

GENERAL SERVICES ADMINISTRATION

Federal Supply Service

Authorized Federal Supply Schedule Price List

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

Multiple Award Schedule

FSC Group: Information Technology

FSC Class: D301, D302, D306, D307, D311, D313, D316,
D317, D399, 7030, J070

Contract number: **GS-35F-413BA**

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.

Contract period: June 19, 2014 - June 18, 2024



MICROHEALTH, LLC

8229 BOONE BLVD STE 500, VIENNA, VA 22182

Phone Number: 855-294-3547 and Fax Number: 855-850-1264

<http://www.microhealthllc.com>

Contract administration source: Claude Hines and Email: contracts@microhealthllc.com

Business size: Small Business, Service Disabled Veteran Owned Small Business, SBA Certified Small Disadvantaged Business, SBA Certified 8(a) Firm

Price list current as of Modification # A812 effective April 21, 2020

Prices Shown Herein are Net (discount deducted)

CUSTOMER INFORMATION

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

Cooperative Purchasing and Disaster Recovery SINs ARE Available			
SIN	Cooperative Purchasing SIN	Disaster Recovery SIN	SIN Description
54151S	54151S/STLOC	54151S/RC	Information Technology Professional Services
54151HEAL	54151HEAL/STLOC	54151HEAL/RC	Health Information Technology Services
511210	511210/STLOC	511210/RC	Software Licenses
54151	54151/STLOC	54151/RC	Software Maintenance Services
OLM	OLM/STLOC	OLM/RC	Order-Level Materials

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply. [See Pages 47 through 52 for Rate Tables](#)

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item. [See Pages 4 through 47 for Labor Category Descriptions](#)

2. Maximum order:

SINs	Maximum Order
54151S	\$500,000.00
54151HEAL	\$500,000.00
511210	\$500,000.00
54151	\$500,000.00
OLM	\$250,000.00

3. Minimum order: \$100

4. Geographic coverage (delivery area). Domestic

5. Point(s) of production (city, county, and State or foreign country). MicroHealth LLC Services: Vienna, Fairfax County, VA, USA and Cyfluent, Inc. (software): Rockville, Montgomery County, MD, USA

6. Discount from list prices or statement of net price. Government Net Prices (discounts already deducted.)

7. Quantity discounts. For SINS 54151S and 54151HEAL: Additional 1% for orders \$ 300,000 to \$ 500,000; 1.5% for orders \$ 500,001 to \$ 1,000,000; and 2% for orders \$ 100,000,001 and over. For SINS 511210, 54151, and OLM: None Offered
8. Prompt payment terms. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions. Net 30 days
9. Foreign items (list items by country of origin). Not Applicable
- 10a. Time of delivery. (Contractor insert number of days.) For Software: 30 Days ARO; For Services: To Be Determined at the Task Order Level
- 10b. Expedited Delivery. Items available for expedited delivery are noted in this price list. To Be Determined at the Task Order Level
- 10c. Overnight and 2-day delivery. Contact contractor for rates for overnight and 2-day delivery. Determined by the Delivery/Task Order
- 10d. Urgent Requirements. To Be Determined at the Task Order Level
11. F.O.B. point(s). Destination
- 12a. Ordering address(es). Same As Contractor Address
- 12b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.
13. Payment address(es). Same As Contractor Address
14. Warranty provision. Standard Commercial Warranty Terms & Conditions
15. Export packing charges, if applicable. Not Applicable
16. Terms and conditions of rental, maintenance, and repair (if applicable). Not Applicable
17. Terms and conditions of installation (if applicable). Not Applicable
- 18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). Not Applicable
- 18b. Terms and conditions for any other services (if applicable). Not Applicable
19. List of service and distribution points (if applicable). Not Applicable
20. List of participating dealers (if applicable). Not Applicable
21. Preventive maintenance (if applicable). Not Applicable

22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). Not Applicable

22b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: www.Section508.gov/.
Not Applicable

23. Unique Entity Identifier: C1RQANT6CG57

24. Notification regarding registration in System for Award Management (SAM) database. Contractor registered and active in SAM

Labor Categories Under SIN 54151S (including STLOC & RC SINs):

Program Manager

Minimum Years Experience: 10

Minimum Education: Master's Degree, Engineering, Computer Science, Systems, Business or related scientific /technical discipline. 10 years of additional relevant experience may be substituted for education. PMP Certification preferred.

Functional Responsibilities: Provides operational support for organizing, directing, and managing all aspects of contract functions involving multiple complex and inter-related project tasks that often require managing teams of contractor personnel at multiple locations. Provide overall direction of program activities. Manage and maintain contractor interface with the senior levels of the customer's organization. Consult with customer and contractor personnel to formulate and review task plans and deliverables, ensuring conformance with program and project task schedules and costs and contractual obligations. Establish and maintain technical and financial reports to show progress of projects to management and customers, organize and assign responsibilities to subordinates, oversee the successful completion of all assigned project tasks.

Program Manager/Senior Project Coordinator

Minimum Years Experience: 5

Minimum Education: Bachelor's Degree Business or related scientific/technical discipline. 8 years of additional relevant experience may be substituted for education. PMP Certification preferred.

Functional Responsibilities: Provides a single point of contact for all aspects of the development and implementation of assigned projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts

project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.

Validation Specialist/Test Engineer/Quality Assurance Engineer/Quality Control Specialist/Tester

Minimum Years Experience: 5

Minimum Education: Bachelor's Degree Computer Science, Electronics Engineering or other engineering or technical discipline is required. 8 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Carries out procedures to ensure that all information system products and services meet organization standards and end-user requirements using analytical tools to quantitatively measure quality, reports on findings, and makes recommendations on changes to meet specifications and quality standards. Provides overall management functions that determines, defines, and implements QA/QC policies, programs, and procedures. Performs and leads tests of software to ensure proper operation and freedom from defects. May create test data for applications. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations.

Human Factors Engineer

Minimum Years Experience: 5

Minimum Education: Bachelor degree in Computer Science, Statistical Mathematics, or other related field and/or discipline. 8 years of additional relevant experience may be substituted for education. Specialized experience may substitute for formal education. Experience with sample size calculations and methodologies.

Functional Responsibilities: Assesses new products and their compliance to human factors standards and their affects on users. Knowledge of surveillance and case-control study design and analysis. Experience with a variety of different groups in various disciplines. Thorough understanding of statistical methods including, but not limited to, linear, logistic, and conditional logistic regression models, as well as survey statistics and survival analysis. Must be able to take user requirements and define and design products and solutions that meet end user needs. Must have experience in documenting strategies and plans. Conduct human factors analysis and document findings. The work can involve both hardware and software. Must have an understanding of industry standards.

Technical Writer/Editor (Middle)

Minimum Years Experience: 3

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 8 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Assist in writing and/or editing technical documents, including business proposals, reports, user manuals, briefings and presentations, functional descriptions, system specifications, guidelines, special reports, and other project deliverables to meet contract requirements. Develop outlines and drafts for review and approval by technical specialists and project management ensuring that final documents meet applicable contract requirements and regulations. Research and gather technical and background information for inclusion in project documentation and deliverables. Consult relevant information sources, including library resources, technical and financial documents, and client and project personnel, to obtain background information, and verify pertinent guidelines and regulations governing project deliverables. Commensurate experience, education, and level of supervision and direction.

Clinical Informaticist/Statistician /Informatic Specialist/ Bioinformatician

Minimum Years Experience: 5

Minimum Education: Bachelor degree in Computer Science, Statistical Mathematics, Clinical discipline or other related field and/or discipline. 8 years specialized experience may substitute for formal education.

Functional Responsibilities: Provide high level expertise in the application of technology to areas of interest to clients organizations including Medical Informatics or Public Health Informatics; statistics, bio-statistics, mathematics; specific tools and data resources relevant to the clients mission including SAS, Epi Info, etc.; applying sound quantitative data and methods. Provide expertise across a wide variety of IT areas as applied to computer or clinical disciplines, including information retrieval technology, decision science, web technology, data mining, expert systems, networking, public health science, and education. Provide expertise in the integration of a variety of heterogeneous information systems and databases that support the sharing and dissemination of pertinent information; in the interaction of information security technology and the requirements for privacy and confidentiality of Personally identifiable information (PII).

Database Developer /Database Engineer

Minimum Years Experience: 2

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 8 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Analyze database requirements of assigned projects. Analyze and determine information needs and elements, database relationships and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities. Apply knowledge of database management systems to coordinate maintenance and changes to

databases. Test and implement changes or new database designs. Write logical and physical database descriptions, including location, space, access method, and security requirements. Provide direction to programmers and analysts as required to affect changes to database management systems. Provide answers to database questions. Knowledge of and ability to monitor databases and to analyze and organize data and apply new technology designs and programs.

Data Analyst

Minimum Years Experience: 5

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 8 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Provides expertise in information modeling, requirement analysis and facilitation using methodologies such as IDEF or related techniques. Performs analysis to develop fully attributed logical and physical information (data) and business process models following IDEF methodologies. Gather requirements using JAD facilitation techniques in order to collect and define data. Processes requirements necessary to support client/server or web-based applications. Uses modeling tools and repositories to effectively and efficiently define data and business process requirements. Designs relational database schemas for large-scale client/server or web-based applications that reside on database management system. Performs work that is reviewed in timely intervals as defined by the senior data analyst. Provides deliverables within the time frames defined by appropriate personnel and reviews to ensure time frames and quality standards are met. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems.

Computer Hardware Engineer

Minimum Years Experience: 5

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 8 years specialized experience may substitute for formal education.

Functional Responsibilities: Analyze network and computer communications hardware characteristics and recommends equipment procurement, removals, and modifications. Add, delete, and modify, as required, host, terminal, and network devices. Assist and coordinate with communications network specialists in the area of communication software. Researches, designs, develops, run test and evaluate computer hardware such as chips, circuit boards, modems, servers, printers and other related equipment. Has some hardware installation experience. Able to analyze and implement communications standards and protocols according to client requirements.

Quality Manager

Minimum Years Experience: 5

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 8 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Responsible for all aspects of quality including developing, implementing and improving the Quality Management system as well as formulation of corrective actions to address quality issues. Establish and maintain a process for evaluating software and associated documentation. Determine the resources required for quality control. Maintain the level of quality throughout the software life cycle. Conduct formal and informal reviews at pre-determined points throughout the development life cycle. Provide daily supervision and direction to support staff.

Business Process Engineer

Minimum Years Experience: 8

Minimum Education: Bachelor's Degree, computer science, electronics engineering or other engineering or technical discipline is required. 8 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Manage use of process improvement, reengineering methodologies, and internet-related methodologies and principles to conduct process modernization projects. Responsible for transitioning of existing organizations or project teams in accomplishing the organization's goals or project activities and objectives through improved use of internet and other automated processes. Support activity and data modeling, development of modern business methods, identification of best practices, and creating and assessing performance measurements. Provide group facilitation, interviewing, training, and additional forms of knowledge transfer. Key coordinator between customers and multiple project teams to ensure enterprise-wide integration of reengineering efforts and application of best practice including e-business practices. May provide daily supervision and direction to other contractor business reengineering specialists and web architects.

Systems Analyst (Middle)

Minimum Years Experience: 5

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 8 years of additional relevant experience may be substituted for education.

Functional Responsibilities: A Systems Analyst must have IT experience in the analysis, design, and integration of information systems and commercial-off-the-shelf (COTS) software. Must be well versed in understanding structured analysis and design methodologies for the

translation of systems requirements from business needs. Must be able to evaluate cost factors and risk. Devises and prepares layouts for computer systems requirements and develops procedures to process data by means of IT equipment. Confers with other technical personnel to determine problems and type of data to be processed. Analyzes a problem in light of equipment capability to determine technical approach. Formulates solutions to address identified software problems. Writes specifications for each program or portion thereof. May be required to develop and implement applications utilizing mathematical and statistical formula. Performs system development activities, design and configuration management as needed.

Security Engineer/Information Assurance/Information Assurance Analyst

Minimum Years Experience: 2

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 8 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Analyzes and defines security requirements for Multilevel Security (MLS) issues. Designs, develops, engineers, and implements solutions to MLS requirements. Responsible for the implementation and development of the MLS plans and processes. Gathers and organizes technical information about an organization's mission, goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses which also includes risk assessment, mitigation and contingency planning. Develops and maintains information security policies, procedures and control techniques in accordance with FISMA. Conducts Critical Infrastructure Protection (CIP) and Continuity of Operations Planning (COOP) Coordination. Review, analyze and recommend compliance and education (i.e., training, privacy, contract language, contract oversight) policies, procedures and controls, based on review and analysis of FISMA, HHS, OMB, NIST, and other guidance.

Systems Engineer (Senior)

Minimum Years Experience: 8

Minimum Education: Master's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 10 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Provides technical support in system architecture, system design, system integration and technical management. Assists in providing technical input to the systems engineering process. Leads teams in developing application and technical plans. Guide customers in the installation and use of strategic products through education and guidance, first-use and tuning assistance problem solving and critical situation resolution.

Systems Engineer (Middle)

Minimum Years Experience: 5

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 8 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Provides technical support in system architecture, system design, system integration and technical management. Assists in providing technical input to the systems engineering process. Provides requirements analysis. May prepare and present systems assurance reviews. Identifies requirements and deficiencies in hardware and software products. Advises customer in product selection and use, capacity planning operations and performance management.

Systems Architect (Senior)

Minimum Years Experience: 8

Minimum Education: Master's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 10 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Leads and directs large teams with diverse functional and technical disciplines to include enterprise architects, systems engineers, business analysts, and network engineers. Works directly with senior executives of the enterprise to consult, coach, and advise on strategy, business alignment, enterprise architecture, information technology solutions, and the associated impact on the organization and its stakeholders. Coordinates resolution of highly complex problems and tasks, selling new ideas and concepts in support of operational goals and objectives. Provides technical and analytical guidance to enterprise architecture team. Integrates and translates complex concepts into tactical action plans. Possesses knowledge of Federal Enterprise Architecture (FEA) standards, reference models and guidelines, along with experience in using various enterprise architecture modeling and repository tools and methodologies.

Systems Architect

Minimum Years Experience: 5

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 8 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Provides high-level Enterprise and/or Systems architectural expertise to managers and technical staff. Develops architectural products and deliverables for the enterprise and operational business lines. Develops strategy of systems and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Responsible for identifying and coordinating integration of system components, including hardware and software, into a finished system. Responsible for mapping interactions between system components and other systems, including infrastructure and network pieces supporting the system. Drafts logical and physical diagrams, including data flows, develops capacity plans and

threshold limits, and works with other analysts, including configuration, security, and development personnel, to ensure system development follows the planned architecture. Possesses knowledge of Federal Enterprise Architecture (FEA) standards, reference models and guidelines, along with experience in using various enterprise architecture modeling and repository tools and methodologies.

Software Developer--Senior/Senior Software Engineer

Minimum Years Experience: 8

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 8 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Create logical and functional software code in a variety of languages. Must have experience in understanding and articulating the benefits and risks associated with different coding languages in different functional environments. Must have experience reacting to problems and correcting the program as necessary.

Software Developer Junior / Junior Software Engineer

Minimum Years Experience: 2

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 8 years of additional relevant experience may be substituted for education.

Functional Responsibilities: A Junior Developer must have experience in the creation of error free software code under the direction and supervision of senior software development managers. Must have experience in both windows and web development environments. Must be able to write software documentation.

Configuration Management Specialist

Minimum Years Experience: 2

Minimum Education: AA or 2 year technical school, Computer Science, Engineering, Math, Graduate of Technical School, or equivalent. 4 years of additional relevant experience may be substituted for education.

Functional Responsibilities: A Configuration Management Technician must have experience in the input configuration data into configuration management tools under the guidance of senior staff. Must be able to maintain records using available software and hardware tools.

