



Purchasing Services

TO: All Bidders:
Temporary IST Staffing Services
RFP# UH-P25-005

DATE: August 19, 2024

FROM: Jennifer Eliopoulos
Purchasing Manager

SUBJECT: Addendum #1

ADDENDUM # 1

The following constitutes Addendum #1 to the above referenced solicitation. This addendum includes the following parts:

Part 1: Addendum #1 Introduction.

Part 2: Answers to questions asked by prospective bidders. Duplicated and similar questions are responded to only one time in the addendum and are not included.

Part 3: Additions, deletions, clarifications and modifications to the RFP.

NOTE: Major revisions are included, please review carefully.

It is the bidder's responsibility to ensure that all changes are incorporated into the original RFP.

All other instructions, terms and conditions of the RFP shall remain the same.

ADDENDUM # 1 INTRODUCTION

This addendum is intended to answer questions that were asked during the question period.

PART 2

Answers to Questions

Note: Some questions have been paraphrased in the interest of readability and clarity. Each question is referenced by the appropriate RFP page number(s) and section, where applicable. Answers provided are to the best of our knowledge.

Number	Page #	RFP Section Reference	Question	Answer
1.	4	1	Is this a new initiative? If not, could UH please provide the incumbent information?	Refer to Attachment 1
2.	4	1.1	Is this an exclusive award or will UH be awarding multiple suppliers, and transitioning headcount to the awarded supplier?	Refer to Section 1.1.1 and there will not be a transitioning of headcount to the awarded supplier(s).
3.	4	1.2	Is this a new contract or are there any incumbents? If there is an incumbent, could you please let us know the incumbent name and pricing and are the incumbents eligible to submit the proposal again?	Refer to Attachment 1. This is an open public bid and anyone can bid.
4.	4	1.2	Are there any pain points or issues with the current vendor(s)?	None
5.	4	1.2	Could you please share the previous spending on this contract, if any?	Historical spending does not guarantee future spend. Previous contracts PO spend: approximately \$2.6M
6.	4	1.2	What is your annual spend and annual headcount?	Refer to Question # 5 regarding annual spend. Annual headcount varies based on project or staffing issues.
7.	4	1.2	What technology systems do you have in place today (HRIS, VMS, ERP, ATS, CRM, Timekeeping, financial)?	This is not applicable to the RFP
8.	4	1.1.2	What would be the number of awards you intend to give (approximate number)?	Unknown
9.	4	1.1.2	Could you please provide details about how task orders will be issued? Specifically will they be delivered via email, through a	Assuming "task orders" is being used at the staffing needs, e-mail is the mode of communication.

			portal or by any other designated method?	
10.	5	1.4.1	The link to find addendum's show's "Page not found" when click on it. Is there an updated link?	You can go to "uhnj.org" - Select "Contact us" - Select "Doing Business With" and look for "Bidding Opportunities"; Refer to Part 3.
11.	6	1.4.6	Could UH please confirm if firms should provide a confidential index in the even that firms are submitting a redacted copy?	Bidders can provide a redacted copy with their submission, however, refer to 2nd paragraph and price is not deemed confidential.
12.	6	1.4.9	Could UH please clarify whether SBE, DBE, or LBE goals are mandatory?	We encourage but is not mandatory.
13.	6	1.4.9	Does UH provide any preference to Texas local vendors?	No, it's a fair competition among all participating bidders.
14.	6	1.4.9	Could UH clarify whether a single subcontractor can fulfill all SBE, DBE, and LBE goals, or does UH prefer a separate subcontractor for each goal if there is any goal?	If feasible, leveraging more than one subcontract and/or diversity subcontract is ideal, however, not mandatory.
15.	6	1.4.9	Could UH please provide a link to the directory for SBE/DBE/LBE?	This can be provided at the time of award.
16.	11	3	Can you add to Scope of Work more about the IT needs at UH? Specifically, what is driving this RFP (new vendor, expansion, acquisition, etc.)	No, we will not add to Scope of Work more about the IT needs. UH is an instrumentality of the State of NJ and are required to bid for services over a certain threshold.
17.	11	3	Scope: How many contractor roles, on average, in the IT space you are using currently?	Currently, 15. The need for contractors will be based on the needs UH.
18.	11	3	Where will our contractors be working? Onsite, Remote? Which locations?	It will depend on the individual need of the requesting department. Contractors could be hybrid with a need to be on site at both locations (150 Bergen Street, Newark, NJ and/or 3 Penn Plaza, Newark, NJ as well as remote.
19.	11	3	Could vendors apply to one specific category or is it a requirement to apply to all categories?	Yes, vendors can respond to the parts of that they are able to provide.
20.	11	3	Under this section, it states: "Beneath each specification is a line stating: WE HAVE READ AND SHALL FULFILL THE REQUIREMENTS OF SECTIONS. The bidder must indicate by putting a check mark in the appropriate box marked ___Y (Yes) ___N (No)." Could UH kindly confirm where should vendors	Attach to Section 1 Forms

			attach the entire document with the box properly marked in the technical response? Could firms only attach pages 11-14 of the RFP with the box properly marked? Where should it be attached?	
21.	11	3.1	Could UH please confirm if they are looking for firms to provide in-house personnel to perform the services or for temporary staffing (staff recruited by the firms specifically for the roles/positions requested by UH)?	No.
22.	11	3.1	Could UH please confirm if the positions/roles mentioned in this section are the only mandatory services for firms to provide under this engagement?	Only Temporary IST Staffing is covered under this RFP
23.	11	3.1	Could UH kindly confirm that presenting the temporary staff who will perform the services to UH under the positions mentioned in this section is not required with proposal submission?	Correct
24.	11	3.1	Can candidates work remotely for the positions requested?	Refer to Question # 18.
25.	11	3.1	When is the approval of subcontractor required from UHNJ? At the time of submission or at the time of placement after selection of candidate?	Any use of subcontractors must be included with your bid proposal.
26.	11	3.1	Is contractor key personnel or management staff responsible for final selection and approval of candidates for placement?	No, UH IST Leadership will make the selection.
27.	11	3.1	Do we require the approval of UHNJ staff to place candidates for the job positions?	Yes.
28.	11	3.1	Please clarify the skill sets required for the temporary resource positions listed in the scope under General Placements. What specific systems and applications are you looking for the temp staff to support? Can you provide a complete list of your IST application portfolio? Do you require Epic certifications? If so, which certs? Which Integration Engine are you using for the temporary Engineer position? This	The job description that will be posted will list the necessary requirements of the position. Should there be a need for EPIC certification, it will be listed.

			will help us to provide appropriate resumes.	
29.	11	3.2	Are firms required to provide this section in order to be responsive?	The bidder must recognize that the inability to fulfill a required specification may possibly result in the proposal being deemed non-responsive and thereby disqualify the proposal from evaluation.
30.	11	3.2	In the event that firms are not required to bid for this section, are firms required to provide a reason why firms are not bidding under section 7?	If any requirements cannot be fulfilled the bidder must explain why on a separate sheet identifying the Section # and Name in Section 7 of the RFP.
31.	11	3.3	What does providing coverage mean within 48 hours of request? Will UH need to interview the 48-hour replacement? If so, what will the interview process be for this replacement hire?	In extreme circumstances we may require immediate support but more often we would follow the traditional interview and screen process and set a start date that is beneficial for UHNJ and the selected resource.
32.	11	3.3	What does "Coverage" mean in this case, please clarify.	Not required
33.	12	3.4.1	The RFP indicates it is for IST positions; is temporary healthcare staffing in scope as this section references it?	This is specifically for temporary IST staffing only. There may be instances where Joint Commission may apply. We are focused on technical skills although a healthcare background may be helpful.
34.	12	3.4.1	Under this section, it is stated: "The Contractor shall provide qualified personnel as requested by the UH. The placement of temporary health care staff must be in compliance with Joint Commission requirements (see also Section 3.5 below). The Contractor will also follow EEOC guidelines and UH policy for all placements." Could UH kindly confirm if these requirements are mandatory since the placements being requested are for IT positions?	Yes confirmed
35.	12	3.4.2	How long is the average assignment?	Generally, between 3-6 months depending on requirements.
36.	12	3.4.2	Under this section, it is stated: "The Contractor shall provide documentation to UH of its screening procedures for its temporary staff, verifying the following." Could UH kindly confirm if these requirements are required	Yes

			once firms are requested the services"?	
37.	12	3.4.2	Could UH kindly elaborate on what kind of documentation is required to fulfill this section? How can firms showcase all of these requirements in order to be responsive?	Please provide your company's policy regarding the screen procedure and process.
38.	12	3.4.2	Could UH kindly clarify where in the technical response should firms showcase their background and screening processes in order to be responsive?	Please submit it as an Appendix/Exhibit with proper label/title.
39.	12	3.4.2.6	For the type of positions being requested under this solicitation, are firms required to provide these pre-placement medical clearances?	If applicable, it will be required however, this will be indicated by the department.
40.	12	3.4.2.7	For the type of positions being requested under this solicitation, are firms required to provide this search?	If applicable, it will be required however, this will be indicated by the department.
41.	13	3.5	Do Joint Commission standards require copies of the full results of criminal/physical checks or will attestations/verifications from the Contractor such checks were performed and meet UH's criteria suffice?	Criminal background check is obtained and documented for the applicant as required by law and regulation or hospital policy. - need to check
42.	13	3.5	Joint Commission Compliance. Please confirm that this clause applies to Temporary IST staff. Typically, we see this request for patient facing healthcare workers. Also, please clarify that you are not asking for temporary clinical healthcare provider resources.	There may be positions where IST Temporary Staffing will be located in the hospital. UH is not requesting temporary clinical healthcare provider resources in this RFP.
43.	13	3.5	Do the physical examination screening requirements (listed in bullet 5 on page 13) apply to these IT roles?	This will be dependent if it is required by the job assignment.
44.	13	3.4.2	Is it sufficient to provide subcontractor company names we use for this service by contractor? Or is it required to outline detailed procedures used by our recruiters and these companies to screen candidates?	It would be sufficient, unless you need further information.
45.	13	3.4.3	Is the report from the subcontracting company verifying temporary staff background verification sufficient for UHNJ?	We would still need all documents referenced in 3.4.2

46.	14	3.9.1	Is there any negotiations of the 1040 hours? Is there a cap on how many of our temporary staff can be hired as regular employees of UH?	There is no negotiations of the 1040 hours. There is no cap on how many temporary staff can be hired as regular employees of UH.
47.	14	3.9.2	Please advise if parking for contractors is free or payable? what is the approximate parking fees per day, if any?	Parking will be required for on-site employees. Parking is not free- there is meter parking and lot parking available – cost varies. Refer to Section 8.1 as it states “ Bidder’s Cost Proposal shall contain an all-inclusive total cost, including all travel, expenses and overhead (i.e. parking fees). ”
48.	14	3.9.4	Can you explain the reasoning and the scope of this request? Our concern is co-employment.	Candidates working as Temporary IST staff will be paid through the vendor. If a temporary staff member is transitioned to a permanent role, their employment with the staffing agency will end.
49.	14	3.9.4	The contractor employees are sourced from the market with the right skills and experience matching job description. Can we provide our screening process as part of RFP response – Is this sufficient? Will UHNJ interview candidates and approve the candidate submitted or is it Contractor responsibility to select and place staff for service?	This section specifically states: Contractor Policy: The Contractor is required to provide a copy of their policy and procedures for review and approval by the UH. The policy and procedures should include but not be limited to hiring, training and evaluation of temporary staff. The rest of the question does not apply to this section and has been answered in this addendum.
50.	15	4.5	Can you clarify regarding the scope of this language and whether it relates to staffing services only?	The insurance requirements are for the awarded vendors.
51.	16	4.5	Is a Sample COI naming UH sufficient at the time of RFP response?	Yes, but if awarded, a valid COI is required.
52.	16	4.5	What is the scope of performance of services? Does it only relate to staffing services? (9th bullet down)	Scope of Performance of Services refers to the actual execution or completion of the tasks, duties, or services that the contractor is required to perform under the terms of the contract. It would relate to the contract that the vendor has.
53.	17	4.5	Is it required for Liability insurance or for all insurance including errors and omission and cyber risk?	Yes
54.	17	4.5	Is this a requirement as long as Contractor is providing services for UHNJ? Or is coverage required even after termination of contractor	COI requirement is per the length of the contract.

			engagement with UHNJ (3 year plus 2-year period)?	
55.	17	4.7	Is this a temporary staffing contract or Deliverables based contract?	This question doesn't align with the section listed and therefore it is not applicable.
56.	17	4.7	Is Billing based on approved timecards or deliverables for each job position?	This question doesn't align with the section listed and therefore it is not applicable.
57.	17	4.7	Who will be managing the contractor's temporary staff on a day-to-day basis? Contractor management staff or UHNJ personnel?	This question doesn't align with the section listed and therefore it is not applicable.
58.	17	4.7	Who will be approving the contractor's temporary staff timecards on a weekly basis?	UHNJ IST Manager who is over the contractor will be responsible for the staff's time card.
59.	17	4.7	Does this section only relate to the staffing services provided by the Contractor or does it also relate the work performed by the temporary personnel placed at UH?	Both. Our contract is with the awarded vendor and therefore are responsible of the temporary staff selected at UH. The Temporary Staff is responsible for completing the tasks/duties provided.
60.	17	4.8	If the resources we provide at the time of proposal submission are not available at the time of a potential contract award could vendors replace them with equally qualified resources?	Contractor to substitute any management, supervisory or key personnel, the Contractor will identify the substitute personnel and the work to be performed.
61.	17	4.8	Are contractor supervisory staff responsible for managing temporary staff onsite at UHNJ?	This question doesn't align with the section listed and therefore it is not applicable.
62.	17	4.8	Are these contractor management staff billable to UHNJ?	This question doesn't align with the section listed and therefore it is not applicable.
63.	17	4.8	Are these contractor management staff required to hire, fire and approve contractor timecards?	This question doesn't align with the section listed and therefore it is not applicable.
64.	17	4.8	If contractor management staff or key personnel are not billable, can we add the overhead of this staff to each billable staff of Contractor?	This question doesn't align with the section listed and therefore it is not applicable.
65.	17	4.9	Are sub-contractor supervisory staff responsible for managing temporary staff onsite at UHNJ?	This question doesn't align with the section listed and therefore it is not applicable.
66.	17	4.9	Are these sub-contractor management staff billable to UHNJ?	This question doesn't align with the section listed and therefore it is not applicable.
67.	17	4.9	Are these sub-contractor management staff required to hire, fire and approve contractor timecards?	This question doesn't align with the section listed and therefore it is not applicable.

