: *Education - Bachelor's Degree; Years of Experience – 3*

DATABASE ANALYST

LEVEL 3

Functional Responsibility: Analyzes business procedures and problems to refine data for database management. Analyzes, designs and implements accurate, secure, efficient, logical and physical data bases and coordinates database development. Identifies and resolves production and/or applications development problems related to the use of the database management system software or utilities. Reviews project request describing database user needs. Studies existing data handling systems to evaluate effectiveness and develops new systems to improve production or workflow as required. May be responsible for ensuring performance of database. Excludes paraprofessional positions. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.

Minimum Requirements: *Education - Bachelor's Degree; Years of Experience – 6*

HELPDESK ANALYST

LEVEL 1

Functional Responsibility: Assesses and troubleshoots computer support problems and applies understanding of computer software and hardware products and services to resolve problems of users. Receives telephone calls and e-mails from users having problems using computer software and hardware or inquiring how to use specific software, programming languages, electronic mail or operating systems. Ascertains from computer user the nature of problem, determines whether problem is caused by hardware, such as modem, printer, cables or telephone, formulates diagnosis and assists users through problem solving steps. Level 1 performs more routine aspects of the position and is supervised by higher levels.

Minimum Requirements: *Education – High School; Years of Experience – 0*

HELPDESK ANALYST

LEVEL 2

Functional Responsibility: Analyzes problems and provides technical assistance, support, and advice to end users for hardware, software, and systems. Studies and resolves computer software and hardware problems of users. Acts as a contact for users having problems using computer software, hardware, and operating systems. Determines whether problem is caused by hardware, software, or system. Answers questions, applying knowledge of computer software, hardware, systems, and procedures. Level 2 performs more varied and difficult tasks

compared to Level 1. This level requires considerable knowledge of the subject matter and concepts of the position.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* – 3

IT CONSULTANT

LEVEL 1

Functional Responsibility: Consults with client or department heads to define need or problem, conducts research, performs studies and surveys to obtain data, and analyzes problems to advise on or recommend solutions, utilizing knowledge of theory, principles or technology of specific discipline or field of specialization. Requires knowledge in fields defined as information technology, computer programming, computer security, computer systems analysis, database management, information systems, Internet applications and development, software development and related fields. Level 1 performs more routine aspects of the position and is supervised by higher levels.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* – 0

IT CONSULTANT

LEVEL 2

Functional Responsibility: Consults with client or department heads to define need or problem, conducts research, performs studies and surveys to obtain data, and analyzes problems to advise on or recommend solutions, utilizing knowledge of theory, principles or technology of specific discipline or field of specialization. Requires knowledge in fields defined as information technology, computer programming, computer security, computer systems analysis, database management, information systems, Internet applications and development, software development and related fields. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* – 3

IT CONSULTANT

LEVEL 3

Functional Responsibility: Consults with client or department heads to define need or problem, conducts research, performs studies and surveys to obtain data, and analyzes problems to advise on or recommend solutions, utilizing knowledge of theory, principles or technology of specific discipline or field of specialization. Requires knowledge in fields defined as information technology, computer programming, computer security, computer systems analysis, database management, information systems, Internet applications and development, software development and related fields. Level 3 is competent in subject matter and concepts and

generally considered a specialist in area of assignment. May lead individuals assisting in the work.

Minimum Requirements: *Education - Bachelor's Degree; Years of Experience – 6*

NETWORK/TELECOMM ENGINEER

LEVEL 1

Functional Responsibility: Assists in the development and maintenance of network communications. Designs, develops, implements, maintains, and enhances telecommunication networks, systems and equipment. May use knowledge of LAN/WAN systems to help design and install internal and external networks. Tests and evaluates network systems to eliminate problems and make improvements. Analyzes existing networks and equipment and identifies opportunities for improvement. Develops solutions that meet business requirements. Level 1 performs more routine aspects of the position and is supervised by higher levels.

Level 1 Minimum Requirements: *Education - Bachelor's Degree; Years of Experience - 0*

NETWORK/TELECOMM ENGINEER

LEVEL 3

Functional Responsibility: Assists in the development and maintenance of network communications. Designs, develops, implements, maintains, and enhances telecommunication networks, systems and equipment. May use knowledge of LAN/WAN systems to help design and install internal and external networks. Tests and evaluates network systems to eliminate problems and make improvements. Analyzes existing networks and equipment and identifies opportunities for improvement. Develops solutions that meet business requirements. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.

Minimum Requirements: *Education - Bachelor's Degree; Years of Experience – 6*

PROGRAM MANAGER

LEVEL 1

Functional Responsibility: Manages the Program/Project Management Office (PMO) by driving program and project management best practices, policies, procedures and processes. Tracks the status of all projects and manages escalations, project budgets and reporting. Level 1 performs more routine aspects of the position and is supervised by higher levels.

Level 1 Minimum Requirements: *Education - Bachelor's Degree; Years of Experience – 4*

PROGRAM MANAGER

LEVEL 2

Functional Responsibility: Manages the Program/Project Management Office (PMO) by driving program and project management best practices, policies, procedures and processes. Tracks the status of all projects and manages escalations, project budgets and reporting. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* - 7

PROGRAM MANAGER

LEVEL 3

Functional Responsibility: Manages the Program/Project Management Office (PMO) by driving program and project management best practices, policies, procedures and processes. Tracks the status of all projects and manages escalations, project budgets and reporting. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* – 10

PROGRAMMER ANALYST

LEVEL 2

Functional Responsibility: Analyzes and critiques computer programs and systems and develops new programs. Reviews users requests for new or modified computer programs to determine feasibility, cost and time required, compatibility with current system and computer capabilities. Plans, develops, tests, and documents computer programs, applying knowledge of programming techniques and computer systems. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* - 3

PROJECT ADMINISTRATOR

LEVEL 3

Functional Responsibility: Compiles project status reports, coordinates project schedules, manages project meetings, and identifies and resolves technical problems. Identifies and analyzes systems requirements and defines project scope, requirements, and deliverables. Coordinates project activities and ensures all project phases are documented appropriately.

Level 3 Minimum Requirements: Education - Bachelor's Degree; Years of Experience - 6

PROJECT COORDINATOR

Functional Responsibility: Arranges schedules and regulates flow of work within or between organizational units or businesses. Maintains master schedule and work orders, establishes priorities, and changes schedule according to projects, work order specifications, established priorities, and availability or capability of workers, parts, material, machines, and equipment.

Minimum Requirements: Education - Bachelor's Degree; Years of Experience - 0

PROJECT MANAGER

LEVEL 1

Functional Responsibility: Manages, plans and coordinates activities of projects to ensure that goals or objectives of projects are accomplished within prescribed time frame and funding parameters. Reviews project proposal or plan to determine time frame, funding limitations, procedures for accomplishing projects, staffing requirements and allotment of available resources to various phases of projects. Establishes work plan and multi-disciplinary staffing for each phase of project and arranges for recruitment or assignment of project personnel. Identifies functional and cross-functional requirements and resources required for each task. Level 1 performs more routine aspects of the position and is supervised by higher levels.

Minimum Requirements: Education - Bachelor's Degree; Years of Experience – 0

PROJECT MANAGER

LEVEL 2

Functional Responsibility: Manages, plans and coordinates activities of projects to ensure that goals or objectives of projects are accomplished within prescribed time frame and funding parameters. Reviews project proposal or plan to determine time frame, funding limitations, procedures for accomplishing projects, staffing requirements and allotment of available resources to various phases of projects. Establishes work plan and multi-disciplinary staffing for each phase of project and arranges for recruitment or assignment of project personnel. Identifies functional and cross-functional requirements and resources required for each task. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.

Minimum Requirements: Education - Bachelor's Degree; Years of Experience – 3

SYSTEM ADMINISTRATOR

LEVEL 1

Functional Responsibility: Administers, develops, runs tests on, implements and maintains operating system and related software. Establishes and implements standards for computer operations for compatibility between hardware and software, according to specifications and parameters. Troubleshoots and resolves software, operating system, and networking problems. Schedules, performs, and monitors system backups and, when necessary, performs data recoveries. Level 1 performs more routine aspects of the position and is supervised by higher levels.