Configuration Management Specialist—Senior

Minimum Years Experience: 6

Minimum Education: Bachelor's Degree, Computer Science, Engineering, Engineering Management, Math, or equivalent. 8 years of additional relevant experience may be substituted for education

Functional Responsibilities: A Configuration manager 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.

Network Security Manager/ Systems Engineer Manager/ Systems Network Manager

Minimum Years Experience: 8

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 8 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Provides leadership and technical guidance for a team of Network Engineers. Provides expertise in installation, maintenance, and operational support of data networks. Tests equipment and software, troubleshoots problems, works to resolve difficult technical issues, assists other technical staff with network problem resolution, and informs other staff of resolutions as appropriate. Monitors network use and adjusts configurations and implements system enhancements to achieve optimal performance. Researches and obtains network administration tools for testing or team use as appropriate. Coordinates work efforts with network staff, network administrators, and vendors as applicable for optimum efficiency. Work conforms to all CDC and other federal government standards and requirements for network systems and security. Experience and knowledge in several of the following areas is desirable: telecommunications infrastructure, telecommunications engineering best practices; TCP/IP, routing protocols, network switching, Internet and Intranet systems, and SNMP based network management systems; leading design efforts that require in-depth technical knowledge of both wide area and local area communications; analyzing network performance.

Network Security Specialist/ Systems Network Engineer

Minimum Years Experience: 5

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 8 years of additional relevant experience may be substituted for education.

Functional Responsibilities: 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.

Systems Administrator

Minimum Years Experience: 2

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 8 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Conducts routine system administration tasks and logging data in system admin logs. Systems administrators are responsible for maintaining system efficiency. Experience in maintaining troubleshooting a wide variety of systems and networks to include high volume/high availability systems. Must have knowledge on a number of debugging protocols and processes. Must be able to troubleshoot problems and issues identified by customers and implement corrective actions quickly.

SME I

Minimum Years Experience: 6

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 8 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Demonstrated experience and ability to define problems and analyze and develop plans and requirements in the subject matter area for moderately complex systems. Ability to coordinate and manage the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications in the following specialties: Information Systems Architecture; Networking; Telecommunications; Automation; Communications Protocols; Risk Management/Electronic Analysis; Software; Life Cycle Management; Software Development Methodologies; Modeling and Simulation.

SME II

Minimum Years Experience: 8

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 8 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Demonstrated experience and ability to define the problems and analyze and develop plans and requirements in the subject matter area for moderately complex to complex systems. Ability to coordinate and manage the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications in the following specialties: Information Systems Architecture; Networking; Telecommunications; Automation; Communications Protocols; Risk Management/Electronic Analysis; Software; Life Cycle Management; Software Development Methodologies; Modeling and Simulation.

SME III

Minimum Years Experience: 10

Minimum Education: Master's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 10 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Demonstrated experience and ability to provide technical direction for problem definition, analysis, requirements development and implementation for complex to extremely complex systems in the subject matter area. Ability to make recommendations and advise on organization wide system improvements, optimization or maintenance efforts in the following specialties: Information Systems Architecture; Networking; Telecommunications; Automation; Communications Protocols; Risk Management/Electronic Analysis; Software; Life Cycle Management; Software Development Methodologies; Modeling and Simulation.

SME IV

Minimum Years Experience: 12

Minimum Education: Master's Degree, computer science, electronics engineering or other engineering or technical discipline is required. 10 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Demonstrated experience and ability to provide enterprise wide technical management and direction for problem definition, analysis and requirements development and implementation for very complex systems in the subject matter area. Ability to provide workable recommendations and advice to client executive management on emerging technology, system improvements, optimization and maintenance in the following areas: Information Systems Architecture, Automation, Telecommunications, Networking, Communication Protocols, Software, Electronic Email, Modeling and Simulation, Data Storage and Retrieval.

SME V

Minimum Years Experience: 14

Minimum Education: A Doctorate or Ph.D, physician, human factors, clinical informatics, computer science, electronics, engineering or other technical discipline. A Masters degree and 10 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Demonstrated experience and ability to provide enterprise wide technical management and direction for problem definition, analysis and requirements development and implementation for very complex systems in the subject matter area. Ability to provide workable recommendations and advice to client executive management on emerging technology, system improvements, optimization and maintenance in the following areas: Information Systems Architecture, Clinical/Medical Informatics, Human Factors Engineering, Automation, Telecommunications, Networking, Communication Protocols, Software, Electronic Mail, Modeling and Simulation, Data Storage and Retrieval.

Administrative Assistant - Middle

Minimum Years Experience: 4

Minimum Education: Associates Degree or 2 year business school. 4 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Demonstrated experience and ability to use word processing and graphics production software and equipment. Duties include general administrative and clerical duties such as typing, filing, making meeting and travel arrangements, taking meeting minutes, composing routine correspondence, assisting in the production of final form documentation to meet requirements of governing contract; performing data entry on a variety of systems; and maintaining a technical library, all in a supervised setting, and all under the supervision of the Program Manager, for only the specific needs of applicable projects ordered under SIN 54151S (IT Professional Services).

Computer Programmer/ Computer Specialist/ Application Programmer

Minimum Years Experience: 5

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 8 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Analyze functional business applications and design specifications for functional areas such as finance, accounting, personnel, manpower, logistics, and contracts. Develop block diagrams and logic flow charts. Translate detailed design into computer software. Test, debug, and refine the computer software to produce the required product. Prepare required documentation, including both program-level and user-level documentation. Enhance software to reduce operating time or improve efficiency. Provide technical direction to programmers to

ensure program deadlines are met. Experience in information system design, including application programming on large-scale DBMS and the development of complex software to satisfy design objectives.

Web Application Designer - Junior

Minimum Years Experience: 2

Minimum Education: Associates Degree or 2 year technical school, computer science, electronics engineering or other engineering or technical discipline is required. 4 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Design and layout of graphical user interfaces particularly screen layouts and functionality for client-server applications. Designs and builds web pages using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special-effects elements. Contributes to the design group's efforts to enhance the look and feel of the organization's online offerings. Designs the website to support the organization's strategies and goals relative to external communications. Conducts studies, testing and evaluation of screen prototypes for functionality, ease of use, efficiency, and accuracy.

Web Application Designer - Senior

Minimum Years Experience: 5

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 8 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Extensive experience with the use multiple different web tools to determine best approach for web page creation, operations, management, and maintenance. Create overall management strategy and oversee implementation. Works with customer requirements to create web sites. The senior web designer should be able to assure the over all look and feel of a web site and create a management strategy for keeping content fresh and up to date.

Video Conferencing Specialist/ Audio/Video Technician

Minimum Years Experience: 2

Minimum Education: High School Diploma plus 2 years experience

Functional Responsibilities: Install, pull, terminate and test all audio visual (AV) type cables, connectors, and interfaces. Ability to install projection screens, plasma TV's and different types of speakers for installation of AV systems on client sites. Read blueprints and wire AV racks. Manage AV projects with various models and makes of equipment. Has a thorough understanding and working knowledge of testing, analyses and corrective action on systems,

networks, hardware and software in a Professional Audio/Video environment. Must have knowledge and understanding of all wire and connector types on all AV related cable.

Telecommunication Technician/ Telecommunication Specialist (Middle)

Minimum Years Experience: 5

Minimum Education: Associates Degree or 2 year technical school, computer science, Electronics or other engineering or technical discipline is required. 4 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Formulate and develop communications requirements and design standards. Perform complex studies to determine networking capacities and reliability, and make recommendations to augment and/or enhance existing communications networks. Provide technical problem diagnoses and resolution support for all associated subsystems, including line monitoring, modem loop-back tests, LAN performance monitoring and terminal failure determination. Provide hardware and software installation and configuration support.

Training Specialist

Minimum Years Experience: 2

Minimum Education: AA or 2 year technical school, General. 4 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Provide support for coordinating, developing, and delivering computer-related training to the user community. Provide second level support and coordinate training with help desks. Provide standards, services, and guidance on IT related training programs that are designed to enable government agency personnel to use information technologies and systems more productively. Services include the development, delivery, and/or coordination of training courses and materials that address specific agency needs. Possess thorough knowledge of appropriate hardware and software. Understand computer functions and related technical terminology and how they are applied in everyday business situations. Possess exceptional interpersonal skills and superior oral and written communication skills.

Training Specialist (Senior)

Minimum Years Experience: 5

Minimum Education: Bachelors degree in Computer Science or Clinical discipline. An additional 8 years of relevant of experience may be considered as a substitute.

Functional Responsibilities: Demonstrated experience and ability to develop, plan, and provide sophisticated Information System or ADP, end user training on highly complex computer hardware, application software, new systems, or related procedures. Conducts the research necessary to develop and revise training courses and prepares appropriate training materials. Prepares all course materials (course outline, background material and training aids). Prepares all

student materials (course manuals, workbooks, handouts, completion certificates, and course evaluation forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

Training Manager

Minimum Years Experience: 8

Minimum Education: Bachelors degree in Computer Science or related Clinical discipline. An additional 8 years of relevant of experience may be considered as a substitute.

Functional Responsibilities: Provide leadership and management for training tasks that are being performed by the contractor. Prepare training documents and services that are required to support training requirements drawing input from the researchers, test engineers, systems analysts, training specialists, logisticians, and the government and applying customer training policies. Supervise the activity of the Training Specialist(s). Maintain contact with the customer to insure that the training meets their needs.

Labor Categories Under SIN 54151HEAL (including STLOC & RC SINs):

Health IT Program Manager

Minimum Years' Experience: 10 years

Minimum Education: Master's Degree, Engineering, Computer Science, Systems, Business, Health or related scientific /technical discipline. 10 years of additional relevant experience may be substituted for education. PMP Certification preferred.

Functional Responsibilities: Provides operational support for organizing, directing, and managing all aspects of health-related programs/contract functions involving multiple complex and inter-related project tasks that often require managing teams of contractor personnel at multiple locations. Provide overall direction of program activities. Manage and maintain contractor interface with the senior levels of the customer's organization. Consult with customer and contractor personnel to formulate and review task plans and deliverables, ensuring conformance with clinical program and project task schedules and costs and contractual obligations. Consult with healthcare providers and medical staff to capture requirements and change requests. Familiar with patient care setting and workflow and patient safety concerns as needed to meet user expectations. Establish and maintain technical and financial reports to show progress of projects to management and customers, organize and assign responsibilities to subordinates, oversee the successful completion of all assigned project tasks.

Health IT Project Manager

Minimum Years' Experience: 5 years

Minimum Education: Bachelor's Degree, Engineering, Computer Science, Systems, Business, Health or related scientific /technical discipline. 10 years of additional relevant experience may be substituted for education. PMP Certification preferred

Functional Responsibilities: Oversee all aspects of the project in a health care setting or health-related program, leading a team on large projects or a significant segment of large and complex projects. Analyze new and complex project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide health or clinical applications systems analysis and long and short-range plans to meet clinical and business needs for application selection, systems development, systems maintenance, and production activities for necessary support resources. Familiar with patient care setting and workflow and works with medical staff on usability, workflow and patient safety concerns as needed to meet user expectation. Commensurate experience and education for the specific level.

Health IT Senior Project Coordinator

Minimum Years' Experience: 5 years

Minimum Education: Bachelor's Degree Business, Health or related scientific/technical discipline. 8 years of additional relevant experience may be substituted for education. PMP Certification preferred.

Functional Responsibilities: Oversee all aspects of the project in a health-related setting, leading a team on large projects or a significant segment of large and complex projects. Analyze new and complex project related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Work with clinical staff and business owners to provide applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources. Commensurate experience and education for the specific level.

Health IT Validation Specialist/ Test Engineer/ Quality Assurance Engineer/Quality Control Specialist/Tester

Minimum Years' Experience: 5 years

Minimum Education: Bachelor's Degree Computer Science, Electronics Engineering or other engineering, Health or technical discipline is required. 8 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Carries out procedures to ensure that all health information systems products and services meet organization standards and end-user requirements using analytical tools to quantitatively measure quality, reports on findings, and makes recommendations on changes to meet specifications and quality standards. Provides overall management functions that determines, defines, and implements QA/QC policies, programs, and procedures. Performs and leads tests of medical and or health-related clinical systems/software to

ensure proper operation, meets patient safety requirements and freedom from defects. May create User Stories, Test Plans or test data for clinical systems at the application, interface or enterprise levels. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations.

Health IT Human Factors Engineer

Minimum Years' Experience: 5 years

Minimum Education: Bachelor degree in Computer Science, Statistical Mathematics, Professional or other related field and/or discipline. 8 years of additional relevant experience may be substituted for education. Specialized experience may substitute for formal education. Experience with sample size calculations and methodologies.

Functional Responsibilities: Assesses new or enhanced health/clinical-related applications and systems and their compliance to human factors standards and their affects on users. Knowledge of surveillance and case-control study design and analysis. Experience with a variety of different groups in various disciplines, such as medical clinicians working with electronic health records. Thorough understanding of statistical methods including, but not limited to, linear, logistic, and conditional logistic regression models, as well as survey statistics and survival analysis. Must be able to take user requirements and define and design products and solutions that meet end user needs and workflows in clinical settings. Must have experience in documenting strategies and plans. Conduct human factors analysis for clinical applications, systems and document findings. The work can involve health IT systems. Must have an understanding of industry standards and patient care workflow as needed to meet user expectations.

Health IT Technical Writer/Editor (Middle)

Minimum Years' Experience: 3 years

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering, Medical or other engineering or technical discipline is required. 8 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Assist in writing and/or editing clinical systems/applications or health-related technical documents, including business proposals, reports, user manuals, briefings and presentations, functional descriptions, system specifications, guidelines, special reports, and other project deliverables to meet contract requirements. Develop outlines and drafts for review and approval by technical specialists and project management ensuring that final documents meet applicable contract requirements and regulations. Research and gather technical and background information for inclusion in clinical project documentation and deliverables. Consult relevant information sources, including library resources, technical, clinical and financial documents, and client and project personnel, to obtain background information, and verify pertinent guidelines and regulations governing project deliverables. Commensurate experience, education, and level of supervision and direction.

Health IT Clinical Informaticist/Statistician /Informatics Specialist/ Bioinformatician

Minimum Years' Experience: 5 years

Minimum Education: Bachelor degree in Computer Science, Statistical Mathematics, Clinical discipline or other related field and/or discipline. 8 years specialized experience may substitute for formal education.

Functional Responsibilities: Provide high level expertise in the application of technology to areas of interest to client's organizations including Clinical Informatics or Public Health Informatics; statistics, bio-statistics, mathematics; specific tools and data resources relevant to the client's mission including SAS, Epi Info, etc.; applying sound quantitative data and methods. Provide expertise across a wide variety of IT areas as applied to computer or clinical disciplines, including information retrieval technology, clinical decision support, web technology, data mining, expert systems, networking, public health science, and education. Provide expertise in the integration of a variety of heterogeneous information systems and databases that support the sharing and dissemination of pertinent information such as patient data; in the interaction of information security technology and the requirements for privacy and confidentiality of Personally Identifiable Information (PII), in the application of Health Insurance Portability and Accountability Act (HIPAA) regulations to the use of information technology in health; in new areas of interest to public health including the information available from managed care organizations; with national and/or international standards development activities such as HL7, X12, W3C; and in the application of advanced scientific visualization technology to clinical and public health science and practice.

Health IT Database Developer /Database Engineer

Minimum Years' Experience: 2 years

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 8 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Analyze database requirements of clinical systems, applications and assigned projects. Analyze and determine information needs and elements, database relationships and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities. Apply knowledge of database management for clinical systems and applications to coordinate maintenance and changes to their databases. Test and implement changes or new database designs in conjunction with clinical functional community. Write logical and physical database descriptions, including location, space, access method, and security requirements. Provide direction to programmers and analysts as required to affect changes to database management systems. Provide answers to database questions. Knowledge of and ability to monitor databases and to analyze and organize data and apply new technology designs and programs.

