<u>GENERAL SERVICES ADMINISTRATION</u>

Federal Acquisition 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 is available through **GSA** *Advantage*!™, a menu-driven database system. The INTERNET address for **GSA** *Advantage*!™ is: **http://www.GSAAdvantage.gov.**

Price List for Multiple Award Schedule (MAS)

Contract Number: GS-35F-0526V

**For more information on ordering from Federal Supply Schedules
click on the FSS Schedules button at http://www.gsa.gov/schedules - ordering**

Contract Period: 06/15/2009 through 06/14/2024
Price list current through Mod No. PO-0030 Recognizing the Name Change, dated 2/17/2023

Contractor:	NTT DATA FedHealth, Inc. 1660 International Drive, FL 1 McLean, VA 22102-4849
Business Size:	Large Business
Telephone:	(703) 893-6383 x201
FAX Number:	(703) 995-4721
Web Site:	https://us.nttdata.com/en/industries/healthcare-and-life-sciences
Contract Administration:	Charles Cunningham, email: charles.cunningham@nttdatafed.com

CUSTOMER INFORMATION

1a. Table of awarded Special Item Numbers (SIN):

SIN	SIN Description
OLM	OLM – Order Level Materials
54151S	Information Technology Professional Services
54151HEAL	Health Information Technology Services

1b. Not applicable

1c. Labor Categories: Labor category descriptions grouped by SIN, including job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services, begin on page 4.

2. **Maximum Order:** $500,000.00

3. **Minimum Order:** $100.00

4. **Geographic Coverage (delivery area):** Domestic and Overseas

5. **Points of production:** Same as company address

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

7. **Quantity discounts:** None.

8. **Prompt payment terms:** None. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9. **Purchase Cards above Micro-purchase Threshold:** Acceptable.

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

11a. **Time of Delivery (Contractor insert number of days):** Specified on the Task Order

11b. **Expedited Delivery:** Contact Contractor

11c. **Overnight and 2-day Delivery:** Contact Contractor

11d. **Urgent Requirements:** Contact Contractor

12. **F.O.B. Points:** Destination

13a. **Ordering Address:** Same as Contractor

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

14. Payment address: Same as company address

15. Warranty provision: Contractor's standard commercial warranty

16. Export packing charges: Not applicable

17. Terms and conditions of Government purchase card acceptance: Acceptable.

18. Terms and conditions of rental, maintenance, and repair: Not applicable

19. Terms and conditions of installation: Not applicable

20a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: Not applicable

20b. Terms and conditions for any other services: Not applicable

21. List of service and distributions points: Not applicable

22. List of participating dealers: Not applicable

23. Preventive maintenance: Not applicable

24a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants): Not applicable

24b. Section 508 compliance: Not applicable.

25. System for Award Management (SAM) Unique Entity Identifier (UEI): PEGKK4X8EMS5

26. Notification regarding registration in the System for Award Management (SAM) database: Registered

GSA Approved Labor Category Descriptions

NTT DATA FedHealth, Inc. (NDFH) recognizes varying levels of education and experience in their position descriptions. NDFH maintains that many times experience is more important than formal preparation. Therefore, it is our standard practice to substitute in accordance with the below methodology where appropriate with the client's approval.

Experience Substitution Methodology:

H.S. Diploma + 4 years additional experience	Equals	Associate's Degree
Associate's Degree + 4 years additional experience	Equals	Bachelor's Degree
Bachelor's Degree + 4 years additional experience	Equals	Master's Degree
Master's Degree + 4 years additional experience	Equals	PhD

Education Substitution Methodology:

A PhD may be substituted for 4 years of required experience with a Master's Degree or 4 years with a Bachelor's Degree
A Master's Degree may be substituted for 4 years of required experience with a Bachelor's Degree or 4 years with an Associate's Degree
A Bachelor's Degree may be substituted for 2 years of required experience with an Associate's Degree or 4 years with a H.S. Diploma

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
NDFH-70-099. Program Manager	Responsible for oversight of multiple projects at diverse locations. Responsible for overall management of the contract. Formulates and reviews strategic plans, marketing plans, subcontracting, and deliverable items, determines contract costs, and ensures conformity with contract terms and conditions. Actively applies quality assurance measures to the management and performance of the contract.	10 years of experience at an executive level, or equivalent combination of education and experience.	Master's degree or equivalent certifications in Business Administration, Accounting, Human Resources, Science, Management Information Systems, Communications, Biomedical, Management Science, Computer Science, Engineering, or Information Technology or task related field from an accredited university in a related field. May

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
			substitute experience for education.
NDFH-70-100. Program Director	Functional Responsibility: Responsible for overall management of the contract. Formulates and reviews strategic plans, marketing plans, subcontracting, and deliverable items, determines contract costs, and ensures conformity with contract terms and conditions. Responsible for oversight of multiple projects at diverse locations. Actively applies quality assurance measures to the management and performance of the contract. Authorized to negotiate on behalf of and bind the contractor to contract provisions.	5 years of experience at an executive level, or equivalent combination of education and experience.	Bachelor's degree or equivalent certifications in Business Administration, Management Science, Computer Science, Engineering, or Information Technology from an accredited university in a related field
NDFH-70-101. Project Manager	Performs day-to-day management of assigned delivery order. Administers and reports status of project costs, scope, schedule, resources, and issues. Organizes, directs, and coordinates planning and production of all contract support activities.	Minimum years of experience for performance of this service are 3 years. May substitute education for experience.	Bachelor's degree or equivalent certifications in Business Administration, Management Science, Computer Science, Engineering, or Information Technology from an accredited university in a related field.

