# Federal Supply Service
## Authorized Office, Imaging and Document Solutions
## Solicitation Schedule Price List

**Contract Number:  GS-25F-0008P**
**Period Covered By Contract: 10/01/2003 – 9/30/2018**
**Business size:  Other than Small Business**

**Special Item Numbers:**
**51-501Needs Assessment and Analysis Services**
**51-504 Records Management Services**
**51-505 Document Production Services Onsite/Offsite**
**51-506 Document Conversion Services**
**51- 509 Network Connectivity Support Services**
**733-1 Mail Room Administrative Support**



## Committed to Effective and Efficient Application of Innovative Technology Solutions

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

**Contact**
**Carolyn Ryan –Rob Lehman**
**Zimmerman Associates, Inc.**
**10600 Arrowhead Dr., Suite 325, Fairfax, VA 22030-7306**
**(703) 883-0506 Voice (703) 883-0526 Fax**

Home Page – www.zai-inc.com      E-mail – cryan@zai-inc.com or rlehman@zai-inc.com

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**CUSTOMER INFORMATION**:

**1a.** **Authorized special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).** See the attached price list.

| Special Item Numbers | Descriptions |
|---|---|
| 51-501 | Needs Assessment and Analysis Services |
| 51-504 | Records Management Services |
| 51-505 | Document Production Services Onsite/Offsite |
| 51-506 | Document Conversion Services |
| 51-509 | Network Connectivity Support Services |
| 733-1 | Mail Room Administrative Support |

**1b.** **Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract.** See attached price list.

**1c.** **If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided.** See attached price list.

**2.** **Maximum order**. $1,000,000

**3.** **Minimum order**. $100.00

**4.** **Geographic coverage**: Geographic coverage for this contract shall cover the 48-contiguous states, the District of Columbia and Alaska, Hawaii and the commonwealth of Puerto Rico.

**5.** **Point(s) of production:** Fairfax, Virginia and various customer locations.

**6.** **Discount from list prices or statement of net price**. Discount pricing under this contract for services provided under SIN's 51-501, 51-504, 51-505, 51-506 and 51-509 and 733 1 shall be predicted on dollar volume sales as follows: 2% discount on all orders during the initial year and 3% for all years thereafter.

**7.** **Quantity discounts:** Discounts in amounts greater than specified in Item 6 may be negotiated on individual orders at the time the order is quoted.

**8.** **Prompt payment terms:** Net payment 30 days from date invoice.

**9a.** **Notification that Government purchase cards are accepted at or below the micro-purchase threshold:** the contractor accepts payment with a government purchase card for orders at or below the micro-purchase threshold.

9b. **Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold:** the contractor does not accept Government Purchase Cards for purchases above the micro-purchase threshold.

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

11a. **Time of delivery**:  Delivery of supplies or services will not be less than 30 days after receipt of the purchase order, unless otherwise specified.

11b. **Expedited Delivery.**  The contractor primarily provides services under this contract; therefore, expedited delivery is not applicable.

11c**.** **Overnight and 2-day delivery:**  The contractor primarily provides services under this contract therefore overnight and 2-3 day delivery is not applicable.

11d. **Urgent Requirements:**  If there are urgent requirements, directly contact the contractor's representative.

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

13a. **Ordering address**:
Zimmerman Associates, Inc.
10600 Arrowhead Drive, Suite 325
Fairfax, VA 22030-7360
Phone:  703-883-0506
FAX:    703-883-0526

13b. **Ordering procedures**:  For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).

14. **Payment address:**
Zimmerman Associates, Inc.
10600 Arrowhead Drive, Suite 325
Fairfax, VA 22030-7360
Phone:  703-883-0506
FAX:    703-883-0526

15. **Warranty provision**:  N/A

16. **Export packing charges, if applicable**:  N/A

17. **Terms and conditions of Government purchase card acceptance**:  Specific terms and conditions negotiated with each order.