Health IT Data Analyst

Minimum Years' Experience: 5 years

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 8 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Oversee and develop data management systems, including computer programs to monitor data quality in the health care field, using automated tools such as SAS, MS ACCESS, MS Excel, etc. Analyze clinical or research data for reports, presentations and publications; assist in the review of clinical data for data quality; organize study files, including data and correspondence files using common word processing and clinical systems/software; perform scientific, medical and research literature searches and prepare slides for scientific presentations.

Health IT Computer Hardware Engineer

Minimum Years' Experience: 5 years

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 8 years specialized experience may substitute for formal education.

Functional Responsibilities: Analyze network and computer communications hardware characteristics and recommends equipment procurement, removals, and modifications for health related systems. Add, delete, and modify, as required, host, terminal, and network devices. Assist and coordinate with communications network specialists in the area of clinical communication software. Researches, designs, develops, run test and evaluate computer hardware such as chips, circuit boards, modems, servers, printers and other related equipment. Has some hardware installation experience with health related systems. Familiar with hardware platforms that support public health data and clinical programs. Able to analyze and implement communications standards and protocols according to client requirements.

Health IT Quality Manager

Minimum Years' Experience: 5 years

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 8 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Responsible for all aspects of quality including developing, implementing and improving the Quality Management system as well as formulation of corrective actions to address quality issues for clinical or other health related systems. Leads and directs all quality management activities including patient care and relations, familiar with the Joint Commission compliance, risk management and safety, performance improvement, and infection control. Establish and maintain a process for evaluating health information software or clinical documentation. Determine the resources required for quality control. Maintain the level

of quality throughout the software life cycle. Conduct formal and informal reviews at pre-determined points throughout the development life cycle. Provide daily supervision and direction to support clinical staff.

Health IT Business Process Engineer

Minimum Years' Experience: 8 years

Minimum Education: Bachelor's Degree, computer science, electronics engineering or other engineering or technical discipline is required. 8 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Manage use of process improvement, reengineering methodologies, and internet-related methodologies and principles to conduct process modernization projects for health IT applications and systems. Responsible for transitioning of existing health organizations or project teams in accomplishing the organization's goals or project activities and objectives through improved use of internet and other automated processes. Support activity and data modeling, development of modern health methods, identification of best practices, and creating and assessing performance measurements for clinical applications. Provide group facilitation, interviewing, training, and additional forms of knowledge transfer. Key coordinator between customers and multiple project teams to ensure enterprise-wide integration of reengineering efforts and application of best practice including e-business practices. May provide daily supervision and direction to other contractor business reengineering specialists and web architects.

Health IT Systems Analyst (Middle)

Minimum Years' Experience: 5 years

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 8 years of additional relevant experience may be substituted for education.

Functional Responsibilities: A Systems Analyst must have health IT experience in the analysis, design, and integration of health information systems and commercial-off-the-shelf (COTS) software that support health related applications. Must be well versed in understanding structured analysis and design methodologies for the translation of systems requirements from clinical business needs. Must be able to evaluate cost factors and risk. Devises and prepares layouts for computer systems requirements and develops procedures to process clinical data by means of IT equipment. Confers with other clinical and technical personnel to determine problems and type of data to be processed. Analyzes a problem in light of equipment capability to determine technical approach. Formulates solutions to address identified health related systems and software problems. Writes specifications for each program or portion thereof. May be required to develop and implement clinical applications utilizing mathematical and statistical formula. Performs system development activities, design and configuration management as needed.

Health IT Security Engineer/Information Assurance/Information Assurance Analyst

Minimum Years' Experience: 2 years

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 8 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Analyzes and defines health related security requirements for Multilevel Security (MLS) issues. Designs, develops, engineers, and implements solutions to MLS requirements. Responsible for the implementation and development of the MLS plans and processes. Gathers and organizes technical information about health organizations' mission, goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses of clinical and business applications which also includes risk assessment, mitigation and contingency planning through strong information risk governance, active collaboration with business risk managers, and providing high quality security solutions and services for health related systems which enable improving the organization's overall risk posture. Develops and maintains health information security policies, procedures and control techniques in accordance with the Federal Information Security Management Act (FISMA). Conducts Critical Infrastructure Protection (CIP) and Continuity of Operations Planning (COOP) Coordination. Review, analyze and recommend compliance and education (i.e., training, privacy, contract language, contract oversight) policies, procedures and controls, based on review and analysis of FISMA and the National Institute of Standards and Technology (NIST) standards and guidance from Department of Health and Human Services (HHS), Office of Management and Budget (OMB), and other federal agencies.

Health IT Systems Engineer (Senior)

Minimum Years' Experience: 8 years

Minimum Education: Master's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 10 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Provides technical support in health related system architecture, system design, system integration and technical management. Assists in providing technical input to the health systems engineering process. Leads teams in developing clinical applications and technical plans. Guide clients in the installation and use of strategic products through education and guidance, first-use and tuning assistance problem solving and critical situation resolution.

Health IT Systems Engineer (Middle)

Minimum Years' Experience: 5 years

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 8 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Provides technical support in health related system architecture, system design, system integration and technical management. Assists in providing technical input to the health systems engineering process. Provides requirements analysis. May prepare and present clinical systems assurance reviews. Identifies requirements and deficiencies in health IT applications. Advises client in systems selection and use, capacity planning operations and performance management.

Health IT Health Systems Architect (Senior)

Minimum Years' Experience: 8 years

Minimum Education: Master's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 10 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Leads and directs large teams with diverse health-related functional and technical disciplines to include enterprise architects, systems engineers, business analysts, and network engineers. Works directly with senior executives of the enterprise to consult, coach, and advise on strategy, clinical and business alignment, enterprise architecture, health information technology solutions, and the associated impact on the organization and its stakeholders. Coordinates resolution of highly complex problems and tasks, selling new ideas and concepts in support of operational goals and objectives. Provides clinical, technical and analytical guidance to enterprise architecture team. Integrates and translates complex concepts into tactical action plans. Possesses knowledge of Federal Enterprise Architecture (FEA) standards, reference models and guidelines, along with experience in using various enterprise architecture modeling and repository tools and methodologies to support clinical and business applications.

Health IT Health Systems Architect

Minimum Years' Experience: 5 years

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 8 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Provides high-level Enterprise and/or Systems architectural expertise to managers and technical staff. Develops architectural products and deliverables for the enterprise and operational business lines that support healthcare. Develops strategy of clinical application systems, supporting business systems and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to clinical processing, data storage, data access, and applications development. Responsible for identifying and coordinating integration of system components, including health IT, into a finished system. Responsible for mapping interactions between system components and other systems, including infrastructure and network pieces supporting the clinical system. Drafts logical and physical diagrams, including data flows, develops capacity plans and threshold limits, and works with

other clinical analysts, including configuration, security, and development personnel, to ensure system development follows the planned architecture. Possesses knowledge of Federal Enterprise Architecture (FEA) standards, reference models and guidelines, along with experience in using various enterprise architecture modeling and repository tools and methodologies.

Health IT Software Developer--Senior/Senior Software Engineer

Minimum Years' Experience: 8 years

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 8 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Create logical and functional software code in a variety of languages for clinical applications and supporting business processes. Must have experience in understanding and articulating the benefits and risks associated with different coding languages in different health related functional environments. Must have experience reacting to problems and correcting the health program as necessary.

Health IT Software Developer Junior / Junior Software Engineer

Minimum Years' Experience: 2 years

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 8 years of additional relevant experience may be substituted for education.

Functional Responsibilities: A Junior Developer must have experience in the creation of error free software code under the direction and supervision of senior software development managers. Must have experience in both windows and web development environments for clinical applications and supporting business processes. Must be able to write clinical systems/software documentation.

Health IT Configuration Management Specialist

Minimum Years' Experience: 2 years

Minimum Education: AA or 2 year technical school, Computer Science, Engineering, Math, Graduate of Technical School, or equivalent. 4 years of additional relevant experience may be substituted for education.

Functional Responsibilities: A Configuration Management Specialist must have experience in the input configuration data into configuration management tools under the guidance of senior staff. Must be able to maintain versioning of configurable items such as hardware, software and documentation using available software and hardware tools. Must have experience working with health related applications and systems.

Health IT Configuration Management Specialist—Senior

Minimum Years' Experience: 6 years

Minimum Education: Bachelor's Degree, Computer Science, Engineering, Engineering Management, Math, or equivalent. 8 years of additional relevant experience may be substituted for education

Functional Responsibilities: A Configuration manager must have experience in management configuration programs for health related applications 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.

Health IT Network Security Manager/ Systems Network Manager

Minimum Years' Experience: 8 years

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 8 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Provides leadership and technical guidance for a team of Network Engineers. Provides expertise in installation, maintenance, and operational support of data networks for organizations and/or health related systems/applications. Tests equipment and software, troubleshoots problems, works to resolve difficult technical issues, assists other clinical and technical staff with network problem resolution, and informs other staff of resolutions as appropriate. Monitors network use and adjusts configurations and implements clinical system enhancements to achieve optimal performance. Researches and obtains health network administration tools for testing or team use as appropriate. Coordinates work efforts with network staff, network administrators, and vendors as applicable for optimum efficiency. Work conforms to all CDC and other federal government standards and requirements for network systems and security. Experience and knowledge in several of the following areas is desirable: telecommunications infrastructure, telecommunications engineering best practices; Transmission Control Protocol/ Internet Protocol (TCP/IP), routing protocols, network switching, Internet and Intranet systems, and Simple Network Management Protocol (SNMP) based network management systems; leading health related design efforts that require in-depth technical knowledge of both wide area and local area networks; analyzing network performance.

Health IT Network Security Specialist/ Systems Network Engineer

Minimum Years' Experience: 5 years

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 8 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Plans, supports and evaluates complex existing health 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 clinical and associated business system needs. Plans and incorporates how new network resources and applications will exist on the health 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 operating system and version upgrades. Responsible for conducting research of new health IT 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 information systems to resolve health network related issues as needed. Leads and directs work of other network engineers.

Health IT Systems Administrator

Minimum Years' Experience: 2 years

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 8 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Conducts routine health system administration tasks and logging clinical data in system admin logs. Systems administrators are responsible for maintaining system efficiency. Experience in maintaining troubleshooting a wide variety of health systems and networks to include high volume/high availability systems. Must have knowledge on a number of debugging protocols and processes for clinical and supporting business applications. Must be able to troubleshoot problems and issues identified by customers and implement corrective actions quickly.

Health IT SME I

Minimum Years' Experience: 6 years

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering, Nursing, Pharmacy, Social work, Psychology, Laboratory Science, Medical technology, Logistics management, engineering or technical or other health related disciplines is required. 8 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Must have a working knowledge of the specific disciplines such as clinical, engineering or technical fields. Able to understand the customer requirements in relation to the industry standards, terminologies and workflows such as health standards. Able to work with the functional and IT communities to help define or refine functional requirements and

ensure technical requirements and associated work products meet client expectations. Demonstrates experience and ability to define problems and analyze and develop plans and requirements for slightly complex systems. Ability to coordinate and manage the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications in the following specialties: Electronic Health Records; Clinical Information Systems; Information Systems Architecture; Data Management; Networking; Telecommunications; Automation; Communications Protocols; Risk Management/Electronic Analysis; Software; Life Cycle Management; Software Development Methodologies; Modeling and Simulation.

Health IT SME II

Minimum Years' Experience: 8 years

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering, Nursing, Pharmacy, Social work, Psychology, Laboratory Science, Medical technology, Logistics management, engineering or technical or other health related disciplines is required. 8 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Must have a working knowledge of the specific disciplines such as clinical, engineering or technical fields. Able to understand the customer requirements in relation to the industry standards, terminologies and workflows such as health standards. Able to work with the functional and IT communities to help define or refine functional requirements and ensure technical requirements and associated work products meet client expectations. Demonstrated experience and ability to define the problems and analyze and develop plans and requirements for complex clinical systems. Ability to coordinate and manage the preparation of analysis, evaluations, and recommendations for proper implementation of health programs and systems specifications in the following specialties: : Electronic Health Records; Clinical Information Systems; Information Systems Architecture; Data Management; Networking; Telecommunications; Automation; Communications Protocols; Risk Management/Electronic Analysis; Software; Life Cycle Management; Software Development Methodologies; Modeling and Simulation.

Health IT SME III

Minimum Years' Experience: 10 years

Minimum Education: Master's Degree, Physician Assistant, Clinical Informaticist, Nurse Practitioner, Computer Science, Electronics Engineering, Nursing, Pharmacy, Social work, Psychology, Laboratory Science, Medical technology, Logistics management, engineering or technical or other health related disciplines is required or other engineering or technical discipline is required. 10 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Must have a working knowledge of the specific disciplines such as clinical, engineering or technical fields. Able to understand the customer requirements in relation to the industry standards, terminologies and workflows such as health standards. Able to work

with the functional and IT communities to help define or refine functional requirements and ensure technical requirements and associated work products meet client expectations. Demonstrated experience and ability to provide technical direction for problem definition, analysis, requirements development and implementation for complex to moderately complex health information systems. Ability to make recommendations and advise on organization wide system improvements, optimization or maintenance efforts in the following specialties: Electronic Health Records; Clinical Information Systems; Information Systems Architecture; Data Management; Networking; Telecommunications; Automation; Communications Protocols; Risk Management/Electronic Analysis; Software; Life Cycle Management; Software Development Methodologies; Modeling and Simulation.

Health IT SME IV

Minimum Years' Experience: 12 years

Minimum Education: Master's Degree, Physician Assistant, Clinical Informaticist, Nurse Practitioner, Computer Science, Electronics Engineering, Nursing, Pharmacy, Social work, Psychology, Laboratory Science, Medical technology, Logistics management, engineering or technical or other health related disciplines is required. 10 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Must have a working knowledge of the specific disciplines such as clinical, engineering or technical fields. Able to understand the customer requirements in relation to the industry standards, terminologies and workflows such as health standards. Able to work with the functional and IT communities to help define or refine functional requirements and ensure technical requirements and associated work products meet client expectations. Demonstrated experience and ability to provide enterprise wide technical management and direction for problem definition, analysis and requirements development and implementation for highly complex clinical systems. Ability to provide workable recommendations and advice to client executive management on emerging technology, system improvements, optimization and maintenance in the following areas: Electronic Health Records; Clinical Information Systems; Information Systems Architecture; Data Management; Automation; Telecommunications; Networking; Communication Protocols; Software; Electronic Email; Modeling and Simulation; Data Storage and Retrieval.

Health IT SME V

Minimum Years' Experience: 14 years

Minimum Education: A Doctorate or Ph.D, physician, dentist, human factors, clinical informatics, Computer Science, Electronics Engineering, Nursing, Pharmacy, Social work, Psychology, Laboratory Science, Medical technology, Logistics management, engineering or technical or other health related disciplines is required. A Master's degree and 10 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Must have a working knowledge of the specific disciplines such as clinical, engineering or technical fields. Able to understand the customer requirements in relation

to the industry standards, terminologies and workflows such as health standards. Able to work with the functional and IT communities to help define or refine functional requirements and ensure technical requirements and associated work products meet client expectations. Demonstrated experience and ability to provide enterprise wide technical management and direction for problem definition, analysis and requirements development and implementation for extremely complex health systems. Ability to provide workable recommendations and advice to client executive management on emerging technology, system improvements, optimization and maintenance in the following areas: Electronic Health Records; Clinical Information Systems; Information Systems Architecture; Data Management; Clinical/Medical Informatics; Human Factors Engineering; Automation; Telecommunications; Networking; Communication Protocols; Software; Electronic Email; Modeling and Simulation; Data Storage and Retrieval.