Level 1 Minimum Requirements: *Education - Bachelor's Degree; Years of Experience – 0*

SYSTEM ADMINISTRATOR

LEVEL 2

Functional Responsibility: Administers, develops, runs tests on, implements and maintains operating system and related software. Establishes and implements standards for computer operations for compatibility between hardware and software, according to specifications and parameters. Troubleshoots and resolves software, operating system, and networking problems. Schedules, performs, and monitors system backups and, when necessary, performs data recoveries. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.

Minimum Requirements: *Education - Bachelor's Degree; Years of Experience – 3*

SYSTEM/SOFTWARE ARCHITECT

Functional Responsibility: Responsible for initial design and development of new software or extensive software revisions. Defines product requirements and creates high-level architectural specifications, ensuring feasibility, functionality, and integration with existing systems/platforms. Designs, develops, and implements infrastructure to provide highly-complex, reliable, and scalable database to meet the organization's objectives and requirements. Analyzes organization's business requirements for database design, and executes changes to database as required. Demonstrates expertise in a variety of the field's concepts, practices, and procedures.

Minimum Requirements: *Education - Bachelor's Degree; Years of Experience – 7*

SYSTEMS ANALYST

LEVEL 2

Functional Responsibility: Analyzes and solves computer problems and assures technology meets the needs of the organization. Implements system studies to assist organization to realize maximum benefit from investments in equipment, personnel and business processes. Plans and designs new computer systems or devises ways to apply existing systems resources to additional operations. Analyzes user requirements, procedures and problems to automate processing or to improve existing computer system. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.

Level 2 Minimum Requirements: *Education - Bachelor's Degree; Years of Experience – 3*

SYSTEMS ANALYST

LEVEL 3

Functional Responsibility: Analyzes and solves computer problems and assures technology meets the needs of the organization. Implements system studies to assist organization to realize maximum benefit from investments in equipment, personnel and business processes. Plans and designs new computer systems or devises ways to apply existing systems resources to additional operations. Analyzes user requirements, procedures and problems to automate processing or to improve existing computer system. When necessary, may troubleshoot and resolve software, operating system, and networking problems as well as schedule, perform, and monitors system backups and data recoveries. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.

Minimum Requirements: *Education - Bachelor's Degree; Years of Experience – 6*

TECHNICAL WRITER

LEVEL 1

Functional Responsibility: Writes and updates material for reports, manuals, briefs, proposals, instruction books, catalogs and related technical and administrative publications concerned with work methods and procedures, installation, operation and maintenance. Acquires assignments from supervisor. Level 1 performs more routine aspects of the position and is supervised by higher levels.

Level 1 Minimum Requirements: *Education - Bachelor's Degree; Years of Experience – 0*

TRAINING SPECIALIST

LEVEL 1

Functional Responsibility: Develops and trains employees or customers of industrial or commercial establishment in installation, programming, safety, maintenance and repair of machinery and equipment, such as robots, programmable controllers, and robot controllers, following manuals, specifications, blueprints and schematics using hand tools, measuring instruments and testing equipment. Confers with management and staff or technical training coordinator to determine training objectives. Writes training program and designs laboratory exercises. Level 1 performs more routine aspects of the position and is supervised by higher levels.

Minimum Requirements: *Education* – High School; *Years of Experience* – 0

TRAINING SPECIALIST

LEVEL 2

Functional Responsibility: Manages the activities related to various training and educational programs for an organization. Assesses and identifies individual group training needs and administers plans, procedures and programs to meet these training needs. Prepares a variety of training aids and materials and assesses training packages, including outline, text and handouts written by instructors. Level 2 performs more varied and difficult tasks compared to Level 1. This level requires considerable knowledge of the subject matter and concepts of the position.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* – 3

WEB DEVELOPER

LEVEL 2

Functional Responsibility: Develops and oversees website design and creation. Plans, designs, evaluates, develops, tests, edits, maintains, and documents look and flow of websites. Interviews clients to help them clarify their goals for establishing a website. Designs or supervises design of digitized images, banners, bullets, charts, image maps and other graphics to enhance appearance of site. Applies knowledge of programming techniques and computer internet systems. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.

Level 2 Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* – 3

IT PROFESSIONAL SERVICES RATES - SIN 132-51

PRICING: PRICES EFFECTIVE ON DATE OF AWARD AND ARE SUBJECT TO REVISION

AT THE TIME EACH OPTION YEAR IS EXERCISED. FORWARD PRICING RATES REFLECT AGREED UPON ESCALATION RATE OF 2.5% TO BE APPLIED ANNUALLY UPON DATE OF AWARD.

JOB TITLE	YEAR 1 EFFECTIVE DATE OF AWARD	YEAR 2	YEAR 3	YEAR 4	YEAR 5
BUSINESS ANALYST 3	\$ 118.95	\$ 121.92	\$ 124.97	\$ 128.09	\$ 131.29
COMPUTER PROGRAMMER 2	\$ 105.53	\$ 108.17	\$ 110.87	\$ 113.64	\$ 116.48
COMPUTER PROGRAMMER 3	\$ 158.00	\$ 161.95	\$ 166.00	\$ 170.15	\$ 174.40
COMPUTER SECURITY SPECIALIST 2	\$ 111.93	\$ 114.73	\$ 117.60	\$ 120.54	\$ 123.55
COMPUTER SECURITY SPECIALIST 3	\$ 112.89	\$ 115.71	\$ 118.60	\$ 121.57	\$ 124.61
CONFIGURATION MANAGER	\$ 100.57	\$ 103.08	\$ 105.66	\$ 108.30	\$ 111.01
DATABASE ADMINISTRATOR (DBA) 2	\$ 107.25	\$ 109.93	\$ 112.68	\$ 115.50	\$ 118.39
DATABASE ANALYST 2	\$ 107.92	\$ 110.62	\$ 113.39	\$ 116.22	\$ 119.13
DATABASE ANALYST 3	\$ 147.16	\$ 150.84	\$ 154.61	\$ 158.48	\$ 162.44
HELPDESK ANALYST 1	\$ 46.53	\$ 47.69	\$ 48.88	\$ 50.10	\$ 51.35
HELPDESK ANALYST 2	\$ 98.98	\$ 101.45	\$ 103.99	\$ 106.59	\$ 109.25
IT CONSULTANT 1	\$ 145.24	\$ 148.87	\$ 152.59	\$ 156.40	\$ 160.31
IT CONSULTANT 2	\$ 154.32	\$ 158.18	\$ 162.13	\$ 166.18	\$ 170.33
IT CONSULTANT 3	\$ 306.12	\$ 313.77	\$ 321.61	\$ 329.65	\$ 337.89
NETWORK/TELECOMM ENGINEER 1	\$ 81.06	\$ 83.09	\$ 85.17	\$ 87.30	\$ 89.48
NETWORK/TELECOMM ENGINEER 3	\$ 152.77	\$ 156.59	\$ 160.50	\$ 164.51	\$ 168.62
PROGRAM MANAGER 1	\$ 118.87	\$ 121.84	\$ 124.89	\$ 128.01	\$ 131.21
PROGRAM MANAGER 2	\$ 146.92	\$ 150.59	\$ 154.35	\$ 158.21	\$ 162.17
PROGRAM MANAGER 3	\$ 208.75	\$ 213.97	\$ 219.32	\$ 224.80	\$ 230.42
PROGRAMMER ANALYST 2	\$ 104.90	\$ 107.52	\$ 110.21	\$ 112.97	\$ 115.79
PROJECT ADMINISTRATOR 3	\$ 124.35	\$ 127.46	\$ 130.65	\$ 133.92	\$ 137.27
PROJECT COORDINATOR	\$ 77.95	\$ 79.90	\$ 81.90	\$ 83.95	\$ 86.05
PROJECT MANAGER 1	\$ 108.69	\$ 111.41	\$ 114.20	\$ 117.06	\$ 119.99
PROJECT MANAGER 2	\$ 132.63	\$ 135.95	\$ 139.35	\$ 142.83	\$ 146.40
SYSTEM ADMINISTRATOR 1	\$ 72.50	\$ 74.31	\$ 76.17	\$ 78.07	\$ 80.02
SYSTEM ADMINISTRATOR 2	\$ 88.89	\$ 91.11	\$ 93.39	\$ 95.72	\$ 98.11
SYSTEM/SOFTWARE ARCHITECT	\$ 166.41	\$ 170.57	\$ 174.83	\$ 179.20	\$ 183.68
SYSTEMS ANALYST 2	\$ 73.63	\$ 75.47	\$ 77.36	\$ 79.29	\$ 81.27