68.	17	4.9	If sub-contractor management staff or key personnel are not billable, can we add the overhead of this staff to each billable resource of Contractor staff?	This question doesn't align with the section listed and therefore it is not applicable.
69.	19	4.16	Is the RFP for deliverables-based SOW project to be executed onsite on a fixed bid basis?	This question doesn't align with the section listed and therefore it is not applicable.
70.	19	4.16	Is billing based on approved timecards of billable Contractor staff by UHNJ staff or approval by Contractor management staff?	The Contractor must submit invoices to UH with supporting documentation evidencing that work for which payment is sought has been satisfactorily completed.
71.	19	4.16	Is Contractor billing based on deliverables for each task or subtask of Contractor staff?	This question doesn't align with the section listed and therefore it is not applicable.
72.	19	4.17	Could the UH please clarify if it is mandatory to provide and bid for Additional Work and/or Special Projects in order to be responsive?	Refer to 5.9.2. It is not mandatory, however, "ONLY price and costing information provided by the bidder in its original bid proposal submitted in response to this RFP may later be used for additional work and/or special projects to be paid against the contract resulting from this RFP."
73.	19	4.17	Are bidders required to submit a pricing for this section? If it is not mandatory, can firms answer with N/A in the pricing sheet?	This is not mandatory but refer to Section 5.9.3.
74.	19	4.17	Is the RFP for deliverables-based SOW project to be executed onsite or is it a temporary staffing service?	This question doesn't align with the section listed and therefore it is not applicable.
75.	19	4.17	Is billing based on approved timecards by UHNJ staff or Contractor management or key Personnel?	This question doesn't align with the section listed and therefore it is not applicable.
76.	19	4.17	Is Contractor billing based on deliverables for each task or subtask of Contractor staff?	This question doesn't align with the section listed and therefore it is not applicable.
77.	20	4.18	Is the RFP for deliverables-based SOW project to be executed onsite or is it a temporary staffing service?	This question doesn't align with the section listed and therefore it is not applicable.
78.	20	4.18	Is billing based on approved timecards by UHNJ staff or Contractor management or key Personnel?	This question doesn't align with the section listed and therefore it is not applicable.
79.	20	4.18	Is Contractor billing based on deliverables for each task or subtask of Contractor staff?	This question doesn't align with the section listed and therefore it is not applicable.
80.	20	4.19	Is the RFP for deliverables-based SOW project to be executed onsite or is it a temporary staffing service?	This question doesn't align with the section listed and therefore it is not applicable.

81.	20	4.19	Is billing based on approved timecards by UHNJ staff or Contractor management or key Personnel?	This question doesn't align with the section listed and therefore it is not applicable.
82.	20	4.19	Is Contractor billing based on deliverables for each task or subtask of Contractor staff?	This question doesn't align with the section listed and therefore it is not applicable.
83.	20	4.24	What is the size of engagement of this RFP?	This question doesn't align with the section listed and therefore it is not applicable.
84.	20	4.24	Is it project by project or all projects have to be executed by one contractor?	This question doesn't align with the section listed and therefore it is not applicable.
85.	20	4.24	Is there a specific size of the company UHNJ looking for this engagement?	This question doesn't align with the section listed and therefore it is not applicable.
86.	20	4.24	Is local NJ office presence required for execution of this project?	This question doesn't align with the section listed and therefore it is not applicable.
87.	21	4.26.1	Is the RFP for deliverables-based SOW project to be executed onsite or is it a temporary staffing service?	This question doesn't align with the section listed and therefore it is not applicable.
88.	21	4.26.1	Is billing based on approved timecards by UHNJ staff or Contractor management or key Personnel?	This question doesn't align with the section listed and therefore it is not applicable.
89.	21	4.26.1	Is Contractor billing based on deliverables for each task or subtask of Contractor staff?	This question doesn't align with the section listed and therefore it is not applicable.
90.	21	4.26.1	Since there are no onsite resources from Contractors, how are the Contractors expected to provide management and oversight of the work that the temps are performing?	Direct Management of Personnel, does not readily apply in this situation. However, if a temp is to do a software program for example, it could be UH coordinating and checking the work.
91.	21	4.26.2	Will there be any self-identified resources that will require payrolling?	No
92.	21	4.26.2	Are temp workers required to wear Contractor uniforms?	No, however, they will need to comply with UH's standard dress policy.
93.	23	5.1	Could UH kindly confirm that the bid cover sheet should be the very first attachment in the technical response?	It is the bidder's discretion.
94.	23	5.3	W+D24e need to submit 1 ORIGINAL proposal in hard copy, 1 electronic COPY of Original proposal on USB/flash drive and 1 COPY of Original proposal in hard copy?	Potential bidders are required to submit 1 Hard Copy labelled "Original", 1 Electronic Copy of your Original in a USB/Flash Drive and 1

				Hard Copy of the Original labeled "Copy"
95.	23	5.3	Could UH please confirm the arrangement of the physical document for proposal submission? Should the proposal be stapled or bound?	Refer to Section 5.2 and RFP Cover Sheet
96.	23	5.3	Could UH please confirm if firms should divide the physical response with tabs? If not, how should firms introduce/separate each of the 4 sections of the proposal?	It is the bidders discretion on how they want to present their proposal.
97.	23	5.4	Are the forms and cost proposal included in the page limit?	Section 5.4 references per volume therefore per section has a limitation of 50 pages
98.	23	5.5	Is this section included inside the 50 page limit?	Section 5.5 - Forms will not go over 50 pages.
99.	23	5.5	While this section gives information about the requirement of forms, there are different forms mentioned in Section 9 of the proposal. Could you please clarify which forms are required with the bid and which ones are required post contract award?	Refer to Section 9.1 and 9.2
100.	23	5.3.	Could UH please confirm if the original, the copy, and the USB must be included in one envelope?	It is the bidders discretion on how to package their proposal being submitted.
101.	24	5.5.3	Does UH require that all subcontractors used for this contract be local to NJ?	We encourage but is not mandatory.
102.	24	5.5.4	Could UH kindly confirm if firms are required to add a statement indicating that this section does not apply?	This section already states it is not applicable under the RFP, however, it is the bidder's discretion if they so choose to indicate it.
103.	24	5.5.5	"Business Associate Agreement [For contracts that include the exchange of PHI]" Is this form mandatory to submit with the proposal?	Refer to Section 9.1
104.	25	5.6.1	How many requires are anticipated to be released annually?	Unknown
105.	25	5.6.3	What deliverables or subtasks is UH anticipating in a contract schedule for this RFP?	Refer to Part 3.
106.	26	5.6	Technical proposal would be for Temporary Staffing services? Or is it for Deliverables based Project?	This question doesn't align with the section listed and therefore it is not applicable.

107.	26	5.6	In either of the above services are you expecting temporary staff or contractor staff for project to be managed by Contractor management or key personnel onsite?	This question doesn't align with the section listed and therefore it is not applicable.
108.	26	5.6	Can we bill Contractor management or key personnel time to UHNJ or is it required to be loaded in the billing of billable contractor staff?	This question doesn't align with the section listed and therefore it is not applicable.
109.	26	5.6	Are there any minimum contract engagement per year in terms of \$ value or number of contractors for the Contractor?	This question doesn't align with the section listed and therefore it is not applicable.
110.	26	5.6.4	What does an implementation plan entail for an IT Staffing contract like this RFP What will UH require re: a timetable?	Refer to Part 3
111.	26	5.6.4.1	Implementation Plan. Since the scope of this bid is for Temporary IST staff, are you looking to implement a specific system right now? If so, can you please share the details on that specific system(s). We are happy to provide a project plan and timeline depending upon your needs.	Refer to Part 3, however, if a major systems implementation would require a separate RFP would be issued.
112.	26	5.6.4.3	The bidder should submit a plan for the purchase and distribution of equipment, inventory, supplies, materials, etc., that will be required to fully implement the contract required start date.' Besides furnishing our resources with standard issued laptops and requiring cell coverage, what other equipment or supplies will be required for temp IST staff?	None comes to mind
113.	26	5.6.4.3	"The bidder should submit a plan for the purchase and distribution of equipment, inventory, supplies, materials, etc., that will be required to fully implement the contract required start date" What are the equipment, inventory.....requirement?	Physical presence of an account manager is not required and therefore, this section would not be applicable.
114.	26	5.6.5	In the event that firms do not identify any potential problem, can firms provide a statement acknowledging that no potential	Yes

			problems/challenges have been found?	
115.	26	5.6.5	Are firms required to provide an answer to this section in order to be mandatory?	Please refer to the definition and review statement.
116.	26	5.7.1	Will local firms be given preference?	All proposals received will be reviewed accordingly regardless of location.
117.	27	5.7 – 5.7.1 through 5.7.6	Is this Proposal would be for Temporary Staffing services? Or is it for Deliverables based Project?	This question doesn't align with the section listed and therefore it is not applicable.
118.	27	5.7 – 5.7.1 through 5.7.6	In either of the above services are you expecting temporary staff or contractor staff for project to be managed by Contractor management or key personnel onsite?	This question doesn't align with the section listed and therefore it is not applicable.
119.	27	5.7 – 5.7.1 through 5.7.6	Can we bill Contractor management or key personnel time to UHNJ or is it required to be loaded in the billing of billable contractor staff?	This question doesn't align with the section listed and therefore it is not applicable.
120.	27	5.7 – 5.7.1 through 5.7.6	Are there any minimum contract engagement per year in terms of \$ value or number of contractors for the Contractor?	This question doesn't align with the section listed and therefore it is not applicable.
121.	27	5.7.1 and 5.7.7.2	Is UHNJ expecting Contractor to have office presence in NJ? If not, is UHNJ preferring the contractor with office presence in NJ?	This question doesn't align with the section listed and therefore it is not applicable.
122.	27	5.7.3	Are resumes required at the time of proposal submission? If yes, Do we need to submit the actual resumes for proposed candidates or can we submit the sample resumes?	Resumes of those supporting our account are necessary. This request is not for temporary candidates.
123.	27	5.7.3	As resumes are required for this response, we seek clarification on whether the resumes should be for positions such as Application Development Analyst, Application Architect, Enterprise Application Integration (EAI) Engineer, and System Analyst, or if they should be for the recruitment team at [Firm]. Please provide clarification.	Resumes of those supporting our account are necessary. This request is not for temporary candidates.
124.	27	5.7.3	Could the UH please clarify if is it required to provide resumes of the Key personnel? If yes, is there a page limit for the resumes?	Per this section, it specifically states: "Detailed current résumés should be submitted for all management, supervisory and key personnel to be assigned to the contract." Limit 2 pages per resume.

125.	27	5.7.3	Are resumes counted towards the 50-page limit?	The 50 page limit is to per section.
126.	27	5.7.3	Under this section, it is stated: "With respect to each similar contract, the bidder should include the name and address of each reference together with a person to contact for a reference check and telephone number." Could UH please clarify if it is mandatory for firms to provide this information for each of the engagements the key personnel (personnel managing UH's contract) has been part of?	Information should be clients that the vendor has serviced.
127.	27	5.7.3	If firms must present actual candidates, can these be replaced by equally qualified candidates if they are no longer available at the time of contract award?	If referencing candidates as potential temporary staffing candidates, then no. Refer to Question # 124.
128.	27	5.7.3	Under this section, it is stated: "With respect to each similar contract, the bidder should include the name and address of each reference together with a person to contact for a reference check and telephone number." Could UH please clarify if commercial references are allowed?	Résumés should be structured to emphasize relevant qualifications and experience of these individuals in successfully completing contracts of a similar size and scope to those required by this RFP.
129.	27	5.7.3	Under this section, it is stated: "With respect to each similar contract, the bidder should include the name and address of each reference together with a person to contact for a reference check and telephone number." Could UH please clarify if references from ongoing contracts are allowed?	It is the bidders discretion if they want to include ongoing contracts.
130.	27	5.7.3	Under this section, it is stated: "With respect to each similar contract, the bidder should include the name and address of each reference together with a person to contact for a reference check and telephone number." Could UH please confirm how many references are required with the proposal submission in order to be responsive?	Minimum of three (3).
131.	27	5.7.3	Under this section, it is stated: "With respect to each similar contract, the bidder should include the name	Résumés should be structured to emphasize relevant qualifications and experience of these

			and address of each reference together with a person to contact for a reference check and telephone number." Could UH please confirm if references from the government sector are allowed under this solicitation?	individuals in successfully completing contracts of a similar size and scope to those required by this RFP.
132.	27	5.7.3 & 5.7.6	How many references are you asking for with this bid? We noticed two sections each requesting different references. Section 5.7.3 asks for contract references from our candidate resumes. Section 5.7.6 asks for 'a comprehensive listing of current and recent contracts of similar size and scope' and a description and reference names of all relevant contracts. Also, we have been in business for over 16 years and have supported hundreds of clients. Are you OK if we submit a relevant sampling of our client list?	5.7.3 - Refers to resumes "Detailed current résumés should be submitted for all management, supervisory and key personnel to be assigned to the contract." / 5.7.6 - Refers to "Experience of Bidders" - which is your company.
133.	27	5.7.4	If the proposed candidates are not available at the time of award, will the agency allow us to provide replacement personnel with similar or more skill sets?	Backup staff are for those who would support UH such as an account manager, not the candidates to fill the position.
134.	27	5.7.4	Will the personnel listed as backup staff also require resumes to be submitted with the proposal?	Yes
135.	27	5.7.4	Could UH please confirm if providing information under this section is mandatory in order to be responsive?	Please refer to the definition and review statement.
136.	27	5.7.4	Could UH kindly confirm if all the information being requested under section 5.7.3 is also required under this section?	Please refer to the definition and review statement.
137.	27	5.7.6	How many such prior experiences do we need to provide?	Minimum of three (3).
138.	27	5.7.6	Could UH please confirm if showcasing experience in commercial projects/contracts of similar scope/services is allowed under this solicitation and to be responsive?	Emphasis should be placed on contracts that are similar in size and scope to those required by this RFP.
139.	27	5.7.6	Could UH please clarify if it is mandatory for firms to provide this information for each one of the	Please refer to the definition and review statement.