Health IT Administrative Assistant - Middle

Minimum Years' Experience: 4 years

Minimum Education: Associates Degree or 2 year business school. 4 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Demonstrated experience and ability to use word processing and graphics production software and equipment. Duties include general clinical administrative and clerical duties such as typing, filing, facilitate meeting and travel arrangements, taking meeting minutes, composing routine correspondence, assisting in the production of final form documentation to meet requirements of governing contract; performing data entry on a variety of health systems; and maintaining a technical library, all in a supervised setting, and all under the supervision of the Program Manager, for only the specific needs of applicable clinical projects ordered under SIN 54151HEAL (Health IT Professional Services).

Health IT Computer Programmer/ Computer Specialist/ Application Programmer

Minimum Years' Experience: 5 years

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 8 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Analyze functional clinical and supporting business applications and design specifications for functional areas such as finance, accounting, personnel, manpower, logistics, and contracts. Develop block diagrams and logic flow charts. Translate detailed design into health related computer software. Test, debug, and refine the computer software to produce the required product. Prepare required clinical documentation, including both program-level and user-level documentation. Enhance software to reduce operating time or improve efficiency. Provide technical direction to programmers to ensure program deadlines are met. Experience in health information system design, including health related application programming on large-scale DBMS and the development of complex software to satisfy design objectives.

Health IT Web Application Designer - Junior

Minimum Years' Experience: 2 years

Minimum Education: Associates Degree or 2 year technical school, computer science, electronics engineering or other engineering or technical discipline is required. 4 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Design and layout of graphical user interfaces particularly screen layouts and functionality for client-server or web-based health related systems/applications. Designs and builds web pages using a variety of graphics, clinical software applications, techniques, and tools. Designs and develops user interface features, site animation, and special-effects elements. Contributes to the design group's efforts to enhance the look and feel of the health organization's online offerings. Designs the website to support the health organization's strategies and goals relative to external communications. Conducts studies, testing and evaluation of screen prototypes for functionality, ease of use, efficiency, and accuracy for health related applications.

Health IT Web Application Designer - Senior

Minimum Years' Experience: 5 years

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 8 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Extensive experience with the using multiple web tools to determine best approach for health- related web page creation, operations, management, and maintenance. Create overall management strategy and oversee implementation. Works with customer requirements to create web sites. The senior web designer should be able to assure the overall look and feel of a web site and create a management strategy for keeping content fresh and up to date for health related systems/applications.

Health IT Video Conferencing Specialist/Audio/Video Technician

Minimum Years' Experience: 2 years

Minimum Education: High School Diploma plus 2 years' experience in audio visual/teleconferencing

Functional Responsibilities: Install, pull, terminate and test all audio visual (AV) type cables, connectors, and interfaces. Install projection screens, plasma TV's and different types of speakers for installation of AV systems on client sites. Read blueprints and wire AV racks. Manage health related AV projects with various models and makes of equipment. Understands health testing, analyses and corrective action on health related systems, networks, hardware and software in a Professional Audio/Video environment. Understands all wire and connector types on all AV related cables.

Health IT Telecommunication Technician/ Telecommunication Specialist (Middle)

Minimum Years' Experience: 5 years

Minimum Education: Associates Degree or 2 year technical school, computer science, Electronics or other engineering or technical discipline is required. 4 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Formulate and develop communications requirements and design standards for health related applications. Perform complex studies to determine networking capacities and reliability, and make recommendations to augment and/or enhance existing health communication networks. Provide technical problem diagnoses and resolution support for all associated subsystems, including line monitoring, modem loop-back tests, LAN performance monitoring and terminal failure determination. Provide health IT installation and configuration support.

Health IT Training Specialist

Minimum Years' Experience: 5 years

Minimum Education: AA or 2 year technical school, General. 4 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Provide support for coordinating, developing, and delivering computer-related training to the health IT community to include clinicians. Provide second level support and coordinate training with help desks. Provide standards, services, and guidance on health IT related training programs that are designed to enable government agency personnel to use health IT, clinical and supporting business systems more productively. Services include the development, delivery, and/or coordination of training courses and materials that address specific agency needs. Possess thorough knowledge of appropriate health IT and clinical systems. Understand computer functions and related technical terminology and how they are applied in everyday business situations related to clinical applications. Possess exceptional interpersonal skills and superior oral and written communication skills.

Health IT Training Specialist (Senior)

Minimum Years' Experience: 5 years

Minimum Education: Bachelor's degree in Computer Science or Clinical discipline. An additional 8 years of relevant of experience may be considered as a substitute.

Functional Responsibilities: Demonstrated experience and ability to develop, plan, and provide sophisticated health related Information System or ADP, end user training on highly complex computer hardware, application software, new systems, or related procedures in a clinical health care setting. Conducts the research necessary to develop and revise training courses and prepares appropriate training materials for health IT applications. Prepares all course materials (course outline, background material and training aids). Prepares all student materials (course manuals,

workbooks, handouts, completion certificates, and course evaluation forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

Health IT Training Manager

Minimum Years' Experience: 8 years

Minimum Education: Bachelor's degree in Computer Science or related Clinical discipline. An additional 8 years of relevant of experience may be considered as a substitute.

Functional Responsibilities: Provide leadership and management for health IT training tasks that are being performed by the contractor. Prepare training documents and services that are required to support health IT training requirements drawing input from the researchers, test engineers, systems analysts, training specialists, logisticians, and the government and applying customer training policies. Supervise the activity of the Training Specialist(s). Maintain contact with the customer to ensure that the training needs are met.

Health IT Project Coordinator

Minimum Years' Experience: 5 years

Minimum Education: Bachelor's Degree Business, Health or related scientific/technical discipline. 8 years of additional relevant experience may be substituted for education. PMP Certification preferred.

Functional Responsibilities: Provides a single point of contact for all aspects of the development and implementation of assigned projects. Takes health-related projects from original concept through final implementation. Interfaces with all areas affected by the project including medical providers and staff end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports for clinical applications. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Familiar with patient care setting and workflow and patient safety concerns as needed to meet user expectations. Recommends and takes action to direct the analysis and solutions of problems.

Health IT Biostatistician

Minimum Years' Experience: 5 years

Minimum Education: Bachelor's degree in Computer Science, Statistical Mathematics, Clinical discipline or other related field and/or discipline. 8 years specialized experience may substitute for formal education.

Functional Responsibilities: Specialize in the application of statistics and/or computer technology to biological studies primarily in the field of medicine applying the use of statistical

software packages. Designs biological experiments primarily in the field of medicine; collects, dissects and summarizes data and releases information based on findings of that data.

Health IT Data Architect

Minimum Years' Experience: 5 years

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 8 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Provide high level expertise in applicable clinical and public health disciplines to collect, abstract, code, analyze, or interpret medical and scientific data contained within information systems and databases related to public health. Provides expertise in information modeling, requirement analysis and facilitation for health-related fields using methodologies such as Integrated Definitions Methods (IDEF) or related techniques. Performs analysis to develop fully attributed logical and physical information (data) and business process models following IDEF methodologies. Gather requirements using Joint Application Design (JAD) facilitation techniques in order to collect and define data. Processes requirements necessary to support health-related client/server or web-based applications. Uses modeling tools and repositories to effectively and efficiently define data and business process requirements. Designs relational database schemas for large-scale health-related client/server or web-based applications that reside on database management system. Performs work that is reviewed in timely intervals as defined by the senior data analyst. Provides deliverables within the time frames defined by appropriate personnel and reviews to ensure time frames and quality standards are met. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems.

Health IT Program/ Management Analyst

Minimum Years' Experience: 5 years

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. 8 years of additional relevant experience may be substituted for education.

Functional Responsibilities: Provide analytical consultative services and analytic support required to administer health care or clinical and public health related programs throughout all phases of business/functional requirements analysis, clinical workflow analysis, software design, system and performance testing, and implementation. Analyze and review budget, schedule and other program resources. Identify resource shortfalls and make corrective recommendations. Participate in analysis sessions with stakeholders, such as medical users, technical staff and patients to provide clinical program requirements. Review the system software and system integration requirements to ensure compliance with clinical program needs in order to meet regulatory standards of care and patient safety criteria. Consider alternatives and develop recommendations. Identify, communicate and resolve risks. Identify and resolve issues to eliminate or mitigate the occurrence of consequences that may impact the success of the project.

Research and analyze resource material. Monitor system tests; reviews test results; identify project issues.

Health IT Test Manager

Minimum Years' Experience: 8 years

Minimum Education: Bachelor's Degree in Engineering, Computer Science or other technical discipline is required.

Functional Responsibilities: Delivers the clinical testing effort by analyzing the functional and technical requirements of projects. Estimate and obtain management support for the time, resources and budget required to perform the testing. Build a clinical informatics testing team of professionals with appropriate skills, attitudes and motivation. Identify clinical and supporting business training requirements and forward it to the Health IT Project Manager (Technical and Soft skills). Provides the test plan for the tasks, dependencies and participants required to mitigate the risks to system quality and obtains stakeholder support for this plan. Document, implement, monitor, and enforce all processes for clinical testing as per standards defined by the organization. Escalate the issues about clinical project requirements (Software, Hardware, Resources) to Health IT Project Manager / Health IT Sr. Test Manager.

Health IT Testing Specialist

Minimum Years' Experience: 3 years

Minimum Education: Bachelor's Degree in any field. Knowledge of medical terminology required.

Functional Responsibilities: Testing & Counseling: Coordinate and prioritize health testing coverage for walk-in, specials events and community testing requests. Deliver clinical testing and counseling services to young people as determined by program requirements. Provide evidence-based counseling services during clinical testing encounters in order to determine risk and implement harm-reduction strategies. Have an understanding and commitment to core ethical principles and ethics-based boundaries of work, including appropriate and inappropriate sharing of personal information, and the confidentiality of information gathered during the delivery of Health Testing & Counseling services. Document each patient/client interaction comprehensively and concisely. All documentation will be submitted to supervisor within the designated time frame. Adhere to all government and funder regulations. Participate in case conferences, program, and staff meetings when applicable; and Programming: Develop and implement clinical control methodologies to ensure compliance with health standards, guidelines, and procedures. Responsible for provision of walk-in health counseling and testing. Provide facilitation of evidence-based interventions, as appropriate, during testing encounters. Demonstrate developing knowledge of health disparities and other health-related issues. Responsible for coordination of programming. Attend meetings regularly to discuss health testing, client recruitment strategies and strategies for service delivery.

Health IT Research Analyst

Minimum Years' Experience: 5 years

Minimum Education: Bachelor's Degree in Business Development or related field

Functional Responsibilities: Analyzes existing and potential information from a wide variety of clinical sources. Quickly and accurately conducts Internet searches. Provides meaningful clinical information reports and presentation material. Organizes and maintains technical information in a clinical systems library.

Health IT Senior System/Software Integration Engineer

Minimum Years' Experience: 8 years

Minimum Education: Master's Degree in Computer Science, Engineering, Information Systems or related field.

Functional Responsibilities: Leads a team of specialists involved in combining a multitude of very complex clinical system and software packages. Assesses health architecture and current hardware limitations, defines and designs complex clinical system specifications, input/output processes and working parameters for hardware/software compatibility. Implements computer health systems in a phased approach of requirements analysis and conceptual design, site survey, system design review, critical design review, installation, integration, and testing. Performs requirements analysis for a wide range of users in areas of office automation. Able to present health related system designs for user approval at formal reviews. Independently provides integrated software, interprets software test results, and recommends solutions for unsatisfactory test results or health related applications. Coordinates design of subsystems and integration of total system and life-cycle support, including maintenance, administration, and management. Analyzes and resolves difficult and complicated program support deficiencies. Conducts independent technical investigations in systems design. Coordinates and consolidates design efforts on major products related to clinical systems. Provides work leadership for lower level employees.

Health IT System/Software Integration Engineer

Minimum Years' Experience: 5 years

Minimum Education: Bachelor's Degree in Computer Science, Engineering, Information Systems or related field.

Functional Responsibilities: Implements health systems in a phased approach of requirements analysis and conceptual design, site survey, system design review, critical design review, installation, integration, and testing with minimal oversight. Analyzes existing health systems and define, design and develop new integrated system requirements. Determines system specifications, input/ output processes and working parameters for hardware/software compatibility. Performs requirements analysis for a wide range of users in areas of office

automation. Coordinates design of subsystems and integration of total system. Identifies, analyzes and resolves program support deficiencies.

Health IT Junior Systems Analyst

Minimum Years' Experience: 5 years

Minimum Education: Bachelor's Degree in Management Information Systems, Computer Science, or equivalent degree.

Functional Responsibilities: Assists in scientific research and analysis of existing health related systems to define problems, scientific data availability and report requirements. Researches and analyzes requirements for clinical applications from a project's inception to its conclusion. Researches required specifications for simple to moderately complex clinical and supporting business systems. Assists Senior Computer Systems Analyst in preparing input and test data for the proposed health systems. Analyzes alternate means of deriving input data to select the most accurate, feasible and economical methods. Defines input and output file specifications including file organization.

Health IT Network Administrator

Minimum Years' Experience: 3 years

Minimum Education: Bachelor's Degree in Computer Science, Computer Engineering or related field.

Functional Responsibilities: Supervises health operations and maintenance activities for voice and data communications networks. Conducts protocol analysis and knowledge of LAN and WAN data communications protocols TCP/IP, ATM, frame relay, X.400, and X.500). Plans and performs fault management, configuration control, and performance monitoring. Conducts activation, back-up, deactivation, and restart of clinical network resources/services. Evaluates clinical and business related communication hardware and software, troubleshoot LAN/MAN/WAN and other network-related problems. Performs and supervises general voice and data network administration, provides technical leadership in the integration and testing of complex large-scale networks. Schedules network conversions and cutovers. Supervises maintenance of health related network systems. Coordinates with users, technical team, senior management throughout all network sites.

Health IT Network Engineer

Minimum Years' Experience: 3 years

Minimum Education: Bachelor's Degree in Information Technology, Computer Science or related field.

Functional Responsibilities: Designs, configures, tests, implements and maintains health network support activities, and supports application programmers working in that environment.

Provides technical and administrative direction for personnel responsible for health network design, implementation, and operations tasks, including the review of work products for correctness, adherence to the design concept and to user standards and progress in accordance with schedules. Evaluates and resolves health network and processor problems. Designs, configures and implements networks. Evaluates network performance using hardware and software diagnostic tools. Assists in designing, planning and installation of new networks and hardware. Evaluates network changes for operational impact in a clinical environment. Makes recommendations for approval of major network installations. Prepares milestone status reports, and deliveries/presentations on network progress to colleagues, subordinates, and end user representatives.

Health IT Medical Records Technician

Minimum Years' Experience: 3 years

Minimum Education: Associates degree

Functional Responsibilities: Conducts supervised patient records operations to include retrieving, filing, maintaining and storing records. Understands applicable laws and regulations on medical records.

Health IT Health Practitioner (Nurse Practitioner, Clinical Psychologist, Clinical Social Worker, Physical Therapist)

Minimum Years' Experience: 5 years

Minimum Education: Master degree

Functional Responsibilities: Provides accurate and current advice on a variety of health care and patient treatment issues. Advises on the diagnosis and treatment of diseases and the prevention of disease. Advises on the prescription of medications, diagnostic testing procedures, medical instruments, medical equipment, and medical decision-making. Possesses a Master's degree from a school in the U.S. or Canada approved by a recognized accrediting body in the year of the applicant's graduation.

Health IT Hospital Administration Specialist

Minimum Years' Experience: 4 years

Minimum Education: Bachelors of Science

Functional Responsibility: Provides accurate and current advice on a variety of hospital administration issues, to include: general hospital administration; hospital staff personnel administration (i.e., compensation, employee relations, training, etc.) financial management, facilities and maintenance, health and safety, information systems, audits and certification, operations improvement, and utilization reviews.