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
NDFH-70-102. Senior Project Manager	Coordinates other project managers and task leads. Performs day-to-day management of assigned delivery order. Administers and reports status of project costs, scope, schedule, resources, and issues. Organizes, directs, and coordinates planning and production of all contract support activities.	Minimum years of experience for performance of this service are 7 years. May substitute education for experience.	Bachelor's degree or equivalent certifications in Business Administration, Accounting, Human Resources, Science, Management Information Systems, Communications, Biomedical, Management Science, Computer Science, Engineering, or Information Technology or program related field from an accredited university in a related field. May substitute experience for education.
NDFH-70-103. Web Project Manager	Performs day-to-day management of assigned delivery order. Administers and reports status of project costs, scope, schedule, resources, and issues for website, intranet, social media, mobile, tablet, or any web-browser based application design or development projects. Organizes, directs, and coordinates planning and production of all contract support activities. Responsible for completion of projects within budget and within scheduled time.	Minimum years of experience of performance for this service is 7 years. May substitute education for experience.	Master's degree or equivalent certifications in Business Administration, Bioinformatics, Science, Management Science, Computer Science, Engineering, Information Technology, Communications, Arts, Fine Arts or program related field from an accredited university. May substitute experience for education.
These NDFH systems specialists provide services such as requirements analysis, process analysis, architecture determination, software design, programming, testing, and implementation. The systems specialist can supplement an existing organization or provide complete project fulfillment in concert with other functional areas.			
NDFH-70-110. Senior Systems Architect	Leads the effort to plan, develop and implement IT strategic plans, Enterprise, Segment and major Solutions Architectures that link the organizations' business mission, strategy, processes, and information	Minimum years of experience for performance of this service are 5 years. May substitute	Master's degree or equivalent certifications in Business Administration, Management Science, Computer Science,

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	to its IT strategy. The Senior Systems Architect is capable of modeling using any of a number of strategic planning and Enterprise architectural frameworks (e.g. Office of Management and Budget (OMB) Federal Enterprise Architecture Framework (FEAF) including Segment Architectures, Department of Defense Architecture Framework (DoD AF), The Open Group Architecture Framework (TOGAF)) to articulate current and future needs of an organization and to articulate an effective transition strategy.	education for experience.	Engineering, or Information Technology from an accredited university in a related field. May substitute experience for education.
NDFH-70-111. Systems Architect	Supports planning, development and implementation of IT strategic plans, Enterprise, Segment and major Solutions Architectures that link the organizations' business mission, strategy, processes, and information to its IT strategy.	Minimum years of experience for performance of this service are 3 years. May substitute education for experience.	Bachelor's degree or equivalent certifications in Business Administration, Management Science, Computer Science, Engineering, or Information Technology from an accredited university in a related field. May substitute experience for education.
NDFH-70-112. Systems Security and Privacy Architect	Responsible for design and construction of security architectures critical to protecting core agency mission information assets. Has deep knowledge of security and privacy requirements and issues. Serves as technical lead on more complex projects or serves as a senior member of a project team.	Minimum years of experience for performance of this service are 3 years. May substitute education for experience.	Bachelor's degree or equivalent certifications in Computer Science, Engineering, or Information Technology from an accredited university in a related field. May substitute experience for education.
NDFH-70-113. Information and Data Architect	Serves as a member of a project team with web site and software design duties including information/data architecture, stakeholder analysis, user interface, usability, section 508 compliance, navigation schema, graphics and branding standards and interactive	Minimum years of experience for performance of this service are 3 years. May substitute education for experience.	Bachelor's degree or equivalent certifications in Computer Science, Engineering, or Information Technology from an accredited university in a related field. May substitute

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
	applications and database modeling, data architecture, data and reporting architecture, and integration design. May provide guidance and assistance to junior team members.		experience for education.

An expert in the subject matter that is the foundation of the solution being implemented. More than Program Management, these senior advisors work directly with senior and executive level decision makers, providing advanced program analysis and advisory services to ensure that programmatic and technical solutions evolve in line with strategic and operational objectives and promote best- value achievement of information/data, reporting, and financial targets. The subject matter expert will provide subject matter expertise and planning in support of executive, regulatory, and legislative government initiatives (such as E-Government Act, the Clinger-Cohen Act, the Government Performance and Results Act, and the Chief Financial Officer Act, and others).

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NDFH-70-120. Senior Subject Matter Expert	An expert in the subject matter that is the foundation of the programmatic or technical solution being implemented. Provides independent analysis and recommendations to executive-level leadership on functional and technical matters affecting programmatic or technical solutions within their areas of expertise.	Minimum years of experience for performance of this service are 5 years. May substitute education for experience.	Master's degree or equivalent certifications in Business Administration, Management Science, Computer Science, Engineering, or Information Technology from an accredited university in a related field. May substitute specific program area experience for education.
NDFH-70-121. Subject Matter Expert	Provides independent analysis and recommendations to executive-level leadership on functional and technical matters affecting programmatic or technical solutions within their areas of expertise.	Minimum years of experience for performance of this service are 3 years. May substitute education for experience.	Bachelor's degree or equivalent certifications in Business Administration, Management Science, Computer Science, Engineering, or Information Technology from an accredited university in a related field. May substitute specific program area experience for education.

