

**General Services Administration  
Federal Supply Schedule**

for

**Schedule 70**

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**Contract Number: GS-35F-0201R**

Period Covered by Contract:  
Effective December 14, 2004; Extended until December 13, 2014

Business Size: Small

Specialty Item Number(s) offered: SIN 132-51

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## PRICELIST COVER PAGE

### AUTHORIZED FEDERAL SUPPLY SERVICE INFORMATION TECHNOLOGY SCHEDULE PRICELIST GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT, SOFTWARE AND SERVICES

## CORPORATE INFORMATION TECHNOLOGY CONSULTING EXPERIENCE

### *Consulting Services*

FOX provides expert advice, assistance, guidance, or counseling in support of agencies' management, organizational, business improvement, and information technology efforts. FOX also provides studies, analyses, and reports documenting any proposed development, consultative, or implementation efforts. Our consultants are content experts with senior-level experience in both operations and consulting, and have been involved in such innovative projects as:

- Development of the plan for managed care programs for the State of New Mexico
- Identification, analysis and documentation of "best practices" for Medicaid fraud and abuse detection in behalf of DHHS/CMS (formerly HCFA)
- Reengineering of the Nevada Medicaid Program and supporting information systems
- Business process redesign in response to HIPAA requirements
- The CMS Medicaid HIPAA Compliance Concept Model (MHCCM), a web-based tool to support Medicaid agencies and other payers of health services in implementing HIPAA
- A successful approach to assist CMS in assessing Y2K readiness of state Medicaid agencies and technical assistance workshops to assist states
- Development of a county-wide HIV/AIDS physician network to provide integrated comprehensive services in a managed care system
- Development of the Medicaid managed care information system in Arizona, the most mature Medicaid managed care system in the nation
- Innovative procurement models for systems requirements definition and acquisition

Specifically, our consulting services are focused in these areas:

### **Strategic Systems Planning**

- Information system strategies
- Analysis of system requirements and specifications
- Facilitation of Joint Application Design (JAD) sessions
- Systems procurement support – RFP development, proposal evaluation

- Independent verification and validation (IV&V)

### **Business Process Improvement**

- Operational assessment and review
- Operational improvement and process redesign

### **Management Consulting & Strategic Planning**

- Strategic systems planning
- Program development and evaluation
- Facilitation
- Feasibility studies
- Cost-benefit analysis

### **HIPAA Compliance Solutions**

- Awareness education and training
- Strategy development
- Compliance execution and monitoring
- Post-compliance assurance

### **Independent Verification and Validation (IV&V) Services**

FOX performs Independent Verification and Validation (IV&V) services for its clients who are implementing new systems or programs using comprehensive and robust methodologies that help ensure complete, accurate, timely, and cost-effective outcomes. Our internal methodologies are compatible with the IEEE Std 1012-1998 “Standard for Software Verification and Validation.” We have applied our methodology to the development and implementation of Medicaid, managed care, public health, and mental health information systems, including custom-developed systems as well as Commercial Off-the-Shelf Systems (COTS) products.

Our services include the following activities:

- Development of an implementation work plan including identification of tasks, start dates, duration, dependencies and resource requirements
- Review and validation of system requirements including functionality, interfaces, data model, documentation, testing, operations and maintenance
- Review and validation of various system design documents
- Review and validation of test plans and results
- Review and validation of implementation activities
- Review and validation of operations

### **Facilitation Services**

FOX provides facilitation and related decision support services to agencies engaging in collaborative efforts, working groups, or integrated product, process, or self-directed teams. Examples of our extensive facilitation services include, but are not limited to:

- Conducting Joint Application Development (JAD) sessions and documenting resulting in automated tools and software (e.g., CASE tools)
- Consensus modeling and building
- Group voting activities
- Assisting in procurement processes
- Development of draft and final reports for dissemination
- Strategic planning workshops
- Logistical meeting/conference support when performing IT consulting services
- Evaluation of decision support systems
- Facilitation of technical proposal evaluation sessions
- Extensive user interviews and workgroup facilitation to establish system requirements

Our facilitation services have been used to identify new system requirements, develop new programs, evaluate vendor proposals, and other functions within organizations.

### ***Privatization Support Services and Documentation (A-76)***

FOX provides expert advice, consultation, assistance, and documentation in support of studies conducted under privatization or commercial activities, studies, projects, or efforts. Examples of our privatization support and documentation services include, but are not limited to:

- Strategic planning support (e.g., conducting the “buy versus build” decision)
- Requirements Analysis and alternatives analysis
- Facilitation of consensus for privatization alternatives
- Advance Planning Document (APD) development for federally funded programs
- Developing, writing, releasing Requests for Proposals (RFPs) for the procurement of systems and contractor services
- Developing evaluation methodologies incorporating functional, technical and cost elements
- Developing Evaluation Manuals for organizations performing their own evaluation
- Evaluating proposals for proposals needing expert consultant assistance
- Evaluation Results Report to validate and document the evaluation process and outcome
- Providing evaluation support such as accepting and disseminating proposals, facilitating oral presentations, developing recommendations
- Contract Terms and Conditions
- Contract negotiation support

### ***Program Integration and Project Management Services***

FOX provides services in the management, integration, programs, and projects. Our consultants have proven skills and experience that encompasses all elements of the Systems Development Lifecycle including, but not limited to, the following service activities:

- Program management
- Program integration/leadership
- Program oversight
- Project management
- Business requirements development and needs analysis
- Feasibility studies
- Training and documentation development
- Joint Application Design (JAD) facilitation
- Business process improvement analysis
- Review and validation of software change management and maintenance

Consultants available for this category have demonstrated project management skills with both internal and external project teams and extensive experience in project team management, interacting with client department heads, agency secretaries and officials, and state control agencies.