JOB TITLE	YEAR 1 <i>EFFECTIVE</i> <i>DATE OF AWARD</i>	YEAR 2	YEAR 3	YEAR 4	YEAR 5
SYSTEMS ANALYST 3	\$ 123.01	\$ 126.09	\$ 129.24	\$ 132.47	\$ 135.78
TECHNICAL WRITER 1	\$ 85.19	\$ 87.32	\$ 89.50	\$ 91.74	\$ 94.03
TRAINING SPECIALIST 1	\$ 71.62	\$ 73.41	\$ 75.25	\$ 77.13	\$ 79.06
TRAINING SPECIALIST 2	\$ 116.00	\$ 118.90	\$ 121.87	\$ 124.92	\$ 128.04
WEB DEVELOPER 2	\$ 103.79	\$ 106.38	\$ 109.04	\$ 111.77	\$ 114.56

LABOR CATEGORY DESCRIPTIONS

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

WHERE APPLICABLE:

LEVEL 1: PERFORMS MORE ROUTINE ASPECTS OF THE POSITION AND IS SUPERVISED BY HIGHER LEVELS.

LEVEL 2: PERFORMS MORE VARIED AND DIFFICULT TASKS COMPARED TO LEVEL 1, YET HAS LESS AUTONOMY THAN LEVEL 3. THIS LEVEL REQUIRES CONSIDERABLE KNOWLEDGE OF THE SUBJECT MATTER AND CONCEPTS OF THE POSITION.

LEVEL 3: COMPETENT IN SUBJECT MATTER AND CONCEPTS AND GENERALLY CONSIDERED A SPECIALIST IN AREA OF ASSIGNMENT. MAY LEAD INDIVIDUALS ASSISTING IN THE WORK.

1. FOR ALL CATEGORIES, A MASTER'S DEGREE MAY BE SUBSTITUTED FOR TWO YEARS OF EXPERIENCE.
2. FOR ALL CATEGORIES, A DOCTORAL DEGREE MAY BE SUBSTITUTED FOR AN ADDITIONAL TWO YEARS OF EXPERIENCE.
3. FOR ALL CATEGORIES, TWO ADDITIONAL YEARS OF DIRECTLY RELATED JOB EXPERIENCE MAY BE SUBSTITUTED FOR EACH YEAR OF COLLEGE NOT ATTENDED.
4. EXPERIENCE IN GENERAL MUST BE PROFESSIONAL AND JOB RELATED, THOUGH IT NEED NOT BE IN THE SPECIFIC AREA TO BE THE EMPLOYEE'S RESPONSIBILITY. ADDITIONAL EXPERIENCE TO BE SUBSTITUTED FOR EDUCATION MUST BE IN THE AREA OF THE INDIVIDUAL'S ASSIGNED PROJECT RESPONSIBILITY.

HEALTH IT BUSINESS ANALYST

LEVEL 1

Functional Responsibility: Analyzes company functions, processes, and activities to improve Health IT computer-based business applications for the most effective use of money, materials, equipment, and people. Utilizes available computer systems resources and personnel to carry out analysis to support management's quest for performance improvement. Reviews and analyzes information, forecasts, methods, schedules, systems, processes and procedures. Determines most useful business solutions for the company. Level 1 performs more routine aspects of the position and is supervised by higher levels.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* - 0

HEALTH IT BUSINESS ANALYST

LEVEL 2

Functional Responsibility: Analyzes company functions, processes, and activities to improve Health IT computer-based business applications for the most effective use of money, materials, equipment, and people. Utilizes available computer systems resources and personnel to carry out analysis to support management's quest for performance improvement. Reviews and analyzes information, forecasts, methods, schedules, systems, processes and procedures.

Determines most useful business solutions for the company. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* – 3

HEALTH IT BUSINESS ANALYST

LEVEL 3

Functional Responsibility: Analyzes company functions, processes, and activities to improve Health IT computer-based business applications for the most effective use of money, materials, equipment, and people. Utilizes available computer systems resources and personnel to carry out analysis to support management's quest for performance improvement. Reviews and analyzes information, forecasts, methods, schedules, systems, processes and procedures. Determines most useful business solutions for the company. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* – 6

HEALTH IT BUSINESS SYSTEMS ANALYST

LEVEL 2

Functional Responsibility: Analyzes business processes, functions, and procedures to determine the most effective Health IT business systems software to meet the needs of the organization. Establishes systems' specifications and objectives, based on business requirements and cost effectiveness and provides recommendations to management personnel. Collaborates with others in systems development and design, including software programming and table, report and panel design. Develops test plans, coordinates and performs software testing, which may include analyzing user interfaces, downtimes, proposed system modification upgrades and new system software. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* - 3

HEALTH IT BUSINESS SYSTEMS ANALYST

LEVEL 3

Functional Responsibility: Analyzes business processes, functions, and procedures to determine the most effective Health IT business systems software to meet the needs of the organization. Establishes systems' specifications and objectives, based on business requirements and cost effectiveness and provides recommendations to management personnel. Collaborates with

others in systems development and design, including software programming and table, report and panel design. Develops test plans, coordinates and performs software testing, which may include analyzing user interfaces, downtimes, proposed system modification upgrades and new system software. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.

Minimum Requirements: *Education - Bachelor's Degree; Years of Experience – 6*

HEALTH IT COMPUTER PROGRAMMER
LEVEL 1

Functional Responsibility: Develops, researches, designs, implements, runs tests, and maintains current Health IT computer programs that provide instructions computers must follow to perform their function. Designs, develops, tests and evaluates software and systems, in conjunction with hardware product development, that enable computers to perform their applications, applying principles and techniques of computer science, engineering, and mathematical analysis. Writes programs according to specifications, which may be provided by Software Engineers, Systems Analysts, or other computer scientists. Updates, repairs, modifies and expands existing computer programs. Level 1 performs more routine aspects of the position and is supervised by higher levels.

Minimum Requirements: *Education - Bachelor's Degree; Years of Experience - 0*

HEALTH IT COMPUTER PROGRAMMER
LEVEL 2

Functional Responsibility: Develops, researches, designs, implements, runs tests, and maintains current Health IT computer programs that provide instructions computers must follow to perform their function. Designs, develops, tests and evaluates software and systems, in conjunction with hardware product development, that enable computers to perform their applications, applying principles and techniques of computer science, engineering, and mathematical analysis. Writes programs according to specifications, which may be provided by Software Engineers, Systems Analysts, or other computer scientists. Updates, repairs, modifies and expands existing computer programs. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.

Minimum Requirements: *Education - Bachelor's Degree; Years of Experience - 3*

HEALTH IT COMPUTER PROGRAMMER
LEVEL 3

Functional Responsibility: Develops, researches, designs, implements, runs tests, and maintains current Health IT computer programs that provide instructions computers must follow to perform their function. Designs, develops, tests and evaluates software and systems, in

conjunction with hardware product development, that enable computers to perform their applications, applying principles and techniques of computer science, engineering, and mathematical analysis. Writes programs according to specifications, which may be provided by Software Engineers, Systems Analysts, or other computer scientists. Updates, repairs, modifies and expands existing computer programs. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* - 6

HEALTH IT COMPUTER SECURITY SPECIALIST

LEVEL 1

Functional Responsibility: Plans, coordinates and implements an organization's Health IT computer information security measures to safeguard information in computer files against accidental or unauthorized modification, destruction or disclosure. Reviews violations of computer security procedures to eliminate violations. Regulates access to computer data files, monitors data file use and updates computer security files. Enters commands into computer to allow access to the computer system for users who forget their password. Reads computer security files to determine whether denial of data access reported by user is justified. Level 1 performs more routine aspects of the position and is supervised by higher levels.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* - 0