18. **Terms and conditions of rental, maintenance, and repair (if applicable**): N/A

19.     **Terms and conditions of installation (if applicable**) N/A

20.     **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable).** N/A

20a.    **Terms and conditions for any other services (if applicable**): N/A

21.     **List of service and distribution points (if applicable):** N/A

22.     **List of participating dealers** (if applicable): N/A

23.     **Preventive maintenance (if applicable**):  N/A

24a.    **Special attributes such as environmental attributes** (e.g., recycled content energy efficiency, or reduced pollutants): N/A

24b.    **If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.)**  N/A

25.     **Data Universal Number System (DUNS) number**:  08-769-3545

26.     **Notification regarding registration in Central Contractor Registration (CCR) database**:  Contractor has registered with the Central Contractor Registration Database.

# LABOR CATEGORY DESCRIPTIONS

# LABOR CATEGORY DESCRIPTIONS

## PROGRAM MANAGER II

**Functional Responsibilities:** Manages a ZAI team (including subcontractor staff where applicable) of professional, paraprofessional and/or clerical staff. May manage one large, complex task or several smaller ones. Recommends strategies and develops plans that satisfy customer needs. Manages all aspects of an assignment, either directly or through subordinate senior professionals. Acts as the primary project liaison with the customer. Ensures outcomes that conform to the customer's technical and business requirements. Maintains overall responsibility for project/task performance within contractual obligations, time limitations, and funding constraints.

**Minimum/General Experience**: Fifteen (15) years experience in planning, directing, and coordinating the work activities of technical and management personnel involving all aspects of a project or task.

**Minimum Education**: Bachelor's degree or Master's degree in an information or business discipline or equivalent work experience.

## PROGRAM MANAGER I

**Functional Responsibilities:** Provides both technical and administrative project/task management. Plans, directs, and coordinates project/task activities to ensure that goals and objectives are accomplished in accordance with prescribed priorities, time limitations, and funding constraints

**Minimum/General Experience**: Ten (10) years experience in planning, directing, and coordinating the work activities of technical and management personnel involving all aspects of a project.

**Minimum Education:** Bachelor's degree in an information or business discipline or equivalent work experience.

## BUSINESS PROCESS ANALYSIS MANAGER III

**Functional Requirements:** Oversees a team in production analysis, inventory control, distribution, cost analysis, finance, marketing, human resources, and/or a variety of other business and technical problems to formulate and develop new and modified information processing systems of a large complex nature. Represents the business activity in all information technology developments. Coordinates with all organizations involved ascertaining system requirements such as program functions, output requirements, input data acquisition, and system

techniques and controls.  Responsible for the final presentation of analysis to management team. Has extensive knowledge of e-commerce tools, computer system capabilities, business processes and workflow.

**Minimum/General Experience**: Ten (10) years experience in analyzing business and technical problems in the development of information process systems.

**Minimum Education**:  Bachelor's degree in an information or business discipline or equivalent work experience.

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## BUSINESS PROCESS ANALYSIS MANAGER II

**Functional Requirements:**  Performs as a project lead planning and performing analysis of a variety of business and technical problems to formulate and develop new and modified information processing systems.  Works closely with appropriate staff members to determine system requirements in order to provide an analysis for performance improvement.

**Minimum/General Experience**: Seven (7) years experience in analyzing business and technical problems in the development of information process systems.

**Minimum Education**:  Bachelor's degree in an information or business discipline or equivalent work experience.

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## BUSINESS PROCESS ANALYSIS MANAGER I

**Functional Requirements:**  Under the general direction of more senior staff, initiates plans and analysis of business and technical problems to formulate and development and modification of information processing systems.  Utilizes available resources and personnel to carryout analysis to support management's pursuit for performance improvement.

**Minimum/General Experience**: Three (3) years experience in analyzing business and technical problems in the development of information processing systems.

**Minimum Education**:  Bachelor's degree in an information or business discipline or equivalent work experience.

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## RECORDS/INFORMATION MANAGER IV

**Functional Requirements:**  Oversees large, complex records management tasks (or several smaller tasks) staffed by professionals, paraprofessionals, and clerical personnel (both ZAI and subcontractor). Plans, staffs, and oversees efforts designed to develop or update records management systems at the enterprise level or for significant elements of the enterprise.

Performs all activities associated with records management function oversight, including staffing, budgeting, schedule management, and monitoring customer satisfaction.

**Minimum/General Experience**: Ten (10) years experience in managing the activities of records management personnel.

**Minimum Education**:  Bachelor's degree or Master's degree in an information, business, or closely related discipline or equivalent work experience. Certified Records Manager (CRM) designation is highly desirable.