This service category includes the full range of industry standard project management services including project plan development, using a variety of automated project planning tools (e.g., Microsoft Project and Project Managers Workbench). This service is provided by FOX consultants that possess skills and knowledge of industry accepted current Project Management Methodologies that conform to the Project Management Institute (PMI) Project Management Body of Knowledge (PMBOK).

We have provided this support to internal client as well as “mixed” client and consultant project teams and been able to achieve complex project objectives. Our project managers have been able to manage, lead and motivate these types of project teams successfully.

## LABOR CATEGORIES AND DESCRIPTIONS

### ***Administrative/Clerical***

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**Description:** This position is responsible for performing full range of administrative functions of a confidential nature for the Division Vice President of Sales. Responsibilities include composing correspondence, preparing and updating reports, maintain database of sales activity, arrange travel and meetings, etc. Acts as a receptionist for VP with considerable contact with business clients and internal staff. Maintains official corporate records and executes administrative policies. Requires substantial independent judgment, knowledge of operations and ability to act independently.

**Minimum Training:** Excellent PC Skills - must be proficient in the use of MS Office Suite (Word, Excel, Outlook, PowerPoint, and Access). MS Access and good organizational skills are a must. Basic experience in making travel arrangements. Prior experience in scheduling and facilitating meetings. Good communication skills both oral and written. Must be able to work in a fast paced and deadline driven environment and work minimal overtime as required.

**Certifications:** N/A

**Education/Experience:** Associate's degree (A.A.) or equivalent from a two-year college or technical school and three to four years related experience, or equivalent combination of education and experience.

### ***Baseline Service Level Agreement/Metrics Researcher***

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**Description:** Responsible for researching usual standards of performance for various activities to be used as benchmarks for employees, vendor, or other performance. Develops reasonable standards for performance for each contracted area that represent minimal or optimal performance levels under contracts. Those standards would be used to develop service level agreements for each vendor.

**Minimum Training:** At least 3 years of related experience.

**Certifications:** N/A

**Education/Experience:** BS/BA degree or equivalent experience.

## ***Business Analyst***

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**Description:** Provides complex management and information technology consulting services to clients by performing the following duties.

Essential duties and responsibilities include the following. Other duties may be assigned.

- Collects, documents, and analyzes information concerning clients' current clinical, financial or business processes and information systems.
- Identifies and documents deficiencies and dysfunctionality in existing clinical, financial or business processes and information systems.
- Develops alternatives for solutions to problems and, where appropriate, assists in implementing improved or new business processes or automated systems.
- Defines, tests, and implements solutions to business and systems problems.
- Develops "As Is" and "To Be" models as part of reengineering projects.
- Acts as project manager on projects as assigned.
- Assists in identifying new business opportunities and in developing and presenting proposals to prospective clients.

**Minimum Training:** Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio.

Must have familiarity with project management tools and methodologies. Must have excellent communication, problem solving, and customer service skills.

**Certifications:** N/A

**Education/Experience:** Bachelor's degree (B.A.) from four-year college or university; or one to two years of related experience and/or training; or equivalent combination of education and experience.

## ***Senior Business Analyst***

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**Description:** Provides complex management and information technology consulting services to clients by performing the following duties.

Essential duties and responsibilities include the following. Other duties may be assigned.

- Collects, documents, and analyzes information concerning clients' current clinical, financial or business processes and information systems.
- Identifies and documents deficiencies and dysfunctionality in existing clinical, financial or business processes and information systems.

- Develops alternatives for solutions to problems and, where appropriate, assists in implementing improved or new business processes or automated systems.
- Defines, tests, and implements solutions to business and systems problems.
- Develops “As Is” and “To Be” models as part of reengineering projects.
- Acts as project manager on projects as assigned.
- Assists in identifying new business opportunities and in developing and presenting proposals to prospective clients.

**Minimum Training:** Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio. Must have familiarity with project management tools and methodologies. Must have excellent communication, problem solving, and customer service skills.

**Certifications:** N/A

**Education/Experience:** Master's degree (M.A.) or equivalent; or four to ten years of related experience and/or training; or equivalent combination of education and experience.

## ***Consultant***

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**Description:** Provides complex management and information technology consulting services to clients by performing the following duties.

Essential duties and responsibilities include the following. Other duties may be assigned.

- Collects, documents, and analyzes information concerning clients' current clinical, financial or business processes and information systems.
- Identifies and documents deficiencies and dysfunctionality in existing clinical, financial or business processes and information systems.
- Develops alternatives for solutions to problems and, where appropriate, assists in implementing improved or new business processes or automated systems.
- Defines, tests, and implements solutions to business and systems problems.
- Develops “As Is” and “To Be” models as part of reengineering projects.
- Assists in identifying new business opportunities and in developing and presenting proposals to prospective clients.

**Minimum Training:** Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio. Must have familiarity with project management tools and methodologies. Must have excellent communication, problem solving, and customer service skills.

**Certifications:** N/A

**Education/Experience:** Bachelor's degree (B.A.) from four-year college or university; or one to two years of related experience and/or training; or equivalent combination of education and experience.

## ***Senior Consultant***

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**Description:** Provides complex management and information technology consulting services to clients by performing the following duties.

Essential duties and responsibilities include the following. Other duties may be assigned.