Serves as a member of a project team with duties including requirements and data analysis, database design, data reporting requirements (including business intelligence and data architecture and warehousing analysis), network and security design, software and Web programming, Web site or Intranet design, security and content development, systems testing and quality assurance, and system implementation (including system operations and maintenance activities). Additionally, knowledgeable of various aspects of the program or project under

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his/her management, this position establishes objectives and requirements; develops budgets; develops program and project standards and schedules; monitors outside resources; and has experience or extensive knowledge with the processes and procedures relative to the functional area or reporting requirements. Reviews, oversees and or supports preparation of all related documentation; conducts program reviews, meetings, etc. Works independently under general guidelines or objectives set by supervisor. The operations and support specialist staff provide services, which support the functional requirements of a project. These areas may include quality assurance, operations, training, and technicians. The support specialist staff can supplement an existing organization or in concert with other functional areas, can provide complete project fulfillment. Minimum education is a bachelor's degree in related technical or business discipline or equivalent.			
NDFH-70-129. Systems Engineer 5	Supports planning, development and implementation of IT and software applications Solutions Architectures that link the organizations' business mission, strategy, processes, and information to its IT strategy. Leads projects within their area of specialty or serves as a senior member of a project team. Duties include leading systems business case development, requirements and data analysis, database design, network design, software or web applications programming, testing, and implementation.	Minimum years of experience for performance of this service is 7 years, or equivalent combination of education and experience.	Bachelor's degree or equivalent certifications in Business Administration, Accounting, Human Resources, Science, Management
NDFH-70-130. Systems Engineer 4	Leads projects within their area of specialty or serves as a senior member of a project team. Duties include leading systems business case development, requirements and data analysis, database design, network design, software or web applications programming, testing, and implementation.	Minimum years of experience for performance of this service is 5 years, or equivalent combination of education and experience.	Bachelor's degree or equivalent certification in Management Information Systems or Computer Sciences, or equivalent combination of education and experience.
NDFH-70-131. Systems Engineer 3	Serves as a member of a project team with duties including business case development, requirements and data analysis, database design, network design, programming, testing and implementation. May provide guidance and assistance to junior team members.	Minimum years of experience for performance of this service is 3 years, or equivalent combination of education and experience.	Bachelor's degree or equivalent certification in Management Information Systems or Computer Sciences. May substitute experience for education.

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
NDFH-70-132. Systems Engineer 2	Serves as a member of a project team with duties including system business case development, requirements and data analysis, database design, network design, programming, testing, and implementation. Has the ability to work independently with pre-defined tasks or under the loose direction of more senior members.	Minimum years of experience for performance of this service is 2 years, or equivalent combination of education and experience.	Bachelor's degree or equivalent certification in Management Information Systems or Computer Sciences. May substitute specific program area experience for education. May substitute experience for education.
NDFH-70-133. Systems Engineer 1	Serves as a member of a project team with duties including system business case development, requirements and data analysis, database design, network design, programming, testing, and implementation. Has the ability to work independently with pre-defined tasks or under the loose direction of more senior members.	Minimum years of experience for performance of this service is 1 year. May substitute education for experience.	Associate degree or equivalent certification in Management Information Systems or Computer Sciences. May substitute experience for education.
NDFH-70-138. Technical Writer	Assists in collecting and organizing information required for preparation of user's manuals, training materials, installation guides, proposals, online help, social media site content, website content, and reports. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents.	Minimum years of experience for performance of this service is 1 year. May substitute education for experience.	Bachelor's degree or equivalent certifications in Business Administration, Accounting, Human Resources, Science, Management Information Systems, Communications, Biomedical, Management Science, Computer Science, Engineering, or Information Technology or program related field from an accredited university. May substitute experience for education.

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
NDFH-70-141. Web Software Designer	Designs, develops, troubleshoots, debugs, and implements web site or portal software code for a website or portal. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Integrates web applications with backend databases. Researches, tests, builds, and coordinates the integration of new products per production, compliance standards, and client requirements.	Minimum years of experience for performance of this service is 1 year, or equivalent combination of education and experience.	Associates degree or equivalent certification in Management Information Systems or Computer Sciences, or equivalent combination of education and experience.
NDFH-70-142. Graphics Specialist	Responsible for graphics design and use, operation, and setup of computer graphic systems for business communications. Executes graphic projects and assists in coordination of all graphic production scheduling. Coordinates production support with outside vendors, as needed. Trains other personnel in proper use of computer graphic software.	Minimum years of experience for performance of this service is 1 year, or equivalent combination of education and experience.	Bachelor's degree or equivalent certification in Fine Arts, Graphic Arts, Management Information Systems or Computer Sciences, or equivalent combination of education and experience.
NDFH-70-143. Interactive Graphics Specialist	Works with project managers, web developers, other user interface and graphics specialists with responsibilities for user interface and or graphics design and use, operation, and setup of computer graphic systems, artifacts, and interfaces for business communications and marketing, including web, mobile, tablet and social web solutions. Executes graphic design and animations, interactive info graphics, dynamic user interface projects and assists in coordination of all graphic production scheduling. Coordinates production support with outside vendors, as needed. Supports other personnel in proper use of computer	Minimum years of experience for performance of this service is 2 years. May substitute education for experience.	Bachelor's degree or equivalent certification in Business Administration, Science, Management Information Systems, Communications, Graphic Arts, Media, Biomedical, Management Science, Computer Science, Engineering, or Information Technology or program related field from an accredited university. May substitute experience for education.