			engagements bidders have had in the past?	
140.	27	5.7.6	Could UH kindly confirm if this information will be used as references?	Yes
141.	27	5.7.6	Could UH kindly confirm if this information will be used as references?	Yes
142.	27	5.7.6	Could UH please clarify if commercial references are allowed?	Refer to the last sentence of the paragraph, "Emphasis should be placed on contracts that are similar in size and scope to those required by this RFP."
143.	27	5.7.6	Could UH please clarify if references from ongoing contracts are allowed?	Yes
144.	27	5.7.6	Could UH please confirm how many references are required with the proposal submission in order to be responsive?	Minimum of three (3).
145.	27	5.7.7.1	Is an MBE certification issued by the NMSDC valid for this solicitation?	Yes
146.	27	5.7.7.1	Can firms certified as an MBE issued by the NMSDC fulfill the following requirement: "University Hospital has established a goal of awarding 15% of all contracts to diverse and local suppliers."	Yes
147.	27	5.7.7.1	"small, minority, women, LGBT, or veteran owned business entity," Is there any specific requirement for Diversity Suppliers or will it be given any weightage in the evaluation?	No specific requirement and refer to Section 6.3 - Evaluation Criteria
148.	27	5.7.7.2	What defines a primary service area?	Refer to page 40 under "Local Business Enterprise"
149.	28	5.8	Are the vendors allowed to subcontract at the Task Order Level?	Assuming your question follows the logic of an awarded vendor subcontracts to vendor A to source a candidate and candidate subcontract to another individual to perform the task as a 1099? Then the answer is no.
150.	28	5.9	Are firms required to pay Holidays, PTO, Sick Leaves, etc., to the consultants placed?	This question doesn't align with the section listed and therefore it is not applicable.
151.	28	5.9	How many hours are the consultants expected to work? Will there be any overtime involved?	This question doesn't align with the section listed and therefore it is not applicable.

152.	28	5.9	Are firms required to pay for health benefits to candidates placed?	This question doesn't align with the section listed and therefore it is not applicable.
153.	28	5.9	Are firms required to pay overtime? If so, will UH provide the fare in order to pay the candidate?	This question doesn't align with the section listed and therefore it is not applicable.
154.	28	5.9	Could the UH please confirm if vendors have to add the cost proposal within the technical response?	No, this is Section 4 of your response.
155.	28	5.9	Is the RFP for deliverables-based SOW project to be executed onsite or is it a temporary staffing service?	This question doesn't align with the section listed and therefore it is not applicable.
156.	28	5.9	Is billing based on approved timecards by UHNJ staff or Contractor management or key Personnel?	This question doesn't align with the section listed and therefore it is not applicable.
157.	28	5.9	Is Contractor billing based on deliverables for each task or subtask of Contractor staff?	This question doesn't align with the section listed and therefore it is not applicable.
158.	28	5.9	Can we bill Contractor management or key personnel time to UHNJ or is it required to be loaded in the billing of billable contractor staff?	This question doesn't align with the section listed and therefore it is not applicable.
159.	28	5.9	Are there any minimum contract engagement per year in terms of \$ value or number of contractors for the Contractor?	This question doesn't align with the section listed and therefore it is not applicable.
160.	28	5.7.7.1	In the event that firms are an MBE certified by the NMSDC, are firms still required to subcontract a 15% of the engagements to diverse and local suppliers?	No, refer to 5.7.7.4 - "...if any"
161.	28	5.7.8	Is there any mandatory subcontracting requirement for this contract? If yes, Is there any specific goal for the subcontracting?	Not mandatory requirement
162.	28	5.9.2	Should the Loaded hourly rate include the cost of Contractor Management staff or key personnel cost onsite to manage (hire, fore, approve timecard and deliverables) of Contractor staff?	This question doesn't align with the section listed and therefore it is not applicable.
163.	28	5.9.2	'Each bidder should also provide a comprehensive listing of all labor categories' Please clarify what other labor categories will require IST Temporary staff.	Refer to: "all labor categories that may be used to perform additional work and/or special projects" therefore not applicable to "IST Temporary Staff" listing.
164.	29	6.3	Could UH kindly share the points or evaluation scores that will be used to evaluate firms?	This specific RFP is award to multiple vendors who meets the minimum

			Could UH kindly confirm if there are scores for the evaluation criteria? If yes, could you please disclose it? What is the weightage of each of the points mentioned in the evaluation criteria? How will scoring be calculated?	requirement and are not considered non-responsive as well as completing all necessary compliance required to fulfill the award. Therefore, any points, weights in any form will not apply.
165.	29	6.3.3	What is the size and scope of the project? What is the \$ value of award for selected Contractor?	This question doesn't align with the section listed and therefore it is not applicable.
166.	29	6.3.3	How many Temporary staff in a year is Contractor required to place and manage?	This question doesn't align with the section listed and therefore it is not applicable.
167.	29	6.3.3	What is the average duration of service for Temporary contractor staff under this RFP?	This question doesn't align with the section listed and therefore it is not applicable.
168.	29	6.3.5	What is the size of the project?	This question doesn't align with the section listed and therefore it is not applicable.
169.	29	6.3.5	What is the spend on the project awarded to vendor on an annual spend basis? Or by number of temporary staff?	This question doesn't align with the section listed and therefore it is not applicable.
170.	29	6.3.5	Is there an incumbent Contractor with embedded staff who will be bidding on the project?	This question doesn't align with the section listed and therefore it is not applicable.
171.	29	6.3.5	Are we competing with incumbent Contractor?	This question doesn't align with the section listed and therefore it is not applicable.
172.	32	7	In the even that firms require to provide this page, where should it be attached? And does it count towards the page limit?	This is part of your technical proposal and therefore can submit it in Section 2
173.	33	8	How many positions will be required per year or throughout the contract term?	This is an as-needed-basis and therefore the number of positions that will be required per year or throughout the contract term is unknown.
174.	33	8	Can we provide hourly rate ranges in the price proposal?	Refer to Section 8 of the RFP, it does not state "Range"
175.	33	8	Why is UH asking for four (4) positions separately. Is the University going to utilize all these 80+ job positions? What are the main unutilized job positions?	Refer to Attachment 3
176.	33	8	"PRICE SHEET AND SUPPORTING DETAIL" Is there a requirement for submitting rates for all the positions?	If you're able to source certain positions, indicate "N/A"
177.	33	8.1	What is the average dollar amount that might be associated travel, expenses, parking and additional	Rates are all inclusive and as such, there is no average dollar amount to provide.

			overhead staffing roles filled with UH.	
178.	33	8.1	Are firms allowed to provide hourly ranges?	We are not requesting a range.
179.	33	8.2	Please provide the Job Descriptions for the positions listed in 8.2	Refer to Attachment 3
180.	33	8.2	Can you please provide the years of experience required for each position listed?	Candidate selection based on interview, years of experience and expertise in alignment with requirements of the assignment and as stated in the job description.
181.	33	8.1 & 8.2	Please advise if we can submit H1B candidates of subcontractor holding the H1B visa.	UH will not sponsor H1B Visa. It is the vendor's responsibility of candidates holding an H1B visa to provide and ensure compliance.
182.	33	8.1 & 8.2	Please advise if we can submit US Citizen and Green Cards on subcontractor basis.	Yes.
183.	33	8.1 & 8.2	Will there be any changes in the job responsibilities of the contractors in the next 3 - 5 years, and if yes, can we request a rate revision at that time?	Unknown as this the positions will be on an as-needed-basis.
184.	33	8.1 & 8.2	If the position is remote, will the University Hospital provide the laptop, or the contractor have to use his personal laptop?	No laptop will be provided, however, any contractor must follow UH's IST Security controls.
185.	33	8.1, 8.2 & 8.3	Should the Loaded hourly rate include the cost of Contractor Management staff or key personnel cost onsite to manage (hire, fire, approve timecard and deliverables) of Contractor staff?	There will not be a need for onsite management and therefore should not be an associated cost to UH in any form.
186.	35	8.3	Are firms required to provide a price for this section? If not, can firms answer with N/A?	No and should answer with N/A if not providing any rates
187.	35	8.3	All-Inclusive Hourly Rate Schedule for Additional Work and/or Special Projects. Can you please provide examples of type of Additional Work and Special Projects that could arise.	Services outside the scope of the RFP but something your company can offer UH
188.	36	9	"REQUIRED FORMS" Do we place this forms in Section 1 of our response?	Yes
189.	36	9.1	Do signatures have to be wet ink signatures in the hard copy submitted?	No

190.	36	9.1	Could UH please confirm if the bid cover sheet counts toward the 50-page limit?	Yes
191.	37	Appendix A	Can we get job descriptions for rest of positions listed in the price sheet not provided in Appendix A?	These are standard titles and any job description will be provided when the department requires a position to be filled.
192.	39	OWNERSHIP DISCLOSURE FORM	Could the UH please confirm is vendors have to put the state or address in the section that says "Office Held" in the "OWNERSHIP DISCLOSURE FORM"?	Refer to the instructions listed on the form.
193.	40	Supplier Diversity and Vendor Development Program	Is there any mandatory subcontracting goal?	Read Page 41
194.	42	Diversity Sub-Contractor Utilization Plan	Could the UH please clarify what information vendors have to put in this section "Expected Payments to Sub-contractor" form "Diversity Sub-Contractor Utilization Plan"?	The form is self-explanatory. If your company will be using a diversity subcontractor, you must complete the form.
195.	50	3	How interpret independent status of contractor? Can you confirm W2 candidates through [company] can be used?	UH is contracting with the awarded vendor and therefore will only pay the awarded vendor directly. It is the vendor's responsibility to deal with payroll w/ the temporary employees assigned to UH.
196.	53	5.6	How often will UH take the early payment discount?	This is dependent upon the how the approval invoice is processed and therefore unknown.
197.	55	5.14	Could you please provide the list of holidays?	For calendar year 2024, New Year's Day, Martin Luther King Jr. Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day After Thanksgiving and Christmas Day. For employees on a Monday to Friday standard work week schedule, a holiday falling on a Sunday is observed on the following Monday; a holiday falling on a Saturday is observed on the preceding Friday.
198.	55	5.14	Are there any mandated Paid Time Off, Vacation, etc.?	These are temporary IST staffing personnel, there are no mandatory paid time off, vacation, etc.
199.	60	3.11	Is subcontracting mandatory for this RFP?	No
200.	60	3.11	In the event that firms are subcontracting, could UH please	Section 3.11 is specific if an awarded firm decides to ASSIGN

			confirm if the subcontractor can bid as a prime vendor, too?	the services to be performed by a subcontractor.
201.	60	3.11	In the event that firms are subcontracting, could UH please confirm if the subcontractor can also be the subcontractor of another firm going as prime, too?	The relationship is between the Subcontractor and the firm.
202.	N/A	GENERAL	Is there any challenge fulfilling the needs with the existing contracts for related services or any specific improvements you are looking for?	None
203.	N/A	GENERAL	What is the exact work location and the working hours?	Refer to Question # regarding work location. Estimated work per is 37.5 to 40 hours. Hours will be assigned by the department.
204.	N/A	GENERAL	What are the overtime terms and orientation process if required for any role?	No.
205.	NA	GENERAL	Are there any positions that you have found difficult to source?	Staffing with EPIC certification.
206.	N/A	GENERAL	Please provide over the last three years number of jobs opened by types of positions job titles by year: Contract Positions or full time employment or both	This is not aligned to our RFP
207.	N/A	GENERAL	Primary Source Verification of all licenses and certifications. Can you please explain this point?	IG office audit for issues with license or individual. For example, candidates who reference EPIC certification will need to show proof.
208.	N/A	GENERAL	Does UH currently administer the staffing program directly or is there an MPS/VMS in place that manages this for UH?	No.
209.	N/A	GENERAL	We are NJ based and MBE certified vendor, can we self-fulfill 15% subcontracting goal?	Yes
210.	N/A	GENERAL	Can we just provide the AA302 form with the response? and Can we provide New Jersey Certificate of Employee Information after being awarded?	A current CEIR is required prior to award, however, if you do not possess a CEIR, the AA302 form will suffice for bid submission.
211.	N/A	GENERAL	Could UH kindly confirm if electronic signatures are permitted?	Acceptable
212.	N/A	GENERAL	Assistance in locating documents such as Ownership Disclosure, Affirmative Action, Diverse and Local Subcontracting, BAA and Business Registration Notice.	All forms are located either through a link w/in the RFP or included after Section 9.2.