## RECORDS/INFORMATION MANAGER III

**Functional Requirements:**  Manages a task functional area or oversees performance on a less complex task with responsibility for work accuracy, timeliness, and customer satisfaction. May direct a team of less senior records managers in performing analysis activities associated with schedule development or updating, file plan development, or file station design. May serve as subject area specialist for training assignments.

**Minimum/General Experience**: Seven (7) years of experience managing the activities of records management personnel or developing/analyzing records management functions.

**Minimum Education**:  Bachelor's degree or Master's degree in an information, business, or closely related discipline or equivalent work experience. CRM is preferred.

## RECORDS/INFORMATION MANAGER II

**Functional Requirements:**  Leads work teams composed of records management staff in paraprofessional and/or clerical labor categories or manages small and/or less complex tasks. May serves as a senior analyst for work process assessment efforts or as a subject area specialist for training assignments.

**Minimum/General Experience**: Five (5) years experience managing teams of records management staff or as a records management analyst.

**Minimum Education**:  Bachelor's degree or equivalent work experience.  Master's degree in an information, business, or closely related discipline is preferred.

## RECORDS/INFORMATION MANAGER I

**Functional Requirements:**  Performs records management assignments under the direction of more senior staff. May over see small teams of records management paraprofessional and/or clerical personnel performing short-term tasks or assignments within tasks. May serve as a team member collecting information to be used for scheduling and file planning activities.

**Minimum/General Experience**: Three (3) years experience in records management.

**Minimum Education**: Bachelor's degree in an information or business discipline or equivalent work experience.

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## RECORDS ANALYST III

**Functional Requirements:**  Implements information gathering activities in support or records management/systems analysis by collecting data from client departments via surveys, interviews, and inventories. Implements records management operations functions as part of active, inactive, and vital records programs under the direction of more senior staff. May lead teams of clerical staff in filing/maintaining files, inventorying, or retiring records or to implement file plans.

**Minimum/General Experience**: Five (5) years records management experience.

**Minimum Education**:  Two years of college or equivalent work experience. Bachelor's degree is preferred.

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## RECORDS ANALYST II

**Functional Requirements:**  Serves as a lead for inventory and other data gathering teams in support of records systems analysis activities and plays a senior paraprofessional role for records management activities where independent decision making is required. May perform quality control functions that involve reviewing the work of others or may oversee the work of more junior paraprofessional staff or clerical personnel. May perform more complex records maintenance functions such as retirement or charging activities.

**Minimum/General Experience**: Three (3) years records management experience.

**Minimum Education**:  Two years of college or equivalent work experience.

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## RECORDS ANALYST I

**Functional Requirements:**  Participates as a team member in records management data gathering activities or performs records management functions under the direction of more senior staff requiring the implementation of standard records operating procedures, schedules, or other client standards and guidelines such as filing, database updating, and retrieval.

**Minimum/General Experience:** One (1) year of records management experience.

**Minimum Education**: A high school diploma is required. Post secondary education is preferred.

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## TECHNICAL INFORMATION SPECIALIST III

**Functional Requirements:** Oversees records and database user services task functions that involve responding to user inquiries, researching user questions, and troubleshooting user problems. May develop records/document indexing and retrieval systems including taxonomies and key word indices. May oversee the activities of less senior staff providing records user support services

**Minimum/General Experience:** Five (5) years of directly related experience.

**Minimum Education:** Bachelor's degree in an information or business discipline or equivalent work experience.

## TECHNICAL INFORMATION SPECIALIST II

**Functional Requirements:** Responds to records user inquiries and requests for information, including inquiries that require significant or complex research using multiple sources. Provides input in the development of records retrieval tools such as taxonomies and thesauri May perform quality control activities of the work of other staff involving records/document retrieval tools such as indexes or abstracts.

**Minimum/General Experience:** Three (3) years of related experience.

**Minimum Education:** Bachelor's degree or equivalent work experience.

## TECHNICAL INFORMATION SPECIALIST I

**Functional Requirements:** Responds to basic records/document-related inquiries and provides general information to users. Abstracts and indexes records/documents. Provides input in the development of records/document retrieval tools such as taxonomies and thesauri.