- Identifies and documents deficiencies and dysfunctionality in existing clinical, financial or business processes and information systems.
- Develops alternatives for solutions to problems and, where appropriate, assists in implementing improved or new business processes or automated systems.
- Acts as project manager on projects as assigned.
- Collects, documents, and analyzes information concerning clients' current clinical, financial or business processes and information systems.
- Defines, tests, and implements solutions to business and systems problems.
- Develops "As Is" and "To Be" models as part of reengineering projects.
- Assists in identifying new business opportunities and in developing and presenting proposals to prospective clients.

**Minimum Training:** Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio. Must have familiarity with project management tools and methodologies. Must have excellent communication, problem solving, and customer service skills.

**Certifications:** N/A

**Education/Experience:** Master's degree (M.A.) or equivalent; or four to ten years of related experience and/or training; or equivalent combination of education and experience.

## ***Contracting Specialist***

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**Description:**

- Assists in planning and design of new software applications with focus on full system compliance with HIPAA administrative simplification regulations.
- Serve as subject matter expert (SME) for project team for HIPAA administrative simplification regulations.

- Assists in the planning and design of EDI (Electronic Data Interchange) specifications and transaction mapping.
- Participates in software development through the identification of system requirements, change request definition, program specification review, system & acceptance testing, training and serving as client liaison again with focus on HIPAA administrative simplification regulations.
- Assist in the system testing effort.
- Stay current with new HIPAA administrative simplification regulations and revisions to existing regulations.
- Develops training standards, plans, and materials.
- Conducts training or demo sessions for users, potential clients, or staff.
- Develops user manuals, proposals, system help, and system documentation.

**Minimum Training:** Position may involve JAD, Testing, QA, HIPAA, Healthcare and EDI.

**Certifications:** CACM or CPCM certification a plus.

**Education/Experience:** Significant experience as a Government Contracting Officer/Contract Specialist. Significant experience in Information Technology contracting in both the pre and post award arena. Experience in preparing solicitations, negotiating contracts, preparing SOWs, assisting in the source selection process and administering all different type of contracts (FFP, Cost reimbursable and Time and Materials).

## ***Conversion Specialist***

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**Description:** Responsibilities included identifying and analyzing acquired operating systems and converting all data to new platform system. This position reports to the Acquisition Team Leader and interacts closely with all other team members. Special projects will be assigned as required.  
Requirements

**Minimum Training:**

- Strong data analysis, application operations, and business analysis skills
- Good understanding of data converted and available technical tools, formats and file structures of receiving files, and values and code sets used in application
- Extensive experience in applicable system environment
- Ability to analyze and coordinate data file conversions and file importing from various operating systems into company platform.
- Strong verbal and written communication skills required.
- Relevant programming knowledge

**Certifications:** N/A

**Education/Experience:** BS/BA degree or equivalent experience, plus 3 years of related experience

### ***Database Analyst***

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**Description:** Responsibilities include implementing and maintaining all operational functions of database system, including daily, weekly and monthly loads, DDL, DML, access tuning, and space allocations. Consults with users, determines requirements and recommends database design and implementation strategies. Provides comprehensive consulting at highest technical level, ensuring efficiency and security. Researches and evaluates alternatives and recommends solutions for database and system design. Codes, tests and implements scripts necessary to support database operations and monitoring. Supports problem resolution and database performance tuning. Consults and advises on application design and SQL tuning. Provides data administration support for the development and maintenance of production and test database environments. Participates in product evaluations, design review sessions, data requirement meetings, and consulting with application development products.

**Minimum Training:** Strong knowledge of database schemas and relational database structure, data elements dictionary, data modeling, and diagrams. Strong analytical abilities required for interacting with customers to evaluate work and provide technical assistance. Good interpersonal skills required for interacting with customers and clients and providing technical assistance to resolve problems. Good organizational skills required for effective communication. Knowledge of health care data and applications beneficial.

**Certifications:** N/A

**Education/Experience:** Bachelor's degree (or equivalent work experience) in one of the following disciplines: Computer Science, Information Management, Business, Mathematics, or related field in order to provide consultative and technical expertise to customers. Work typically requires 5 or more years of experience, including a minimum of 2 years experience as database analyst. Requires experience with multiple architecture platforms such as UNIX, Sequel, and mainframe environment.

### ***Documentation Specialist***

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**Description:** Under general direction and guidance, create, maintain, and publish policy and procedure documentation, forms, proposals, Requests for Proposals, deliverables, instructional & job aids, and PowerPoint presentations. Duties include information development using prescribed formats, form design, and graphic design. Will work with a small team of writers and trainers to adapt or develop materials appropriately for reference and training.

**Minimum Training:** Knowledge and skills with MS Office (Word, Excel, PowerPoint, Access), Dreamweaver, Adobe Photoshop, HTML. Excellent organizational and communication skills are essential

**Certifications:** N/A

**Education/Experience:** Bachelors degree in Applied Writing, Journalism, or equivalent, and 2-3 years' experience in procedural writing and newsletter writing preferred. 1-2 years experience with web-based delivery of documentation desirable.

### ***Evaluation Specialist***

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**Description:** Responsible for evaluating competitive proposals from vendor/contractors in order to select the proposals representing best value to the government area. Will apply procurement specific evaluation criteria against each proposal. Will evaluate objective and subjective elements of each vendor qualifications, technical approach, staff qualifications, and cost.