Health IT Physician/ Dentist

Minimum Years' Experience: 10 years

Minimum Education: Doctor of Medicine, Doctor of Osteopathy, Doctor of Dentistry

Functional Responsibility: Provides accurate and current advice on a variety of health care and patient treatment issues. Advises on the diagnosis and treatment of diseases and the prevention of disease. Advises on the prescription of medications, diagnostic testing procedures, medical instruments, medical equipment, and medical decision-making. Possesses a Doctor of Medicine or Doctor of Osteopathy or Doctor of Dentistry degree from a school in the U.S. or Canada approved by a recognized accrediting body in the year of the applicant's graduation.

Health IT Physician's Assistant

Minimum Years' Experience: 5 years

Minimum Education: Bachelors of Science

Functional Responsibility: Works under the direct supervision of a physician, conducts physical exams, diagnoses and treats illnesses, orders and interprets tests, counsels on preventive health care, assists in surgery, and write prescriptions. Holds a current certification from the National Commission on Certification of Physician Assistants.

Health IT Registered Nurse

Minimum Years' Experience: 4 years

Minimum Education: Bachelors of Science in Nursing

Functional Responsibility: Provides accurate and current advice on a variety of nursing issues to include: planning, organizing, and directing nursing care, standards of patient care, patient care plan, implementing physicians' orders, administering medications and intravenous solutions, medical recording and reporting, medical re-supply, hospital safety, and infection-control policies and procedures. Holds a degree or diploma from a professional nursing program approved by the legally designated State accrediting agency at the time the program was completed by the applicant. Currently registered as a professional nurse in a State, District of Columbia, the Commonwealth of Puerto Rico, or a territory of the United States.

Health IT Nurse Informatician

Minimum Years' Experience: 4 years

Minimum Education: Bachelors of Science in Nursing

Functional Responsibility: Applies concepts in computer science and information science to the management and processing of data, information and knowledge in nursing and health care

delivery. Assists in the management and processing of, electronic health records, nursing data, information and knowledge to support the practice of nursing and the delivery of nursing care. Participates in complex system development, project management, and user training. Certified as an informatics nurse (RN, BC) through the American Nurses Credentialing Center (ANCC).

Health IT Licensed Practical Nurse

Minimum Years' Experience: 5 years

Minimum Education: Associate degree or Licensed Practical Nurse/Licensed Vocational Nurse Program

Functional Responsibility: Provides advice on and apply federal, state, departmental and institutional nursing procedures. Provides advice on patient supervision, patient safety considerations and patient wellbeing issues. Transcribes, prepares, administers and records medications and treatments prescribed by a physician.

Health IT Pharmacist

Minimum Years' Experience: 5 years

Minimum Education: Bachelors of Science

Functional Responsibility: Provides accurate and current advice on systems, administrative, consultative, or staff advisory work concerning the administration of a pharmacy program for hospital, clinic, or other medical care facilities. Advises client on a variety of pharmacy issues including systems, in-patient and/or out-patient pharmacy management; ordering, bulk compounding, and preservation of drugs, medicines, and chemicals; advising on drug therapy and usage. Also involves the evaluation and surveillance of marketed drugs for safety and efficacy. Possesses a degree in pharmacy from a recognized university.

Health IT Lab Manager

Minimum Years' Experience: 5 years

Minimum Education: Bachelors of Science

Functional Responsibility: Provides accurate and current advice on medical laboratory operations to include lab information systems, lab staffing, lab technician training, lab computer equipment as well as inputting, processing, acquiring and communicating patient data. Provides accurate and current advice on all aspects of ordering; collection, labeling, processing, and transporting of specimens within a hospital or clinic environment. Assures the integrity of computer files and patient data; and conducts laboratory billing activities; patient registration; and other lab support.

Health IT Lab Technician

Minimum Years' Experience: 3 years

Minimum Education: Associates degree

Functional Responsibility: Provides accurate and current advice on operating and maintaining computer equipment in order to input, process, acquire and communicate patient data. Draws and processes blood specimens for the purpose of laboratory testing and analysis. Assures the integrity of computer files and patient data; laboratory billing activities; patient registration; and other lab support. Performs and reports routine and STAT laboratory tests in chemistry, immunology and hematology.

Health IT Health Care Technician

Minimum Years' Experience: 2 years

Minimum Education: Associates degree

Functional Responsibility: Assists professional medical staff in the diagnostic care, treatment and medical research of patients. Provides in day-to-day patient care activities such as transporting and positioning patients for routine medical tests; assisting patients in hygiene activities; administering simple therapeutic treatments and procedures; monitoring telemetry equipment; sterilizing hospital and operating facilities, equipment and surgical instruments; and stocking supply inventories.

Health IT Patient Records Expert

Minimum Years' Experience: 2 years

Minimum Education: Associates degree

Functional Responsibility: Provides accurate and current advice on all aspects of automated patient records systems to include establishing and managing complete patient records systems. Provides accurate and current advice on records coding, access, organization, retention, storage, retrieval, and destruction. Advises on patient record room operations including staff qualifications, training, productivity, work methods and medical records quality control programs. Provides accurate and current advice on applicable laws and regulations on medical records and medical records systems. Performs on-going analysis of operations, systems, equipment and procedures and recommend ways to improve patient record systems.

Health IT Patient Records Manager

Minimum Years' Experience: 4 years

Minimum Education: Bachelors of Science

Functional Responsibility: Provides accurate and current advice on the operation and management of patient record rooms to include supervision of patient record room staff; work

priorities, staff qualifications, selection, training, and evaluation. Monitors records room productivity and determines work methods and medical records quality control programs. Applies applicable laws and regulations on medical records and medical records systems to day-today operations. Performs on-going analysis of operations, systems, equipment and procedures.

Health IT Installation Technician

Minimum Years' Experience: 3 years

Minimum Education: Associates degree

Functional Responsibility: Evaluates, analyzes, tests, and installs new or enhanced health IT systems in a supervised setting. Works in support of client technical areas. Configures clinical or supporting business software interfaces to be used in conjunction with other computer hardware and various systems such as networks, CAD, digitizing devices, etc. Identifies and resolves hardware, software or network malfunctions. Provides minor hardware maintenance such as board replacement, cable switching, communications, assistance, hardware replacement, installing CRTs, printers, etc. Performs preventive maintenance for health IT such as equipment cleaning and vacuuming, cable/connection inspection, software virus protection, and configuration integrity.

Health IT Help Desk Manager

Minimum Years' Experience: 5 years

Minimum Education: Bachelors of Science

Functional Responsibility: Leads and supervises a team of Help Desk Technicians providing support to end-users for clinical and supporting business applications. Manages help desk operations in a health-related enterprise network environment. Analyzes customer organizational needs and directs the resolution of a wide range of computer problems with comprehensive knowledge of operating systems, servers, and health software applications, as well as hardware, printers, network components, and other peripheral components. Tracks and trends problems and identifies value engineering opportunities. Communicates orally and in writing in a health care setting.

Health IT Helpdesk Specialist

Minimum Years' Experience: 4 years

Minimum Education: Bachelors of Science

Functional Responsibility: Assists in the use of health IT, servers, printers, network components, and other peripheral components. Teaches hardware concepts to customers with little or no background in computers. Conducts component level diagnostics. Assists in the use of a variety of clinical business software and operating systems. Maintains documentation for

health IT procedures and processes, as well as, maintenance logs and equipment databases. Communicates orally and in writing in a health care setting.

Health IT Desktop Support

Minimum Years' Experience: 2 years

Minimum Education: Associates degree

Functional Responsibility: Independently configures and installs health IT applications on desktop, laptop and mobile device systems. Troubleshoots and repairs clinical systems and applications installed on desktop, laptop and mobile device systems. Assists with organizing, prioritizing, assisting, and giving directions to the help desk team in meeting the day to day support requirements. Organizes, prioritizes and assists with daily technical support in health organizations with different IT support requirements. Maintains documentation for procedures and processes, as well as, maintenance logs and equipment databases for clinical and supporting business applications.

Health IT Database Manager

Minimum Years' Experience: 6 years

Minimum Education: Bachelors of Science

Functional Responsibility: Leads or supervises a team of IT specialists in installing, maintaining, upgrading and administering full-featured clinical and supporting business database management systems and other related tools. Manages the development of clinical and supporting business database projects. Plans and budgets staff and data resources for health related applications. Supports health IT application developers in planning preparation, load analysis, and backup and recovery of data. Prepares and delivers presentations on DBMS concepts. Provides daily supervision and direction to support staff. Works with other senior technical and user staff to complete health related projects. Monitors, maintains, up-grades and administers full-featured database management systems and related tools.

Health IT Graphics Illustrator

Minimum Years' Experience: 4 years

Minimum Education: Bachelors of Arts

Functional Responsibility: Creates health related graphic designs, artwork and documentation layouts and augments existing documents with value-added visuals, including online, interactive, Internet and World Wide Web documents. Applies creativity and resourcefulness and the regular use of independent judgment when interfacing with customers and staff. Applies a wide variety of software tools to resolve complex design problems for clinical and supporting business applications/systems.

Health IT Senior BPR Specialist

Minimum Years' Experience: 8 years

Minimum Education: Bachelors of Science

Functional Responsibility: Leads or supervises a team of health related business process reengineering specialists. Applies facilitation techniques, clinical workflow assessments, training, methodology developments and evaluations across all phases of the modernization and improvement project. Identifies and recommends best practices, change management and business management techniques, organizational development, activity and data modeling, or clinical information system development methods and practices. Applies clinical process improvements and reengineering methodologies and principles to conduct process modernization projects. Transitions existing health related project and project teams, and facilitates project teams in the accomplishment of project activities and objectives. Provides group facilitation, interviewing, training, and additional forms of knowledge transfer. Key coordinator among multiple project teams to ensure enterprise-wide integration of reengineering efforts. Provides daily supervision and direction to business process reengineering specialists.

Health IT BPR Specialist

Minimum Years' Experience: 5 years

Minimum Education: Bachelors of Science

Functional Responsibility: Applies process improvements and, reengineering methodologies and principles to conduct process modernization and improvement projects with minimal oversight. Applies training, methodology development and evaluation across all phases of the modernization and improvement projects. Identifies best practices, change management and business management techniques, organizational development, activity and data modeling, or clinical information system development methods and practices. Supports group facilitation, conducts interviews, training, and additional forms of knowledge transfer. Key coordinator among multiple project teams to ensure enterprise wide integration of reengineering efforts. Provides daily supervision and direction to business process reengineering specialists.

Health IT Advanced Technology Program Manager

Minimum Years' Experience: 8 years

Minimum Education: Master's in Business Administration

Functional Responsibility: Directs multiple health IT advanced technology designs, developments, integrations, testing, training, deployments, operation and/or maintenance efforts. Independently leads programs that involve the successful management of teams composed of highly specialized health IT professionals who have been involved in analysis, prototyping, design, integration, testing, documenting, converting, extending, and implementing highly technical clinical applications/systems. Performs day-to-day management of overall contract

support operations, possibly involving multiple projects and groups of personnel at multiple locations. Organizes, directs, and coordinates the planning and production of highly technical contract support activities. Establishes written and oral communication skills for clinical and supporting business applications. Delivers and maintains vendor management structures to direct effective contract support activities.

Health IT Advanced Technology Project Manager

Minimum Years' Experience: 5 years

Minimum Education: Bachelors of Science

Functional Responsibility: Orchestrates health IT advanced technology system design, development, integration, testing, training, deployment, operation and/or maintenance efforts. Performs day-to-day management of assigned delivery order projects that involve teams of highly specialized health IT professionals who are involved in analyzing, prototyping, designing, integrating, testing, documenting, converting, extending, and implementing automated clinical information systems. Demonstrates proven skills in highly technical areas addressed by the delivery order to be managed. Organizes, directs, and coordinates the planning and production of all activities associated with assigned delivery order projects, including assessment of staff and expenditure of ODCs. Establishes writing and oral communication skills for clinical and supporting business applications.

Health IT Cost Analyst

Minimum Years' Experience: 6 years

Minimum Education: Bachelors of Science

Functional Responsibility: Applies cost analysis techniques for health related projects with minimal oversight. Satisfies all Junior Cost Analyst capabilities. Conducts common health investment analysis, including: Life Cycle Cost Estimating, Cost Benefit Analysis, Cost Effectiveness Analysis and Business Case Analysis. Applies guidance found in Office of Management and Budget and Department of Defense cost estimating circulars including DoD 5000. Uses common cost estimating tools for clinical and supporting business applications.

Health IT Junior Cost Analyst

Minimum Years' Experience: 4 years

Minimum Education: Bachelors of Science

Functional Responsibility: Performs supervised collection and analysis of related project data organizing it in a standard work breakdown structure for cost estimation. Uses cost methodologies and cost modeling applications, including spreadsheets in a health related environment. Applies basic principles of cost analysis such as time value of money, net present value, real US nominal dollars and other common cost estimating practices.

Health IT Senior Management Analyst

Minimum Years' Experience: 8 years

Minimum Education: Bachelors of Science

Functional Responsibility: Leads or supervises a team of health IT specialists and other management staff to incorporate requirements into new or existing health information management systems. Assesses and applies multiple organizational, and management improvement techniques in a health related government or commercial environment. Conducts and participates in formal and informal reviews at pre-determined points throughout the project life cycle. Analyzes client needs, such as clinicians, to determine functional and system requirements as they apply to the client's management systems. Reviews client requirements and participates in client problem-solving and in the recommendation process. Identifies best practices and apply enterprise-wide process re-engineering, change management, business management techniques, organizational development, activity and data modeling, or clinical information system development methods and practices. Applies process improvement and re-engineering methodologies and principles. Creates and assesses health related performance measures.

Health IT Management Analyst

Minimum Years' Experience: 4 years

Minimum Education: Bachelors of Science

Functional Responsibility: Applies multiple organizational, and management improvement techniques in a health related government or commercial environment. Identifies best practices and applies change management, organizational development, activity and data modeling, or clinical and supporting business information system development methods and practices with minimal oversight. Supports and participates in formal and informal reviews at pre-determined points throughout the project life cycle. Applies process improvement and re-engineering methodologies and principles. Creates and assesses health related performance measurements. Participates in problem-solving and in the recommendation development process with the client such clinicians. Communicates effectively orally or in writing for clinical and supporting business applications.