HEALTH IT COMPUTER SECURITY SPECIALIST

LEVEL 2

Functional Responsibility: Plans, coordinates and implements an organization's Health IT computer information security measures to safeguard information in computer files against accidental or unauthorized modification, destruction or disclosure. Reviews violations of computer security procedures to eliminate violations. Regulates access to computer data files, monitors data file use and updates computer security files. Enters commands into computer to allow access to the computer system for users who forget their password. Reads computer security files to determine whether denial of data access reported by user is justified. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* - 3

HEALTH IT COMPUTER SECURITY SPECIALIST

LEVEL 3

Functional Responsibility: Plans, coordinates and implements an organization's Health IT computer information security measures to safeguard information in computer files against

accidental or unauthorized modification, destruction or disclosure. Reviews violations of computer security procedures to eliminate violations. Regulates access to computer data files, monitors data file use and updates computer security files. Enters commands into computer to allow access to the computer system for users who forget their password. Reads computer security files to determine whether denial of data access reported by user is justified. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* – 6

HEALTH IT COMPUTER SYSTEMS ANALYST

LEVEL 1

Functional Responsibility: Analyzes and critiques Health IT computer programs and systems and develops new programs. Reviews users requests for new or modified computer programs to determine feasibility, cost and time required, compatibility with current system, and computer capabilities. Configures plan outlining steps required to develop program, using structured analysis and design. Plans, develops, tests and documents computer programs, applying knowledge of programming techniques and computer systems. Analyzes and solves computer problems, and assures technology meets the needs of the organization. Implements system studies to assist organization to realize maximum benefit from investments in equipment, personnel and business processes. Plans and designs new computer systems or devises ways to apply existing systems resources to additional operations. Analyzes user requirements, procedures, and problems to automate processing or to improve existing computer system. Level 1 performs more routine aspects of the position and is supervised by higher levels.

Minimum Requirements: *Education* – High School; *Years of Experience* - 0

HEALTH IT COMPUTER SYSTEMS ANALYST

LEVEL 2

Functional Responsibility: Analyzes and critiques Health IT computer programs and systems and develops new programs. Reviews users requests for new or modified computer programs to determine feasibility, cost and time required, compatibility with current system, and computer capabilities. Configures plan outlining steps required to develop program, using structured analysis and design. Plans, develops, tests and documents computer programs, applying knowledge of programming techniques and computer systems. Analyzes and solves computer problems, and assures technology meets the needs of the organization. Implements system studies to assist organization to realize maximum benefit from investments in equipment, personnel and business processes. Plans and designs new computer systems or devises ways to apply existing systems resources to additional operations. Analyzes user requirements, procedures, and problems to automate processing or to improve existing computer system. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than

Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* – 3

HEALTH IT CONFIGURATION ANALYST

Functional Responsibility: Assesses proposed changes of processes, systems, and or product design to determine overall effect, and coordinates recording of changes and modifications for management control. Examines proposed design/process changes to prepare report of overall effect. Assists with establishing change-reporting procedure, and prepares directives for change authorization and documentation. Prepares and/or maintains documentation pertaining to change control, requirements, programming, systems operation and user documentation. May translate business specifications into user documentation.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* – 2

HEALTH IT CONFIGURATION MANAGER

Functional Responsibility: Must have experience in management configuration programs to ensure that all proposed and actual changes to program technology and documentation are properly staffed, approved, and tracked. Must facilitate the change notification process used for updating product. Must ensure notification of performing organizations or project teams of change activity.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* – 4

HEALTH IT CYBER SECURITY ENGINEER

Functional Responsibility: Has IT experience with Cyber Security Policy and threat mitigation. Must be well versed in Cyber Security Tools, network topologies, intrusion detection, PKI, and secured networks. Must have familiarity and experience in the implementation of cyber security regulations. May require Security+ certification or equivalent.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* – 3

HEALTH IT CYBER SECURITY SPECIALIST, SENIOR

Functional Responsibility: Has IT experience with Cyber Security Policy and threat mitigation. Must have knowledge and experience in Cyber Security Tools, network topologies, intrusion detection, PKI, and secured networks. Knowledge of implementation and security levels and roles necessary for successful deployment.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* – 6

HEALTH IT DATABASE ADMINISTRATOR (DBA)

LEVEL 1

Functional Responsibility: Administrates organization's Health IT database using database management system to organize and store data. Ascertains user requirements, creates computer databases and tests and coordinates changes. Interacts with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis and other pertinent data required to develop and maintain integrated databases. Provides guidance in the development of database projects and performs database analysis to recommend specific products, structures, and platforms to customers and project staff. Ensures performance of database. Excludes paraprofessional positions. Level 1 performs more routine aspects of the position and is supervised by higher levels.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* - 0

HEALTH IT DATABASE ADMINISTRATOR (DBA)

LEVEL 2

Functional Responsibility: Administrates organization's Health IT database using database management system to organize and store data. Ascertains user requirements, creates computer databases and tests and coordinates changes. Interacts with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis and other pertinent data required to develop and maintain integrated databases. Provides guidance in the development of database projects and performs database analysis to recommend specific products, structures, and platforms to customers and project staff. Ensures performance of database. Excludes paraprofessional positions. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* - 3

HEALTH IT DATABASE ADMINISTRATOR (DBA)

LEVEL 3

Functional Responsibility: Administrates organization's Health IT database using database management system to organize and store data. Ascertains user requirements, creates computer databases and tests and coordinates changes. Interacts with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis and other pertinent data required to develop and maintain integrated databases. Provides guidance in the development of database projects and performs database analysis to recommend specific products, structures, and platforms to customers and project staff. Ensures performance of database. Excludes paraprofessional positions. Level 3 is competent in subject

matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* – 6

HEALTH IT DATABASE ANALYST

LEVEL 1

Functional Responsibility: Analyzes business procedures and problems to refine data for Health IT database management. Analyzes, designs and implements accurate, secure, efficient, logical and physical data bases and coordinates database development. Identifies and resolves production and/or applications development problems related to the use of the database management system software or utilities. Reviews project request describing database user needs. Studies existing data handling systems to evaluate effectiveness and develops new systems to improve production or workflow as required. Excludes paraprofessional positions. Level 1 performs more routine aspects of the position and is supervised by higher levels.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* - 0

HEALTH IT DATABASE ANALYST

LEVEL 3

Functional Responsibility: Analyzes business procedures and problems to refine data for Health IT database management. Analyzes, designs and implements accurate, secure, efficient, logical and physical data bases and coordinates database development. Identifies and resolves production and/or applications development problems related to the use of the database management system software or utilities. Reviews project request describing database user needs. Studies existing data handling systems to evaluate effectiveness and develops new systems to improve production or workflow as required. Excludes paraprofessional positions. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* – 6

HEALTH IT HELP DESK ANALYST

LEVEL 1

Functional Responsibility: Assesses and troubleshoots computer support problems and applies understanding of computer software and hardware products and services to resolve problems of users. Receives telephone calls and e-mails from users having problems using computer software and hardware or inquiring how to use specific software, programming languages, electronic mail or operating systems. Ascertains from computer user the nature of problem, determines whether problem is caused by hardware, such as modem, printer, cables or telephone,

formulates diagnosis and assists users through problem solving steps. Level 1 performs more routine aspects of the position and is supervised by higher levels.

Minimum Requirements: *Education* – High School; *Years of Experience* - 0

HEALTH IT HELP DESK ANALYST

LEVEL 2

Functional Responsibility: Analyzes problems and provides technical assistance, support, and advice to end users for hardware, software, and systems. Studies and resolves computer software and hardware problems of users. Acts as a contact for users having problems using computer software, hardware, and operating systems. Determines whether problem is caused by hardware, software, or system. Answers questions, applying knowledge of computer software, hardware, systems, and procedures. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.

Minimum Requirements: *Education* – High School; *Years of Experience* – 3

HEALTH IT HELP DESK ANALYST

LEVEL 3

Functional Responsibility: Supervises and coordinates activities of Help Desk Technicians or Representatives engaged in assisting computer users with hardware and software questions and problems, fielding telephone calls and e-mail messages from customers seeking guidance on technical problems, diagnosing nature of problems and assisting customers through problem solving steps. Identifies, troubleshoots and resolves information systems problems to minimize down time of applications and personnel. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.