213.	N/A	GENERAL	Could the UH please confirm that vendors can fill out proposal forms electronically?	Forms available online and can be completed online is acceptable, however, printed forms must be included in submission.
214.	N/A	GENERAL	Could you please share the previous spending on this contract, if any?	Historical spend does not guarantee future spend. Previous contract PO spend to date is ~1.5M
215.	N/A	GENERAL	Could the UH please clarify if commercial references are allowed to be used in the response?	It is the bidders discretion but should be similar size and scope.
216.	N/A	GENERAL	Could the UH please clarify if on-going references are allowed to be used in the response?	It is the bidders discretion.
217.	N/A	GENERAL	Can a firm subcontract with various primes?	It is the bidders discretion but be listed
218.	N/A	GENERAL	Does the UH accept offshore resources to work on this engagement?	It specifically states in the cost proposal "NO OFFSHORE"
219.	N/A	GENERAL	If a vendor exhausts their assigned budget, can the purchase order (PO) be extended with additional funds?	Yes so long as it's within the fiscal year.
220.	N/A	GENERAL	Could UH please grant an extension on the due date?	No
221.	N/A	GENERAL	Can a firm bid both as a prime contractor and as a subcontractor?	No
222.	N/A	GENERAL	Could the UH clarify if it is necessary to notarize any form? If yes, which ones?	No
223.	N/A	GENERAL	Could State please clarify if they have any attachments that require a corporate seal?	No
224.	N/A	GENERAL	Is subcontracting mandatory?	No
225.	N/A	GENERAL	Could the UH please confirm the required work authorization for the hired candidates?	No offshore candidates. Refer to previous questions above regarding work authorization.
226.	N/A	GENERAL	Could the UH please confirm if participation in this opportunity requires any specific licenses or certifications apart from the New Jersey State Business?	Please refer to Section 5.1.
227.	N/A	GENERAL	Could the UH please clarify if there is eligible categories that the firms need to bid for this opportunity?	Please refer to Section 8.1 and 8.2 and 8.3.
228.	N/A	GENERAL	What is the tentative start date of this engagement?	Potential start date will occur after a selection has been made by the committee and Board approval has been obtained.
229.	N/A	GENERAL	Do we need to submit total 2 copies of our proposal?	Refer to 5.3

230.	N/A	GENERAL	Please confirm if there will be a pre-conference meeting scheduled? Additionally, could you advise whether attendance will be mandatory or optional?	Refer to Section 1.3.1.1
231.	N/A	GENERAL	Could you please confirm if there is any mandatory pre-bid conference schedule for this RFP?	Refer to Section 1.3.1.1. - There is no mandatory pre-bid conference scheduled.
232.	N/A	GENERAL	Will there be a kick-off meeting once the contract is awarded?	Refer to Section 3.10
233.	N/A	GENERAL	Please share the type of background check and drug test required.	Refer to Section 3.4.2 and 3.5
234.	N/A	GENERAL	Could you please let us know the length of the contract?	Refer to Section 4.1 of the RFP
235.	N/A	GENERAL	How to submit the proposal? (is it in the portal, please share the link, or if need to submit it to the office of UH, please share the address)	Refer to Section 5.2 and RFP Cover Sheet
236.	N/A	GENERAL	Could the UH please clarify if there is a page limit for the proposal?	Refer to Section 5.4
237.	N/A	GENERAL	Are hourly ranges acceptable?	Refer to Section 8 of the RFP, it does not state "Range"
238.	N/A	GENERAL	Do we need to provide insurance after being awarded?	Refer to Section 9.2
239.	N/A	GENERAL	Could the UH please confirm if vendors can include actual or sample resumes?	Refer to Section 5.7.3. and any answers related to this section
240.	N/A	GENERAL	In case firms are submitting confidential information in the response, is it required to provide a redacted version?	Refer to Question # 11
241.	N/A	GENERAL	Could the UH please clarify if subcontractor references are allowed to be used for the services provided?	If a subcontractor is providing the services, then their references should be provided.
242.	N/A	GENERAL	Should the candidate's resume be submitted, or the resume of the manager coordinating with the firm?	Resumes being requested in this RFP are for the team supporting our account. No candidate's resume should be submitted in your response.
243.	N/A	GENERAL	How many incumbents are going to be hired for each position?	This is an as-needed-basis. Refer to Section 3.10, Method of Engagement.
244.	N/A	GENERAL	Is there a reference contract or GPO that vendors should align to as part of the staffing program, including already established contract pricing?	This RFP is separate from any existing contract or GPO in place with UH.

245.	N/A	GENERAL	Is the estimated budget meant for all the vendors collectively? If so, what is the allocated budget for each vendor?	There is no estimated or NET budget for this request as it will be an as-needed basis and therefore unknown.
246.	NA	GENERAL	How many positions can we expect to be required annually?	Unknown as this the positions will be on an as-needed-basis.
247.	N/A	GENERAL	Does the UH require wet ink signatures or digital signatures?	Wet signature is best but digital is acceptable.
248.	N/A	GENERAL	Is July 22, 2024 the last date to submit questions?	Yes
249.	N/A	GENERAL	Is this a master contract?	Yes, refer to section 4.3
250.	N/A	GENERAL	Please provide a copy of the proposal of the previous vendors providing temporary staffing, including rate/cost sheets.	You may request this information through: https://www.uhij.org/contact-us/opra-requests/
251.	N/A	GENERAL	Please share the incumbent vendors and their pricing.	Refer to Attachment 1
252.	N/A	GENERAL	Do we need to submit the actual resumes for proposed candidates or can we submit the sample resumes?	You will be asked to submit resumes when the department reaches out to you for fulfillment of a position.
253.	N/A	GENERAL	As it is hardcopy submission, we need to submit four volumes separately or in one envelope?	Refer to Section 5.2 and RFP Cover Sheet

PART 3

Additions, Deletions, Clarifications and Modifications to the RFP

Number	Page #	RFP Section	Additions, Deletions, Clarifications and Modifications
1	5	1.4.1	Modified: https://www.uhnj.org/contact-us/doing-business-with-uh/bidding-opportunities/
2	5	1.4.2	Modified: https://www.uhnj.org/contact-us/doing-business-with-uh/bidding-opportunities/
3	25	5.6.3	Deleted: This section and subsections have been deleted.
4	26	5.6.4	Deleted: This section and subsections have been deleted.
5	43	Business Associate Agreement	Modified: Refer to updated page 43 only as all other terms of the BAA remains the same. Refer to Attachment 2, attached. A clean version can be provided prior to award.

ALL OTHER TERMS AND CONDITIONS OF THE ORIGINAL SPECIFICATIONS REMAIN UNCHANGED.

END OF ADDENDUM # 1

Attachment 1

Incumbent Vendors & 3rd Year Price

Vendor	Application Development Analyst	System Analyst	Enterprise Application Integration Engineer	Application Architect
22nd Century Technologies	\$85.00	\$80.00	\$98.00	\$120.00
Aliron International Inc.	\$67.02	\$67.73	\$92.60	\$100.74
AllStem Connections, Inc.	\$68.00	\$73.00	\$78.00	\$105.00
Cambay Consulting LLC	\$137.55	\$124.88	\$154.67	\$159.37
DB Healthcare Inc.	\$160.00	\$154.00	\$154.00	\$171.00
Diskriter, Inc.	\$170.00	\$145.00	\$170.00	\$190.00
Elite Technical	\$108.71	\$122.17	\$142.87	\$164.62
Indotronix International Corporation *	*	*	*	*
Infojini, Inc.	\$95.51	\$87.08	\$105.34	\$126.41
Medical Staffing Services	\$132.30	\$143.33	\$165.38	\$187.43
VACO dba Pivot Point Consulting	\$181.00	\$167.00	\$191.00	\$197.00
Prominence Advisors, Inc.	\$181.00	\$196.00	\$206.00	\$246.00
SoftHQ, Inc.	\$119.65	\$109.24	\$119.65	\$124.85
Systemart, LLC	\$121.00	\$136.00	N/A	\$152.00
Trigyn Technologies, Inc.	\$110.00	\$120.00	\$140.00	\$150.00

Note: Indotronix' digital response was corrupted.

Attachment 2
Business Associate Agreement

This Business Associate Agreement (“BAA”) is entered into as of _____ (“Effective Date”) by and between University Hospital, a body corporate and politic, and an instrumentality of the State of New Jersey, having its principal offices at 150 Bergen Street, Newark, New Jersey 07103 (hereinafter referred to as “Covered Entity”) and _____, having its principal offices at _____ (hereinafter referred to as “Business Associate”) (the “Covered Entity” and “Business Associate” hereinafter individually referred to as a “Party” and collectively referred to as the “Parties”).

The Parties also have entered into a RFP # UH-P25-005: Temporary IST Staffing Services made effective on _____ (“Underlying Agreement”). Any conflict between the terms of this BAA and the Underlying Agreement between the Parties shall be governed by the terms of this BAA.

WITNESSETH

WHEREAS, the purpose of this BAA is to satisfy certain requirements of the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”), the Health Information Technology for Economic and Clinical Health Act (Title XIII of the American Recovery and Reinvestment Act of 2009) (“HITECH”), and associated federal rules that requires the Covered Entity to obtain written assurances from the Business Associate that the Business Associate will appropriately safeguard protected health information (“PHI”) as defined under the HIPAA Rules referenced below; and

WHEREAS, the Business Associate recognizes and is willing to comply with the specific requirements pursuant to HIPAA, HITECH, and the Omnibus Final Rule (2013); and

WHEREAS, in connection with the Underlying Agreement, the Covered Entity has or shall engage the Business Associate to provide services involving the use or disclosure of PHI;

NOW, THEREFORE, in consideration of the promises and mutual covenants set forth in the Underlying Agreement and contained herein, the Parties, intending to be legally bound, hereby agree as follows:

1. Definitions

1.1. General. The following terms used in this BAA shall have the same meaning as those terms in the HIPAA Rules: Breach, Business Associate, Covered Entity, Data Aggregation, Designated Record Set, Disclosure, Health Care Operations, Individual, Minimum Necessary, PHI, Required By Law, Secretary, Security Incident, Subcontractor, and Unsecured PHI. Terms used, but not otherwise defined in this BAA, shall have the same meaning as those terms are given when defined in the HIPAA Rules.

1.2. Specific Definition. “HIPAA Rules” shall mean the regulations promulgated under HIPAA by the United States Department of Health and Human Services including, but not limited to, the HIPAA Privacy Regulations (45 C.F.R. Part 160 and 45 C.F.R. Part 164, Subparts A and E); the HIPAA Security Regulations (45 C.F.R. Part 160 and 45 C.F.R. Part 164, Subparts A and C); and the HIPAA Breach Notification Regulations (45 C.F.R. Part 160 and 45 C.F.R. Part 164, Subparts A and D); all as amended by the HIPAA Omnibus Final Rule, and as otherwise may be amended from time to time.

2. Obligations and Duties of Business Associate

The Business Associate agrees to:

2.1. Not use or disclose PHI other than as permitted or required by this BAA or as Required by Law.

2.2. Use appropriate safeguards and comply with Subpart C of 45 C.F.R. Part 164 with respect to electronic PHI, to prevent use or disclosure of PHI other than as provided for by this BAA.

ATTACHMENT 3

Note: Examples of Qualifications and Duties and Responsibilities and are subject to change.

	JOB TITLES	QUALIFICATIONS	DUTIES AND RESPONSIBILITIES
1	.Net Developer	Full-time professional work experience in the development and support of Information Technology applications. Successful completion of an Information Technology Certification program, accredited college and/or graduate training may substitute for the required work experience. Technical expertise in the following could be required: ASP.NET; C#; HTML; CSS; JavaScript; Entity Framework; SQL Server; Azure DevOps	Responsible for analysis, design, coding, and component and assembly testing of all .Net application code owned by the Application Team. .Net Developers typically are involved in maintenance (including production support), enhancement, and development work. .Net Developers have a range of skills and knowledge of the technologies used and applications supported by the Application Team. The Application Developer works with the Business Analyst, Application Architect, and other Application Development Team members on an as needed basis to ensure that design and code meet customer requirements.
2	Application Developer	Full-time professional work experience in the development and support of Information Technology applications. Successful completion of an Information Technology Certification program, accredited college and/or graduate training may substitute for the required work experience.	Responsible for analysis, design, coding, and component and assembly testing of all application code owned by the Application Team. Developers typically are involved in maintenance (including production support), enhancement, and development work. Developers have a range of skills and knowledge of the technologies used and applications supported by the Application Team. The Application Developer works with the Business Analyst, Application Architect, and other Application Development Team members on an as needed basis to ensure that design and code meet customer requirements.

3	Application Support Analyst	Full-time professional work experience in Information Technology.	Administers and maintains software infrastructures and applications. Collaborates with Application Developers and Software Engineers in the design and development new applications and improvement of existing applications. Runs application testing on designed programs, and provides accurate, quality analyses of new program applications.
4	Application Systems Analyst / Programmer	Full-time professional work experience in Information Technology. Prior experience with various technologies and roles, including prior analysis, requirements gathering and formal modeling experience, but typically also has some prior experience in Programming languages such as JAVA, .NET, COBLAT, etc. Substitutions: Accredited college training may substitute for the required work experience. Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. Two (2) years of work experience as an Application Systems Analysis/Programming-Specialist; Application Systems Analysis/Programming-Intermediate; Application Developer-Senior may substitute for all of the required experience.	The Application System Analyst analyzes user requirements, procedures, and problems to automate processing or to improve existing computer system. They confer with personnel of organizational units involved to analyze current operational procedures, identify problems, and learn specific input and output requirements, such as forms of data input, how data is to be summarized, and formats for reports. The Application System Analyst writes detailed descriptions of user needs, program functions, and steps required to develop or modify computer program. The Application System Analyst/Programmer reviews computer system capabilities, specifications, and scheduling limitations to determine if requested program or program change is possible within existing system and then implements required changes.