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
	graphic and or animation/action scripting software.		
NDFH-70-144. Web Software Developer	Working aside web software designers and web developers or independently, the web software developer leads and manages the development, tests, debugs, and implements web site or portal software code for a website or portal. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Integrates web applications with backend relational databases. Researches, tests, builds, and coordinates the integration of new products per production, government and industry compliance standards, and client requirements.	Minimum years of experience for performance of this service is 7 years. May substitute education for experience.	Bachelor's degree or equivalent certification in Management Information Systems, Computer Sciences, Engineering, Business Administration or related field from an accredited university. May substitute experience for education.
NDFH-70-145. Senior Web Developer	Designs, develops, troubleshoots, debugs, and implements web site or portal software code for a website or portal. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Integrates web applications with backend databases. Researches, tests, builds, and coordinates the integration of new products per production, compliance standards, and client requirements.	Minimum years of experience for performance of this service is 5 years. May substitute education for experience.	Bachelor's degree or equivalent certification in Management Information Systems, Computer Sciences, Engineering, Business Administration or related field from an accredited university. May substitute experience for education.

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
NDFH-70-146. Business Intelligence/Dashboard Designer	Responsible for design and development of business intelligence visualization, user interface and reporting related analysis, or extract/transform/load (ETL) data, or responsible for designing and implementing solution using third-party or in-house reporting tools, or On-Line Analytical Processing (OLAP) decision support software support, or modeling metadata, building reports and interactive dashboards, or designing info graphics, or administering software and tolls. Aids other graphics designers, developers and analysts.	Minimum years of experience for performance of this service is 3 years. May substitute education for experience.	Bachelor's degree or equivalent certification in Business Administration, Science, Management Information Systems, Communications, Graphic Arts, Media, Biomedical, Management Science, Computer Science, Engineering, or Information Technology or program related field from an accredited university. May substitute experience for education.
NDFH-70-151. Senior Support Analyst	An analyst who has a technical concentration and has the ability to support with duties including leading systems business and technical requirements development, design and data analysis, database design, network design, programming, testing and quality assurance, system operations and implementation, help desk, technical documentation writing, presentation graphics design, business process, activity and data modeling, applying modern business management methods, identifying best practices, and creating and assessing performance measurements. Provides group facilitation, interviewing, training, and other forms of knowledge transfer, and other support duties. Implements requirements at the direction of more senior team member.	Minimum years of experience for performance of this service is up to 2 years, or equivalent combination of education and experience.	Bachelor's degree or equivalent certification in Fine Arts, Graphic Arts, Management Information Systems or Computer Sciences, program-related area, or equivalent combination of education and experience.

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
NDFH-70-152. Support Analyst	An analyst who has a technical concentration and has the ability to support with duties including leading systems business and technical requirements development, design and data analysis, database design, network design, programming, testing and quality assurance, system operations and implementation, help desk, technical documentation writing, presentation graphics design, business process, activity and data modeling, applying modern business management methods, identifying best practices, and creating and assessing performance measurements. Provides group facilitation, interviewing, training, and other forms of knowledge transfer, and other support duties. Implements requirements at the direction of more senior team member.	Minimum years of experience for performance of this service is up to 1 year, or equivalent combination of education and experience.	Associates degree or equivalent certification in Fine Arts, Graphic Arts, Management Information Systems or Computer Sciences program-related area. May substitute experience for education.
NDFH-70-153. Website Support Analyst	Designs, maintains, troubleshoots, debugs, and implements static informational brochure-ware web sites. Works with graphic designers, web user interface developers and other members of a project team. Activities include maintaining information static web pages, content management, implementing simple forms, performing backups and ensuring user access to the site, monitoring web site traffic.	Minimum years of experience for performance of this service is 1 year. May substitute education for experience	Associate degree or equivalent certification in Fine Arts, Graphic Arts, Management Information Systems or Computer Sciences. May substitute experience for education.
NDFH-70-154. Website Support Analyst 2	Designs, maintains, troubleshoots, debugs, and implements websites. Works with graphic designer and other members of a project team. Activities include maintaining web pages, content management systems, designing web forms, performing backups and ensuring user access to the site, monitoring web site traffic and user access analytics reports.	Minimum years of experience for performance of this service is 1 years. May substitute education for experience.	Bachelor's degree or equivalent certification in Business Administration, Science, Management Information Systems, Communications, Graphic Arts, Media, Biomedical, Management Science, Computer Science,

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			Engineering, or Information Technology or program related field from an accredited university. May substitute experience for education.
NDFH-70-155. Junior Web Content Analyst	Works closely with senior staff members and is responsible for managing web Content Management Systems (CMS) or HTML content publishing; and entering, editing, reviewing and publishing content on websites, social media sites, and in electronic documents.	Experience with web, social media and Microsoft Office or similar office applications. Minimum years of experience for performance of this service is 1 year. May substitute education for experience.	Associate degree or equivalent certification in any field. May substitute experience for education.
NDFH-70-156. Communications Support Analyst	Responsible for creating and copyediting content for various communication channels including online press releases, social media site postings, podcasts, video casts, web site content. Support online and integrated marketing, web analytics and communication plans development, and outreach methods for online and digital media.	Minimum years of experience for performance of this service is 1 years. May substitute education for experience.	Bachelor's degree or equivalent certification in Business Administration, Science, Management Information Systems, Communications, Graphic Arts, Media, Biomedical, Management Science, Computer Science, Engineering, or Information Technology or program related field from an accredited university. May substitute experience for education.

