General Services Administration

Federal Supply Group: Professional Services

Multiple Award Schedule (MAS)
CONTRACT NUMBER: 47QRAA19D007J

Period Covered by Contract:
April 29, 2019 – April 28, 2024

Black Turtle Services, LLC
3110 Fairview Park Dr Ste 800
Falls Church, VA 22042-4552
Phone: 703.206.6000
Fax 703.842.8129
Website: www.blackturtleinc.com

Michael Quinlan
Sr. Contract Administrator
Email: Michael.quinlan@cognosante.com

Business Size: Large Business

Price list current as of Modification #PA-0006 effective June 4, 2020

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

For more information on ordering from Federal Supply Schedules go to the GSA Schedule page at GSA.gov.
GSA AWARDED TERMS AND CONDITIONS
Black Turtle Services, LLC

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

<table>
<thead>
<tr>
<th>SIN</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>541611</td>
<td>Management and financial consulting, acquisition and grants management support, and business program and project management services</td>
</tr>
<tr>
<td>OLM</td>
<td>Order-Level Materials (OLMs)</td>
</tr>
</tbody>
</table>

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

Not applicable

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility, and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item.

Black Turtle Services, LLC’s Labor Categories and Rates are shown on page 5

2. Maximum Order:
   $1,000,000.00

3. Minimum Order:
   $100.00

4. Geographic Coverage (delivery area):
   50 states and DC and US territories

5. Point(s) of production (city, county, and state or foreign country):
   Black Turtle Services, LLC
   3110 Fairview Park Dr.
   Suite 800
   Falls Church, VA 22042 – 4552
6. **Discounts from list prices or statement of net price:**
   Government net prices (discounts already deducted).

7. **Quantity Discount(s):**
   None offered (Contractor may offer additional discounts over the MOT)

8. **Prompt Payment Terms: Information for Ordering Offices:** Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.
   Net 30

9. **Foreign items.**
   None

10a. **Time of Delivery (Contractor insert number of days).**
     Specified on the Task Order and shall deliver or perform services in accordance with the terms negotiated in an agency’s order.

10b. **Expedited Delivery.** The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price lists that have expedited delivery. Contact Contractor

10c. **Overnight and 2-day delivery.** The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery. Contact Contractor

10d. **Urgent Requirements.** The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery. Contact Contractor

11. **F.O.B. point(s):**
    Destination

12a. **ORDERING ADDRESS:**
     Black Turtle Services, LLC
     3110 Fairview Park Drive, Suite 800
     Falls Church, VA 22042-4552
     Office: (703) 206-2600
     Fax: (703) 842-8129

12b. **ORDERING PROCEDURES:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in FAR 8.405-3

13. **PAYMENT ADDRESS:**
    Black Turtle Services, LLC
    3110 Fairview Park Drive, Suite 800
    Falls Church, VA 22042-4552
    Office: (703) 206-2600
    Fax: (703) 842-8129

14. **WARRANTY PROVISION:** N/A
15. **EXPORT PACKING CHARGES:** N/A

16. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (if applicable):** N/A

17. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** N/A

18a. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):** N/A

18b. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES:** N/A

19. **LIST OF SERVICE AND DISTRIBUTION POINTS:** N/A

20. **LIST OF PARTICIPATING DEALERS:** N/A

21. **PREVENTIVE MAINTENANCE:** N/A

22a. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES:** N/A

22b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor’s website or other location.) The EIT standards can be found at: [www.Section508.gov/](http://www.Section508.gov/).

23. **DUNS NUMBER:** 078409163

24. **NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE:** Registered, CAGE Code 6PNF9

**SUBSTITUTIONS**

Black Turtle Services reserves the right to make the following substitutions in the education and/or experience requirements of any of the service skill categories set forth herein.

- Two years of work experience in the related technology area may be substituted for an Associate’s Degree
- Four years of work experience in the related technology area may be substituted for a Bachelor's Degree
- A Bachelor's of Science degree (or equivalent) plus 2 years' experience in the related technology area may be substituted for a Master's Degree
## SIN 541611: Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services