**Minimum/General Experience:** One (1) year of related experience.

**Minimum Education:** Bachelor's degree in an information or business discipline or equivalent work experience.

## DOCUMENT CONVERSION SPECIALIST III

**Functional Requirements:** Coordinates document conversion activities involving multiple workstations and their staff and/or performs highly complex conversion activities involving challenging documents or media, strict timeframes, and/or sensitive information. Troubleshoots and resolves equipment problems and issues involving equipment settings or performance. Applies client image standards to product and ensures that task mandated quality standards are

met. Works with more senior staff and client personnel to design conversion workflow and to define standard operating procedures. Coordinates conversion equipment operations and image management with technical staff and may serve on teams to assess conversion requirements and implement and test conversion solutions.

**Minimum/General Experience:**  Five (5) years of document conversion experience.

**Minimum Education:**  Bachelor's degree or equivalent work experience.

## DOCUMENT CONVERSION SPECIALIST II

**Functional Requirements:**  Operates conversion equipment in production settings. Assesses original document quality and output requirements and ensures equipment is set properly to achieve objectives. Verifies output product quality and repeats conversion activity if needed. Monitors equipment status and reports problems. Performs basic equipment maintenance functions and cleaning activities. Tests and verifies equipment performance. May assist in training less experienced staff and in monitoring the quality of their performance.

**Minimum/General Experience:**  Three (3) years of document conversion experience.

**Minimum Education:**  Two years of college or equivalent work experience.

## DOCUMENT CONVERSION SPECIALIST I

**Functional Requirements:** Performs routine conversion operations in a production setting requiring minimal equipment adjustments and troubleshooting. May perform more complex conversion functions under the direction of more senior staff.

**Minimum/General Experience:**  One (1) year related experience.

**Minimum Education:** A high school diploma is required. Post secondary education is preferred.

## DOCUMENT PREPARATION CLERK II

**Functional Requirements:**  Coordinates teams of clerical personnel preparing documents for reprographics or conversion processing. Verifies the completeness and quality of work performed by less senior staff. May participate on teams of staff developing conversion/ production standard operating procedures, interact with client personnel regarding preparation requirements, or monitor and verify the work quality of less senior staff. Performs more complex document preparation tasks involving problem or fragile documents or sensitive items.

**Minimum/General Experience:**  Three (3) years related experience.

**Minimum Education:** A high school diploma is required. Post-secondary education is preferred.

## DOCUMENT PREPARATION CLERK I

**Functional Requirements:** Performs routine document preparation activities in a production environment where standard operating procedures and preparation requirements are clearly known.

**Minimum/General Experience:** One (1) year experience.

**Minimum Education:** A high school diploma is required.

## PROGRAM SUPPORT SPECIALIST III

**Functional Requirements:** Provides clerical and administrative support to project staff. Is familiar with the terminology for the unit being supported. Performs general office, administrative, or computer support duties such as: word processing following general guidelines; operating standard computer and office equipment and peripherals; preparing standard reports; collecting information for inclusion in databases; and performing routine data entry. Works independently.

**Minimum/General Experience:** Five (5) years experience in office or computer operations.

**Minimum Education**: A high school diploma is required. Post secondary education is preferred.

## PROGRAM SUPPORT SPECIALIST II

**Functional Requirements**: Provides clerical support to project staff. Performs general office or computer support duties such as: performing standard word processing following detailed guidelines; operating basic computer equipment or peripheral office equipment; running scheduled computer reports; and general office filing. Duties are simple and repetitive and performed under close supervision or with detailed verbal or written instructions.

**Minimum/General Experience**: Two (2) years experience in office or computer operations.

**Minimum Education**: A high school diploma is required.

## PROGRAM SUPPORT SPECIALIST I

**Functional Requirements**: Provides clerical support to project staff. Performs general office or computer support duties such as: answering phones; performing simple data entry or word processing functions; setting up standard office and/or computer equipment; operating peripheral

office and computer equipment; running scheduled computer reports; and general office filing. Duties are simple and repetitive and performed under close, immediate supervision.