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
NDFH-70-160. Technical Document Writer	Prepares technical documents under the direct supervision of more Senior staff.	Minimum 2 years of experience.	Bachelor's degree or equivalent.
NDFH-70-190. Section 508 Compliance SME	Responsible for overall management of Section 508 and accessibility compliance of the content on websites including several different formats of graphics, animations, and electronic documents. Aids developers and analysts.	Minimum years of experience for performance of this service is 5 years. May substitute education for experience.	Bachelor's degree or equivalent certification in Business Administration, Science, Management Information Systems, Communications, Graphic Arts, Media, Biomedical, Management Science, Computer Science, Engineering, or Information Technology or program related field from an accredited university. May substitute experience for education.

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
NDFH-70-191. Section 508 Compliance Developer	Develops, designs, and maintains web sites content assuring Section 508 and accessibility compliance. Duties include analyzing, testing, and remediating website, website content and electronic documents including several different formats of graphics, animations, and electronic documents.	Minimum years of experience for performance of this service is 3 years. May substitute education for experience.	Bachelor's degree or equivalent certification in Business Administration, Science, Management Information Systems, Communications, Graphic Arts, Media, Biomedical, Management Science, Computer Science, Engineering, or Information Technology or program related field from an accredited university. May substitute experience for education.
NDFH-70-192. Data Entry Analyst	Works closely with senior staff members and is responsible for entering, editing, reviewing and publishing content on websites, social media sites, and in electronic documents.	Experience with web, social media and Microsoft Office or similar office applications. Minimum years of experience for performance of this service is 1 year. May substitute education for experience.	Associate degree or equivalent certification in any field. May substitute experience for education.
Health IT Program Manager	Plans, organizes, and directs Health IT program activities, including all aspects of contract operational support functions involving multiple complex and inter-related project tasks that often require managing teams of contractor personnel at multiple locations. Provides overall direction of program activities to ensure requirements and deliverables are	10 years	BA / BS or equivalent (MA / MS Preferred) in a related field. May substitute experience for education.

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
	consistent with Health IT best practices. Manages and maintains contractor interface with the senior levels of the customer's organization. Consults with customer and contractor personnel to formulate and review task plans and deliverables, ensuring compliance with healthcare polices, program and project task schedules, and costs and contractual obligations. Establishes and maintains technical and financial reports to show the progress of projects to management and customers. Organizes and assigns responsibilities to subordinates. Ensures that program goals and objectives are met within contract obligations.		
Health IT Project Manager	Accountable for all aspects of Health IT project performance, including leading a team of public health and Health IT subject matter experts (SMEs) on large projects or a significant segment of large and complex projects. Monitors each task and keeps the Program Manager apprised of all problems and accomplishments. Provides overall direction to all project activities and interactions with clients. Analyzes complex and new project-related problems and creates innovative solutions that involve the solution components, tools, methodology, technology, healthcare standards and terminology, schedule, and financial management of the project. Serves as a technical authority for design areas. Provides applications systems analysis and long- and short-term plans for application selection, systems development, systems maintenance, and production activities for	8 years	BA / BS or equivalent in a related field. May substitute experience for education.

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
	required support resources. Completes tasks within estimated time frames and budget constraints. Schedules and assigns duties to subordinates. Reports in writing and orally to contractor management and Government representatives. Possesses excellent communication and coordination skills.		
Health IT Business Analyst	Works with customers to determine requirements that apply to Health IT solutions. Works with engineers and technical analysts to incorporate requirements into new or existing systems. Provides public health expertise in business process and system analysis, design, improvement, and implementation efforts. Translates business process needs into technical requirements. Provides specific health requirements expertise in change management and training support. Delivers organizational and strategic planning for a wide range of technical and functional environments. Provides expertise in the following areas, which include but are not limited to: requirements analysis, technical analysis, knowledge management, configuration management, and strategic planning.	5 years	BA / BS or equivalent in a related field. May substitute experience for education.
Health IT Architect	Devises strategies for designing and implementing complex Health IT systems involving information processing, communications, and networking. Establishes system information requirements to develop enterprise-wide or large-scale health information systems. Designs the architecture, including Health IT software, hardware, and communications in order to support the total requirements and provide for present and future cross-functional requirements and	15 years	MA / MS or equivalent in a related field. May substitute experience for education.

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
	interfaces that are consistent with Health IT best practices. Ensures that systems are compatible and in compliance with Health IT standards as they apply to the implementation and specification of information management solutions of the application platform across the application programming interface (API), the external environment, and software application. Ensures that the common operating environment is compliant with the agency's enterprise architecture and applicable reference models. Evaluates analytically and systematically problems of workflows, organization, and planning and development of appropriate corrective actions. Knowledgeable in both state-of-the-art and emerging technologies pertaining to Health IT.		
Health IT Developer I	Assists in providing technical direction to other developers to ensure program deadlines are met. Performs general programming / development to implement new features and enhancements or remedies the defects to Health IT application software. Provides application development and technical support for internal and external websites. Develops web pages and applications for customers. Provides support in developing the site concept, interface design, and architecture of websites. Develops source code modules for Health IT software systems. Works on design, programming, unit testing, and/or software enhancements to improve efficiency. Prepares functional specifications from which programs are written. Collaborates with	2 years	BA / BS or equivalent in a related field. May substitute experience for education.