5	Architect	Experience in various technologies and roles, including designing, developing, and implementing application infrastructure to provide highly-complex, reliable, and scalable applications and systems to meet the organization's objectives and requirements.	Responsible for designing, developing, and implementing application infrastructure to provide highly-complex, reliable, and scalable applications and systems to meet the organization's objectives and requirements. Applications Architects are familiar with a variety of the application technologies, frameworks, environments, concepts, methodologies, practices and procedures, and rely on experience and judgment to plan and accomplish goals. Application Architects are able to perform a variety of complicated tasks with minimal or no direct supervision. They have proven experience defining systems and application architecture and provide vision, problem anticipation, and problem solving ability to organizations. They consult with the client to define needs or problems, conduct research, perform studies and surveys to obtain data, and analyze problems to advise on or recommend solutions, utilizing knowledge of theory, principles, or technology of specific discipline or field of specialization.
6	Artificial Intelligence ("AI") Architect	Experience with machine learning programming languages such as: Python, C++, JavaScript, Java, C#, Julia, Shell, R, TypeScript, Scala.	Develops artificial intelligence, machine learning, deep learning, and natural language processing algorithms. Designs artificial intelligence solutions to solve business problems. Implements complex data systems.
7	AI Engineer	Experience with machine learning programming languages such as: Python, C++, JavaScript, Java, C#, Julia, Shell, R, TypeScript, Scala.	Develops and utilizes simulations and models. Evaluates tools, technologies, architectures, models, and test results. Heads meetings regarding AI with external parties and internal business-embedded innovation teams. Collaborates with lead engineers to define subsystem requirements and acceptance criteria.
8	Big Data Architect	Proficient understanding of distributed computing principles; Proficiency with Hadoop v2, MapReduce, HDFS; Experience with building stream-processing systems, using solutions such as Storm or Spark-Streaming; Good knowledge of Big Data querying tools, such as Pig, Hive, and Impala; Knowledge of	Designs and develops big data solutions. Analyzes data models to ensure they are efficient for developing proper analysis. Discerns customer requirements and confirms models address them.

		various ETL techniques and frameworks, such as Flume.	
9	Big Data Engineer	Thorough understanding of the underlying technologies that make up cloud computing: IaaS, PaaS and SaaS implementation. Skilled in exploratory data analysis or EDA to ensure ETL/ELT work and skilled in working with tools like SSRS, Excel, PowerBI, Google Looker, PowerBI etc. A big data engineer should be familiar with Python's libraries SciPy, NumPy, sci-kit learn, pandas, etc. Data engineers should be able to script in multiple languages.	Develops, engineers, maintains, runs tests, evaluates, and implements big data infrastructure, projects, tools, and solutions within an organization, working with the latest database technologies, in order to get results from vast amounts of data quickly. Selects and integrates big data tools and frameworks required to provide requested capabilities. Collects, stores, processes, manages, analyzes, and visualizes large sets of data to turn information into insights using multiple platforms; chooses optimal solutions to use for those purposes; maintains, implements, and monitors them; and integrates them with the architecture used across the organization.
10	Business Analyst	<ul style="list-style-type: none"> • Experience conducting Facilitated Workshops for requirements analysis. • Experience creating workflows using formal notation such as the Business Process Modeling Notation (BPMN). • Knowledge of formal requirements gathering methodologies. • Experience developing Business Requirements • Experience developing Functional requirements • Experience developing User (stakeholder) requirements • Experience developing Quality-of-service (non-functional) requirements • Experience developing Report 	Responsible for the set of tasks and techniques used to work as a liaison among stakeholders in order to understand the structure, policies, and operations of an organization, and to recommend solutions that enable the organization to achieve its goals. A Business Analyst primarily reviews, analyzes, and evaluates business systems and user needs.

		<p>Specifications</p> <ul style="list-style-type: none"> • Experience developing Requirements Traceability Matrix 	
11	Business Intelligence Analyst/Developer	Bachelor's degree in business, economics, information science or a related field. A Certified Business Analysis Professional (CBAP) certification through the International Institute of Business Analysis (IIBA) is a plus.	Analyzes data and processes to provide business intelligence information to management. Advises management on the content and interpretation of business data. Utilizes software to conduct analyses and manage data processes. Recommends alternative data or analysis solutions to management based on available data and business needs. Implements new data or analysis processes based on changing business or industry conditions.
12	Business Intelligence Architect/Developer	Bachelor's degree in business, economics, information science or a related field. A Certified Business Analysis Professional (CBAP) certification through the International Institute of Business Analysis (IIBA) is a plus.	<p>Provides expert guidance on Business Intelligence (BI) skills and technologies. Develops scalable and maintainable BI applications to meet business objectives. Develops security and authentication standards for the organization. Maintains accurate and complete technical architectural documents. Defines BI standards, guidelines, and best practices for business groups and technical teams. Supports BI tools upgrades in development, testing, and documentation. Performs maintenance and troubleshooting activities for BI tools. Diagnoses and resolves BI tool capacity issues. Recommends strategies to improve performance and capacity of BI tools. Addresses customer queries and issues in a timely manner. Provides BI administration and technical support during weekends, after-hours and holidays when needed. Provides technical training on BI tools to junior staff. Collaborates with BI Administrators, Developers, and Analysts for successful development of BI reporting and analysis solutions.</p> <p>Work with business groups and technical teams to develop and maintain data warehouse platform for BI reporting.</p>

13	Cloud Architect	<ul style="list-style-type: none"> • Knowledge and experience with some of the major CSPs (AWS, Azure, IBM & Google). • Experience designing IaaS, PaaS and SaaS architectures. • Knowledge of Service Registries and Cloud brokers. • Understands Stateful and Stateless services. • Knowledge of web services technologies- Restful services. • Understanding of distributed systems, databases and search systems. 	<p>Designs, develops, implements, utilizes, and conforms to enterprise cloud architecture application solutions, strategies, processes, and standards, focusing on expertise in cloud technologies. Collaborates with business owners, Analysts, Engineers, development teams, and infrastructure services to define, establish, and communicate application and data architecture standards, policies, and directions. Designs high quality architectures, and drives architecture activities that are aligned to organization requirements set by leadership on behalf of stakeholders and are consistent with enterprise architectural standards.</p>
14	Cloud Engineer	<ul style="list-style-type: none"> • Knowledge and experience with some of the major CSPs (AWS, Azure, IBM & Google). • Experience designing IaaS, PaaS and SaaS architectures. • Knowledge of Service Registries and Cloud brokers. • Understands Stateful and Stateless services. • Knowledge of web services technologies- Restful services. • Understanding of distributed systems, databases and search systems. 	<p>Researches, designs, develops, runs tests, and evaluates systems that support cloud implementation and integrates with cloud service providers, applying principles and techniques of computer science, engineering, and mathematical analysis. Plans and conducts technical tasks associated with the implementation and maintenance of internal cloud enterprise-shared virtualization infrastructure. Develops and executes cloud solution roadmaps as they relate to business and executes company strategy to drive the achievement of business objective.</p>

15	COBOL Programmer	<p>Knowledge and expertise of the following technical skills:</p> <p>Databases: MS SQL Server, Oracle RDB, and DB2 Languages: Java, COBOL, TSO, JCSL, and CICS Platforms/systems: z/OS, Windows, Linux, UNIX, IBM Mainframe Tools: Endeavor, Abend-aid, Xpediter, Rational, and Micro Focus</p>	<p>A COBOL programmer is one who writes and works hands-on with a large-scale computer developing code in COBOL. A COBOL programmer will develop and maintain COBOL applications, test COBOL programs to catch errors and apply solutions to the faulty lines of the computer code responsible, document and file systems and enhance programs that are developed and implemented, gather and document system requirements, and fine-tune DB2 SQL queries.</p>
16	CRM Architect	<p>Bachelors degree in Information Systems, Software Engineering or a related field. Experience with some or all of the following: C#, .NET, Competitors Business processes in BSS and OSS areas, CRM SDK, Defining CRM architecture and integration points in BSS environment, ETOM and frameworx.</p>	<p>Develops and designs requirements for the CRM system in consultation with multiple departments. Gathers technical requirements and concepts for the further development of technical requirements for the CRM system. Defines the business requirements for a scalable CRM infrastructure. Provides technical and professional servicing of the CRM system.</p>
17	Cyber Security Analyst	<p>Proven work experience as a Cybersecurity Analyst or similar role Experience in information security or related field Experience with computer network penetration testing and techniques Understanding of firewalls, proxies, SIEM, antivirus and IDPS concepts Ability to identify and mitigate network vulnerabilities and explain how to avoid them Bachelor's degree in computer science or related field is preferred</p>	<p>A trained cyberprofessional who specializes in network and IT infrastructure security. The cybersecurity analyst thoroughly understands cyberattacks, malware, and the behavior of cybercriminals, and actively seeks to anticipate and prevent these attacks. Develops and implements advanced cyber defense solutions and changes for organizations, safeguards the corporate infrastructure from infiltrations of exfiltration, and assures that the system is built to specification and is deployed successfully. Designs, maintains, and operates highly complex and high secure communications network environments. Performs in-depth network security analysis, and conducts preliminary incident response, event analysis, and threat intelligence. Reviews security events that could be a detriment to the organization's overall security stance.</p>

18	Cyber/Information Security Engineer	A degree in computer science, IT, systems engineering, or related qualification. Must have an excellent understanding of technology infrastructures using Firewalls, VPN, Data Loss Prevention, IDS/IPS, Web-Proxy, and Security Audits. Must be comfortable working with a variety of technologies, security problems, and troubleshooting of the network. Proficiency in Python, C++, Java, Ruby, Node, Go, and/or Power Shell.	Cybersecurity engineers, sometimes called information security engineers, identify threats and vulnerabilities in systems and software, then apply their skills to developing and implementing high-tech solutions to defend against hacking, malware and ransomware, insider threats and all types of cybercrime.
19	Data Administrator	Full-time professional Information Technology Project Development work experience and/or Function/Business Process Analysis work experience. Substitutions: Accredited college training may substitution for the required work experience. Two (2) years of work experience as a Database Analyst-Senior ; Data Warehousing Administrator ; Data Architect ; Database Analyst-Intermediate ; Data Warehousing Analyst may substitute for all of the required experience.	It is the data administrator's responsibility to implement and execute data mining projects and make reports to provide understanding into sales, marketing, and purchasing opportunities and business trends. The role would also include updating information to the company's database and official company website. Moreover, they also do reports about data analysis, forecasting, and other research activities that lead to decision making.

20	Data Analyst	<p>Strong mathematical skills to help collect, measure, organize and analyze data; Knowledge of programming languages like SQL, Oracle, R, MATLAB, and Python; Technical proficiency regarding database design development, data models, techniques for data mining, and segmentation; Experience in handling reporting packages like Business Objects, programming (Javascript, XML, or ETL frameworks), databases; Proficiency in statistics and statistical packages like Excel, SPSS, SAS to be used for data set analyzing.</p>	<p>The Data Analyst assesses complex data systems and programs in support of ad-hoc and standing management or customer requests. Creates programs, methodologies, and files for analyzing and presenting data. Examines data quality, applications, and functions. Produces output and sustains operation. Researches new data sources and analytical tools. Contributes to new product development and improvement in product delivery and presentation. Develops awareness of and familiarity with issues and events affecting organization, department, and/or customer. Uses and supports database applications and analytical tools. Uses timely and appropriate participation of users/customers in data collection and query systems.</p>
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21	Data Architect	<p>Proven work experience as a Data Architect, Data Scientist, Data Analyst or similar role</p> <p>In-depth understanding of database structure principles</p> <p>Experience gathering and analyzing system requirements</p> <p>Knowledge of data mining and segmentation techniques</p> <p>Expertise in SQL and Oracle</p> <p>Proficiency in MS Excel</p> <p>Familiarity with data visualization tools (e.g. Tableau, D3.js and R)</p> <p>Proven analytical skills</p> <p>BS in Computer Science or relevant field</p>	<p>Builds and maintains a company's database by identifying structural and installation solutions. Works with database administrators and analysts to secure easy access to company data. responsibilities include:</p> <ul style="list-style-type: none"> - Translating business requirements into technical specifications, including data streams, integrations, transformations, databases, and data warehouses - Defining the data architecture framework, standards, and principles, including modeling, metadata, security, reference data such as product codes and client categories, and master data such as clients, vendors, materials, and employees - Defining reference architecture, which is a pattern others can follow to create and improve data systems - Defining data flows, i.e., which parts of the organization generate data, which require data to function, how data flows are managed, and how data changes in transition - Collaborating and coordinating with multiple departments, stakeholders, partners, and external vendors
22	Data Center Operation Control	<p>Experience with various technologies and roles, including Mainframe, COBOL, tape archiving, JCL, IDMS, MVS/TSO, ISPF, NOC monitoring software.</p>	<p>Oversees the day-to-day management of all data center operations, policies, and procedures. Manages supervisors and operators engaged in inputting data into various storage media, manipulating existing data, editing data, and proofing new entries into database for accuracy. Interprets company policy to employees, and enforces company policies and practices. Analyzes and resolves work problems, or assists employees in solving work problems.</p>

23	Data Center Operations/Administrator	Experience with various technologies and roles, including Mainframe, COBOL, tape archiving, JCL, IDMS, MVS/TSO, ISPF, NOC monitoring software.	Supports data center operations, working directly with the equipment, and utilizing knowledge of networking concepts, networking implementation, software concepts, and requirements in the testing and analysis of all elements of a data center facility. Maintains continuous operation of the equipment, including troubleshooting and repairing equipment failures, upgrading hardware, configuring new equipment, and monitoring the server, network performance, and operations. Assures that proper performance levels are sustained, that the network stays up and online, that data is accessible, that the processing and performance speed and power maintains efficiency at all times, and that downtime is kept to a minimum. Maintains documentation of daily operations; evaluates, analyzes, and documents critical data regarding the system's performance; determines which areas fall below efficiency standards, and addresses them.
24	Data Scientist	Bachelor's degree (or equivalent) in statistics, applied mathematics, or related discipline. Proficiency with data mining, mathematics, and statistical analysis. Advanced experience in pattern recognition and predictive modeling. Experience with Excel, PowerPoint, Tableau, SQL, and programming languages (ex: Java/Python, SAS)	The Data Scientist collects and analyzes statistics and information from multiple sources to spot trends and to gain maximum insight that can give the company a competitive advantage, and communicates informed conclusions and recommendations across an organization's leadership structure. Strategizes and identifies unique opportunities to locate and collect new data, explores and mines data from many angles, and determines what it means. Communicates data findings to both business and IT leaders to influence how an organization approaches and meets business challenges of an evolving customer base and changing marketplace, using strong business acumen. Finds and recommends new uses for existing data sources; designs, modifies, and builds new data processes; and builds large, complex data sets.