**Minimum/General Experience**: Some familiarity with administrative systems is preferred.

**Minimum Education**: A high school diploma is required.

## COPY CLERK III

**Functional Requirements**: Coordinates document production activities involving multiple machines and their staff and/or performs highly complex reprographics production activities involving challenging documents or media, strict timeframes, and/or sensitive information. Troubleshoots and resolves equipment problems and issues involving equipment settings. Applies client copying standards to end product and ensures that task mandated quality standards are met. May assist in developing standard operating procedures. Coordinates equipment maintenance operations with vendors, monitors supply status and coordinates re-supply operations. Coordinates production activities with service users, establishes job priorities and schedules, and verifies copy quality.

**Minimum/General Experience**: Three (3) years of related experience.

**Minimum Education**: A high school diploma is required.

## COPY CLERK II

**Functional requirements**: Operates reprographics production equipment in production settings. Assesses original document quality and job requirements and ensures equipment is set properly to achieve objectives. Verifies output product quality and repeats copying activity if needed. Monitors equipment status and reports problems. Performs basic equipment maintenance functions and cleaning activities. Tests and verifies equipment performance. May assist in training less experienced staff. Re-supplies equipment as required and maintains supply inventories. Interacts with service users regarding the requirements of specific jobs. May establish work priorities and job schedules for operations involving lower volume and/or less complex work.

**Minimum/General Experience:** One (1) year experience.

**Minimum Education:** A high school diploma is required.

**COPY CLERK I**

**Functional requirements**: Performs routine reprographics production operations in a setting requiring minimal equipment adjustments and troubleshooting. Verifies output quality and equipment status. Re-supplies equipment as required. Interacts with service users regarding the requirements of specific jobs.

**Minimum/General Experience:** Entry level position. No experience is required.

**Education:** A high school diploma is required.

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**MAIL CLERK III**

**Functional Requirements**: Serves as a lead clerk for satellite mailrooms or for discrete functions within larger mailroom operations (such as incoming or outgoing mail operations). Applies United States Postal Service (USPS) and delivery service vendors to specific processing situations, analyzes cost/delivery parameters to attain the best cost to benefit ratio, applies USPS regulations to mail make up activities, monitors metering activities and ensures the integrity of operations and determines requirements for additional metering funds. Works with more senior personnel to implement changes when USPS or an agency's mail regulations change. Uses USPS and vendor tracking systems to monitor delivery status of priority materials and answers user questions about deliveries. Recommends delivery alternatives to service users based on needs and priorities. May use tracking systems and metering equipment to prepare reports.

**Minimum/General Experience:** Three (3) years of related experience.

**Minimum Education:** A high school diploma is required. Post-secondary education is preferred.

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**MAIL CLERK II**

**Functional requirements:** Operates fluoroscope, slitting, metering, tracking, and other mail management equipment. Receives, sorts, processes, and delivers mail. Troubleshoots and resolves addressing and delivery problems. May monitor the status of expedited delivery packages and reports on them to service users. May use tracking systems and metering equipment to prepare inputs for reports.

**Minimum/General Experience:** One (1) year of experience.

**Minimum Education:** A high school diploma is required.

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## MAIL CLERK I

**Functional requirements:** Performs routine mail receiving, sorting, delivery, pickup, metering, and outgoing mail makeup activities. Maintains flats, envelopes, trays, and other equipment and supply items. Resolves simple mail routing, addressing, and delivery problems at point of service.

**Minimum/General Experience:** Entry level position.  No experience is required.

**Minimum Education**: A high school diploma is required.

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## MESSENGER/COURIER

**Functional requirements:** Picks up and delivers mail from USPS and client facilities. May make special courier runs to either pick up or deliver individual pieces of mail to service users, distribution points, or mail/package handling facilities. Operates delivery vehicles and completes vehicle and delivery logs.

**Minimum/General Experience:** Three (3) years of driving experience. Must be able to lift fifty (50) pounds and pass a driving record check.

**Minimum Education:**  A high school diploma is required.

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## SYSTEMS/PROCESS ANALYST III

**Functional requirements:** Analyzes document management/processing system requirements to determine current capabilities and functions.  Analyzes high-level requirements, interviews end-users, and reviews business process documentation to determine requirements, business case elements, and return on investment (ROI) alternatives.  Develops detailed system and/or process requirements.  May provide direction to less senior analysts and to support staff. May review client requirements and develop study schedules and methodologies in response to them.