### PRICE SHEET

<table>
<thead>
<tr>
<th>SIN(s)</th>
<th>Labor Category</th>
<th>Base Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>541611</td>
<td>Call Center Operations Manager</td>
<td>$61.09</td>
</tr>
<tr>
<td>541611</td>
<td>Client Service Manager</td>
<td>$109.52</td>
</tr>
<tr>
<td>541611</td>
<td>Compliance Manager</td>
<td>$51.56</td>
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<tr>
<td>541611</td>
<td>CSRs - Regular Production Hours</td>
<td>$28.17</td>
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<tr>
<td>541611</td>
<td>CSRs Bilingual - Regular Production Hours</td>
<td>$30.80</td>
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<tr>
<td>541611</td>
<td>Financial Specialist-SCLS</td>
<td>$53.00</td>
</tr>
<tr>
<td>541611</td>
<td>HR GENERALIST / RECRUITER</td>
<td>$41.29</td>
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<tr>
<td>541611</td>
<td>HR Manager / Recruiter / Senior Recruiter</td>
<td>$68.81</td>
</tr>
<tr>
<td>541611</td>
<td>HR SPECIALIST / RECRUITER</td>
<td>$44.96</td>
</tr>
<tr>
<td>541611</td>
<td>Project Coordinator</td>
<td>$51.13</td>
</tr>
<tr>
<td>541611</td>
<td>Reporting Analyst</td>
<td>$44.99</td>
</tr>
<tr>
<td>541611</td>
<td>Site Director</td>
<td>$126.30</td>
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<tr>
<td>541611</td>
<td>Senior Manager</td>
<td>$79.47</td>
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<tr>
<td>541611</td>
<td>Supervisors Training-SCLS</td>
<td>$44.73</td>
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<td>541611</td>
<td>Supervisor I-SCLS</td>
<td>$39.42</td>
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<td>541611</td>
<td>Supervisor II-SCLS</td>
<td>$52.84</td>
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<td>541611</td>
<td>Training Lead / Manager - Senior Trainer</td>
<td>$59.44</td>
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<td>541611</td>
<td>Training Specialist – Training Manager</td>
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<td>541611</td>
<td>Training Specialist – Assistant - Training Specialist</td>
<td>$37.65</td>
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<td>541611</td>
<td>Workforce Management Specialist-SCLS</td>
<td>$40.76</td>
</tr>
</tbody>
</table>
**SIN 541611**