25	Database Administrator	<p>Experience in various technologies and roles, including Oracle, SQL Server, DB2 and other technologies related to Database administration and management. May require a bachelor's degree in a related area and 2–4 years of relevant experience.</p>	<p>The Database Administrator is responsible for data analysis and database management. Involved in maintenance, enhancement, designing of data dictionaries, physical and logical database models, and performance tuning. Knowledge of the utilities and production tools used for data storage management to support the Application Team. Coordinates physical changes to computer databases; codes, tests, and implements physical database, applying knowledge of data base management system. Designs logical and physical databases reviews description of changes to database design to understand how changes to be made affect physical data base. Establishes physical database parameters. Uses structured query language (SQL) to define database objects using database definition language (DDL) and control access to database objects using data control language (DCL). Calculates optimum values for database parameters, such as amount of computer memory to be used by database, following manuals and using calculator. Specifies user access level for each segment of one or more data items, such as insert, replace, retrieve, or delete data. Specifies which users can access data bases and what data can be accessed by user. Tests and corrects errors, and refines changes to database. Uses database utility programs and 3rd party utilities to monitor database performance, such as distribution of records and amount of available memory. Modifies data base programs to increase processing performance, referred to as performance tuning.</p>
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26	Database Analyst	<p>May require a bachelor's degree in a related area and 0–2 years of relevant experience. Full-time professional work experience in Software Development, Maintenance, or Implementation. Substitutions: Accredited college training may substitute for the required work experience. Successfully completion of an Information Technology Certification program, may substitute for the required work experience. Two (2) years of work experience as a Data Administrator ; Data Warehousing Administrator ; Data Architect ; Database Analyst-Intermediate ; Data Warehousing Analyst may substitute for all of the required experience.</p>	<p>Maintains data storage and access by evaluating, designing, and implementing company database[s]. Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents the process. Writes codes for database access, modifications, and constructions. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a manager.</p>
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27	Database Architect	Possess extensive knowledge of specific database systems, and is capable of hands-on work in all phases of database design and management. Experience in various technologies and roles, including database systems of any type and size.	Responsible for designing, developing, and implementing infrastructure to provide highly-complex, reliable, and scalable databases to meet the organization's objectives and requirements. The Database Architect is familiar with a variety of the database technologies, concepts, methodologies, practices, and procedures and relies on experience and judgment to plan and accomplish goals. The Database Architect is able to perform a variety of complicated tasks with minimal or no direct supervision. The Database Architect assists in defining system and application architecture and provides vision, problem anticipation, and problem solving ability to an organization. The Database Architect consults with the client to define needs or issues, conduct research, perform studies and surveys to obtain data, and analyze problems to advise on or recommend solutions, utilizing knowledge of theory, principles, or technology of specific discipline or field of specialization.
28	Desktop Support Technician	Experience with various technologies and roles, including PC/laptop break/fix, HW/SW installation and configuration, scripting (i.e. PERL, SHELL).	Supports in-house teams and responds in person to helpdesk tickets. Responds to help desk tickets. Works with vendor support contacts to resolve technical problems with desktop computing equipment and software. Ensures desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, computer conferencing systems, application servers and administrative systems. Builds and configures new user workstation equipment set (PC, desktop image, phone, peripherals, software, user accounts). Troubleshoots basic network, software, and printing problems.

29	Developer	Full-time professional work experience in the development and support of Information Technology applications. Successful completion of an Information Technology Certification program, accredited college and/or graduate training may substitute for the required work experience.	Responsible for analysis, design, coding, and component and assembly testing of all application code owned by the Application Team. Developers typically are involved in maintenance (including production support), enhancement and development work. Developers have a range of skills and knowledge of the technologies used and applications supported by the Application Team. The Application Developer works with the Business Analyst, Application Architect, and other Application Development Team members on an as needed basis to ensure that design and code meets customer requirements.
30	EDI Specialist	Bachelor's degree in computer science or information technology and/or at least two years of hands-on experience working with EDI technologies.	Responsible for the design, development, and implementation of all EDI-related processes in a company or organization. EDI Specialist is tasked with continuously checking the quality of EDI programs and applications, enhancing processes relating to electronic data interchange, and ensuring that processes are customized to flow within a company's business system.

31	Enterprise Architect	<p>Mastery level of experience that includes the capabilities of experienced Application Developers and Technical Specialists who have the knowledge, skills, education and prior experience that involves the full and complete design of software solutions. Experience in various technologies and roles, including work across Application Development, Service Delivery and Infrastructure to identify, research, discuss, design, and implement key architecture standards.</p>	<p>Works across Application Development, Service Delivery and Infrastructure to identify, research, discuss, design, and implement key architecture standards. Other responsibilities include research, design, document, build, and pilot prioritized topics for standards. Manages the list of potential standards and works with the application development management to prioritize efforts. Works closely with Development, Infrastructure, and Service Delivery teams to understand their needs and ensure the best standard is implemented. Works closely with development teams to pilot and prove out the standard. Drives the identification, development, and implementation of key new standards in areas such as Performance Testing, Security, Event Management, Web UI Framework, .NET Design Standards, Application To Application Communication, Caching, etc. Proposes new standards based on business need, IT need, and technology advances. Assists development teams to implement the standards into business applications. Investigates new technology and techniques that should be developed into an agency architecture standard. Leads key architectural design projects as necessary. Operates as business savvy technical leader across the organization. Influences development teams to design high-quality technical solutions that fit the architecture and standards. Educates Application Development Managers, Developers, and Business Analysts on State Architecture Standards.</p>
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32	Help Desk Analyst	Experience with various technologies and roles, including Tier 1-2 support, ticket/issue tracking software (i.e. Remedy), Automated Call Distribution (ACD) software, VPN, remote login software.	The Help Desk Analyst provides technical assistance to computer system users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email, and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Answers questions or resolves computer problems for clients in person, via telephone or from remote location. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.
33	Information Security Analyst	Possess industry experience in the field of IT security. The ISA should possess working knowledge of IT Security Best Practices regarding networks and networking including protocol analysis, anomaly detection, and troubleshooting, and/ or working knowledge of IT Security Best Practices regarding Windows and *nix Servers and workstations required. Has experience with vulnerability assessment tools including but not limited to the following technologies; databases, web based applications, Windows and Unix file servers and data networks. Additional knowledge of information security standards and regulations preferred.	The IT Security Analyst monitors and advises on information security issues related to the systems and workflow at an agency to ensure the internal IT security controls for an agency are appropriate and operating as intended. Coordinates and executes IT security-related projects for the agency. Coordinates response to information security incidents. Develops and publishes Information Security policies, procedures, standards, and guidelines based on knowledge of best practices and compliance with Commonwealth IT Security policies, standards, and guidelines. Conducts campus-wide data classification assessment and security audits and manages remediation plans. Collaborates with IT management, Internal Audit, and VITA to manage security vulnerabilities. Creates, manages and maintains user security awareness. Conducts security research and keeps abreast of latest security issues. Prepares IT security documentation, including department policies and procedures, agency notifications, Web content, and alerts.

34	Java Developer	<p>4-year college degree or equivalent technical study. Additional Qualifications and Skills:</p> <ul style="list-style-type: none"> • Web development using JSF framework. • Coding in JAVA/J2EE, Servlets, EJB, JDBC, JPA, JSF, JSP, JNDI, JAX-WS, JAX-RS, JAX-B • JAVA / J2EE Patterns • Object Oriented Design • HTML4, HTML5, XML, JAVASCRIPT, CSS • SOA, REST and SOAP Web Services • WebSphere Application Server, Rational Software Architect, Source Control • SQL, Database Knowledge 	<p>Responsible for analysis, design, coding, and component and assembly testing of all Java application code owned by the Application Team. Java Developers typically are involved in maintenance (including production support), enhancement, and development work. Java Developers have a range of skills and knowledge of the technologies used and applications supported by the Application Team. Works with the Business Analyst, Application Architect, and other Application Development Team members on an as-needed basis to ensure that design and code meets customer requirements.</p>
35	Machine Learning Developer	<p>Bachelor's degree in computer science or information technology or equivalent work experience.</p>	<p>Researches, develops, and implements machine learning algorithms for use in software and hardware applications. Maintains up-to-date knowledge of current technological standards, equipment, and practices. Identifies and suggests optimizations and features to improve hardware/software capabilities.</p>
36	Mobile applications developer	<p>A bachelor's degree in Computer Science or relevant field and/or 3 years of demonstrable experience for mobile developers.</p>	<p>Designs, writes, develops, and implements innovative and advanced mobile applications. Maintains and enhances existing applications. Responsible for translating code into user-friendly applications. Collaborates with internal teams to develop functional mobile applications while working in a fast-paced environment. Develops application programming interfaces (APIs) to support mobile functionality while keeping up to date with terminology, concepts, and best practices for coding mobile apps.</p>

37	Mobile Specialist	Experience with various technologies and roles, including Mobile App Development, Security and/or Infrastructure Projects with Android and iOS systems. Programming may include native iOS, Android, Objective-C, Swift, JSON, webservices, UIKit, CoreData, hybrid app development, MDM etc.	The Mobile Specialist serves in many capacities, including Developer, Engineer, Technical Architect, and Analyst for Mobile Projects. The Mobile Specialist often guides and mentors the technical team in all phases of the SDLC including requirement validation, detail design, development, and implementation. Serves as the Designer, Developer, and/or Engineer on Mobile Projects. Meets with end users and technical staff of all types to gather business and system requirements. Develops and/or engineers user interface, service tier, data tier components, infrastructure or security for Mobile Projects. Develops standards, repeatable processes, and reusable components. Assists in project planning, including developing of timelines, composition of technical teams, and leveling of resources. Mentors technical team leads and team members on Department processes and standards to promote consistency and improve productivity.
38	Network Administrator	Bachelor's degree in Computer Science or a related field 2+ years experience in a network administration role MCSE certification a plus CISSP, CCNA, or CCNP certification a plus	The Network Administrator installs, configures, and supports an organization's local area network (LAN), wide area network (WAN), and Internet system or a segment of a network system. Maintains network hardware and software. Monitors network to ensure network availability to all system users and perform necessary maintenance to support network availability. May supervise other network support and client server specialists and plan, coordinate, and implement network security measures. Coordinates the development, implementation, and maintenance of a local area network or wide area network. Maintains the network's physical and logical structures, including network connections. Maintains network support software, analyzes user support statistics, and recommends appropriate measures. Installs, tests, and maintains network hardware and software. Prepares and analyzes statistics on network utilization and availability. Prepares training courses and provides user support and training in the use of available hardware, software, and utilities. Performs tuning and capacity planning activities to enhance the performance of the network resources.

39	Network Engineer	Experience with various technologies and roles, including Cisco, Avayya, Nortel, Routers, Switches, TCP/IP, BGP, Storage Area Network (SAN), CCNA/CCNP/CCIE certifications.	The Network Engineer is responsible for installing networking technologies and supporting networks. Assesses existing network configurations and makes recommendations based on product specifications. Configures equipment and software to meet business needs, trains others on the solution, and documents the solution for ongoing support. Functions as part of a team on larger projects, or individually provides the services on support visits or smaller projects. Provides technical support and assists with the design of network solutions. Requires experience in the technical services and support field as well as experience in network administration (DHCP, DNS, routers, firewall, etc.).
40	Network Security Administrator	Bachelor's degree in Information Technology, Information Systems, or Computer Science. Previous network security experience and professional certification, such as the Certified Information Systems Security Professional (CISSP) are a plus.	Helps secure computer systems for a company, organization, or agency. Job duties may involve creating or updating security infrastructure and continually monitoring networks for unauthorized access or suspicious activities. Works with company staff members to help them stay connected and keep their work devices secure while they are online. May need to design and operate a training program that helps employees understand cybersecurity measures and best practices.
41	Network Security Architect	Windows and Unix system security experience Experience using Intrusion Detection Systems (IDS) and hardware and software firewalls Implementing various network access control systems such as Active Directory A bachelor's degree in computer science or a related field is also required and a master's degree in cybersecurity is preferred with one or two years in a cybersecurity role. CISSP and ISSAP certifications preferred.	Responsible for designing and overseeing the building and configuration of secure enterprise network systems. Responsible for analyzing network data and systems to select the most appropriate control mechanism for the security required. May also have a hand in selecting software and hardware used to apply the control system. Defines policies and procedures appropriate to the systems and help educate users and administrators. May have an ongoing role in auditing and supervising security levels specific to the systems designed.