**Minimum/General Experience**: Ten (10) years related experience.

**Minimum Education**:  Bachelor's degree in a related information or business discipline or equivalent work experience.

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## SYSTEMS/PROCESS ANALYST II

**Functional requirements:** Analyzes process and system requirements to determine existing capabilities, functions, and business case and ROI alternatives.  Interviews end-users and reviews business process documentation to identify and define requirements.   Develops detailed requirements specifications. May serve as a team leader coordinating the completion of sub

activities or the preparation of specific products/outputs. May assist in reviewing client requirements and developing study schedules and methodologies in response to them.

**Minimum/General Experience**: Five (5) years related experience.

**Minimum Education:** Bachelor's degree in a related information or business discipline or equivalent work experience.

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## SYSTEMS/PROCESS ANALYST I

**Functional Requirements:** Performs well-defined process requirements analyses under the direction of more senior staff. Collections capability, performance, and requirements data and other functional information. Aggregates business process, business case, and ROI data for review by more senior members of the project team.

**Minimum/General Experience:** Three (3) years related experience.

**Minimum Education:** Bachelor's degree in a related information or business discipline or equivalent work experience.

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## PROGRAMMER/ ANALYST III

**Functional Requirements:** Designs, develops, implements, and maintains complex information systems. Manages more complex assignments requiring nonstandard programming techniques and/or extensive knowledge of specific development tools. Evaluates users request for new or modified programs to determine feasibility, cost, and time requirements and compatibility with existing systems and capabilities. Determines programming specifications. Provides technical guidance to lower level programmers/analysts. Requires comprehensive knowledge of programming techniques, networked and centralized operating systems, and the capabilities of enterprise database products and development suites.

**Minimum/General Experience:** Seven (7) years related experience.

**Minimum Education:** Bachelor's degree in a related information or business discipline or equivalent work experience.

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## PROGRAMMER/ ANALYST II

**Functional Requirements:** Designs and develops systems (such as tracking resources), document databases, and database access methodologies. Oversees testing activities and leads problem resolution efforts. Participates in design/development phases from requirement definition through implementation. May work with users to define processes and develop models for rapid implementation, evaluate and implement document management COTS solutions, or

work with users to resolve complex application and operational problems referred from a user support source as part of a problem triage system.

**Minimum/General Experience:** Five (5) years related experience.

**Minimum Education:** Bachelor's degree in a related information or business discipline or equivalent work experience.

## PROGRAMMER/ ANALYST I

**Functional Requirements:** Designs and develops routine resources according to specifications developed by more senior staff. Performs testing and analysis activities. May implement straightforward document management COTS solutions. May work with users to resolve application and operational problems referred from a user support source as part of a problem triage system.

**Minimum/General Experience**: Two (2) years related experience.

**Minimum Education:** Bachelor's degree in a related information or business discipline or equivalent work experience.

## NETWORK ANALYST/ TECHNICIAN III

**Functional Requirements:** Diagnoses PC and network software, hardware, and operator problems and takes remedial action; loads and configures network and PC operating systems and applications. Installs, tests, and troubleshoots computer hardware and peripherals. Performs security status, threat interdiction, and threat analysis activities; assesses threat interdiction resources, and recommends changes/ enhancements to safeguard information and resources. Maintains databases/data files, compiles and verifies statistical data, and prepares standard and ad hoc reports. Analyzes and responds to users' requests for assistance and researches and resolves non-standard requests for assistance. May staff a help desk or information center. May supervise lower level staff.

**Minimum/General Experience:** Four (4) years of related experience and knowledge of applicable hardware and software systems.

**Minimum Education:** Bachelor's degree or equivalent or equivalent work experience.

## NETWORK ANALYST/ TECHNICIAN II

**Functional Requirements:** Diagnoses standard PC and network software, hardware, and operator problems and takes remedial action; loads and configures network operating systems, network resources, and standard PC operating systems and applications. Installs tests and

troubleshoots computer hardware and peripherals; evaluates network security status and threat potential; and prepares reports. Responds to users' requests for assistance, may staff a help desk or information center. May supervise lower level staff.

**Minimum/General Experience:** Two (2) years of related experience and familiarity with hardware and software systems.

**Minimum Education:** Bachelor's degree or equivalent work experience; or Associate's degree or equivalent technical certification, plus two (2) years experience.