NET GSA Pricing Tables

Labor Categories Awarded Under SIN 54151S - Professional Information Technology Services (including STLOC and RC SINs)	
Labor Category Title	NET GSA Hourly Rate
Program Manager	\$165.57
Project Manager/Senior Project Coordinator	\$148.96

Validation Specialist/Test Engineer/Quality Assurance Engineer/Quality Control Specialist/Tester	\$121.45
Human Factors Engineer	\$139.48
Technical Writer/Editor (Middle)	\$110.57
Clinical Informaticist/Statistician/Informatic Specialist/ Bioinformatician	\$120.28
Database Developer /Database Engineer	\$113.80
Data Analyst	\$116.14
Computer Hardware Engineer	\$118.83
Quality Manager	\$120.88
Business Process Engineer	\$142.12
Systems Analyst (Middle)	\$114.96
Security Engineer/Information Assurance/Information Assurance Analyst	\$119.61
Systems Engineer--Senior	\$156.45
Systems Engineer--Middle	\$127.89
Systems Architect--Senior	\$142.78
Systems Architect	\$119.43
Software Developer--Senior/Senior Software Engineer	\$136.25
Software Developer Junior /Junior Software Engineer	\$117.81
Configuration Management Specialist	\$92.88
Configuration Management Specialist--Senior	\$110.18
Network Security Manager/Systems Engineer Manager/Systems Network Manager	\$137.04
Network Security Specialist/Systems Network Engineer	\$122.21
Systems Administrator	\$114.71
SME I	\$160.72
SME II	\$174.38
SME III	\$189.71
SME IV	\$227.99
SME V	\$279.02
Administrative Assistant, Middle	\$65.22
Computer Programmer/Computer Specialist/Application Programmer	\$116.77
Web Application Designer--Junior	\$105.31
Web Application Designer-- Senior	\$124.44
Video Teleconferencing Specialist/Audio/Video Technician	\$79.51
Telecommunication Technician/Telecommunication Specialist (Middle)	\$102.71
Training Specialist	\$84.69
Training Specialist (Senior)	\$106.82
Training Manager	\$116.22
Labor Categories Awarded Under SIN 54151HEAL - Health Information Technology Services (including STLOC & RC SINs)	
Labor Category Title	NET GSA Hourly Rate
Health IT Program Manager	\$165.57
Health IT Project Manager	\$148.96
Health IT Senior Project Coordinator	\$148.96
Health IT Validation Specialist/ Test Engineer/ Quality Assurance Engineer/Quality Control Specialist/Tester	\$121.45
Health IT Human Factors Engineer	\$139.48
Health IT Technical Writer/Editor (Middle)	\$110.57
Health IT Clinical Informaticist/Statistician /Informatics Specialist/ Bioinformatician	\$120.28
Health IT Database Developer /Database Engineer	\$113.80
Health IT Data Analyst	\$116.14
Health IT Computer Hardware Engineer	\$118.83

Health IT Quality Manager	\$120.88
Health IT Business Process Engineer	\$142.12
Health IT Systems Analyst (Middle)	\$114.96
Health IT Security Engineer/Information Assurance/Information Assurance Analyst	\$119.61
Health IT Systems Engineer (Senior)	\$156.45
Health IT Systems Engineer (Middle)	\$127.89
Health IT Health Systems Architect (Senior)	\$142.78
Health IT Health Systems Architect	\$119.43
Health IT Software Developer--Senior/Senior Software Engineer	\$136.25
Health IT Software Developer Junior / Junior Software Engineer	\$117.81
Health IT Configuration Management Specialist	\$92.88
Health IT Configuration Management Specialist—Senior	\$110.18
Health IT Network Security Manager/ Systems Network Manager	\$137.04
Health IT Network Security Specialist/ Systems Network Engineer	\$122.21
Health IT Systems Administrator	\$114.71
Health IT SME I	\$160.72
Health SME II	\$174.38
Health SME III	\$189.71
Health SME IV	\$227.99
Health SME V	\$279.02
Health IT Administrative Assistant - Middle	\$65.22
Health IT Computer Programmer/ Computer Specialist/ Application Programmer	\$116.77
Health IT Web Application Designer - Junior	\$105.31
Health IT Web Application Designer - Senior	\$124.44
Health IT Video Conferencing Specialist/Audio/Video Technician	\$79.51
Health IT Telecommunication Technician/ Telecommunication Specialist (Middle)	\$102.71
Health IT Training Specialist	\$84.69
Health IT Training Specialist (Senior)	\$106.82
Health IT Training Manager	\$116.22
Health IT Project Coordinator	\$83.41
Health IT Biostatistician	\$120.28
Health IT Data Architect	\$131.53
Health IT Program/ Management Analyst	\$95.02
Health IT Test Manager	\$117.45
Health IT Testing Specialist	\$110.66
Health IT Research Analyst	\$99.84
Health IT Senior System/Software Integration Engineer	\$127.65
Health IT System/Software Integration Engineer	\$115.36
Health IT Junior Systems Analyst	\$115.04
Health IT Network Administrator	\$100.78
Health IT Network Engineer	\$115.99
Health IT Medical Records Technician	\$45.96
Health IT Health Practitioner (Nurse Practitioner, Clinical Psychologist, Clinical Social Worker, Physical Therapist)	\$160.72
Health IT Hospital Administration Specialist	\$93.63
Health IT Physician/ Dentist	\$247.92
Health IT Physician's Assistant	\$163.44
Health IT Registered Nurse	\$136.08
Health IT Nurse Informatician	\$174.38
Health IT Licensed Practical Nurse	\$57.23
Health IT Pharmacist	\$160.72
Health IT Lab Manager	\$92.78

Health IT Lab Technician	\$52.35
Health IT Health Care Technician	\$74.11
Health IT Patient Records Expert	\$59.88
Health IT Patient Records Manager	\$47.86
Health IT Installation Technician	\$63.52
Health IT Help Desk Manager	\$102.78
Health IT Helpdesk Specialist	\$65.30
Health IT Desktop Specialist	\$68.77
Health IT Database Manager	\$146.95
Health IT Graphics Illustrator	\$62.30
Health IT Senior BPR Specialist	\$134.67
Health IT BPR Specialist	\$117.45
Health IT Advanced Technology Program Manager	\$155.80
Health IT Advanced Technology Project Manager	\$134.95
Health IT Cost Analyst	\$85.46
Health IT Junior Cost Analyst	\$69.56
Health IT Senior Management Analyst	\$110.13
Health IT Management Analyst	\$93.35

Service Contract Labor Standards: The Service Contract Labor Standards (SCLS), formerly known as the Service Contract Act (SCA), is applicable to this contract as it applies to the entire Multiple Award Schedule (MAS) and all services provided. While no specific labor categories have been identified as being subject to SCLS/SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CRF 541.300), this contract still maintains the provisions and protections for SCLS/SCA eligible labor categories. If and / or when the contractor adds SCLS/SCA labor categories to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS/SCA matrix identifying the GSA labor category titles, the occupational code, SCLS/SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.

Software Licenses (SIN 511210) & Software Maintenance As A Service (SIN 54151)				
SIN	ITEM #	ITEM	DESCRIPTION	NET GSA PRICE
511210	TERM-1-500-INITIAL	Term Software: Cyfluent EHR INITIAL 3 mo Term Software Licenses (Qty 1 - 500)	Cyfluent EHR TERM Software INITIAL Licenses priced for single orders of 1-500 licenses. INITIAL LICENSE TERM PRICE: THREE MONTH TERM / PER PROVIDER. Includes the following modules & components: CyCHART, CyCHAT, CyCLAIMS, CyMED, CyPORTAL & CySCRIPT. See Item # TERM-1-500-RENEW for month-to-month follow on pricing.	\$1,170.08
511210	TERM-1-500-RENEW	Term Software: Cyfluent EHR RENEWAL 1 mo Term Software Licenses (Qty 1 - 500)	Cyfluent EHR TERM Software RENEWAL Licenses priced for single orders of 1-500 licenses. RENEWAL LICENSE TERM PRICE: ONE MONTH TERM / PER PROVIDER. CAN ONLY BE PURCHASED FOLLOWING THE EXPIRATION OF PRIOR INITIAL TERM LICENSE (see Item # TERM-1-500-INITIAL). Includes the following modules & components: CyCHART, CyCHAT, CyCLAIMS, CyMED, CyPORTAL & CySCRIPT.	\$390.03

511210	TERM-1-500-ANNUAL	Term Software: Cyfluent EHR ANNUAL Term Software Licenses (Qty 1 - 500)	Cyfluent EHR TERM Software ANNUAL Licenses priced for single orders of 1-500 licenses. ANNUAL TERM PRICED PER PROVIDER and includes a 1% discount over standard rates. Includes the following modules & components: CyCHART, CyCHAT, CyCLAIMS, CyMED, CyPORTAL & CySCRIPT.	\$4,633.50
511210	TERM-501-1000-INITIAL	Term Software: Cyfluent EHR INITIAL 6 mo Term Software Licenses (Qty 501-1000)	Cyfluent EHR TERM Software INITIAL Licenses priced for single orders of 501-1000 licenses. INITIAL LICENSE TERM PRICE: SIX MONTH TERM / PER PROVIDER. Includes the following modules & components: CyCHART, CyCHAT, CyCLAIMS, CyMED, CyPORTAL & CySCRIPT. See Item # TERM-501-1000-RENEW for month-to-month follow on pricing.	\$1,747.71
511210	TERM-501-1000-RENEW	Term Software: Cyfluent EHR RENEWAL 1 mo Term Software Licenses (Qty 501-1000)	Cyfluent EHR TERM Software RENEWAL Licenses priced for single orders of 501-1000 licenses. RENEWAL LICENSE TERM PRICE: ONE MONTH TERM / PER PROVIDER. CAN ONLY BE PURCHASED FOLLOWING THE EXPIRATION OF PRIOR INITIAL TERM LICENSE (see Item # TERM-501-1000-INITIAL). Includes the following modules & components: CyCHART, CyCHAT, CyCLAIMS, CyMED, CyPORTAL & CySCRIPT.	\$291.28
511210	TERM-501-1000-ANNUAL	Term Software: Cyfluent EHR ANNUAL Term Software Licenses (Qty 501-1000)	Cyfluent EHR TERM Software ANNUAL Licenses priced for single orders of 501-1000 licenses. ANNUAL TERM PRICED PER PROVIDER and includes a 1% discount over standard rates. Includes the following modules & components: CyCHART, CyCHAT, CyCLAIMS, CyMED, CyPORTAL & CySCRIPT.	\$3,460.46
511210	PERPETUAL-501-1000	Perpetual Software: Cyfluent EHR PERPETUAL Software Licenses (Qty 501-1000)	Cyfluent EHR Perpetual Software Licenses priced for single orders of 501-1000 licenses. PERPETUAL LICENSE PRICE: PER PROVIDER. Includes the following modules & components: CyCHART, CyCHAT, CyCLAIMS, CyMED, CyPORTAL & CySCRIPT.	\$24,223.23
511210	TERM-1001-PLUS-INITIAL	Term Software: Cyfluent EHR INITIAL 12 mo Term Software Licenses (Qty 1001+)	Cyfluent EHR TERM Software INITIAL Licenses priced for single orders of 1001+ licenses. INITIAL LICENSE TERM PRICE: TWELVE MONTH TERM / PER PROVIDER. Includes the following modules & components: CyCHART, CyCHAT, CyCLAIMS, CyMED, CyPORTAL & CySCRIPT. See Item # TERM-1001-PLUS-RENEW for month-to-month follow on pricing.	\$2,287.42

511210	TERM-1001-PLUS-RENEW	Term Software: Cyfluent EHR RENEWAL 1 mo Term Software Licenses (Qty 1001+)	Cyfluent EHR TERM Software RENEWAL Licenses priced for single orders of 1001+ licenses. RENEWAL LICENSE TERM PRICE: ONE MONTH TERM / PER PROVIDER. CAN ONLY BE PURCHASED FOLLOWING THE EXPIRATION OF PRIOR INITIAL TERM LICENSE (see Item # TERM-1001-PLUS-INITIAL). Includes the following modules & components: CyCHART, CyCHAT, CyCLAIMS, CyMED, CyPORTAL & CySCRIPT.	\$192.54
511210	PERPETUAL-1001-PLUS	Perpetual Software: Cyfluent EHR PERPETUAL Software Licenses (Qty 1001+)	Cyfluent EHR Perpetual Software Licenses priced for single orders of 1001+ licenses. PERPETUAL LICENSE PRICE: PER PROVIDER. Includes the following modules & components: CyCHART, CyCHAT, CyCLAIMS, CyMED, CyPORTAL & CySCRIPT.	\$11,437.12
54151	CYFLUENTMAINT	Cyfluent EHR Software Maintenance & Support	CYFLUENT Software Update License & Support – provides customers with the right to product upgrades and technical support during normal business hours. Product upgrades includes upgraded versions of software, maintenance releases, patches, and product and service enhancements as they are made available. Customers internet-based diagnostic support receive direct access to CYFLUENT experts for product-specific questions about installing and operating Cyfluent software. Cyfluent Update License & Support includes: Major product and service enhancements; Updates, fixes, security alerts, and patch updates; Technical support assistance during normal business hours (Monday through Friday), between 8:30am and 7:00pm Eastern Standard Time, excluding holidays; Access to premier web support services including: the CyChat instant message support, email and/or web-based general technical support, 1-800 number, user blogs, on-line help libraries and FAQs (Frequently Asked Questions). The maintenance cost is 22% of the cost per license and starts on year one.	22%

EULAs/CSAs: If Commercial Supplier Agreement (CSA) terms (e.g. standard terms of sales or lease, Terms of Service (TOS), End User License Agreements (EULA), or other similar legal instruments or agreements) have been awarded and incorporated into this contract, then a copy of the awarded EULA/CSA must be listed on the Contract Price List. Contractors must clearly define what products, services, and prices are included with its EULA/CSA:

Please see attached GSA approved End User License Agreement (attached beginning on page 56)

SIN 511210 Software Licenses

1.) Specific Instructions for SIN 511210 - Software Licenses

a.) Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

b.) The words "term software" or "perpetual software" shall be the first word in the product title/name for: 1) the price proposal template and 2) the SIP file for GSA Advantage. The word "term software" or "perpetual software" shall be the first word in the product title/name for the GSA Pricelist pricing charts (I-FSS-600 CONTRACT PRICE LISTS (OCT 2016)). The words "term software" or "perpetual software" shall be in each product title in any response to a customer Request for Quote (RFQ) or Request for Information (RFI).

c.) Contractors are encouraged to offer SIN 54151 Software Maintenance Services in conjunction with SIN 511210 - Software Licenses.

d.) Conversion From Term License To Perpetual License

i.) When standard commercial practice offers conversions of term licenses to perpetual licenses, and an ordering activity requests such a conversion, the contractor shall provide the total amount of conversion credits available for the subject software within ten (10) calendar days after placing the order.

ii.) When conversion credits are provided, they shall continue to accrue from one contract period to the next, provided the software has been continually licensed without interruption.

iii.) The term license for each software product shall be discontinued on the day immediately preceding the effective date of conversion from a term license to a perpetual license.

iv.) When conversion from term licenses to perpetual licenses is offered, the price the ordering activity shall pay will be the perpetual license price that prevailed at the time such software was initially ordered under a term license, or the perpetual license price prevailing at the time of conversion from a term license to a perpetual license, whichever is the less, minus an amount equal to a percentage of all term license payments during the period that the software was under a term license within the ordering activity.

e.) Term License Cessation

i.) After a software product has been on a continuous term license for a period of (*Fill-in the period of time.*) months, a fully paid-up, non-exclusive, perpetual license for the software product shall automatically accrue to the ordering activity. The period of continuous term license for automatic accrual of a fully paid-up perpetual license does not have to be achieved during a particular fiscal year; it is a written Contractor commitment which continues to be available for software that is initially ordered under this contract, until a fully paid-up perpetual license accrues to the ordering activity. However, should the term license of the software be discontinued before the specified period of the continuous term license has been satisfied, the perpetual license accrual shall be forfeited. Contractors who do not commercially term licenses to perpetual licenses shall indicate that their term licenses are not eligible for conversion at any time.

**** Term licenses are not eligible for conversion at any time – please see pricing table for Perpetual License pricing**

ii.) Each separately priced software product shall be individually enumerated, if different accrual periods apply for the purpose of perpetual license attainment.

iii.) Fill-in data and specific terms shall be attached to the GSA Price List (I-FSS-600 CONTRACT PRICE LISTS (OCT 2016)).

iv.) The Contractor agrees to provide updates and software maintenance services for the software after a perpetual license has accrued, at the prices and terms of SIN 54151 - Software Maintenance Services, if the rvices. Title to the software shall remain with the Contractor.

f.) Utilization Limitations for Perpetual Licenses

i.) Software Asset Identification Tags (SWID) (Option 1 Perpetual License)

1.) Option 1 is applicable when the Offeror agrees to include the International Organization for Standardization/International Electrotechnical Commission 19770-2 (ISO/IEC 19770- 2:2015) standard identification tag (SWID Tag) as an embedded

element in the software. An ISO/IEC 19970-2 tag is a discoverable identification element in software that provides licensees enhanced asset visibility. Enhance visibility supports both the goals of better software asset management and license compliance. Offerors may use the National Institute of Standards and Technology (NIST) document “NISTIR 8060: Guidelines for Creation of Interoperable Software Identification (SWID) Tags,” December 2015 to determine if they are in compliance with the ISO/IEC 19770-2 standard.