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
	graphic artists to develop web page graphics that support interactive and marketing-focused content. Provides technical consultation to enhance existing systems, develop new systems, and evaluate new packages. Participates in the technical design, development, testing, implementation, and maintenance of website enhancements. Plans, schedules, and conducts systems tests, monitors test results, and takes appropriate corrective action. Assists in the preparation of required program-level and/or user-level documentation. Commensurate with experience and education requirements.		
Health IT Developer II	Assists in providing technical direction to other developers to ensure program deadlines are met. Performs general programming / development to implement new features and enhancements or remedies the defects to Health IT application software. Provides application development and technical support for internal and external websites. Develops web pages and applications for customers. Provides support in developing the site concept, interface design, and architecture of websites. Develops source code modules for Health IT software systems. Works on design, programming, unit testing, and/or software enhancements to improve efficiency. Prepares functional specifications from which programs are written. Collaborates with graphic artists to develop web page graphics that support interactive and marketing-focused content. Provides technical consultation to enhance existing systems, develop	5 years	BA / BS or equivalent in a related field. May substitute experience for education.

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
	new systems, and evaluate new packages. Participates in the technical design, development, testing, implementation, and maintenance of website enhancements. Plans, schedules, and conducts systems tests, monitors test results, and takes appropriate corrective action. Assists in the preparation of required program-level and/or user-level documentation. Commensurate with experience and education requirements.		
Health IT Developer III	Provides technical direction to other developers to ensure program deadlines are met. Performs general programming / development to implement new features and enhancements or remedies the defects to Health IT application software. Provides application development and technical support for internal and external websites. Develops web pages and applications for customers. Provides support in developing the site concept, interface design, and architecture of websites. Develops source code modules for Health IT software systems. Works on design, programming, unit testing, and/or software enhancements to improve efficiency. Prepares functional specifications from which programs are written. Collaborates with graphic artists to develop web page graphics that support interactive and marketing-focused content. Provides technical consultation to enhance existing systems, develop new systems, and evaluate new packages. Participates in the technical design, development, testing, implementation, and maintenance of website enhancements. Plans, schedules,	10 years	BA / BS or equivalent (MA / MS Preferred) in a related field. May substitute experience for education.

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
	and conducts systems tests, monitors test results, and takes appropriate corrective action. Assists in the preparation of required program-level and/or user-level documentation. Commensurate with experience and education requirements.		
Health IT Sr. Subject Matter Expert	Provides technical, managerial, and administrative direction and expertise in Health IT subject matter, such as healthcare policies and standards and technical knowledge of Health IT applications. Defines problems and analyzes and develops plans and requirements for complex systems. Coordinates and manages the preparation of analyses, evaluations, and recommendations for proper implementation of programs and system specifications. Provides significant IT consulting and clinical information system strategy and implementation. Analyzes highly specialized healthcare applications and operating environments. Provides high-level functional systems analysis, design, integration, documentation, and implementation advice on moderately complex problems. Delivers strategic planning in a healthcare / clinical environment related to IT systems, software, automation, networking, information systems architecture, modeling and simulation, clinical content development, process design and redesign, governance, training, risk management, and communications for IT solutions.	15 years	MA / MS or equivalent (Ph.D. preferred) in a related field. May substitute experience for education.
Health IT Subject Matter Expert	Provides expertise in Health IT subject matter, such as healthcare policies and standards and technical knowledge of Health IT applications. Defines problems and	10 years	BA / BS or equivalent (MA / MS Preferred) in a related field. May substitute experience for education.

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
	analyzes and develops plans and requirements for complex systems. Coordinates and manages the preparation of analyses, evaluations, and recommendations for proper implementation of programs and system specifications. Provides significant IT consulting and clinical information system strategy and implementation. Analyzes highly specialized healthcare applications and operating environments. Provides high-level functional systems analysis, design, integration, documentation, and implementation advice on moderately complex problems. Delivers strategic planning in a healthcare / clinical environment related to IT systems, software, automation, networking, information systems architecture, modeling and simulation, clinical content development, process design and redesign, governance, training, risk management, and communications for IT solutions.		
Health IT Test Specialist	Performs validation and verification of Health IT application software. Provides knowledge and support of user requirements of complex to highly complex healthcare software and hardware applications. Evaluates, recommends, and implements automated test tools and strategies that are consistent with Health IT best practices and healthcare applications. Designs, implements, and conducts test and evaluation processes to ensure that system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Writes, implements, and reports the status of system test cases for testing. Analyzes test	2 years	BA / BS or equivalent in a related field. May substitute experience for education.