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## NETWORK ANALYST/ TECHNICIAN I

**Functional Requirements:** Maintains network-operating systems, tunes system resources and network operating systems, trouble shoots/resolves problems, and maintains user/account information. Implements security procedures and uses software resources to safeguard systems and user information. Works with users to resolve network, account and connectivity problems.

**Minimum/General Experience:** Familiarity with software and hardware systems.

**Minimum Education:** Bachelor's degree or equivalent work experience; or Associate's degree or equivalent technical certification, plus two (2) years experience.

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## TRAINING SPECIALIST II

**Functional Requirements:** Analyzes training needs within the context of the project's structure and goals. Designs and implements training programs to better utilize and develop personnel. Will use a variety of data collection strategies to develop training programs and materials to meet specific training needs.

**Minimum/General Experience:** Seven (7) years related experience.

**Minimum Education**: Bachelor's degree in an information, business, or related discipline or equivalent work experience.

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## TRAINING SPECIALIST I

**Functional Requirements**: Identifies, develops, implements and conducts training and instruction in subject matter related to records management, document production/conversion, or mail management as required for a specific assignment.

**Minimum/General Experience:** Five (5) years related experience.

**Minimum Education:** Bachelor's degree in an information, business, or related discipline or equivalent work experience.

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## TECHNICAL WRITER II

**Functional Requirements**:  Writes, re-writes, and edits document management-related textual material.  Performs research, analyzes technical literature, interviews and analyzes input from technical and operational staff to prepare original text. Writes analytical, interpretive, documentary and promotional copy.  Coordinates and/or approves graphic elements and mechanical layout of camera-ready copy.  May coordinate the internal or external production and distribution of materials.  May supervise the activities of less experienced staff.

**Minimum/General Experience**: Seven (7) years related experience.

**Minimum Education**: Bachelor's degree or equivalent work experience.

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## TECHNICAL WRITER I

**Functional Requirements:**  Writes, re-writes, and edits document management material under the general supervision of more senior staff.  Analyzes operational and technical literature and/or input from technical staff to write descriptive copy.

**Minimum/General Experience:** One (1) year related experience.

**Minimum Education:** Bachelor's degree or equivalent work experience.

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## GRAPHICS ARTIST II

**Functional Requirements:**  Uses commercial graphic software to design art and copy layouts for materials to be presented visually in technical documents; promotional materials; or presentations on websites, CD-ROM or other visual communication media.  Makes critical design and layout decisions and selects media and presentation styles. Plans presentations and/or documents that include illustrations and text.  May develop style sheets, logos, or graphic standards for printed or electronically published materials.  Typically reviews final layout and suggests improvements as necessary.  Works closely with operational, management, and technical staff, technical writers, and/or management.  May serve as an advisor to clients or staff preparing presentations or developing training materials.

**Minimum/General Experience**: Seven (7) years related experience.

**Minimum Education:** Bachelor's degree or equivalent work experience.

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**GRAPHICS ARTIST I**

**Functional Requirements**:  Uses commercial graphic software to execute designs for art and copy layouts for materials to be presented visually in technical documents; promotional materials; or presentations on websites, CD-ROM or other visual communications media. Prepares illustrations and samples of proposed designs.  Works closely with technical staff and/or technical writers under the general supervision of more experienced personnel.