**Minimum Training:** Must have experience evaluating proposals for large and complex systems and service contracts.

**Certifications:** N/A

**Education/Experience:** BS/BA degree or equivalent experience, plus 3 years of related experience

### ***HIPAA TCI Subject Matter Expert***

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**Description:** Subject Matter Experts for Transactions and Code Sets (TCI) analyze the flow of electronic data in and between systems. They conduct transaction data mapping for gap analyses, and conduct testing and implementation of healthcare systems. They also participate in requirements analysis, and conduct systems design and development activities.

**Minimum Training:** Must be familiar and knowledgeable with requirements related to the Health Insurance Portability and Accountability Act (HIPAA) particularly as they pertain to Transaction and Code Set Instructions.

**Certifications:** N/A

**Education/Experience:** BA/BS Degree or the equivalent years in experience. At least 3 years of experience in the industry with at least 2 of those years directly related to the relevant area of expertise.

### ***HIPAA Privacy Subject Matter Expert***

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**Description:** Privacy Subject Matter Experts are experts in the secure electronic handling of personally identifiable information. They examine privacy policies and procedures, administer privacy questionnaires, and gather other documentation related to the handling of personally identifiable information. In addition, they identify gaps in compliance with the HIPAA privacy regulations, make recommendations for achieving compliance, and determine what actions will ensure that Protected Health Information (PHI) are handled correctly.

**Minimum Training:** Must be familiar and knowledgeable with requirements related to the Health Insurance Portability and Accountability Act (HIPAA) particularly as they pertain to Privacy regulations and related issues.

**Certifications:** N/A

**Education/Experience:** BA/BS Degree or the equivalent years in experience. At least 3 years of experience in the industry with at least 2 of those years directly related to the relevant area of expertise.

### ***HIPAA Security Subject Matter Expert***

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**Description:** Security Subject Matter Experts are responsible for examining existing information security policies and processes. They document security policies, assessing risk and developing security compliance plans. Furthermore, they research development approaches, recommend security software and systems, and conduct systems analysis. The SMEs will use automated risk analysis tools to offer security risk analysis for data collection, analysis, and establishing a baseline assessment for the targeted systems and/or applications. They produce risk analyses to identify the risks and issues, and make recommendations for compliance with state and federal requirements. Together with customers and other stakeholders, they review existing documentation, develop plans of action and milestones for certification and accreditation, and provide initial guidance for required artifacts through the development of security documentation templates.

**Minimum Training:** Must be familiar and knowledgeable with requirements related to the Health Insurance Portability and Accountability Act (HIPAA) particularly as they pertain to Security regulations and related issues.

**Certifications:** N/A

**Education/Experience:** BA/BS Degree or the equivalent years in experience. At least 3 years of experience in the industry with at least 2 of those years directly related to the relevant area of expertise.

## ***JAD Facilitator***

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**Description:** Support the ongoing process of new requirements definition, systems analysis, life-cycle development, and analyzing and documenting business and technical requirements.

Specific areas of activities will vary. Tasks shall include:

- Defining and documenting business processes and user requirements
- Defining data requirements, both for source data and reporting requirements, to meet the needs of business processes and user requirements by means of current source data as well as new source data
- Developing interface requirement specifications for new data
- Analyzing and developing business process models
- Preparing and presenting formal briefings to management and vendors as needed
- Performing functional evaluation of vendor design proposals and providing well-documented recommendations
- Providing change management expertise
- Supporting efforts of team members and internal organizations to archive successful system development

### **Minimum Training:**

- Be proficient in the entire MS Office package, including PowerPoint, Access, and Project
- Have highly developed oral and written communication skills
- Have highly developed skills in business analysis, systems analysis, business process modeling, data modeling, and organizational skills
- Have flexibility, adaptability, and the ability to learn very quickly

**Certifications:** N/A

**Education/Experience:** We require assistance of an analyst who knows Full Life Cycle Development and knows how to "build a system". However, this individual will not program. The candidate must:

- Have a thorough understanding of system development
- Be able to lead and/or document Joint Application Development (JAD) sessions, so he/she must understand technical issues related to system development and implementation
- Must have a minimum of 8 years of experience in requirements analysis and system development

## ***Management Consultant***

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**Description:** Under general direction and guidance aid in preparing and analyzing project plans, understanding and applying basic consulting principles, documenting processes and writing requirements, work closely with team members to understand client needs.

**Minimum Training:**

- Candidate must have solid analytical skills and ability to utilize databases as the primary means for reporting. Must have strong MS Access experience.
- Must have good Microsoft Office skills, including Excel, Word, PowerPoint
- Must have excellent verbal and written communication skills
- Strong analytical skills
- Requirements analysis, financial services experience desirable
- CRM experience is a plus

**Certifications:** N/A

**Education/Experience:** 1-2 years of prior work experience in Consulting or IT environment. Previous experience in testing or programming. Bachelors degree in MIS, Computer Science, or Engineering.

## ***Modeler***

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**Description:** Responsible for supporting the analysis and mapping of the data contained within a variety of legacy sources systems to the target system/application. Also, responsible for reviewing the data currently available in the legacy systems and mapping this to data to the target system while resolving characteristic differences between to meet system standards and specifications. Requires developing a mapping between the source and target and defining necessary data transformations to support the movement of data to the target system.

**Minimum Training:** Candidates must have solid knowledge of application programming techniques, the ability to use SQL languages. Knowledge and familiarity with Oracle DBMS and its utility tools, and understanding and use of data modeling tools.

Individual must be motivated and must adapt well to a changing environment and has excellent verbal communication and writing skills. The ability to work independently or in a team environment.

**Certifications:** N/A

**Education/Experience:** 4-year degree in computer science or related field. At least 5 years of professional consulting experience including experience with data migrations, data mapping analysis, and the development of data transformation logic.