42	Network Security Engineer	<p>Complete and in-depth knowledge of network management & security technologies and approaches. (DMZ design, IPSec, proxies, RADIUS, Network intrusion detection sensors). 4 year college degree or equivalent technical study or advanced degree. Certifications such as CISSP, GISP, and CISM.</p>	<p>Responsibility for designing, implementing, and supporting network security solutions for the organization. In collaboration with members of the Architecture and Engineering, Systems Administration, Database Administration, IT Development, and Application Support teams, the Network Security Engineer will implement practical solutions to secure the States network infrastructure and ensure regulatory compliance requirements are met. This includes the ongoing maintenance and management of hardware and software that secures the organization's network, analyzing and troubleshooting problems, and monitoring for potential network security problems or incidents.</p>
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43	Oracle/PeopleSoft DBA	<ul style="list-style-type: none"> • Oracle DBA experience in all phases of Oracle/ PeopleSoft DBA support and Oracle/ PeopleSoft release upgrades. • Experience supporting Oracle Exadata is preferred. • Experience with Oracle 11g RAC, ASM and DataGuard is required. • Experience with Oracle 12c is preferred. • Experience with partitioning and advanced compression is preferred. • Must be able to perform database backup and recovery, exports, imports, cloning, database refreshes, database monitoring, performance tuning. • In -depth knowledge of Oracle databases and strong system level (Linux) and infrastructure (EMC or IBM SAN attached storage/RAID configuration, etc.) understanding. • Proficient in UNIX scripting. • Experience in resolving software integration problems. • Excellent analytical ability, strong consultative and communication skills. 	<p>The Oracle DBA will create, configure, monitor, and administer the Oracle database environment. The DBA must be able to work independently to provide all aspects of Oracle database administration.</p> <p>Activities:</p> <ul style="list-style-type: none"> • Responsible for Oracle database design and support. • Performs capacity planning activities as related to database storage. • Assists in database performance monitoring, tuning, and optimization. • Suggests and implements Departmental standards and procedures for database administration. • Works with database vendors and external support on issues such as upgrades, technical problems, and solutions. • Installs and configures Oracle software and identifies, performs, and maintains software release levels, database patches, and fixes as needed. Assists with database upgrades as needed. • Develops, tests, and implements backup and recovery strategy. • Follows change control and application deployment and access control procedures. • Develops database monitoring procedures and utilities. • Coordinates with other DBA team members on infrastructure enhancement or large development projects.
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44	PEGA Lead Business Architect	4-year college degree or equivalent technical study; PEGA Senior Systems Architect Certification	Leads the business team in gathering requirements and choosing the best way to implement requirements leveraging the Pegasystem software and DCO capabilities. Understands business process and business requirements of the customers and translates them to requirements artifacts such as BRD/Functional spec/Use stories. Helps to ensure that the requirements management and facilitation best practices are adhered to which includes management of artifacts through traceability, version control, and change control. Helps to document business rules and assists with work type structure from the perspective of the business needs. Designs and configures rules and flows and assists with the draft user interface and draft process flow development. Functions as an Information Technology Business Analyst by understanding business requirements and transforming those requirements into data mapping specs. Effectively communicates with internal teams and clients to deliver user interface requirements like Graphical User Interfaces, Screen, and Interface mock-ups. Understands interface/integration technologies and has a good understanding of customers' needs so they can be translated into requirements.
45	PeopleSoft Functional Analyst	4-year college degree. Expertise in required PeopleSoft Modules and Technologies.	Provides support for the development and implementation of the Oracle PeopleSoft Human Capital Management Modules for the program.
46	PeopleSoft Functional SME	4-year college degree. Expertise in required PeopleSoft Modules and Technologies.	Responsible for providing PeopleSoft functional support by acting as subject matter expert and leading the organization through the entire systems development lifecycle and production support.

47	Product Manager	Degree in technical fields such as engineering or computer science. An MBA and a complementary certification within product management is a plus.	Manages, plans, and coordinates the development of new products and enhancements of existing products and technical solutions based on short-term and long-term needs. Determines reasonable roadmaps and deadlines for new products and product enhancements considering priority, customer needs, financial limitations, staffing requirements, and availability of resources. Develops sales forecasts and implements pricing schedules that provide revenue and margins growth while remaining competitive in the market.
48	Product Specialist	Degree in technical fields such as engineering or computer science. An MBA and a complementary certification within product management is a plus.	Collaborates with business units in developing business plans and in designing, producing, launching, and advertising a company's products. Coordinates with engineering, manufacturing, marketing, and other cross-functional teams to provide marketing strategies, product development, management, and sales solutions. Oversees the materials, timelines, budgets, employees, and equipment needs; and assures the product meets specifications. Provides support for marketing sureties, advertising materials, marketing campaigns, tradeshow, television and radio ads, and other promotional activities, ensuring conformance to the imaging intended for promotion. Monitors short- and long-term product development and marketing.
49	Program Manager	Experience in various technologies and roles, including Agile, Waterfall or other SDLC methodologies. PMP/PMI certifications are preferred. Expertise with project management tools such as MS Project.	The Program Manager manages programs to ensure that implementation and prescribed activities are carried out in accordance with specified objectives. Plans and develops methods and procedures for implementing programs, directs and coordinates program activities to ensure project goals are achieved, and exercises control over personnel responsible for specific functions or phases of programs.

50	Project Manager	Experience in various technologies and roles, including Agile, Waterfall or other SDLC methodologies. PMP/PMI certifications are preferred. Expertise with project management tools such as MS Project.	The Project Manager designs, plans, and coordinates work teams. Follows standard project management industry practices such as the PMI's framework. Understands business and technical objectives of a project and works closely with project sponsor. Creates project charter and work plan and tracks budget and schedule progress via appropriate metrics. Establishes project organization and methodologies and defines roles and responsibilities. Documents risks and develops mitigation plans. Manages scope. Creates and implements a communication plan. Builds an effective team, assigns tasks to team members, and evaluates outcomes. Negotiates resources. Communicates to stakeholders and project sponsor. Identifies, tracks, and ensures resolution of issues and removal of barriers.
51	Quality Assurance Analyst	Degree in technical fields such as engineering or computer science or related work experience.	Conducts routine and non-routine tests using variety of testing devices and procedures to maintain product quality. Constructs and alters quality assurance test plans according to product specifications. Assists in the creation and maintenance of testing standard, processes, and systems that align with industry standards. Develops, publishes, and implements test plans. Writes and maintains test automation. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Participates in the testing process through test review and analysis, test witnessing, and certification of software.

52	Quality Assurance Engineer	Degree in technical fields such as engineering or computer science or related work experience. Solid knowledge of SQL and scripting. Experience working in an Agile/Scrum development process.	Plans and directs activities concerned with development, application, and maintenance of quality standards for manufacturing processes, materials, products, and/or business systems. Develops and implements standards and methods for inspection, testing, and evaluation relative to the organization's quality management system. Assures compliance of organization's products and processes. Devises sampling procedures and designs and develops forms and instructions for recording, evaluating, and reporting quality data. Assures that products leaving the manufacturing or development organization are effective and free from defects or operational problems or errors.
53	Robotic Process Engineer	Degree in technical fields such as engineering or computer science or similar field. Excellent knowledge of CAD/CAM software.	Designs prototypes, builds and tests machines, and maintains the software that controls them. They also conduct research to find the most cost-efficient and safest process to manufacture their robotic systems. Creates applications or autonomous machines (aka robots) for industries such as mining, manufacturing, automotive, services, and more. Often, the goal is to program machines to do repetitive, hazardous, or unhealthy jobs.
54	RPA Solution Architect/Developer	Degree in technical fields such as engineering or computer science or similar field. Minimum 2+ years of RPA Developer experience. Experience with .Net, C#, and VB.	Writes and programs computer code and logic that can be processed by a computer and form the foundation of a robot's essential functions. Provides technical support when necessary to troubleshoot machine and software issues. Manages and maintains robotic programs and code. Designs an end-to-end RPA solution for different client queries. Defines the architecture of RPA solutions. Designs the flow diagram to simplify the understanding of architecture definition. Selects/Suggests appropriate set of technology and tools to be used to build the solution. Understands the process end to end and documents it as per understanding. Supports each phase of RPA lifecycle right from "Requirement Gathering" to "Hypercare." Makes sure the solution aligns with the enterprise guidelines.

55	Salesforce Developer	<p>Bachelor's degree in computer science or software engineering. Extensive experience working with Salesforce CRM platforms. Advanced knowledge of Salesforce CRM platforms. Proficient in MYSQL, Apex, JavaScript, Native, and VisualForce. Working knowledge of mavenMate or eclipse.</p>	<p>Designs, codes, and implements Salesforce applications. Salesforce Developers are responsible for developing customized solutions within the Salesforce platform to meet company objectives and provide scalable processes. Responsibilities:</p> <ul style="list-style-type: none"> - Meeting with project managers to determine CRM needs. - Developing customized solutions within the Salesforce platform. - Designing, coding, and implementing Salesforce applications. - Creating timelines and development goals. - Testing the stability and functionality of the application. - Troubleshooting and fixing bugs. - Writing documents and providing technical training for Salesforce staff. - Maintaining the security and integrity of the application software.
56	SAP Specialist	<p>Experience with various technologies and roles, including various SAP Modules and technologies such as : Human Resource Management (SAP HRM), Production Planning (SAP PP), Financial Supply Chain Management (SAP FSCM), Project System (SAP PS), Financial Accounting and Controlling (SAP FICO), etc.</p>	<p>Consults with client or management to solve complex business issues with a combination of packaged software, more efficient processes, and deep industry experience. Defines marketing, sales, and/or service needs or problems; acquires data through research, studies, and surveys; and analyzes problems and advises or recommend solutions to, utilizing knowledge of theory, principles, and/or technology of SAP (Systems, Applications, and Products in data processing) CRM (Customer Relationship Management) business software. Responsible for analysis, design, coding, and component and assembly testing of all application code owned by the SAP Team. Reviews, analyzes, and modifies the programming systems including encoding, testing, and debugging to support an organization's SAP applications.</p>

57	Scrum Master	Bachelor's degree in computer science, information technology, or a relevant field preferred. Certified scrum master, SAFe preferred. 3+ years of experience as a scrum master or in a similar role. Working knowledge of agile methodology, techniques, and frameworks, such as Scrum or Kanban, to deliver solutions.	Facilitates and guides a software development product owner, team, and organization on how to use Agile/Scrum concepts, values, practices, and principles focusing on improving team effectiveness. Encourages getting work done without coercion, assigning, or dictating the work. Facilitates discussions and decision making, and assists in mediation of conflict resolution. Leads the team and guides them on how to get the most out of self organization. Gives support using a servant leadership style whenever possible, leads by example, and demonstrates value-add principles. Responsibilities: <ul style="list-style-type: none"> -Using agile methodology values, principles, and practices to plan, manage, and deliver solutions. -Training, mentoring, and supporting scrum teams to follow agile values, principles, and practices. -Determining and managing tasks, issues, risks, and action items. -Scheduling and facilitating scrum events, meetings, and decision-making processes. -Monitoring progress and performance and helping teams to make improvements. -Planning and organizing demos and product/system testing. -Ensuring the proper use of collaborative processes and removing impediments for the scrum team. -Tracking project processes, deliverables, and financials. -Preparing and presenting status reports to stakeholders.
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58	Security Administrator	Bachelor's degree or higher in Cybersecurity or Computer Science. A professional certification such as CompTIA's security+ or the EC-Council's certified ethical hacker is preferred.	Develops, implements, and maintains security standards, policies, and procedures. Manages security user system, data entitlements, authorizations, access rights, account creation, and modifications across multiple platforms and applications. Designs and directs security audits and penetration tests to discover system vulnerabilities, documents results, and provides recommendations to minimize risks. Responsible for installing, administering, and troubleshooting an organization's security solutions. They also write up security policies and training documents about security procedures for colleagues.
59	Security Analyst	Bachelor's degree or higher in Cybersecurity or Computer Science. A professional certification such as CompTIA's security+ or the EC-Council's certified ethical hacker is preferred.	Plans and executes the protection of information found on company computers and data networks, utilizing understanding of computer and network security, including firewall administration, encryption technologies, and network protocols. Designs, develops, and implements security plans depending on the company's needs and current threats. Installs, uninstalls, updates, and maintains various security programs that protect sensitive data using firewalls and data-encryption technology. Protects computer networks from cyber attacks, creates cybersecurity policies and practices for the entire organization, and documents security breaches.
60	Security Engineer	Bachelor's degree or higher in Cybersecurity or Computer Science. A professional certification such as CompTIA's security+ or the EC-Council's certified ethical hacker is preferred.	Oversees security plans and details security policies. Implements and designs security counter-measures to respond in the event of a security breach. Coordinates security rules and internal access authorization with IT Operations leadership and management. Configures and maintains user access and accounts.

61	SharePoint Architect	Bachelor's degree in Computer Science, Information Systems or another field plus extensive hands-on experience. 3+ years in SharePoint Administration and Architecture Design, Configuration and Implementation.	<p>Responsible for design and implementation of Microsoft's Sharepoint collaboration platform.</p> <ul style="list-style-type: none"> -Providing guidance in the application lifecycle including engineering, project planning, project management, architecture and design. -SharePoint Web Governance, testing and quality assurance, deployment and operations. -Successfully engage in the full lifecycle of Analysis, Design, Implementation and Support -Supporting the delivery of complex services, including supporting the work of colleagues. -Identifying and developing new business opportunities and further developing existing client relationships.
62	SharePoint Developer	Bachelor's degree in computer science or software engineering. Previous experience as a SharePoint developer. Extensive knowledge of C#, ASP.NET, and .NET Frameworks. Familiarity with JavaScript, HTML5, CSS, XML, jQuery, SQL Server, and Web Services.	<p>Responsible for configuring and customizing SharePoint systems according to company specifications, building scalable web applications, writing and modifying code, debugging software, and training staff. Responsibilities:</p> <ul style="list-style-type: none"> -Meeting with the design team to review website and application requirements. -Setting tasks and development goals. -Configuring the company SharePoint systems to specified requirements. -Developing new web components using XML, .NET, SQL, and C#. -Designing, coding, and implementing scalable applications. -Extending SharePoint functionality with forms, web parts, and application technologies. -Testing and debugging code. -Reviewing website interface and software stability. -Troubleshooting software issues. -Maintaining and updating SharePoint applications. -Providing systems training to staff and customers.