**Minimum/General Experience**:  One (1) year related experience.

**Minimum Education:**  Associate's degree, technical certification, or equivalent work experience.

## Solicitation FCGE-C1-00-0001-B Federal Supply Group 36
## ZAI Rates for All Proposed SINs

| Labor Category | Washington, DC Area | | Baltimore Area | |
|---|---|---|---|---|
| | Government Site Rate | Contractor Site Rate | Government Site Rate | Contractor Site Rate |
| Program Manager II | 84.98 | 116.03 | 84.98 | 116.03 |
| Program Manager I | 74.85 | 102.19 | 74.85 | 102.19 |
| Business Process Analysis Manager III | 80.52 | 109.94 | 80.52 | 109.94 |
| Business Process Analysis Manager II | 63.93 | 87.31 | 63.93 | 87.31 |
| Business Process Analysis Manager I | 54.91 | 74.98 | 54.91 | 74.98 |
| Records/Information Manager IV | 83.43 | 113.91 | 83.43 | 113.91 |
| Records/Information Manager III | 63.52 | 86.73 | 63.52 | 86.73 |
| Records/Information Manager II | 51.98 | 70.97 | 51.98 | 70.97 |
| Records/Information Manager I | 42.82 | 58.46 | 42.82 | 58.46 |
| Records Analyst III | 34.77 | 47.47 | 34.77 | 47.47 |
| Records Analyst II | 28.42 | 38.81 | 28.42 | 38.81 |
| Records Analyst I * | 23.15 | 31.61 | 18.73 | 25.57 |
| Technical Information Specialist III | 42.09 | 57.46 | 42.09 | 57.46 |
| Technical Information Specialist II | 36.18 | 49.38 | 36.18 | 49.38 |
| Technical Information Specialist I * | 31.62 | 43.17 | 23.80 | 32.50 |
| Document Conversion Specialist III * | 28.08 | 38.35 | 26.57 | 36.27 |
| Document Conversion Specialist II * | 23.99 | 32.77 | 23.99 | 32.77 |
| Document Conversion Specialist I * | 19.90 | 27.19 | 19.90 | 27.19 |
| Document Preparation Clerk II * | 23.99 | 32.77 | 23.99 | 32.77 |
| Document Preparation Clerk I * | 20.95 | 26.01 | 19.02 | 25.96 |
| Program Support Specialist III * | 32.12 | 42.59 | 28.59 | 39.04 |

* Denotes non-exempt labor categories.

| | Washington, DC Area | | Baltimore Area | |
|---|---|---|---|---|
| | **Government Site Rate** | **Contractor Site Rate** | **Government Site Rate** | **Contractor Site Rate** |
| **Labor Category** | | | | |
| Program Support Specialist II * | 27.94 | 35.36 | 25.52 | 34.86 |
| Program Support Specialist I * | 25.75 | 33.88 | 23.94 | 32.69 |
| Copy Clerk III * | 25.85 | 35.29 | 21.57 | 29.47 |
| Copy Clerk II * | 23.15 | 31.61 | 18.73 | 25.57 |
| Copy Clerk I * | 19.71 | 26.91 | 15.33 | 20.91 |
| Mail Clerk III * | 25.85 | 35.29 | 21.57 | 29.47 |
| Mail Clerk II * | 23.15 | 31.61 | 18.73 | 25.57 |
| Mail Clerk I * | 19.71 | 26.91 | 15.33 | 20.91 |
| Messenger/Courier * | 23.15 | 31.61 | 18.73 | 25.57 |
| Systems/Process Analyst III | 83.51 | 114.03 | 83.51 | 114.03 |
| Systems/Process Analyst II | 70.00 | 95.60 | 70.00 | 95.60 |
| Systems/Process Analyst I | 56.51 | 77.17 | 56.51 | 77.17 |
| Programmer/Analyst III | 59.50 | 81.25 | 59.50 | 81.25 |
| Programmer/Analyst II | 54.78 | 74.79 | 54.78 | 74.79 |
| Programmer/Analyst I * | 46.59 | 63.63 | 46.59 | 63.63 |
| Network Analyst/Technician III | 61.03 | 83.34 | 61.03 | 83.34 |
| Network Analyst/Technician II | 56.10 | 76.59 | 56.10 | 76.59 |
| Network Analyst/Technician I * | 38.70 | 52.83 | 37.06 | 50.61 |
| Training Specialist II | 60.74 | 82.93 | 60.74 | 82.93 |
| Training Specialist I | 42.18 | 57.58 | 42.18 | 57.58 |
| Technical Writer II | 44.20 | 60.35 | 44.20 | 60.35 |
| Technical Writer I * | 42.32 | 55.26 | 42.00 | 57.36 |
| Graphic Artist II * | 48.63 | 60.35 | 38.55 | 52.64 |
| Graphic Artist I * | 39.52 | 49.04 | 35.93 | 49.04 |

**OTHER TERMS:**

- **<u>Overtime:</u>** Denotes labor categories where overtime (defined as hours worked in excess of 40 hours per week) is billed at 1.5 times the billing rate.

- **<u>Other Direct Costs:</u>** Proposed as actual costs plus a material handling rate of 11%.

- **<u>IFF:</u>** The GSA Industrial Funding Fee (IFF) is included in the rates shown above.