### ***Privatization Planning Consultant***

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**Description:** Responsible for identifying administrative, professional, operational, and information technology services which could be cost effectively outsourced to the private sector. Develops appropriate strategies for contracting out the privatized services and transitioning from government operations. Plans and implements the process for procurement of those services, including development of Statement of Work and criteria to be used for evaluating responses from vendors or contractors.

**Minimum Training:** Must be knowledgeable in Federal Acquisition Regulations (FAR) and other requirements related to procurement of contracted services for federal agencies.

**Certifications:** N/A

**Education/Experience:** BS/BA degree, 3 year of related experience

### ***Process Analyst***

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**Description:** This position's overall objective is to identify and implement the right business processes for the company. This incumbent is responsible for leading research, analysis, and development activities for recommendations to solve business problems by determining solutions via business processes. Additional responsibilities include assisting the field based organization to create process capabilities and increasing performance of existing processes through workflow analysis and enhanced technology leverage. This will be accomplished by planning, managing and monitoring performance improvement efforts from concept through implementation.

**Minimum Training:** Formal process engineering and use case development  
Significant knowledge of the software life cycle (SLC)

**Certifications:** N/A

**Education/Experience:** Demonstrated ability with business requirements definition and technical specifications. Test plan, data preparation and test execution experience. Release management, quality assurance and production application support. Specific knowledge of wireless or cable industry preferred. Project Management experience preferred. Appropriate candidates will have significant experience in large-scale billing package (COTS) integration projects with specific expertise in the design, requirements specification and documentation and implementation of process improvements for an IT billing group.

## ***Senior Process Analyst***

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**Description:** The Senior Business Process Analyst will act as an internal consultant and is responsible for maintaining process expertise for one or more of the following process areas: Revenue, Inventory, Manufacturing and/or Other Business Processes. Additional responsibilities include process standardization supported by Standard Operating Policies (SOPs), managing new SOPs through the approval process, and the development, implementation and training of new or revised processes/SOPs.

**Minimum Training:** This incumbent must possess strong problem-solving and decision-making skills and process management concepts. Additionally, strong leadership, initiative, communication, organization and presentation skills are required.

Proficiency with software systems: ERP, Microsoft Word, Excel, PowerPoint (or other flow-charting software) and Project are preferred.

**Certifications:** N/A

**Education/Experience:** Bachelor's Degree in a Business related field with 3 to 5 years of relevant experience within a sales and distribution business environment, preferably the beverage industry. MBA is a plus. Proven experience working with and supporting all levels of management through special studies, briefings, project management and research is required.

## ***Program Integration Specialist***

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**Description:** This position is responsible for planning, and ensuring success in all program integration related tasks. The person in this position is accountable for ensuring integration goals and objectives are accomplished within specifications. Interacts with client management personnel.

**Minimum Training:** Must be adept in oral and written communications.

**Certifications:** N/A

**Education/Experience:** BA/BS Degree or the equivalent years in experience. 3+ years of experience in a related field including supervisory or management experience

### ***Program Manager***

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**Description:** This position is responsible for planning, and directing all project level activities. The person in this position is accountable for ensuring goals and objectives of program are accomplished within contract terms and conditions. Interacts with client management personnel.

**Minimum Training:** Must be adept in oral and written communications.

**Certifications:** N/A

**Education/Experience:** BA/BS Degree or the equivalent years in experience. 8 - 15 years of experience in a related field including supervisory or management experience

### ***Program Oversight Specialist***

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**Description:** This position is responsible for oversight of all program integration related tasks. The person in this position is accountable for overseeing program integration and management goals and objectives are accomplished successfully. Interacts with client and management personnel.

**Minimum Training:** Must be adept in oral and written communications.

**Certifications:** N/A

**Education/Experience:** BA/BS Degree or the equivalent years in experience. 3+ years of experience in a related field including supervisory or management experience

### ***Programmer***

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**Description:** Provides programming support for the organization's business applications.

Reviews, analyzes, and modifies programming systems including encoding, testing, debugging, and installing to support business applications.

Gathers requirements from users and creates specifications and develops code using various computer languages.

Designs and writes code to support existing applications and operating systems.

**Minimum Training:** Bachelor's degree (B. A. or B. S.) in computer science or related field, or equivalent combination of education and experience.

**Certifications:** N/A

**Education/Experience:** Familiarity with relational database concepts, and client-server concepts. Must have knowledge of commonly used programming concepts, practices, and procedures. Must have excellent communication, problem solving, and customer service skills. Computer languages including Visual Basic, Java, C++. Operating systems Microsoft Windows, and Unix.

### ***Programmer / Analyst***

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**Description:** Completes written systems analysis and design tasks that are technical in nature and in full scope of requirements. As directed by team leader, interacts with users, peers, and other technical staff as needed during the requirements analysis, design, development, test review, and implementation of assigned tasks. Develops and/or modifies computer programs of the highest level of complexity. Prepares JCL (or other operating control language required by the environment) as necessary. Performs unit and system testing with minimal supervision. Prepares test data for unit and system testing, and program documentation. Applies knowledge of database structure, at the highest level of intricacy, as applicable to the environment being worked upon. Assists other programmers with technical tasks. Performs complex analysis of computerized systems development, often interacting with other technical teams. Maintains up-to-date knowledge of business area being worked upon, and continually reviews how that business function interacts with the other business functions that form the entire business process.

**Minimum Training:** Bachelor's degree (B. A. or B. S.) in computer science or related field, or equivalent combination of education and experience.