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
	cases and provides regular progress reports. Commensurate with experience and education requirements.		
Health IT Data Analyst	Provides expertise in information modeling, requirements analysis, and facilitation. Performs analysis to develop fully attributed logical and physical data models. Uses modeling tools and repositories to effectively and efficiently define and manage the gathering / dissemination of data and business process requirements. Applies activity and data modeling, transaction flow analysis, internal control and risk analysis, and modern business methods and performance measurement techniques. Assists in establishing standards consistent with Health IT best practices for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated and shared software and database management systems and data warehouses on an enterprise-wide basis or across a major sector of the Health IT enterprise.	5 years	BA / BS or equivalent in a related field. May substitute experience for education.
Health IT Support Analyst	Supports various technical and administrative aspects of Health IT programs, Health IT application development life cycle, and Health IT maintenance and support activities, including a review of progress in accordance with schedules, a review of program documentation to assure that Government standards and requirements are adhered to, adherence to the design concept and user standards, and a review of work products for correctness. Coordinates with the Project Manager to ensure that problems	2 years	BA / BS or equivalent in a related field. May substitute experience for education.

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
	are solved to the user's satisfaction. Prepares milestone status reports, deliveries, and presentations on the system concept to colleagues, subordinates, and end-user representatives. Makes recommendations for major systems installations. Commensurate with experience and education requirements.		
Health IT System Administrator	Provides systems administration support, including but not limited to: receiving trouble tickets, analyzing issues, developing / implementing solutions, and escalating issues and tracking customer service to completion for all service requests. Provides technical and customer support for communications that include: installing, configuring, upgrading, maintaining, and troubleshooting desktop or workstation hardware and software, including web-based applications and peripherals associated with Health IT systems and applications. Installs, configures, maintains, and troubleshoots various systems or application servers. Performs database installation, configuration, and administration. Provides performance tuning, troubleshooting, and systems backup and recovery. Provides production support of the network, including the day-to-day operations, monitoring, and problem resolution. Identifies, diagnoses, and resolves problems.	3 years	BA / BS or equivalent in a related field. May substitute experience for education.
Health IT Trainer	Prepares for and conducts training on Health IT systems. Designs training objectives and develops computer-based training programs for assigned software. Designs courseware and structures training classes. Provides documentation for	3 years	BA / BS or equivalent in a related field. May substitute experience for education.

Labor Category	Minimum General Experience	Minimum Years of Experience	Educational Requirements
	software training. Develops, delivers, and coordinates Health IT training courses and materials that address specific agency needs. Develops and delivers standards, services, and guidance on Health IT related training programs that enable Government agency personnel to use IT and systems more productively. Creates the final version of training programs. Presents training programs to users. Coordinates, develops, and delivers health application training to the user community.		
Health IT Technical Writer	Writes, edits, and re-writes technical material relevant to Health IT standards and policies, including user manuals, guidelines, reports, special reports, system specifications, functional descriptions, briefings and presentations, and business proposals. Prepares user guides and other technical documentation for presentations. Develops outlines and drafts for review and approval by technical specialists and project management to ensure that final documents meet applicable contract requirements and regulations. Consults relevant information sources, such as library resources, client and project personnel, and technical and financial documents, to acquire background information and confirm pertinent guidelines and regulations that govern project deliverables.	5 years	BA / BS or equivalent in a related field. May substitute experience for education.

GSA APPROVED LABOR RATES

Information Technology Schedule Professional Services – Hourly Rates Inclusive of IFF

Labor Category	Offsite	Onsite
NDFH-70-099. Program Manager	$254.64	-
NDFH-70-100. Program Director	$193.80	-
NDFH-70-101. Project Manager	$127.15	-
NDFH-70-102. Senior Project Manager	$156.34	-
NDFH-70-103. Web Project Manager	$133.48	-
NDFH-70-110. Senior Systems Architect	$286.23	-
NDFH-70-111. Systems Architect	$208.08	$172.80
NDFH-70-112. Systems Security and Privacy Architect	$154.17	$128.08
NDFH-70-113. Information and Data Architect	$202.01	-
NDFH-70-120. Senior Subject Matter Expert	$216.33	$176.02
NDFH-70-121. Subject Matter Expert	$162.93	-
NDFH-70-129. Systems Engineer 5	$188.11	-
NDFH-70-130. Systems Engineer 4	$184.95	$143.22
NDFH-70-131. Systems Engineer 3	$138.72	$111.80
NDFH-70-132. Systems Engineer 2	$115.61	$92.67
NDFH-70-133. Systems Engineer 1	$99.07	-
NDFH-70-138. Technical Writer	-	$65.84
NDFH-70-141. Web Software Designer	$98.25	$89.29
NDFH-70-142. Graphics Specialist	$68.47	-
NDFH-70-143. Interactive Graphics Specialist	$75.16	-
NDFH-70-144. Web Software Developer	$142.26	-
NDFH-70-145. Senior Web Developer	$131.53	-
NDFH-70-146. Business Intelligence/Dashboard Designer	$98.23	-
NDFH-70-150. Requirements Analyst	-	$97.63
NDFH-70-151. Senior Support Analyst	$115.61	$68.65
NDFH-70-152. Support Analyst	$67.62	$63.58
NDFH-70-153. Website Support Analyst	$46.24	-
NDFH-70-154. Website Support Analyst 2	$69.20	-
NDFH-70-155. Junior Web Content Analyst	$61.11	-
NDFH-70-156. Communications Support Analyst	$67.88	-
NDFH-70-160. Technical Documentation Writer	$63.92	-
NDFH-70-190. Section 508 Compliance SME	$133.93	-
NDFH-70-191. Section 508 Compliance Developer	$108.60	-
NDFH-70-192. Data Entry Analyst	$69.20	-