Minimum Requirements: *Education* – Bachelor’s Degree; *Years of Experience* – 6

HEALTH IT CONSULTANT

LEVEL 1

Functional Responsibility: Consults with client or department heads to define need or problem, conducts research, performs studies and surveys to obtain data, and analyzes problems to advise on or recommend solutions, utilizing knowledge of theory, principles or technology of specific discipline or field of specialization. Requires knowledge in fields defined as Health information technology, computer programming, computer security, computer systems analysis, database management, information systems, Internet applications and development, software development and related fields. Level 1 performs more routine aspects of the position and is supervised by higher levels.

Minimum Requirements: *Education* - Bachelor’s Degree; *Years of Experience* - 3

HEALTH IT CONSULTANT

LEVEL 2

Functional Responsibility: Consults with client or department heads to define need or problem, conducts research, performs studies and surveys to obtain data, and analyzes problems to advise on or recommend solutions, utilizing knowledge of theory, principles or technology of specific discipline or field of specialization. Requires knowledge in fields defined as Health information technology, computer programming, computer security, computer systems analysis, database management, information systems, Internet applications and development, software development and related fields. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* - 7

HEALTH IT CONSULTANT

LEVEL 3

Functional Responsibility: Consults with client or department heads to define need or problem, conducts research, performs studies and surveys to obtain data, and analyzes problems to advise on or recommend solutions, utilizing knowledge of theory, principles or technology of specific discipline or field of specialization. Requires knowledge in fields defined as Health information technology, computer programming, computer security, computer systems analysis, database management, information systems, Internet applications and development, software development and related fields. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* – 10

HEALTH IT SECURITY CONSULTANT

Functional Responsibility: Determines long-term systems security needs and hardware acquisitions requirements to accomplish the business objectives. Develops and implements security standards and procedures. Ensures that all applications are functional and secure. Coordinates, plans, and implements an organization's computer information security measures to safeguard information in computer files against accidental or unauthorized modification, destruction, or disclosure. Reviews violations of computer security procedures to eliminate violations. Utilizes knowledge of theory, principles, or technology of specific discipline or field of specialization.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* – 8

HEALTH IT SERVICES MANAGER

Functional Responsibility: Manages and coordinates activities of a small staff engaged in computer operations, computer systems, computer programming and company's network to assure effective computer resources are provided to users. Analyzes performance indicators such as number of transactions per second, response time, and number of programs being processed to ensure system is operating efficiently. Studies problems and capabilities, and develops solutions for improved operating procedures, alternate processing methods, communications, information flow, management reporting and operational efficiency.

Minimum Requirements: *Education - Bachelor's Degree; Years of Experience – 7*

HEALTH IT MEDICAL CONSULTANT

LEVEL 2

Functional Responsibility: Must have experience and deep knowledge of one or more healthcare disciplines and be able to conduct research on special areas. Must have experience with proposing new solutions to problems in the areas of their expertise. Must be able to work and analyze both independently and as part of a team. Considered an advisor to the the team. May require licensure or degree in medicine.

Minimum Requirements: *Education - Bachelor's Degree; Years of Experience – 3*

HEALTH IT MEDICAL CONSULTANT

LEVEL 3

Functional Responsibility: Must have experience and deep knowledge of one or more healthcare disciplines and be able to conduct research on special areas. Must have experience with proposing new solutions to problems in the areas of their expertise. Must be able to work and analyze both independently and as part of a team. Considered an expert advisor to the team. May require licensure or degree in medicine.

Minimum Requirements: *Education - Bachelor's Degree; Years of Experience – 6*

HEALTH IT NETWORK/TELECOMMUNICATIONS ANALYST

Functional Responsibility: Coordinates with all network users and sites, will provide troubleshooting and general administration, in the administration of the network. They will evaluate hardware and software and resolve LAN/MAN/WAN network related problems. Provide technical leadership in the implementation of complex large scale computer integrated networks.

Minimum Requirements: *Education - Bachelor's Degree; Years of Experience – 3*

HEALTH IT NETWORK/TELECOMMUNICATIONS ENGINEER

LEVEL 1

Functional Responsibility: Responsible for local and wide area network systems, including planning, designing, monitoring, evaluating, selecting operating systems and protocol suites. Supports, installs, maintains and troubleshoots all local area and wide area networking devices and related software. Resolves interoperability problems to obtain operations across all platforms and may include networking devices, e-mail, files transfer, multimedia, Telecommunications, hardware and software. Provides batch monitoring, back-up and restoration. The duties of this position can be broad and may include such tasks as installing new workstations and/or servers, adding and removing individuals from the list of authorized users, archiving files, overseeing password protection and other security measures and monitoring usage of shared resources. Configures systems to user environments. Supports acquisition of hardware and software.

Minimum Requirements: *Education – High School; Years of Experience - 0*

HEALTH IT NETWORK/TELECOMMUNICATIONS ENGINEER

LEVEL 2

Functional Responsibility: Plans, supports and evaluates complex existing network systems and make recommendations for resources required to maintain and/or expand service levels. Assists in network planning, engineering and architecture. May assist or lead in the development of technical standards and interface applications; identifies and evaluates new products; provide solutions for network problems. Interfaces with internal/external customers and vendors to determine system needs. Provide monthly metrics for network availability and bandwidth usage as well as other metrics as requested. Responsible for network capacity planning. Monitor and maintain network interfaces to insure its highest level of performance and makes modifications and enhancements as needed. Responsible for documenting procedures and keeping network diagrams and related material up to date. May handle escalated user problems, questions, and request on network issues. Work with other groups within IS to resolve network related issues as needed.

Minimum Requirements: *Education - Bachelor's Degree; Years of Experience - 3*

HEALTH IT NETWORK/TELECOMMUNICATIONS ENGINEER

LEVEL 3

Functional Responsibility: Plans, supports and evaluates complex existing network systems and make recommendations for resources required to maintain and/or expand service levels. This resource will provide highly skilled technical assistance in network planning, engineering and architecture. Also provides and develops technical standards and interface applications; identifies and evaluates new products; provide solutions for network problems. Interfaces with internal/external customers and vendors to determine system needs. Plans and incorporates how new network resources and applications will exist on the network. Provide monthly metrics

for network availability and bandwidth usage as well as other metrics as requested. Responsible for network capacity planning. Use network management tools to discover, map and maintain the network. Responsible for network equipment OS and version upgrades. Responsible for conducting research of new technologies and implementation strategies. Monitor and maintain network interfaces to insure its highest level of performance and makes modifications and enhancements as needed. Responsible for documenting procedures and keeping network diagrams and related material up to date. Handle escalated user problems, questions, and request on network issues. Work with other groups within IS to resolve network related issues as needed. Leads and directs work of other Network Engineers.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* - 6

**HEALTH IT PROGRAM MANAGER
LEVEL 1**

Functional Responsibility: Manages the Program/Project Management Office (PMO) by driving program and project management best practices, policies, procedures and processes. Tracks the status of all projects and manages escalations, project budgets and reporting. Level 1 performs more routine aspects of the position and is supervised by higher levels.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* - 4

**HEALTH IT PROGRAM MANAGER
LEVEL 2**

Functional Responsibility: Manages the Program/Project Management Office (PMO) by driving program and project management best practices, policies, procedures and processes. Tracks the status of all projects and manages escalations, project budgets and reporting. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* - 7

**HEALTH IT PROGRAM MANAGER
LEVEL 3**

Functional Responsibility: Manages the Program/Project Management Office (PMO) by driving program and project management best practices, policies, procedures and processes. Tracks the status of all projects and manages escalations, project budgets and reporting. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* – 10

**HEALTH IT PROGRAMMER ANALYST
LEVEL 1**

Functional Responsibility: Analyzes and critiques Health IT computer programs and systems and develops new programs. Reviews users' requests for new or modified computer programs to determine feasibility, cost and time required, compatibility with current system and computer capabilities. Plans, develops, tests, and documents computer programs, applying knowledge of programming techniques and computer systems. Level 1 performs more routine aspects of the position and is supervised by higher levels.

Minimum Requirements: *Education - Bachelor's Degree; Years of Experience - 0*

**HEALTH IT PROGRAMMER ANALYST
LEVEL 2**

Functional Responsibility: Analyzes and critiques Health IT computer programs and systems and develops new programs. Reviews users' requests for new or modified computer programs to determine feasibility, cost and time required, compatibility with current system and computer capabilities. Plans, develops, tests, and documents computer programs, applying knowledge of programming techniques and computer systems. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.