**Certifications:** N/A

**Education/Experience:** Must have detailed knowledge and skills in database concepts and relational methodologies. Must be proficient in all aspects of coding and testing efficient and effective new or existing programs. Must be able to direct other data processing personnel and coordinate project schedules. Must have a minimum of two years experience in a relational database environment, and an additional two years experience in design and programming of structured applications using CA-IDEAL, Cobol II, Visual Basic, PL/SQL, Oracle Forms, or other application development tools in use for a total of four years minimum experience. Must be familiar with structured development concepts, such as top/down design and structured walk-through. Must have good interpersonal and communications skills, both verbal and written.

## ***Project Leader***

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**Description:** The Project Lead will manage projects as assigned using the internal process of product release in accordance with projected timelines and budget. Interface with other Project Leads, developers and outside contractors to ensure the success of projects as assigned, including client, infrastructure, regulatory and web projects as they pertain to the development and technology teams. Resolve cross-functional issues that arise during the conduct of assigned project initiatives. Ensure the maintenance and documentation of all processes related to specific assigned projects within the IT Development and Technology department. Responsible for managing projects in accordance with the standards developed and approved as 'development and technology project methods'. Responsible for managing the Software Development Life Cycle for assigned projects and ensuring the integrity of the ASDM/SDM and Change Control process for those projects.

**Minimum Training:** The successful candidate will possess strong technical project management skills, sound decision-making skills, and sound judgment and conflict resolution skills.

**Certifications:** N/A

**Education/Experience:** The position requires at least 3 years of project management experience with at least 1 year of multiple project management experience, a basic understanding of software development methodologies and the ability to work with simultaneous projects that have constant aggressive deadlines.

## ***Project Manager***

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**Description:** Provides complex project management and information technology consulting services to clients by performing the following duties.

Essential duties and responsibilities include the following. Other duties may be assigned.

- Manage daily activities, hours of work and place of work of all consultants and contractors assigned to project in accordance with the approved project work plan.
- Monitor status of all project tasks and deliverables and advise senior management of any significant variations.
- Monitor project budget and advise senior management of any significant variations.
- Report as required to the client contact and manage the expectations of clients.
- Identify and documents deficiencies and dysfunctionality in existing clinical, financial or business processes and information systems.
- Develop alternatives for solutions to problems and, where appropriate, assists in implementing improved or new business processes or automated systems.

- Collect, document, and analyze information concerning clients' current clinical, financial or business processes and information systems.
- Define, test, and implement solutions to business and systems problems.
- Develop "As Is" and "To Be" models as part of reengineering projects.
- Assist in identifying new business opportunities and in developing and presenting proposals to prospective clients.
- Manage client invoicing that includes tracking client receivables and payments, and contacting project clients regarding late payments.
- Supervises all consultants and contractor assigned to the project.

**Minimum Training:** Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio. Must have familiarity with project management tools and methodologies. Must have excellent communication, problem solving, and customer service skills.

**Certifications:** N/A

**Education/Experience:** Master's degree (M.A.) or equivalent; or four to ten years related experience and/or training; or equivalent combination of education and experience.

### ***Quality Assurance Manager***

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**Description:** Responsibilities will include, but not limited to the following: Supervises, directly, Quality Control Analysts; Performs special audits and systems monitoring projects and prepares comprehensive reports and graphical representations of auditing statistics; Extrapolates audit report findings and prepares narrative reports of audit findings which identify impacts, trends, and recommendations and provides project management and supervisors with feedback on process or staff effectiveness; Participates in the interview and hiring process; and Performs other duties as may be assigned by management.

**Minimum Training:** Demonstrated computer literacy in Microsoft Access, Excel, and Word; strong people management skills; excellent organizational, interpersonal, written, and verbal communication skills; ability to perform comfortably in a fast-paced, deadline-oriented work environment; ability to successfully execute many complex tasks simultaneously; and ability to work as a team member, as well as independently.

**Certifications:** ISO 9000 Internal Auditor Certification (preferred)

**Education/Experience:** Bachelor's degree from an accredited college or university with relevant course work in accounting, statistics, or equivalent work experience. Preferred qualifications include two years of experience in Quality Assurance, Internal auditing, or Accounting in a health care or production based environment.

## ***Scribe***

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**Description:** Provides support to Facilitator of Joint Application Development (JAD) sessions. Responsibilities include documenting results of session(s), managing issues that may need to be resolved outside of sessions, and presenting results of previous sessions to participants. May need to work with supporting software tools such as Visio, automated CASE tools, and other software. May also be required to schedule sessions, issue notifications of upcoming sessions to participants, and maintain sign-in sheets.

**Minimum Training:** Must be proficient in the use of supporting software tools such as Visio, automated CASE tools, and other software.

**Certifications:** N/A

**Education/Experience:** BS/BA degree or equivalent experience. Must possess appropriate skills with necessary software tools.

## ***System Analyst***

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**Description:**

- Designs, programs, tests, and implements applications in a timely and efficient manner in accordance with corporate procedures and standards.
- Modifies, and debugs programs, job streams, and other machine-readable material. This activity is typically performed on more complex objects in the system.
- Creates detailed project plans, work assignments, and target dates for assigned projects.
- Analyzes requested changes and performs maintenance to existing applications.
- Acts as a liaison to define business requirements and/or problems and initiates maintenance of existing programs or designs of a new application.
- Works as part of a project team to determine project requirements, goals, implementation, and schedules.
- Provides detailed project planning on larger projects and may act as project manager on smaller projects/development efforts.
- May provide training of users and operational personnel on all aspects of their systems.
- Maintains current applications by analyzing process flows, researching issues, and implementing systems changes.
- Application maintenance may require 24-hour/7day week coverage.
- Continues to develop technical expertise and keeps current with trends and innovations in the banking and IT industry.