Health IT Services – Hourly Rates Inclusive of IFF

Labor Category	Offsite
Health IT Program Manager	**$136.37**
Health IT Project Manager	**$113.40**
Health IT Business Analyst	**$74.28**
Health IT Architect	**$130.80**
Health IT Developer I	**$88.08**
Health IT Developer II	**$95.42**
Health IT Developer III	**$119.65**
Health IT Sr. Subject Matter Expert	**$220.39**
Health IT Subject Matter Expert	**$119.21**
Health IT Test Specialist	**$88.09**
Health IT Data Analyst	**$90.20**
Health IT Support Analyst	**$85.40**
Health IT System Administrator	**$108.25**
Health IT Trainer	**$74.31**
Health IT Technical Writer	**$74.30**

Order-Level Materials

GSAR 552.238-82 SPECIAL ORDERING PROCEDURES FOR THE ACQUISITION OF ORDER-LEVEL MATERIALS (JAN 2018)

(a) *Definitions*.

Order-level materials means supplies and/ or services acquired in direct support of an individual task or delivery order placed against a Federal Supply Schedule (FSS) contract or FSS blanket purchase agreement (BPA), when the supplies and/or services are not known at the time of Schedule contract or FSS BPA award. The prices of order-level materials are not established in the FSS contract or FSS BPA. Order-level materials acquired following the procedures in paragraph (d) are done so under the authority of the FSS program, pursuant to 41 U.S.C. 152(3), and are not open market items, which are discussed in FAR 8.402(f).

(b) FAR 8.403(b) provides that GSA may establish special ordering procedures for a particular FSS.

(c) The procedures in FAR subpart 8.4 apply to this contract, with the exceptions listed in this clause. If a requirement in this clause is inconsistent with FAR subpart 8.4, this clause takes precedence pursuant to FAR 8.403(b).

(d) Procedures for including order-level materials when placing an individual task or delivery order against an FSS contract or FSS BPA.

(1) The procedures discussed in FAR 8.402(f) do not apply when placing task and delivery orders that include order-level materials.

(2) Order-level materials are included in the definition of the term "materials" in [FAR] clause 52.212-4 Alternate I, and therefore all provisions of FAR clause 52.212-4 Alternate I that apply to "materials" also apply to order-level materials.

(3) Order-level materials shall only be acquired in direct support of an individual task or delivery order and not as the primary basis or purpose of the order.

(4) The value of order-level materials in a task or delivery order, or the cumulative value of order-level materials in orders against an FSS BPA awarded under a FSS contract shall not exceed 33.33 percent.

(5) All order-level materials shall be placed under the Order-Level Materials SIN.

(6) Prior to the placement of an order that includes order-level materials, the Ordering Activity shall follow procedures in FAR 8.404(h).

(7) To support the price reasonableness of order-level materials,

(i) The contractor proposing order-level materials as part of a solution shall obtain a minimum of three quotes for each order-level material above the simplified acquisition threshold.

(A) One of these three quotes may include materials furnished by the contractor under FAR 52.212-4 Alt I (i)(1)(ii)(A).

(B) If the contractor cannot obtain three quotes, the contractor shall maintain its documentation of why three quotes could not be obtained to support their determination.

(C) A contractor with an approved purchasing system per FAR 44.3 shall instead follow its purchasing system requirement and is exempt from the requirements in 552.238-82(d)(7)(i)(A)-(B).

(ii) The Ordering Activity Contracting Officer must make a determination that prices for all order-level materials are fair and reasonable. The Ordering Activity Contracting Officer may base this determination on a comparison of the quotes received in response to the task or delivery order solicitation or other relevant pricing information available.

(iii) If indirect costs are approved per [FAR 52.212-4(i)(1)(ii)(D)(2) Alternate I], the Ordering Activity Contracting Officer must make a determination that all indirect costs approved for payment are fair and reasonable. Supporting data shall be submitted in a form acceptable to the Ordering Activity Contracting Officer.

(8) Prior to an increase in the ceiling price of order-level materials, the Ordering Activity Contracting Officer shall follow the procedures at FAR 8.404(h)(3)(iv).

(9) In accordance with GSAR clause 552.215-71 Examination of Records by GSA, GSA has the authority to examine the Contractor's records for compliance with the pricing provisions in FAR clause 52.212-4 Alternate I, to include examination of any books, documents, papers, and records involving transactions related to the contract for overbillings, billing errors, and compliance with the IFF and the Sales Reporting clauses of the contract.

(10) OLMs are exempt from the following clauses:

(i) 552.216-70 *Economic Price Adjustment-FSS Multiple Award Schedule Contracts*.

(ii) 552.238-71 *Submission and Distribution of Authorized FSS Schedule Pricelists*.

(iii) 552.238-75 *Price Reductions*.

(11) Exceptions for travel.

(i) Travel costs are governed by FAR 31.205-46 and therefore the requirements in paragraph (d)(7) do not apply to travel costs.

(ii) Travel costs do not count towards the 33.33% limitation described in paragraph (d)(4).

(iii) Travel costs are exempt from clause 552.238-74 *Industrial Funding Fee and Sales Reporting*.

Note: For additional information regarding Order-Level Materials, please visit GSA's Order-Level Materials home page at www.gsa.gov/olm.