Minimum Requirements: *Education - Bachelor's Degree; Years of Experience – 3*

HEALTH IT PROJECT COORDINATOR

Functional Responsibility: Keeps track of IT project and task order schedules and budgets. Compiles project status reports, coordinates project schedules, manages project meetings. May identify and resolve technical problems. May assign resources to tasks and ensure resources are utilized properly. Gathers details and compiles data to estimate all costs according to requirements and delivery timeline. Forecasts and budgets project costs and identifies overruns and potential schedule changes. Makes recommendations to reduce risk. Helps determine necessary resources for projects based on cost estimates and budgetary constraints.

Minimum Requirements: *Education - Bachelor's Degree; Years of Experience – 3*

HEALTH IT PROJECT MANAGER

LEVEL 1

Functional Responsibility: Manages, plans and coordinates activities of Health IT projects to ensure that goals or objectives of projects are accomplished within prescribed time frame and funding parameters. Reviews project proposal or plan to determine time frame, funding limitations, procedures for accomplishing projects, staffing requirements and allotment of available resources to various phases of projects. Establishes work plan and multi-disciplinary staffing for each phase of project and arranges for recruitment or assignment of project personnel. Identifies functional and cross-functional requirements and resources required for each task. Level 1 performs more routine aspects of the position and is supervised by higher levels.

Minimum Requirements: *Education - Bachelor's Degree; Years of Experience - 0*

HEALTH IT PROJECT MANAGER

LEVEL 2

Functional Responsibility: Manages, plans and coordinates activities of Health IT projects to ensure that goals or objectives of projects are accomplished within prescribed time frame and funding parameters. Reviews project proposal or plan to determine time frame, funding limitations, procedures for accomplishing projects, staffing requirements and allotment of available resources to various phases of projects. Establishes work plan and multi-disciplinary staffing for each phase of project and arranges for recruitment or assignment of project personnel. Identifies functional and cross-functional requirements and resources required for each task. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.

Minimum Requirements: *Education - Bachelor's Degree; Years of Experience - 3*

HEALTH IT PROJECT MANAGER

LEVEL 3

Functional Responsibility: Manages, plans and coordinates activities of Health IT projects to ensure that goals or objectives of projects are accomplished within prescribed time frame and funding parameters. Reviews project proposal or plan to determine time frame, funding limitations, procedures for accomplishing projects, staffing requirements and allotment of available resources to various phases of projects. Establishes work plan and multi-disciplinary staffing for each phase of project and arranges for recruitment or assignment of project personnel. Identifies functional and cross-functional requirements and resources required for

each task. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* – 6

HEALTH IT QUALITY ASSURANCE ANALYST

LEVEL 1

Functional Responsibility: Programs, analyzes and runs tests on new or modified software programs, including documentation, diagram, flowchart and software development procedures used to verify that programs function according to user requirements and conform to establishment guidelines. Runs in-depth testing, detects problems, recommends solutions and determines if program requirements have been met. Recommends program improvements or corrections to programmers. Level 1 performs more routine aspects of the position and is supervised by higher levels.

Minimum Requirements: *Education* – High School; *Years of Experience* – 0

HEALTH IT QUALITY ASSURANCE ANALYST

LEVEL 2

Functional Responsibility: Manages, plans, coordinates, and heads the quality control program for Health IT services designed to ensure continuous production/service consistent with established standards. Oversees the development and analysis of statistical data and specifications to determine present standards and establish proposed quality and reliability expectancy. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* - 3

HEALTH IT QUALITY ASSURANCE ANALYST

LEVEL 3

Functional Responsibility: Manages, plans, coordinates, and heads the quality control program for Health IT services designed to ensure continuous production/service consistent with established standards. Oversees the development and analysis of statistical data and specifications to determine present standards and establish proposed quality and reliability expectancy. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* – 6

HEALTH IT QUALITY ASSURANCE MANAGER

Functional Responsibility: Will have demonstrated experience and ability to supervise or lead a team of Quality Assurance (QA) specialists in applying quality control/QA management procedures, to include implementing a program of reporting, tracking and analyzing key metrics; monitoring quality procedures; and participating in software reviews and testing. Must be able to interpret and apply Government regulations, manuals, and standards relating to QA. Ability to determine the resources required for quality control. Ability to maintain the level of quality throughout the software and system life cycle. May develop and implement plans for overall quality of IT products, services, and systems. Conducts formal and informal reviews at predetermined points throughout the development life cycle. Independently develops and implements a complex program of reporting, tracking, and analyzing key performance-based system metrics. Monitors quality procedures, evaluates system quality and efficiency, and may include Quality Assurance Team supervision.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* – 6

HEALTH IT RELEASE MANAGER

Functional Responsibility: Responsible for software builds and releases. Responsible for the design and development of builds, scripts, installation procedures, and systems including source code control and issue tracking. Works closely with a quality assurance team to ensure final version is up to organizational standards.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* – 3

HEALTH IT SYSTEM ADMINISTRATOR

LEVEL 1

Functional Responsibility: Administers, develops, runs tests on, implements and maintains Health IT operating system and related software. Establishes and implements standards for computer operations for compatibility between hardware and software, according to specifications and parameters. Troubleshoots and resolves software, operating system, and networking problems. Schedules, performs, and monitors system backups and, when necessary, performs data recoveries. Level 1 performs more routine aspects of the position and is supervised by higher levels.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* - 0

HEALTH IT SYSTEM ADMINISTRATOR

LEVEL 2

Functional Responsibility: Administers, develops, runs tests on, implements and maintains Health IT operating system and related software. Establishes and implements standards for

computer operations for compatibility between hardware and software, according to specifications and parameters. Troubleshoots and resolves software, operating system, and networking problems. Schedules, performs, and monitors system backups and, when necessary, performs data recoveries. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* – 3

HEALTH IT SYSTEM ANALYST

LEVEL 1

Functional Responsibility: Analyzes and solves Health IT computer problems and assures technology meets the needs of the organization. Implements system studies to assist organization to realize maximum benefit from investments in equipment, personnel and business processes. Plans and designs new computer systems or devises ways to apply existing systems resources to additional operations. Analyzes user requirements, procedures and problems to automate processing or to improve existing computer system. Level 1 performs more routine aspects of the position and is supervised by higher levels.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* – 0

HEALTH IT SYSTEM ANALYST

LEVEL 2

Functional Responsibility: Analyzes and solves Health IT computer problems and assures technology meets the needs of the organization. Implements system studies to assist organization to realize maximum benefit from investments in equipment, personnel and business processes. Plans and designs new computer systems or devises ways to apply existing systems resources to additional operations. Analyzes user requirements, procedures and problems to automate processing or to improve existing computer system. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* - 3

HEALTH IT SYSTEM ANALYST

LEVEL 3

Functional Responsibility: Analyzes and solves Health IT computer problems and assures technology meets the needs of the organization. Implements system studies to assist organization to realize maximum benefit from investments in equipment, personnel and business processes. Plans and designs new computer systems or devises ways to apply existing systems resources to additional operations. Analyzes user requirements, procedures and

problems to automate processing or to improve existing computer system. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* – 6

HEALTH IT SYSTEM ARCHITECT

Functional Responsibility: Understands the relationship between applications, operating systems, hardware and software. Must have experience in creating a network architecture that takes all factors of a network into consideration such as functional requirements, technical considerations, business processes and end users.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* – 5

HEALTH IT SYSTEMS/SOFTWARE ARCHITECT

Functional Responsibility: Responsible for initial design and development of new software or extensive software revisions. Defines product requirements and creates high-level architectural specifications, ensuring feasibility, functionality, and integration with existing systems/platforms. Designs, develops, and implements infrastructure to provide highly-complex, reliable, and scalable database to meet the organization's objectives and requirements. Analyzes organization's business requirements for database design, and executes changes to database as required. Demonstrates expertise in a variety of the field's concepts, practices, and procedures.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* – 7

HEALTH IT TECHNICAL ANALYSIS ENGINEER

LEVEL 1

Functional Responsibility: Provides technical expertise in Health IT design, architecture, development and administration. May evaluate components or systems to determine integration requirements and to ensure final solutions meet organizational needs. May lead implementation and maintenance of enterprise-wide system tools and ensures scalability. Ensures that the standards and procedures are followed during design, testing, implementation, and maintenance of information systems.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* - 0

HEALTH IT TECHNICAL ANALYSIS ENGINEER

LEVEL 2

Functional Responsibility: Provides technical expertise in Health IT design, architecture, development and administration. May evaluate components or systems to determine integration requirements and to ensure final solutions meet organizational needs. May lead

implementation and maintenance of enterprise-wide system tools and ensures scalability. Ensures that the standards and procedures are followed during design, testing, implementation, and maintenance of information systems.