**Minimum Training:** Mainframe programming experience with Cobol, CICS required; DB2, SAS, Roscoe experience desired. Good analytical, presentation, and oral and written communication skills. Proven knowledge in one or more applications or systems.

**Certifications:** N/A

**Education/Experience:** Bachelors degree in Computer Science/Information Systems or equivalent combination of education and experience.

## ***Senior System Analyst***

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### **Description:**

- Designs, programs, tests, and implements applications in a timely and efficient manner in accordance with corporate procedures and standards.
- Modifies, and debugs programs, job streams, and other machine-readable material. This activity is typically performed on more complex objects in the system.
- Creates detailed project plans, work assignments, and target dates for assigned projects.
- Analyzes requested changes and performs maintenance to existing applications.
- Acts as a liaison to define business requirements and/or problems and initiates maintenance of existing programs or designs of a new application.
- Works as part of a project team to determine project requirements, goals, implementation, and schedules.
- Provides detailed project planning on larger projects and may act as project manager on smaller projects/development efforts.
- May provide training of users and operational personnel on all aspects of their systems.
- Maintains current applications by analyzing process flows, researching issues, and implementing systems changes.
- Application maintenance may require 24-hour/7day week coverage.
- Continues to develop technical expertise and keeps current with trends and innovations in the banking and IT industry.

**Minimum Training:** Mainframe programming experience with Cobol, CICS required; DB2, SAS, Roscoe experience desired. Good analytical, presentation, and oral and written communication skills. Proven knowledge in one or more applications or systems.

**Certifications:** N/A

**Education/Experience:** Masters degree in Computer Science/Information Systems or equivalent combination of education and experience.

## ***System Tester***

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**Description:** Responsibilities include building test plans, overseeing implementation plans with test teams and reporting results for whole application systems. Tests whole systems performance and/or oversees testing of software application systems.

Reviews new requirements of systems applications, reads systems diagrams, reads developed software, and determines where the system must be scaled so that stress testing will be focused.

Alternate sample of daily work might be to work with developers to change the cache algorithm so that tests can be loaded more efficiently, so they must be able to talk with the technical team.

**Minimum Training:** Knowledge and experience in implementing a large scale healthcare application. Requires strong knowledge of edits and audits, code sets, and data values. Must have ability to define and document all testing criteria and scenarios. Also must have analytical skills to compare and reconcile the expected versus real test results. Must be able to effectively communicate with technical teams.

**Certifications:** N/A

**Education/Experience:** BS/BA degree or equivalent experience, plus 2+ years of related experience testing large scale healthcare application implementations.

## ***Technical Writer***

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**Description:** Writing and updating engineering documentation supporting the list of customers. Should be familiar with process flow in a business environment and to document this flow on a customer-by-customer basis. Will be responsible for chairing meetings with customers and Network Engineering staff to obtain information and consolidate in book form. Establish reviewing standards and periodic updating of all customer documentation. (Yearly). Responsible for web enablement of the documentation records.

**Minimum Training:** Recommend 2 years of technical writing experience in a networking environment. Should have background and experience with Microsoft Office, specifically Word, Excel and PowerPoint. Should be fluent with the Visio tool and the skill to initiate and update networking drawings.

**Certifications:** N/A

**Education/Experience:** BA or BS (4 year degree) Will substitute based on work experience.

## ***Technologist / System Integrator***

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**Description:** CTO, Data Architect, Database Developer, DBA Developer, EDI Specialist, MIS Manager, Program Analyst, Project Technical Lead, RAD Developer, Software Design, Software Developer, Sr. Systems Analyst, Systems Architect, Systems Engineer, Systems Analyst, Security Analyst

**Minimum Training:** Database Development, Database Design, HTML, ASP Java, Web Page Creation, Program Management, Project Mgmt, Quality Control training, VB, C++, MS SQL, PHP, Java programming, Systems Analysis Using CASE, Rapid Application Design Using CASE, Client/Server Application Development, Internet Application Development, SQL (Structured Query Language), Data Modeling and Analysis, Application Development Using Visual Basic.net, Data Structures and Algorithms, Object-Oriented Programming, Network security

**Certifications:** Programming and development, security training, project management institute, MCSA, MCSE, MCDBA, MCSA

**Education/Experience:** AA, BS Computer and Information Sciences, or equivalent

Database Development, Database Design, HTML, ASP Java, Web Page Creation, Program Management, Project Mgmt, Quality Control training, VB, C++, MS SQL, PHP, Java programming, Systems Analysis Using CASE, Rapid Application Design Using CASE, Client/Server Application Development, Internet Application Development, SQL (Structured Query Language), Data Modeling and Analysis, Application Development Using Visual Basic.net, Data Structures and Algorithms, Object-Oriented Programming, network security vulnerability analysis (including wireless).

## ***Training Specialist***

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**Description:** The Technical Training Specialist is responsible for the development and delivery of technical training to a variety of technical audiences including, Customer Service, Network Operations Center, and Field Service technicians.

Develops, writes, and coordinates Technical Training manuals working with Managers for specific details. The training manuals should include course content, visual charts, videotapes, slides, etc. Types initial and/or final drafts of manuals.