2.) Section 837 of The Federal Information Technology Acquisition Reform Act (FITARA) of 2014, requires GSA to seek agreements with software vendors that enhance government- wide acquisition, shared use, and dissemination of software, as well as compliance with end user license agreements. The Megabyte Act of 2016 requires agencies to inventory software assets and to make informed decisions prior to new software acquisitions. In June of 2016, the Office of Management and Budget issued guidance on software asset management requiring each CFO Act (Public Law 101-576 – 11/15/1990) agency to begin software inventory management (M-16-12). To support these requirements, Offerors may elect to include the terms of Option 1 and/or Option 2, which support software asset management and government-wide reallocation or transferability of perpetually licensed software.

ii.) Reallocation of Perpetual Software (Option 2 Perpetual License)

1.) The purpose of SIN 511210 OPTION 2 is to allow ordering activities to transfer software assets for a pre-negotiated charge to other ordering activities.

2.) When an ordering activity becomes aware that a reusable software asset may be available for transfer, it shall contact the Contractor, identify the software license or licenses in question, and request that these licenses be reallocated or otherwise made available to the new ordering activity.

3.) Contractors shall release the original ordering activity from all future obligations under the original license agreement and shall present the new ordering activity with an equivalent license agreement. When the new ordering activity agrees to the license terms, henceforth any subsequent infringement or breach of licensing obligations by the new ordering activity shall be a matter exclusively between the new ordering activity and the Contractor.

4.) The original ordering activity shall de-install, and/or make unusable all of the software assets that are to be transferred. It shall have no continuing right to use the software and any usage shall be considered a breach of the Contractor’s intellectual property and a matter of dispute between the original ordering activity/original license grantee and the licensor.

5.) As a matter of convenience, once the original licenses are deactivated, di-installed, or made otherwise unusable by the original ordering activity or license grantee, the Contractor may elect to issue new licenses to the new ordering activity to replace the old licenses. When new licenses are not issued, the Contractor shall provide technical advice on how best to achieve the functional transfer of the software assets.

6.) Software assets that are eligible for transfer that have lapsed Software Maintenance

Services (SIN 54151) may require a maintenance reinstatement fee, chargeable to the new ordering activity or license grantee. When such a fee is paid, the new ordering activity shall receive all the rights and benefits of Software Maintenance Services.

7.) When software assets are eligible for transfer, and are fully covered under pre-paid Software Maintenance Services (SIN 54151), the new ordering activity shall not be required to pay maintenance for those license assets prior to the natural termination of the paid for maintenance period. The rights associated with paid for current Software Maintenance Services shall automatically transfer with the software licenses without fee. When the maintenance period expires, the new ordering activity or license grantee shall have the option to renew maintenance.

8.) The administrative fee to support the transfer of licenses, exclusive of any new incremental licensing or maintenance costs shall be _____ percentage (%) of the original license fee. The fee shall be paid only at the time of transfer. In applying the transfer fee, the Software Contractor shall provide transactional data that supports the original costs of the licenses.

9.) Fill-in data and specific terms shall be attached to the GSA Price List (I-FSS-600 CONTRACT PRICE LISTS (OCT 2016).

g.) Software Conversions: Full monetary credit will be allowed to the ordering activity when conversion from one version of the software to another is made as a result of a change in operating system, or from one computer system to another. Under a perpetual license, the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version. Under a term license, if conversion credits had accrued while the earlier version was under a term license, those credits shall carry forward and remain available as conversion credits which may be applied towards the perpetual license price of the new version.

SIN 54151 Software Maintenance Services

54151 Software maintenance services creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software. Software maintenance services includes person-to-person communications regardless of the medium used to communicate: telephone support, online technical support, customized support, and/or technical expertise which are charged commercially.



End-User License Agreement

This End User License Agreement (the "Agreement") effective as of this _____ day of _____ 20__, is entered into by and between Cyfluent Inc., a Maryland company with offices in 3717 Columbia Pike, Arlington, VA 22204 and _____, ("Licensee").

Background

Cyfluent has developed the Cyfluent Product(s) (as defined below) and wishes to grant Licensee a license to use the Cyfluent Product(s) pursuant and subject to the terms and conditions of this Agreement; and

Licensee wishes to obtain a license to use the Cyfluent Product(s) pursuant and subject to the terms and conditions of this Agreement.

NOW THEREFORE, in consideration of the mutual promises contained in this Agreement the parties agree as follows:

1. Definitions:

1.1 **"Agreement"** shall mean this License and Support and Maintenance Agreement, and all schedules and exhibits attached hereto.

1.2 **"Business Day"** means a period of time between and including Monday through Friday, excluding holidays.

1.3 **"Confidential Information"** shall mean any information, technical data, or know-how, in written, graphic, machine readable form or any other form, including but not limited to, that which relates to past, present and future research, product plans, products (including Cyfluent Product(s) or products of Licensee, as applicable, and including any unannounced products of Cyfluent or of Licensee, as applicable or services, including unannounced services), Documentation or any part thereof, customers, markets, software, developments, inventions, processes, designs, drawings, engineering, hardware configuration information, marketing or finances of Cyfluent or of Licensee, as applicable, which Confidential Information is designated in writing to be confidential or proprietary, or if given orally, is confirmed in writing, within thirty (30) days of its disclosure as having been disclosed as confidential or proprietary. Confidential Information does not include information, technical data or know-how which: (i) is in the possession of the party receiving the Confidential Information (the "Receiving Party") at the time of disclosure as shown by the Receiving Party's files and records immediately prior to the time of disclosure by the party disclosing such Confidential Information (the "Disclosing Party"); (ii) prior to or after the time of disclosure becomes part of the public knowledge or literature other than as a result of any improper inaction or action of the Receiving Party; (iii) is approved by the Disclosing Party in writing, for release; or (iv) is required to be disclosed by applicable law or proper legal, governmental or other competent authority, and then only to the extent required, provided that the Disclosing Party, as applicable, shall be notified sufficiently in advance of such requirement so that it may seek a protective order (or equivalent) with respect to such disclosure, with which the Receiving Party shall fully comply. For avoidance of doubt, it is hereby clarified that the Confidential Information shall not be deemed to have been known by the Receiving Party or to be part of public domain merely because it or portions thereof is expressed in publications or patents in general terms not specifically pertaining to the subject matter of the Confidential Information. Cyfluent recognizes that Federal agencies are subject to the Freedom of Information Act, 5 U.S.C. 552, which requires that certain information be released, despite being characterized as "confidential" by the vendor.

1.4 **"Documentation"** shall mean all documentation and material pertaining to the Cyfluent Product(s) provided by Cyfluent to Licensee pursuant to this Agreement, including without limitation, operating instructions, input information, or format specifications, instructional documentation and guides, and any training manuals that may be provided by Cyfluent.

1.5 **"Enhancements"** shall mean any program or any materials not included in the Cyfluent Product which are not designated as Options and shall not include Upgrades and Releases (as such terms are defined in Exhibit B) or revisions, patches, improvements, bug fixes or other modifications.

1.5.a **"Licensee"** where the Government is the customer or a party to this Agreement means the "ordering activity," which is defined as an "entity authorized to order under GSA Schedule contracts as defined in GSA Order OGP 4800.2I, as may be revised from time to time." Nothing contained herein shall be construed to mean an individual is a licensee or customer under this Agreement.

1.6 **"End User"** shall mean any authorized licensee of Cyfluent Product(s).



1.6a **Federal Government End Use Provisions.** This customary commercial license is provided in accordance with FAR 12.211 (Technical Data) and FAR 12.212 (Software) and, for Department of Defense transactions, DFAR 252.227-7015 (Technical Data – Commercial Items)

1.7 **“License Fees and Payment Terms”** shall mean the license fees and terms of payment for the Cyfluent Product(s) licensed to Licensee pursuant to this Agreement.

1.8 **“Options”** Intentionally Omitted.

1.9 **“Support and Maintenance Fees”** shall mean the fees paid by Licensee in consideration for the support and maintenance to be provided by Cyfluent to Licensee in accordance with Exhibit B- Terms and Conditions of Government Purchase Order attached to this Agreement.

1.10 **“Third Party Software”** shall mean any software or portion thereof, licensed to Cyfluent by a third party and included in the applicable Cyfluent Product.

1.11 **“Unauthorized Use”** shall mean any or all of the activities described in Section 3 below.

1.12 **“User”** shall mean an entity that has an active (i) License approved user identification, and (ii) Licensee approved password, and which has access to the Cyfluent Product(s). Each User may use all the functions of the Cyfluent Product(s).

1.13 **“Cyfluent Product(s)”** shall mean Cyfluent EHS Ecosystem: CyCHART, CyCHAT, CyCLAIMS, CyMED, CyPortal, and CySCRIPT and as further described in Appendix 1 attached to this Agreement.

1.14 The term **“purchase of”** or **“sale of”** (**“to sell”** or **“to purchase”**) Cyfluent Product(s) shall mean the acquiring or granting, respectively, of a license to use such Cyfluent Product(s), pursuant to the terms and conditions of this Agreement.

2. **License.**

2.1 Subject to the terms and conditions of this Agreement, including without limitation the restrictions set forth in Section 3 below, Cyfluent grants to Licensee and Licensee hereby accepts, a personal, non-exclusive, non-transferable license to use and access the Cyfluent Product(s) as an End User, subject to the restrictions on the number of Users agreed to by the parties.

3. **Restrictions.**

Except as otherwise specifically and expressly authorized by this Agreement:

3.1 Licensee shall not transfer, lease, rent, sublicense, resell or otherwise distribute the Cyfluent Products, the Third Party Software or any portion thereof.

3.2 Licensee shall not copy, modify, reverse engineer, decompile the Cyfluent Product(s), the Third Party Software or the Documentation or separate the components of the Cyfluent Product(s), the Third Party Software, the Documentation or any part thereof or otherwise attempt to derive or obtain the source code of Cyfluent Product(s) or any part thereof. Licensee shall not modify, improve or make derivative works incorporating Cyfluent Product(s), the Documentation, or any part thereof, and shall not make any use of the Cyfluent Product(s) except as authorized under Section 2 above. Where the Licensee or Customer is the Government, nothing contained herein shall be construed in any way to limit the Government's ownership in derivative works as set forth in 17 USC 103 and FAR clause at 52.227-14.

4. **Title**

4.1 **Ownership.** All title, rights and interest to the Cyfluent Products, the Documentation, Cyfluent's Confidential Information, and any part thereof, including all of the patents, trademarks, trade names, trade logos, copyrights, inventions, technology, design, schemes, know how, trade secrets and any other intellectual property rights pertaining to the Cyfluent Products, the Documentation, the Cyfluent Confidential Information, or any part thereof, shall be owned exclusively by Cyfluent.

All title, rights and interest to the Licensee's Confidential Information, and any part thereof, including all of the patents, trademarks, trade names, trade logos, copyrights, inventions, technology, design, schemes, know how, trade secrets and any other intellectual property rights pertaining to Licensee's Confidential Information, or any part thereof, shall be owned exclusively by Licensee.



Where the Licensee or Customer is the Government, nothing contained herein shall be construed in any way to limit the Government's ownership in derivative works as set forth in 17 USC 103 and FAR clause at 52.227-14.

5. Ordering, License Fees, Payment Terms, Taxes and Import and Export Restrictions.

5.1 Delivery. Cyfluent shall deliver to Licensee the Cyfluent Product within 7 days of the last date entered below by the parties to this Agreement (the "Effective Date").

5.2 License Fees and Payment Terms. In consideration for the licenses granted to Licensee pursuant to this Agreement, Licensee agrees to pay Cyfluent the License Fees specified in Exhibit A – Payment and Fees pursuant to the Government Purchase Order in accordance with the Payment Terms specified therein.

5.3 Taxes. Intentionally Omitted.

5.4 [Reserved]

5.5 Import and Export Requirements. Subject to the rights granted to Licensee under this Agreement with respect to import or export, if any, Licensee shall not, directly or indirectly, export the Cyfluent Products, the Third Party Software the Documentation, the Cyfluent Confidential Information or any part thereof, outside the United States and shall not import them into a foreign territory without obtaining all permits and licenses as may be required by and conforming with all applicable laws and regulations of the Government of the United States and the applicable foreign territory.

6. Support and Maintenance and Training

6.1 Support and Maintenance. Support Coverage under the terms of this Agreement includes the following: Internet-based diagnostic support of the services, Cyfluent product updates and service enhancements as they are made available, and electronic claims clearinghouse services, where applicable. Licensee may also purchase additional support and maintenance in accordance with Exhibit B, attached hereto, by mutual agreement of the Parties.

6.2 Training. In the event that Licensee wishes to have Cyfluent provide any training courses, Cyfluent shall, subject to the availability of its personnel, provide such courses at a mutually agreeable time and mutually agreeable location and on terms, conditions and fees then in effect for such training.

7. Records and Auditing Rights

7.1 Books and Records. Licensee shall keep accurate books of account and records indicating in detail the number of users of the Cyfluent Product(s) and all copies of the Cyfluent Product(s) made by Licensee (provided Licensee is authorized to make such copies pursuant to this Agreement).

7.2 Auditing and Inspection Rights. Cyfluent shall, at its sole discretion, be entitled to audit Licensee's books of account and records referred to in Section 7.1 above upon written notice of three (3) business days to Licensee, provided that Cyfluent shall have the right to perform such audit once every six (6) months. Any such audit shall be conducted during Licensee's normal business hours so as not to unreasonably interfere with Licensee's business activities. Cyfluent agrees to hold strictly confidential all information concerning the verifications thereof, except as necessary for Cyfluent to enforce its rights under this Agreement. Licensee shall permit Cyfluent's representative to take excerpts from, and make copies of, any entries therein. Cyfluent shall pay all expenses associated with the verification. Such audit shall be in accordance with all applicable Government security requirements.

8. Confidential Information

8.1 Nondisclosure and Non Use of Confidential Information. The Receiving Party (as defined in Section 1.2 above) agrees not to use any Confidential Information disclosed by the Disclosing Party (as defined in Section 1.2 above) except for the purposes of exercising Licensee's rights and obligations granted pursuant to this Agreement. Unless expressly authorized by the Disclosing Party, the Receiving Party will not disclose any Confidential Information, other than to its employees and consultants who are required to have the information in order to exercise the rights and obligations granted under this Agreement. The Receiving Party shall be responsible for ensuring that the obligations of confidentiality and non-use contained herein are observed by its employees and consultants, and the Receiving Party represents that it has instituted policies and procedures which provide such protection for the Confidential Information. Cyfluent recognizes that Federal



agencies are subject to the Freedom of Information Act, 5 U.S.C. 552, which requires that certain information be released, despite being characterized as “confidential” by the vendor.

8.2 Term. The forgoing commitments of the Receiving Party shall survive any termination of this Agreement, and shall continue for a period which is five (5) years after the date of termination of this Agreement.

8.3 Remedies. Intentionally Omitted.

9. Warranties and Limitations

9.1 Warranties Cyfluent’s sole warranties with respect to the Cyfluent Products are:

9.1.1 That the media delivered by Cyfluent to Licensee for Cyfluent Product(s) and its Documentation shall be proper copies thereof valid for thirty (30) days from delivery of each item of such Cyfluent Product(s) and Documentation.

9.2 In order to grant rights, provide goods or perform services contemplated by this Agreement, Cyfluent may acquire from independent contractors or third party software vendors certain rights, good or services. To the extent that such third parties provide warranties to Cyfluent for the rights, goods, services that they supply, and to the extent that they permit the transfer of such warranties to Licensee, Cyfluent shall pass such warranties through to Licensee. Cyfluent makes no independent representations or warranties for rights, goods or services provided by independent contractors or third party software vendors, including without limitation with respect to Third Party Software.