Minimum Requirements: *Education - Bachelor's Degree; Years of Experience – 3*

HEALTH IT TECHNICAL WRITER

LEVEL 1

Functional Responsibility: Writes and updates material for Health IT reports, manuals, briefs, proposals, instruction books, catalogs and related technical and administrative publications concerned with work methods and procedures, installation, operation and maintenance. Acquires assignments from supervisor. Level 1 performs more routine aspects of the position and is supervised by higher levels.

Minimum Requirements: *Education – High School; Years of Experience - 0*

HEALTH IT TECHNICAL WRITER

LEVEL 2

Functional Responsibility: Writes and updates material for Health IT reports, manuals, briefs, proposals, instruction books, catalogs and related technical and administrative publications concerned with work methods and procedures, installation, operation and maintenance. Acquires assignments from supervisor. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.

Minimum Requirements: *Education - Bachelor's Degree; Years of Experience - 3*

HEALTH IT TECHNICAL WRITER

LEVEL 3

Functional Responsibility: Writes and updates material for Health IT reports, manuals, briefs, proposals, instruction books, catalogs and related technical and administrative publications concerned with work methods and procedures, installation, operation and maintenance. Acquires assignments from supervisor. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.

Minimum Requirements: *Education - Bachelor's Degree; Years of Experience – 6*

HEALTH IT TRAINING SPECIALIST
LEVEL 1

Functional Responsibility: Develops and trains employees or customers of industrial or commercial establishment in installation, programming, safety, maintenance and repair of machinery and equipment, such as robots, programmable controllers, and robot controllers, following manuals, specifications, blueprints and schematics using hand tools, measuring instruments and testing equipment. Confers with management and staff or technical training coordinator to determine training objectives. Writes training program and designs laboratory exercises. Level 1 performs more routine aspects of the position and is supervised by higher levels.

Minimum Requirements: *Education* – High School; *Years of Experience* - 0

HEALTH IT TRAINING SPECIALIST
LEVEL 2

Functional Responsibility: Manages the activities related to various Health IT training and educational programs for an organization. Assesses and identifies individual group training needs and administers plans, procedures and programs to meet these training needs. Prepares a variety of training aids and materials and assesses training packages, including outline, text and handouts written by instructors. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* - 3

HEALTH IT TRAINING SPECIALIST
LEVEL 3

Functional Responsibility: Manages the activities related to various Health IT training and educational programs for an organization. Assesses and identifies individual group training needs and administers plans, procedures and programs to meet these training needs. Prepares a variety of training aids and materials and assesses training packages, including outline, text and handouts written by instructors. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.

Minimum Requirements: *Education* - Bachelor's Degree; *Years of Experience* – 6

HEALTH IT WEB DEVELOPER

LEVEL 1

Functional Responsibility: Develops and oversees Health IT website design and creation. Plans, designs, evaluates, develops, tests, edits, maintains, and documents look and flow of websites. Interviews clients to help them clarify their goals for establishing a website. Designs or supervises design of digitized images, banners, bullets, charts, image maps and other graphics to enhance appearance of site. Applies knowledge of programming techniques and computer internet systems. Level 1 performs more routine aspects of the position and is supervised by higher levels.

Minimum Requirements: *Education - Bachelor's Degree; Years of Experience - 0*

HEALTH IT WEB DEVELOPER

LEVEL 2

Functional Responsibility: Develops and oversees Health IT website design and creation. Plans, designs, evaluates, develops, tests, edits, maintains, and documents look and flow of websites. Interviews clients to help them clarify their goals for establishing a website. Designs or supervises design of digitized images, banners, bullets, charts, image maps and other graphics to enhance appearance of site. Applies knowledge of programming techniques and computer internet systems. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. This level requires considerable knowledge of the subject matter and concepts of the position.

Minimum Requirements: *Education - Bachelor's Degree; Years of Experience - 3*

HEALTH IT WEB DEVELOPER

LEVEL 3

Functional Responsibility: Develops and oversees Health IT website design and creation. Plans, designs, evaluates, develops, tests, edits, maintains, and documents look and flow of websites. Interviews clients to help them clarify their goals for establishing a website. Designs or supervises design of digitized images, banners, bullets, charts, image maps and other graphics to enhance appearance of site. Applies knowledge of programming techniques and computer internet systems. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.

Minimum Requirements: *Education - Bachelor's Degree; Years of Experience – 6*

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

PRICING: PRICES EFFECTIVE ON DATE OF AWARD AND ARE SUBJECT TO REVISION AT THE TIME EACH OPTION YEAR IS EXERCISED. FORWARD PRICING RATES REFLECT AGREED UPON ESCALATION RATE OF 2.5% TO BE APPLIED ANNUALLY UPON DATE OF AWARD.

JOB TITLE	YEAR 1 EFFECTIVE DATE OF AWARD	YEAR 2	YEAR 3	YEAR 4	YEAR 5
HEALTH IT BUSINESS ANALYST 1	\$ 72.94	\$ 74.76	\$ 76.63	\$ 78.55	\$ 80.51
HEALTH IT BUSINESS ANALYST 2	\$ 85.08	\$ 87.21	\$ 89.39	\$ 91.62	\$ 93.91
HEALTH IT BUSINESS ANALYST 3	\$ 125.25	\$128.38	\$ 131.59	\$ 134.88	\$138.25
HEALTH IT BUSINESS SYSTEMS ANALYST 2	\$ 85.93	\$ 88.08	\$ 90.28	\$ 92.54	\$ 94.85
HEALTH IT BUSINESS SYSTEMS ANALYST 3	\$ 139.66	\$143.15	\$ 146.73	\$ 150.40	\$154.16
HEALTH IT COMPUTER PROGRAMMER 1	\$ 83.59	\$ 85.68	\$ 87.82	\$ 90.02	\$ 92.27
HEALTH IT COMPUTER PROGRAMMER 2	\$ 113.69	\$116.53	\$ 119.44	\$ 122.43	\$125.49
HEALTH IT COMPUTER PROGRAMMER 3	\$ 131.70	\$134.99	\$ 138.36	\$ 141.82	\$145.37
HEALTH IT COMPUTER SECURITY SPECIALIST 1	\$ 63.85	\$ 65.45	\$ 67.09	\$ 68.77	\$ 70.49
HEALTH IT COMPUTER SECURITY SPECIALIST 2	\$ 83.34	\$ 85.42	\$ 87.56	\$ 89.75	\$ 91.99
HEALTH IT COMPUTER SECURITY SPECIALIST 3	\$ 114.71	\$117.58	\$ 120.52	\$ 123.53	\$126.62
HEALTH IT COMPUTER SYSTEMS ANALYST 1	\$ 49.50	\$ 50.74	\$ 52.01	\$ 53.31	\$ 54.64
HEALTH IT COMPUTER SYSTEMS ANALYST 2	\$ 85.75	\$ 87.89	\$ 90.09	\$ 92.34	\$ 94.65
HEALTH IT CONFIGURATION ANALYST	\$ 76.61	\$ 78.53	\$ 80.49	\$ 82.50	\$ 84.56
HEALTH IT CONFIGURATION MANAGER	\$ 96.47	\$ 98.88	\$ 101.35	\$ 103.88	\$ 106.48
HEALTH IT CYBER SECURITY ENGINEER	\$ 96.89	\$ 99.31	\$ 101.79	\$ 104.33	\$ 106.94