- Responsible for creating and delivering training on network operations, network hardware, protocols, security and diagnostic methods.
- Works with technical management to understand their goals, hiring plans and to identify training priorities.

- Develops a strong working knowledge of the technical organizations and specific job responsibilities of their workers.
- Develops a technical education curriculum and for each specific course, develops competency based, behavioral objectives.
- Plan, create, and execute training and educational programs for telecommunications product rollouts.
- Measures retention of taught materials and provides feedback to Managers.
- Develop and maintain content and delivery of the Training Intranet site.
- Other Duties as assigned.

**Minimum Training:** Excellent communication skills, both written and verbal.  
Strong organizational skills and a good public speaker at ease moderating large groups.

**Certifications:** MCSE certification a plus

**Education/Experience:** College-level degree in one or more of the following: Engineering, Telecommunications, Communications, Business Administration, Teaching. 3+ years of network technical training experience. High comprehension level of telecommunications network services including voice, long distance, data, Internet, and CPE. Prior sales engineering experience and/or knowledge of Central Office Equipment a plus.

## **INFORMATION FOR ORDERING ACTIVITIES APPLICABLE TO ALL SPECIAL ITEM NUMBERS**

### **SPECIAL NOTICE TO AGENCIES: Small Business Participation**

SBA strongly supports the participation of small business concerns in the Federal Supply Schedules Program. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!<sup>™</sup> on-line shopping service ([www.fss.gsa.gov](http://www.fss.gsa.gov)). The catalogs/pricelists, GSA Advantage!<sup>™</sup> and the Federal Supply Service Home Page ([www.fss.gsa.gov](http://www.fss.gsa.gov)) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micropurchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

#### **1. Geographic Scope of Contract:**

48 contiguous states and the District of Columbia.  
Alaska, Hawaii, and Puerto Rico

#### **2. Contractor's Ordering Address and Payment Information:**

FOX Systems  
6263 N. Scottsdale Road, Suite 200  
Scottsdale, AZ 85250

Contractors are required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards will be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance:

(480) 423-8184

### **3. Liability for Injury or Damage**

The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

### **4. Statistical Data for Government Ordering Office Completion of Standard Form 279:**

Block 9: G. Order/Modification Under Federal Schedule

Block 16: Data Universal Numbering System (DUNS) Number: 62-428-7306

Block 30: Type of Contractor - B. Other Small Business

Block 31: Woman-Owned Small Business – No

Block 36: Contractor's Taxpayer Identification Number (TIN): 68-0121468

4a. CAGE Code: 3G7K2

4b. Contractor has registered with the Central Contractor Registration Database.

### **5. FOB Destination**

### **6. Delivery Schedule**

a. TIME OF DELIVERY: The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

<b>Special Item Number</b>	<b>Delivery Time (Days ARO)</b>
132-51	30 Days

b. URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

### **7. Discounts: Prices shown are NET Prices; Basic Discounts have been deducted.**

- a. Prompt Payment: 1% - 30 days from receipt of invoice or date of acceptance, whichever is later.
- b. Quantity: N/A
- c. Dollar Volume: N/A
- d. Government Educational Institutions: Government Educational Institutions are offered the same discounts as all other Government customers
- e. Other

**8. Trade Agreements Act of 1979, as amended:**

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

**9. Statement Concerning Availability of Export Packing:**

Not applicable

**10. Small Requirements:** The minimum dollar value of orders to be issued is \$100.

**11. Maximum Order (All dollar amounts are exclusive of any discount for prompt payment.)**

- a. The Maximum Order value for the following Special Item Numbers (SINs) is \$1,000,000:

Special Item Number 132-51 - Information Technology (IT) Professional Services

## NEGOTIATED GOVERNMENT PRICES (NET PRICES)

LABOR CATEGORY NAME	HOURLY
<b>SIN 132-51</b> (Effective December 14, 2009 – 0.75 IFF)	
Administrative/Clerical	\$69.05
Baseline Service Level Agreement/Metrics Researcher	\$151.05
Business Analyst	\$150.00
Consultant	\$133.78
Contracting Specialist	\$151.05
Conversion Specialist	\$156.22
Data Base Analyst	\$156.22
Documentation Specialist	\$129.47
Evaluation Specialist	\$151.05
HIPAA Privacy Subject Matter Expert	\$170.13
HIPAA Security Subject Matter Expert	\$170.13
HIPAA TCI Subject Matter Expert	\$183.84
JAD Facilitator	\$145.00
Management Consultant	\$133.78
Modeler	\$151.05
Privatization Planning Consultant	\$156.23
Process Analyst	\$133.78
Program Integration Specialist	\$168.30
Program Manager	\$170.13
Program Oversight Specialist	\$176.94
Programmer	\$153.52
Programmer/Analyst	\$157.48
Project Leader	\$155.00

**General Services Administration  
Federal Supply Services  
Contract Number: GS-35F-0201R**

<b>LABOR CATEGORY NAME</b>	<b>HOURLY</b>
Project Manager	\$170.13
Quality Assurance Manager	\$151.05
Scribe	\$69.05
Senior Business Analyst	\$156.00
Senior Consultant	\$145.87
Senior Process Analyst	\$151.05
Senior System Analyst	\$162.88
System Analyst	\$133.78
System Tester	\$133.78
Technical Writer	\$129.47
Technologist/System Integrator	\$156.00
Training Specialist	\$129.47

Notes:

- Discounts are based upon FOX's Commercial List effective December 15, 2009.
- FOX will offer Government and Contractor site pricing.
- These negotiated prices includes (absorbs) the Industrial Funding Fee (IFF)