9.3 EXCEPT AS EXPRESSLY SET FORTH IN THIS SECTION 9, CYFLUENT MAKES NO PROMISES, REPRESENTATIONS OR WARRANTIES, EITHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, WITH RESPECT TO ANY CYFLUENT PRODUCT, DOCUMENTATION OR ANY PORTION THEREOF, INCLUDING THEIR CONDITION, THEIR CONFORMITY TO ANY REPRESENTATION OR DESCRIPTION, OR THE EXISTENCE OF ANY LATENT OR PATENT DEFECTS, AND CYFLUENT SPECIFICALLY DISCLAIMS ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

9.4 SUBJECT TO CYFLUENT’S SUPPORT AND MAINTENANCE OBLIGATIONS UNDER SECTION 6.1 ABOVE AND AS FURTHER SPECIFIED IN EXHIBIT B ATTACHED HERETO, CYFLUENT DOES NOT WARRANT THAT (I) THE CYFLUENT PRODUCTS WILL MEET LICENSEE’S REQUIREMENTS, (II) THE OPERATION OF THE CYFLUENT PRODUCTS SHALL BE UNINTERRUPTED OR ERROR-FREE, (III) THE DOCUMENTATION SHALL BE ERROR-FREE.

10. Indemnification by Cyfluent

10.1 Subject to the limitations specified in this Agreement (including without limitation those specified in Section 11 below), Cyfluent agrees to defend, at its expense, any action brought against Licensee based upon a claim that the Cyfluent Product(s) (other than Third Party Software or software supplied to Cyfluent by Licensee, or directed by Licensee to be obtained by Cyfluent from a third party and included in the Cyfluent Product(s) delivered by Cyfluent to Licensee, or Cyfluent Products as modified by Licensee, without consent of Cyfluent (collectively “Excluded Material”), the Documentation or any part thereof directly infringe any U.S. copyright, trademark or trade secret, provided that:

- (i) The Cyfluent Product(s) or Documentation alleged to be infringing are used within the scope of the licenses granted under this Agreement and in accordance with the terms and conditions of this Agreement;
- (ii) Licensee promptly notifies Cyfluent in writing of any such action or proceeding that has been brought or which is threatened; and
- (iii) Licensee cooperates fully in the defense or settlement of any such action.

10.2. Subject to the limitations of this Agreement (including without limitation those provided in Section 11 below), Cyfluent agrees to indemnify Licensee against costs and expenses and damages finally awarded in an action described in Section 10.1.

11. Limitations on Warranties and Indemnification



11.1 SECTION 10 OF THIS AGREEMENT SPECIFIES THE ENTIRE LIABILITY OF CYFLUENT WITH RESPECT TO INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS OF THIRD PARTIES OR MISAPPROPRIATION OF SUCH INTELLECTUAL PROPERTY RIGHTS, IN CONNECTION WITH THE PRODUCTS/GOODS/SERVICES/DELIVERABLES, IF ANY, PROVIDED PURSUANT TO THIS AGREEMENT.

11.2 CYFLUENT'S ENTIRE LIABILITY AND LICENSEE'S EXCLUSIVE REMEDY UNDER THIS AGREEMENT, FOR ANY CLAIM, WHETHER IN CONTRACT (INCLUDING BREACH OF WARRANTY) OR IN TORT (INCLUDING NEGLIGENCE) SHALL BE LIMITED TO THE CONTRACT PRICE.

11.3 Reserved.

11.4 IN NO EVENT SHALL EITHER PARTY BE LIABLE UNDER THIS AGREEMENT FOR INDIRECT, SPECIAL, PUNITIVE, EXEMPLARY, OR CONSEQUENTIAL DAMAGES OR ANY KIND, INCLUDING LOST PROFITS AND LOSS OF DATA, EVEN IF CYFLUENT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

12. Indemnification by Licensee – Intentionally Omitted.

13. Term and Termination

13.1 Term. This Agreement shall commence on the date hereof for a period of performance mutually agreed to by the parties.

13.2 Termination for Default. When the End User is an instrumentality of the U.S., recourse against the United States for any alleged breach of this Agreement must be made as a dispute under the contract Disputes Clause (Contract Disputes Act). During any dispute under the Disputes Clause, Cyfluent shall proceed diligently with performance of this Agreement, pending final resolution of any request for relief, claim, appeal, or action arising under the Agreement, and comply with any decision of the Contracting Officer.

13.4 Cessation of Licenses and Rights. Upon termination of this Agreement all licenses and rights granted pursuant to this Agreement shall immediately cease.

13.5 Return of Confidential Information. Within ten (10) days after termination of this Agreement, Licensee shall return to Cyfluent, and shall make no further use, of any Cyfluent Product(s), the Third Party Software, the Documentation, Cyfluent and Third Party Confidential Information or any portions thereof and shall certify in writing to Cyfluent that the originals and copies, and any portions thereof, in any form, of the Cyfluent Product(s), the Third Party Software, the Documentation, the Cyfluent Confidential Information or any portions thereof in the possession of Licensee have been destroyed or returned to Cyfluent.

14. Miscellaneous

14.1 Background and Exhibits. Intentionally Omitted.

14.2 Interpretation. Any heading contained in this Agreement are for convenience purposes only and shall not be employed in interpreting and construction of this Agreement. The parties and their respective counsel have negotiated this Agreement. This Agreement will be interpreted and construed in accordance with its terms and conditions and without any construction in favor or against either party.

14.3 Survival. Sections 4, 5, 8, 10, 11, 12, 13, 14.1 through 14.11 and all payment obligations incurred prior to the termination of this Agreement, shall survive termination of this Agreement.

14.4 Entire Agreement. This Agreement, including the Exhibits attached hereto, together with the underlying GSA Schedule Contract, Schedule Pricelist and Purchase Order(s), constitute the entire agreement and understanding between the parties with respect to the subject matter of this Agreement, and supersedes and replaces all prior or contemporaneous agreements, understandings, negotiations, and discussions, whether written or oral, regarding such subject matter.

No supplement, modification or amendment of this Agreement shall be binding upon the parties hereto, unless in a written instrument identified on its face as an amendment and executed by both parties by an authorized representative of each party.



14.5 Governing Law. This Agreement shall in all respects be governed and construed according to the Federal laws of the United States, without reference to its principles of conflict of laws.

14.6 Severability. If any of the provisions of this Agreement, or any portions thereof, are held to be invalid or unenforceable under any applicable statute, regulation, orders or rule of law, the invalid or unenforceable part or provision shall be replaced with a provision which accomplishes, the fullest extent possible, the original purpose of such part or provision in a valid and enforceable manner, and the balance of this Agreement shall remain in full force and effect.

14.7 Waiver. No term or condition of this Agreement shall be deemed waived, and no breach or omission excused, unless in writing and signed by the party against whom enforcement of such waiver or consent is sought. A waiver of any condition or term of this Agreement in any regard shall not constitute a waiver or consent to any different or subsequent breach or omission, and either party may invoke any remedy available at law or in equity despite such prior waiver or consent.

14.8 Notices. All notices and other communications (including Purchase Orders and invoices) required or permitted to be given under this Agreement (“Notices”) shall be in writing, reference this Agreement and addressed to the party’s address as specified below, or to such other address that a party provides as required by this Section 14.8.

For Cyfluent:
Cyfluent Inc.
3717 Columbia Pike
Arlington VA, 22204
Attention: David T. Truong

A Notice shall be deemed given when (i) delivered personally; (ii) sent by confirmed facsimile (iii) five (5) days after having been sent by registered or certified mail, return receipt requested, postage prepaid; or (iv) one (1) day after deposit with a commercial overnight carrier, with written verification of receipt.

14.9 Force Majeure. Excusable delays shall be governed by FAR 52.212-4(f).

14.10 Independent Contractor. Nothing contained herein shall be construed to create a partnership, joint venture or agency relationship between the parties hereto. Neither party shall have the authority to enter into agreements of any kind on behalf of the other party with respect to the subject matter of this Agreement or otherwise bind or obligate such other party in any manner to any third party. This Agreement does not and shall not be deemed to create a general agency and Licensee shall not be considered an agent or legal representative of Cyfluent for any purpose.

14.11 Licensee Acting on its Own Behalf; Non Assignment. Intentionally omitted.

14.12 Counterparts. This Agreement may be executed in counterparts, each of which shall be deemed an original and all of which together shall constitute one instrument.

14.13 Publicity. Each party (the “Releasing Party”) shall be entitled to issue press releases (each a “Press Release”) regarding any one of the following events: (i) the execution of this Agreement and related agreements, and (ii) the completion of the implementation of Cyfluent’s Products within Licensee’s organization. Each Press Release shall be submitted to the other party for its approval, not to be unreasonably withheld, seven (7) days prior to the scheduled release of such Press Release (the “Approval Procedure”). The other party shall provide the Releasing Party with its reasonable comments within three (3) days from the aforementioned submission of such Press Release.

In addition, Cyfluent may identify Licensee as its customer, in the framework of its promotional activities, provided that the aforementioned Approval Procedure has been followed. Licensee may identify Cyfluent as licensor of the Cyfluent Product(s) in the framework of Licensee’s promotional activities, provided that the aforementioned Approval Procedure has been followed.

Notwithstanding the foregoing, in the event that the Releasing Party does not receive any communication from the other party regarding the Press Release and/or the promotional activity within the aforementioned three (3) days period, the Releasing Party shall be entitled to release such Press Release and/or undertake such promotional activity.

Notwithstanding the foregoing, Cyfluent acknowledges that the ability to use this Agreement in advertising is limited by GSAR 552.203-71.

IN WITNESS WHEREOF, the parties have executed this Agreement as of the Effective Date.



CYFLUENT, INC.

By: _____
Name: _____
Title: _____
Date: _____

LICENSEE

By: _____
Name: _____
Title: _____
Date: _____



Exhibit A – License Fees and Payment Terms pursuant to Government Purchase Order



Exhibit B – Support and Maintenance pursuant to Government Purchase Order



Appendix 1

LIST OF LICENSED INTELLECTUAL PROPERTY COVERED UNDER THE AGREEMENT

CyCHART: Electronic Health Record (EHR, EMR), is a CCHIT (2011) and ONC-ATCB 2011/2012 complete EHR certified charting tool (Cyfluent-Chart, Version 2.0) that provides a dynamic, scalable, secure, and often virtualized IT infrastructure as a service. Cyfluent-CHART melds Software as a Service (SaaS), to give users the ability to access and manage patients' clinical information effectively from anywhere in the world. Because Cyfluent-CHART is accessible through secure internet connection, Cyfluent users have no need for software, hardware or support tools. Other than using a browser to access the Cyfluent system, other systems can call a web service or other services from Cyfluent. Cyfluent-CHART not only supports General Practice physicians completely, it also supports chronic disease management, prescription management, computerized physician order entry (CPOE), interoperable encounter documentation, clinical flowcharts, structured and unstructured medical notes, and nutritional notes. Patient PHI (protected health information) and actual encounter information can be automatically linked to/from any ICE facility to any participating government facility with a push of a button – all in a secured environment supporting either the CCD or CCR standards.

Short List of Cyfluent EHR Features with core set of meaningful use features:

- Use computerized physician order entry (CPOE).
- Implement drug to drug and drug allergy interaction checks.
- E-Prescribing (Eligible Professionals (EP) only).
- Record demographics.
- Maintain an up-to-date problem list, active medication list, active medication allergy list.
- Record and chart changes in vital signs and record smoking status.
- Implement one clinical decision support rule.
- Report Clinical Quality Measurements (CQM) as specified by the ONC.
- Electronically exchange key clinical information.
- Provide clinical summaries for patients for each office visit (EP Only).
- Protect electronic health information created or maintained by certified EHR.
- Implement drug-formulary checks.
- Record advance directives for patients 65 years old or older.
- Incorporate clinical lab-test results into certified EHR technology as structured data.
- Generate lists of patients by specific conditions to use for quality improvement, reduction of disparities, research or outreach.
- Send reminders to patients per patient preference for preventive/ follow up care.
- Provide care-givers with timely electronic access to patient health information (including lab results, problem list, medication lists, and medication allergies) within four business days of the information being available to the EP.
- Use certified EHR technology to identify patient-specific education resources and provide those resources to the patient if appropriate.
- The EP, eligible hospital or CAH who receives a patient from another setting of care or provider of care or believes an encounter is relevant should perform medication reconciliation.
- The EP, eligible hospital or CAH who transitions their patient to another setting of care or provider of care or refers their patient to another provider of care should provide summary of care record for each transition of care or referral.
- Capability to submit electronic data to immunization registries or Immunization Information Systems and actual submission in accordance with applicable law and practice.
- Capability to submit electronic data on reportable (as required by state or local law) lab results to public health agencies and actual submission in accordance with applicable law and practice.
- Capability to submit electronic syndromic surveillance data to public health agencies and actual submission in accordance with applicable law and practice.

CyCHAT: Real-time EHR support guarantee through the use of its integrated CyCHAT support tool. This integrated support product is designed to provide end-users in the private healthcare sector real-time access to the Cyfluent support center. The CyCHAT tool also enables the Cyfluent support center automatic access and control of the end-user's screen. We can customize this feature to customer requirements. The CyCHAT tool can be configured to provide real-time access directly to the customer support center (if any), or we can reserve CyCHAT for tier two and tier three support between our support team and the customer support team.



CyCLAIMS: Clearing House. Offers consolidated billing for medical claims across multiple payers. Its status as an EHNAC-accredited Clearinghouse illustrates Cyfluent's commitment to meeting and wherever possible exceeding performance criteria for Electronic Data Interchange (EDI). Our clearinghouse has processed approximately \$2B worth of medical claims with a 99% accuracy rate and is capable of increasing processing capacity by a hundred-fold with very little change in processing costs.

CyMED: Practice Management. Improves practice performance and brings a new level of effectiveness to the medical billing operation. Offers comprehensive practice management tools, including:

- Automated Proof Of Filing
- Desktop Payer Status Integration
- Real-time billing from our integrated EHR
- Unique Claims Manager to Improve A/R
- Schedule for multiple providers in multiple locations with the ease of one button
- Enable exit billing with very little data entry directly from the scheduling window
- The charge ledger screen displays all pertinent patient billing information
- Single push button electronic claims submission through our own EHNAC accredited clearinghouse
- Nation's Only Guaranteed Immediate Support

CyPORTAL: Patient Health Record (PHR) that allows patients to manage their medical information via the Web, a mobile device, or a memory stick. Create, read and interpret Continuity of Care Records (CCR) and Continuity of Care Documents (CCD) with streamlined operations. CyPORTAL has the ability to create, read and interpret Continuity of Care Records (CCR) and Continuity of Care Documents (CCD), and make that information available to providers offline. The PHR can be uploaded to the CyCHART health record directly to or from Google Health or Microsoft Health Vault. CyPORTAL allows collaboration between all physicians/participating healthcare facilities, facilitating continuity of care, while embracing the standards that comply with Federal and State laws. Patients can upload a portrait, and edit a variety of health information including: Address, Phone and Email, Demographic Information, Race, Body Measurements, Allergies, Prescription Medications, Over-The-Counter Medications, Personal Contacts, Physicians, Other Contacts, Insurance Provider, Chronic Conditions, Preventive Services, Surgeries, Immunization, Dietary Guidelines, Personal Habits, Family History and Vitals. Additionally, patients can create additional profiles for family members or dependents and maintain a PHR for each person. The CyPORTAL allows patients to link to different providers so the provider can upload the patients PHR information to CyCHART or for a patient to download their medical information from a health care provider. Once a patient has linked their PHR record to a provider and that provider also links to the patient the patient can then download and save their medical information from that provider.

CySCRIPT: ERX, providers have a safe, secure, and efficient way to transmit patient's prescription information.