63	Solutions Architect	<p>Bachelor's degree in information technology, software engineering, computer science, or related field. Proven experience in engineering and software architecture design. Previous project management experience is advantageous. In-depth understanding of coding languages (Java, JavaScript).</p>	<p>Manages Information Technology applications projects, including the design, development, and implementation of components of the IT architecture. Develops and explicates IT solutions based on the enterprise's strategic business or technical requirements. Develops and communicates architectural proposals for various projects and initiatives. Defines the approach for structuring each application, including determining appropriate use of technology solutions. Defines and validates technical requirements and architecture quality attributes. Responsibilities include gathering requirements and functional specifications, assessing the current software systems in place in order to identify areas in need of improvement, and overseeing development teams. Responsibilities:</p> <ul style="list-style-type: none"> -Building and integrating information systems to meet the company's needs. -Assessing the systems architecture currently in place and working with technical staff to recommend solutions to improve it. -Resolving technical problems as they arise. -Providing supervision and guidance to development teams. -Continually researching current and emerging technologies and proposing changes where needed. -Informing various stakeholders about any problems with the current technical solutions being implemented. -Assessing the business impact that certain technical choices have. -Providing updates to stakeholders on product development processes, costs, and budgets.
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64	System Administrator	Bachelor's degree in information technology, software engineering, computer science, or related field or relevant work experience.	<p>The System Administrator is responsible for effective provisioning, installation/configuration, operation, and maintenance of computer hardware and software and related infrastructure. This individual ensures that system hardware, operating systems, software systems, and related procedures adhere to Commonwealth policies, standards, and guidelines. Responsibilities include systems administration engineering and provisioning, operations and support, maintenance, and research and development to ensure continual innovation. Installs new/rebuilds existing servers and configures hardware, peripherals, services, settings, directories, storage, etc., in accordance with standards and project/operational requirements. Performs daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups. Performs regular security monitoring to identify any possible intrusions. Performs daily backup operations and regular file archival and purge as necessary. Creates, changes, and deletes user accounts per request. Provides Tier III/other support per request from various constituencies. Investigates and troubleshoots issues. Diagnoses and recovers from hardware or software failures. Coordinates and communicates with impacted constituencies. Applies OS patches and upgrades on a regular basis, and upgrades administrative tools and utilities. Configures/Adds new services as necessary. Upgrades and configures system software that supports GIS infrastructure applications or Asset Management applications per project or operational needs. Maintains operational, configuration, or other procedures. Performs periodic performance reporting to support capacity planning. Performs ongoing performance tuning, hardware upgrades, and resource optimization as required. Configures CPU, memory, and disk partitions as required.</p>
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65	System Engineer	Bachelor's degree in information technology, software engineering, computer science, or related field or relevant work experience.	<p>Responsibilities:</p> <ul style="list-style-type: none"> -Manages and monitors all installed systems and infrastructure for the organization to be in line with company guidelines or SOP (standard operating procedure). -Defines customers' needs and functionality in a service development cycle. -Assists in the coordination of various teams testing and evaluating for the development of design and its implementation of the best output. -Installs, configures, and tests operating systems, application software, and system management tools. -Ensures the highest level of systems and infrastructure availability. -Implements warranty and support activities. -Evaluates the existing systems and provides the technical direction to IT support staff. -Plans and implements system automation as required for better efficiency. -Oversees the development of customized software and hardware requirement. -Collaborates with other professionals to ensure high quality deliverables within organizational guidelines, policies, and procedures. -Deals with work process, optimization methods, and risk management tools in the given projects for the successful accomplishments according to the requirements of the stakeholders.
66	Technical Writer	Bachelor's degree in information technology, software engineering, computer science, or related field or relevant work experience. Exceptionally proficient in the use of Microsoft Office tools.	The Technical Writer develops and maintains user and technical documentation and project process documentation for Application Teams. Understands the user's view of applications and/or technology and is able to put procedures in a logical sequence. The experienced TTW provides expertise on technical concepts of applications and/or user groups and structuring procedures in a logical sequence, due to a broad understanding of the applications. Ensures messages and terminology is consistent across all written materials. Identifies, creates, revises, and maintains documentation and templates needed by the Application Teams.

67	Tester	<p>Bachelor's degree in information technology, software engineering, computer science, or related field or relevant work experience.</p> <p>Experience with various technologies and roles, such as HP UFT, HP Quality Center, Telerik, eggPlant, Selenium, TestingWhiz, TestComplete, Ranorex, Test Studio, along with manual testing activities.</p>	<p>Responsible for the design, pilot, and implementation of the software quality assurance review processes. They typically have a background in software development and testing. The Quality Assurance Tester will work with Application Teams during pre- and post-assessment periods. The Quality Assurance Tester is responsible to plan, schedule, execute, and document findings of the review. Quality Assurance Testers must have a detailed understanding of processes which support the software development lifecycle. Writes and maintains test automation. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Participates in the testing process through test review and analysis, test witnessing, and certification of software.</p>
68	UI Developer-Designer	<p>BS/MS in Human-Computer Interaction, Interaction Design, or related. Proficiency in Photoshop, Illustrator, OmniGraffle, or other visual design and wire-framing tools</p> <p>Proficiency in HTML, CSS, and JavaScript for rapid prototyping.</p>	<p>Translates high-level requirements into interaction flows and artifacts, and transforms them into intuitive and functional user interfaces.</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> -Collaborates with product management and engineering to define and implement innovative solutions for the product direction, visuals, and experience. -Executes all visual design stages from concept to final hand-off to engineering. -Conceptualizes original ideas that bring simplicity and user friendliness to complex design roadblocks. -Creates wireframes, storyboards, user flows, process flows, and site maps to effectively communicate interaction and design ideas. -Presents and defends designs and key milestone deliverables to peers and executive level stakeholders, -Conducts user research and evaluates user feedback. -Establishes and promotes design guidelines, best practices, and standards.

69	UX Developer	BS/MS in Human-Computer Interaction, Interaction Design, or related. Proficient in design software (e.g. UXPin, Balsamiq). Knowledge of HTML/CSS; JavaScript is a plus.	Responsible for making applications user-friendly and intuitive to attract and retain customers. Studies the user experience and measures how easy it is to complete tasks in an efficient manner while improving ease-of-use capabilities through many different approaches. Responsibilities: <ul style="list-style-type: none"> -Understands product specifications and user psychology. -Conducts concept and usability testing and gathers feedback. -Creates personas through user research and data. -Defines the right interaction model and evaluates its success. -Develops wireframes and prototypes around customer needs. -Finds creative ways to solve UX problems (e.g., usability, findability). -Works with UI designers to implement attractive designs. -Communicates design ideas and prototypes to developers. -Keeps abreast of competitor products and industry trends.
70	Telecom Administrator	Bachelor's Degree in Computer Science, Information Technology or related field; Current CCNA; CCNP Collaboration; Experience supporting Cisco Unified Contact Center Express; Experience with installation, implementation, and support of SIP and PTSN services through ISP or other carriers; Experience with Cisco Emergency Responder.	Voice systems specialists who team up with customers, departments, and other technical staff to ensure the highest possible quality and efficiency from their networks. Manages and supports telecommunications systems and networks, with duties that include configuring and deploying equipment, managing user access and rights, monitoring network performance and reliability, and implementing and maintaining security protocols. Telecom admins have a broad understanding of TCP/IP, UDP, FTP, VoIP, telephony systems, and general networking hardware and software that they use to perform their jobs. Must be able to work independently and as a member of a team, with excellent organizational and time management skills. Should have effective communication and interpersonal skills to use when supporting clients, stakeholders, and other team members.

71	Telecom Engineer	Bachelor's Degree in Computer Science, Information Technology, Electronics or Telecommunications. CCNA or CCNP are a plus.	Researches, develops, designs, and evaluates communications systems and equipment. Studies communications systems and equipment, such as present and projected volume of communications, effectiveness and adequacy of system, and estimated equipment costs. Performs engineering studies to obtain data on new equipment and systems developments in communications field and adaptability of equipment to existing system. Excludes supervisory and paraprofessional positions.
72	Telecom Technician	Bachelor's degree in computer science, electrical/electronic engineering, information technology, or another related field. Associate degree in a related technical discipline, or the equivalent combination of education, technical training or work experience. One to three years of related IT/telecommunications experience. Data Center/PoP/Central Office installation experience preferred. Prior experience with VOIP. Prior experience with SIP Trunking implementations. Experience with basic networking protocols including DNS, DHCP, VPNs, WAN/LAN TCP/IP.	Creates, starts implementation, installs, repairs, and maintains data, voice, and network communications systems, using hand tools and software and hardware testing instruments and techniques. Implements recommended equipment modifications and enhancements in accordance with user request and business objectives.

73	Network Technician	BS/BA in computer science, computer engineering or relevant field. CCENT/CCNA qualifications are strongly preferred.	Responsible for designing and installing well-functioning computer networks and systems. Installs internet connections and electronic cabling. Performs troubleshooting on system failures to maintain long-term efficiency within an area. Responsibilities: <ul style="list-style-type: none"> -Designs and installs well-functioning computer networks, connections and cabling. -Performs troubleshooting to system failures and identifies bottlenecks to ensure long term efficiency of network. -Inspects LAN infrastructure and fixes minor or major problems/bugs. -Tests and configures software and maintains and repairs hardware and peripheral devices. -Evaluates network performance and finds ways of improvement. -Organizes and schedules upgrades and maintenance without deterring others from completing their own work. -Performs regular data backups to protect the organization's information. -Provides technical direction to co-workers on computer and network usage and offers comprehensive advice and instructions.
74	Mainframe Systems Programmer	Bachelor's degree in computer science, electrical/electronic engineering, information technology, or another related field.	Installs, customizes, and maintains the operating system for the mainframe, and also installs or upgrades products that run on the system. Responsible for managing the mainframe hardware configuration, and installing, customizing, and maintaining the mainframe operating system.

75	Content Management Administration	<p>BS degree in Journalism, Marketing or relevant field. Proven work experience as a Content manager. Hands on experience with MS Office and WordPress. Basic technical knowledge of HTML and web publishing. Knowledge of SEO and web traffic metrics. Familiarity with social media.</p>	<p>Conceives and develops written and graphical content for website to provide information on products and services or entertainment to site visitors. Gathers information and integrates data from other departments to assist in determining the content of the website. Attracts visitors to the website by developing user interface and design standards, including improvement of features. This position is less technical than Webmaster or Web Developer because of lesser knowledge and responsibilities for site programming code.</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> -Develops content strategy aligned with short-term and long-term marketing targets. -Collaborates with marketing and design teams to plan and develop site content, style, and layout. -Creates and publishes engaging content. -Edits, proofreads, and improves writers' posts. -Liaises with content writers to ensure brand consistency. -Optimizes content according to SEO. -Uses content management systems to analyze website traffic and users' engagement metrics. -Manages content distribution to online channels and social media platforms to increase web traffic. -Develops an editorial calendar and ensures content team is on board. -Ensures compliance with law (e.g., copyright and data protection). -Stays up-to-date with developments and generates new ideas to draw audience's attention.
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76	Application Technical Specialist	<p>Could include advanced skills in technologies such as SharePoint , SAP, Curam, Service Now, HL7, PEGA, etc.</p>	<p>The Application Technical Specialist is a senior level resource with specialized knowledge and experience in Specific Technologies. The Technical Specialist has an overall knowledge and understanding of application development and architecture that serves as a strong base for technical expertise in a specific product or program.</p> <ul style="list-style-type: none"> • Demonstrates expertise in conveying technical and functional concepts for a specific technical specialty. • Identifies improvements to project standards to achieve high quality services/products. This is a professional position which may require subject matter expertise consistent with demanding and rare technological skills. • May require coordination of programming activities being conducted by the application development team. • Confers with other business and technical personnel to resolve problems of intent, inaccuracy, or feasibility of computer processing and project design. • Works with necessary personnel to determine if modifications are necessary with interested personnel to determine necessity for modifications or enhancements. • Leverages excellent written and verbal communication skills to develop new business process and programming solutions as directed by business and technical stakeholders. • May coordinate activities of application developers. • Able to identify best practices and standards for the use of the product. Identifies improvements to project standards to achieve high quality services/products. This is a professional position which may require subject matter expertise consistent with demanding and rare technological skills.
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77	Infrastructure Technical Architect	<p>Could include: various technologies and roles, including designing, developing, and implementing application infrastructure to provide highly-complex, reliable, and scalable applications and systems to meet the organization's objectives and requirements.</p>	<p>Responsible for designing, developing, and implementing application infrastructure to provide highly-complex, reliable, and scalable applications and systems to meet the organization's objectives and requirements. Infrastructure Technical Architects are familiar with a variety of the application technologies, frameworks, environments, concepts, methodologies, practices, and procedures, and rely on experience and judgment to plan and accomplish goals. Infrastructure Technical Architects are able to perform a variety of complicated tasks with minimal or no direct supervision. They have proven experience defining systems and application architecture and provide vision, problem anticipation, and problem solving ability to organizations. They consult with the client to define needs or problems, conduct research, perform studies and surveys to obtain data, and analyze problems to advise on or recommend solutions, utilizing knowledge of theory, principles, or technology of specific discipline or field of specialization.</p>
78	Business Subject Matter Expert	<p>Could include: various technologies and roles, including SME in product and software or functional areas. This role encompasses working with Mid and Senior management and stakeholders in an organization.</p>	<p>Business Subject Matter Experts bring proven experience from related businesses or organizations as well as system integration and technology experience. They consult with the client to define needs or problems, conduct research, perform studies and surveys to obtain data, and analyze problems to advise and make recommendations on business and technical solutions based on hands-on experience solving similar business problems. They are able to utilize knowledge of theory, principles, or technology of specific discipline or field of specialization.</p>

79	Senior Consultant	4 year college degree or equivalent technical study or advanced degree. Certifications and degrees pertinent to the role being performed. Considered an SME in their field.	The Senior Consultant is responsible for evaluating existing systems and/or new user needs to analyze, design, recommend, and implement information system changes. Consultants typically are familiar with a variety of the field's concepts, methodologies, practices, and procedures and rely on experience and judgment to plan and accomplish goals. Consultants are able to perform a variety of complicated tasks with minimal or no direct supervision. Defines system and application architecture and provides vision, problem anticipation, and problem solving ability to organization. Consults with client to define need or problem, conducts research, performs studies and surveys to obtain data, and analyzes problems to advise on or recommend solutions, utilizing knowledge of theory, principles, or technology of specific discipline or field of specialization. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to and/or receives strategic direction from an executive or a manager.
80	PEGA Developer	PEGA certification as a System Architect; working experience with PEGA Cloud; Experience creating data classes and properties in PEGA implementation; Broad experience in the PEGA rules-based architecture to configure and test applications functionality in process flow, UI screens, automated decisions and prosperities; Experience in Scrum development methodology	Designs and maintains applications using PEGA to solve company needs. Collaborates with Business Analysts and to develop new systems and/or enhanced functionality utilizing the PEGA BPM platform and PEGA Cloud.