JOB TITLE	YEAR 1 EFFECTIVE DATE OF AWARD	YEAR 2	YEAR 3	YEAR 4	YEAR 5
HEALTH IT CYBER SECURITY SPECIALIST, SENIOR	\$ 140.29	\$143.80	\$ 147.40	\$ 151.09	\$ 154.87
HEALTH IT DATABASE ADMINISTRATOR (DBA) 1	\$ 98.81	\$101.28	\$ 103.81	\$ 106.41	\$ 109.07
HEALTH IT DATABASE ADMINISTRATOR (DBA) 2	\$ 104.87	\$107.49	\$ 110.18	\$ 112.93	\$ 115.75
HEALTH IT DATABASE ADMINISTRATOR (DBA) 3	\$ 123.48	\$126.57	\$ 129.73	\$ 132.97	\$ 136.29
HEALTH IT DATABASE ANALYST 1	\$ 79.94	\$ 81.94	\$ 83.99	\$ 86.09	\$ 88.24
HEALTH IT DATABASE ANALYST 3	\$ 139.35	\$142.83	\$ 146.40	\$ 150.06	\$ 153.81
HEALTH IT HELP DESK ANALYST 1	\$ 48.12	\$ 49.32	\$ 50.55	\$ 51.81	\$ 53.11
HEALTH IT HELP DESK ANALYST 2	\$ 55.03	\$ 56.41	\$ 57.82	\$ 59.27	\$ 60.75
HEALTH IT HELP DESK ANALYST 3	\$ 119.31	\$122.29	\$ 125.35	\$ 128.48	\$ 131.69
HEALTH IT CONSULTANT 1	\$ 76.62	\$ 78.54	\$ 80.50	\$ 82.51	\$ 84.57
HEALTH IT CONSULTANT 2	\$ 133.71	\$137.05	\$ 140.48	\$ 143.99	\$ 147.59
HEALTH IT CONSULTANT 3	\$ 184.39	\$189.00	\$ 193.73	\$ 198.57	\$ 203.53
HEALTH IT SECURITY CONSULTANT	\$ 157.87	\$161.82	\$ 165.87	\$ 170.02	\$ 174.27
HEALTH IT SERVICES MANAGER	\$ 147.55	\$151.24	\$ 155.02	\$ 158.90	\$ 162.87
HEALTH IT MEDICAL CONSULTANT 2	\$ 157.58	\$161.52	\$ 165.56	\$ 169.70	\$ 173.94
HEALTH IT MEDICAL CONSULTANT 3	\$ 311.87	\$319.67	\$ 327.66	\$ 335.85	\$ 344.25
HEALTH IT NETWORK/TELECOMMUNICATIONS ANALYST	\$ 81.06	\$ 83.09	\$ 85.17	\$ 87.30	\$ 89.48
HEALTH IT NETWORK/TELECOMMUNICATIONS ENGINEER 1	\$ 71.22	\$ 73.00	\$ 74.83	\$ 76.70	\$ 78.62
HEALTH IT NETWORK/TELECOMMUNICATIONS ENGINEER 2	\$ 92.52	\$ 94.83	\$ 97.20	\$ 99.63	\$ 102.12

JOB TITLE	YEAR 1 EFFECTIVE DATE OF AWARD	YEAR 2	YEAR 3	YEAR 4	YEAR 5
HEALTH IT NETWORK/TELECOMMUNICATIONS ENGINEER 3	\$ 109.28	\$112.01	\$ 114.81	\$ 117.68	\$ 120.62
HEALTH IT PROGRAM MANAGER 1	\$ 121.26	\$124.29	\$ 127.40	\$ 130.59	\$ 133.85
HEALTH IT PROGRAM MANAGER 2	\$ 141.78	\$145.32	\$ 148.95	\$ 152.67	\$ 156.49
HEALTH IT PROGRAM MANAGER 3	\$ 169.19	\$173.42	\$ 177.76	\$ 182.20	\$ 186.76
HEALTH IT PROGRAMMER ANALYST 1	\$ 77.49	\$ 79.43	\$ 81.42	\$ 83.46	\$ 85.55
HEALTH IT PROGRAMMER ANALYST 2	\$ 96.54	\$ 98.95	\$ 101.42	\$ 103.96	\$ 106.56
HEALTH IT PROJECT COORDINATOR	\$ 107.31	\$109.99	\$ 112.74	\$ 115.56	\$ 118.45
HEALTH IT PROJECT MANAGER 1	\$ 106.33	\$108.99	\$ 111.71	\$ 114.50	\$ 117.36
HEALTH IT PROJECT MANAGER 2	\$ 124.38	\$127.49	\$ 130.68	\$ 133.95	\$ 137.30
HEALTH IT PROJECT MANAGER 3	\$ 151.70	\$155.49	\$ 159.38	\$ 163.36	\$ 167.44
HEALTH IT QUALITY ASSURANCE ANALYST 1	\$ 44.61	\$ 45.73	\$ 46.87	\$ 48.04	\$ 49.24
HEALTH IT QUALITY ASSURANCE ANALYST 2	\$ 83.83	\$ 85.93	\$ 88.08	\$ 90.28	\$ 92.54
HEALTH IT QUALITY ASSURANCE ANALYST 3	\$ 104.99	\$107.61	\$ 110.30	\$ 113.06	\$ 115.89
HEALTH IT QUALITY ASSURANCE MANAGER	\$ 116.49	\$119.40	\$ 122.39	\$ 125.45	\$ 128.59
HEALTH IT RELEASE MANAGER	\$ 112.21	\$115.02	\$ 117.90	\$ 120.85	\$ 123.87
HEALTH IT SYSTEM ADMINISTRATOR 1	\$ 88.97	\$ 91.19	\$ 93.47	\$ 95.81	\$ 98.21
HEALTH IT SYSTEM ADMINISTRATOR 2	\$ 103.91	\$106.51	\$ 109.17	\$ 111.90	\$ 114.70
HEALTH IT SYSTEM ANALYST 1	\$ 70.84	\$ 72.61	\$ 74.43	\$ 76.29	\$ 78.20
HEALTH IT SYSTEM ANALYST 2	\$ 74.90	\$ 76.77	\$ 78.69	\$ 80.66	\$ 82.68
HEALTH IT SYSTEM ANALYST 3	\$ 113.95	\$116.80	\$ 119.72	\$ 122.71	\$ 125.78
HEALTH IT SYSTEM ARCHITECT	\$ 132.59	\$135.90	\$ 139.30	\$ 142.78	\$ 146.35

JOB TITLE	YEAR 1 EFFECTIVE DATE OF AWARD	YEAR 2	YEAR 3	YEAR 4	YEAR 5
HEALTH IT SYSTEMS/SOFTWARE ARCHITECT	\$ 169.98	\$174.23	\$ 178.59	\$ 183.05	\$ 187.63
HEALTH IT TECHNICAL ANALYSIS ENGINEER 1	\$ 81.59	\$ 83.63	\$ 85.72	\$ 87.86	\$ 90.06
HEALTH IT TECHNICAL ANALYSIS ENGINEER 2	\$ 129.90	\$133.15	\$ 136.48	\$ 139.89	\$143.39
HEALTH IT TECHNICAL WRITER 1	\$ 48.03	\$ 49.23	\$ 50.46	\$ 51.72	\$ 53.01
HEALTH IT TECHNICAL WRITER 2	\$ 68.27	\$ 69.98	\$ 71.73	\$ 73.52	\$ 75.36
HEALTH IT TECHNICAL WRITER 3	\$ 80.88	\$ 82.90	\$ 84.97	\$ 87.09	\$ 89.27
HEALTH IT TRAINING SPECIALIST 1	\$ 67.51	\$ 69.20	\$ 70.93	\$ 72.70	\$ 74.52
HEALTH IT TRAINING SPECIALIST 2	\$ 87.78	\$ 89.97	\$ 92.22	\$ 94.53	\$ 96.89
HEALTH IT TRAINING SPECIALIST 3	\$ 101.30	\$103.83	\$ 106.43	\$ 109.09	\$ 111.82
HEALTH IT WEB DEVELOPER 1	\$ 83.20	\$ 85.28	\$ 87.41	\$ 89.60	\$ 91.84
HEALTH IT WEB DEVELOPER 2	\$ 100.61	\$103.13	\$ 105.71	\$ 108.35	\$ 111.06
HEALTH IT WEB DEVELOPER 3	\$ 127.49	\$130.68	\$ 133.95	\$ 137.30	\$ 140.73