**Labor Category Description**

<table>
<thead>
<tr>
<th>SIN(s)</th>
<th>Service Proposed (e.g. Labor Category or Job Title/Task)</th>
<th>Functional Responsibility</th>
<th>Minimum Education</th>
<th>Minimum Years of Relevant Experience (cannot be a range)</th>
</tr>
</thead>
</table>
| 541611 | Call Center Operations Manager                          | Duties include but are not limited to-  
• Manages operations and activities within the contact center, including scheduling, hiring, training, and improvement of key performance indicators, management of contact center software, performance monitoring/quality assurance, and employee development /mentoring.  
• Ensures that the productivity goals established for the contact center based products and services are met daily, monthly, quarterly, and annually.  
• Responsible for the establishment of and compliance with best practices as well as continual implementation of process improvements.  
• Provides leadership and clear day to day direction for supervisors and agents. Build a team environment through regular contact, communication, onsite meetings and conference contact meetings with management.  
• Coordinates with program management team to ensure highest levels of customer satisfaction.  
• Coordinates with other functional areas regarding telephony and IT operations reliability and functionality. | Bachelors | 3 |
| 541611 | Client Service Manager                                  | Duties include but are not limited to-  
• Transforms the quality of service to the client through innovative change management ideals and inspiring communication.  
• Responsible for assessing and advising upper management on Client Services issues, including both emergent and systemic.  
• Continually assesses the Client Services department and develops/implements/assigns processes, procedures, and projects accordingly.  
• Represents company at trade association meetings to promote new and existing products as needed.  
• Exercises commercial judgment with the proven ability to balance growth, retention and profitability business goals against operational constraints and risk.  
• Manages and executes professional service requests. | Bachelors | 10 |
| 541611 | Compliance Manager | Duties include but are not limited to:  
- Coordinates with client and prime contractor to develop plans to measure program compliance with contract, and government regulatory requirements.  
- Develops, initiates, maintains, and revises policies and procedures for the general operation of the Program.  
- Compliance Process and its related activities to prevent illegal, unethical, or improper conduct. Manages day-to-day operation of the Program Compliance Process.  
- Conducts regular internal audits and evaluations of process to ensure compliance with all regulations.  
- Collaborates with other departments (e.g., Operations, Client Services, Human Resources, etc.) to direct compliance issues to appropriate existing channels for investigation and resolution.  
- Develops, oversees and tracks a system for uniform handling of compliance issues and concerns. | Bachelor's Degree, PMP, Six Sigma, ISO 9001, or comparable | 10 in a professional organization |
| 541611 | CSRs - Regular Production Hours | Duties include but are not limited to:  
- Answer inbound customer service calls, email, web-chat, fax, and/or in-person customer contacts.  
- Navigate to the appropriate pre-scripted responses which they must read verbatim to provide basic general and claims specific information.  
- Follow established and documented policies and standard operating procedures, such as, filling out timesheets and adhering to privacy rules.  
- Complete basic call log related to the phone inquiries such as clicking radio buttons to confirm which scripts were read by the CSR to the caller.  
- Assist caller with filling out online application and submitting it electronically to plan provider for processing.  
- Report problems that occur via the online system so they can be addressed by the appropriate parties.  
- Respond to telephone inquiries within the set departmental staffing and time parameters. | High School | 6 months |
| 541611 | CSRs Bilingual - Regular Productions Hours | Duties include but are not limited to:  
- Answer inbound / outbound customer service inquiries.  
- Navigate to the appropriate pre-scripted responses which they must read verbatim to provide basic general and claims specific information.  
- Follow established and documented policies and standard operating procedures, such as, filling out timesheets and adhering to privacy rules.  
- Complete basic call log related to the phone inquiries such as clicking radio buttons to confirm which scripts were read by the CSR to the caller.  
- Utilize standard information technology such as e-mail and web browser.  
- Assist caller with filling out online application and submitting it electronically to plan provider for processing.  
- Report problems that occur via the online system so they can be addressed by the appropriate parties.  
- Respond to telephone inquiries within the set departmental staffing and time parameters.  
- Fluent spoken Spanish is required. | High School | 6 months |
<table>
<thead>
<tr>
<th>Code</th>
<th>Position</th>
<th>Duties</th>
<th>Education</th>
<th>Experience</th>
</tr>
</thead>
</table>
| 541611| Financial Specialist-SCA         | Duties include but are not limited to:  
The Financial Specialist will use financial management knowledge to perform cost analyses, prepare budget reports and evaluate current accounting trends Preparing, editing, reviewing, maintaining complex financial budgets, accounts, and spreadsheets. Prepares, review and distribute monthly financial reports to stores and cost/profit centers; tracking expenses and revenues vs. budget and reforecast and analyze fluctuations. Prepare monthly consolidation and executive financial package. Coordinate financials questions/answers among stores and the Treasury and Accounting & Control departments. Prepares annual financial information binder to be provided to the external auditors; Prepares quarterly operating reports. Creates and updates complex integrated financial models – proven ability to adapt to new software; Assists in the budget & reforecast process; Maintains budget and reforecast information in the accounting system. Evaluate profit and cost efficiencies in various areas of the organization, as needed, and develops / maintains and distributes ad-hoc reports and financial models. | Bachelors | 3          |
| 541611| HR GENERALIST / RECRUITER        | Duties include but are not limited to:  
The HR Recruiter's primary responsibility includes providing the highest level of HR recruiting and administrative support through positive interaction with applicants and company team members. Maintains recruiting records and other related documents, and prepares reports as needed. Performs general administration to include pre-hiring, post-hiring, recruiting and onboarding; Maintains accurate and well-ordered documentation on all candidates, searches, hiring managers' interactions, and other onboarding activities to ensure compliance with HR regulations and other applicable laws. Responsible for assisting Recruiting Manager and HR team in identifying and attracting applicants to support recruiting efforts of qualified candidates. Identifies and sources qualified applicants, typically for non-exempt positions; Calls qualified applicants and schedules interviews, plans for and operates career / job fairs and recruiting events and networking conferences. | Bachelors | 2          |
| 541611| HR Manager / Recruiter / Senior Recruiter | Duties include but are not limited to -  
The Recruiter’s primary responsibility includes providing the highest level of talent acquisition and sourcing services through implementation of cost-effective recruitment strategies. This role delivers high quality candidates, coordinates with Recruiting Manager and Operations team to achieve recruiting goals; assists recruiting manager to create job requisitions and review, activate and post positions (salary and non-exempt) to various job boards. Focuses on sourcing and interviewing, maintaining excellent relationships with hiring managers, interview teams, candidates, and the community at-large. Develops and maintain a network of contacts to help identify and source qualified candidates; leverage online recruiting resources and in-house ATS to identify and | Bachelors | 4          |
<table>
<thead>
<tr>
<th>Code</th>
<th>Position</th>
<th>Duties</th>
<th>Education</th>
<th>Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>541611</td>
<td>HR SPECIALIST / RECRUITER</td>
<td>Duties include but are not limited to- The HR Specialist primary responsibility includes providing the highest level of HR recruiting, onboarding, benefit, employee relations, employee engagement and administrative support through positive interaction with applicants, employees and company team members. Responsible for assisting Recruiting Manager and HR team in identifying and attracting applicants to support recruiting efforts of qualified candidates; Identifies and sources qualified applicants, typically for non-exempt positions and communicates with qualified applicants regarding the hiring process. Serves a's back-up&quot; to Sr. Recruiter to review, activate and releases job requisitions to job portals. Maintains accurate and well-ordered documentation on all candidates, searches, hiring managers' interactions, and other onboarding activities to ensure compliance with HR regulations and other applicable laws.</td>
<td>Bachelors</td>
<td>2</td>
</tr>
<tr>
<td>541611</td>
<td>Project Coordinator</td>
<td>Duties include but are not limited to- The Program Coordinator is responsible to provide strategic and tactical support to Senior Management. This person must meet stringent deadlines with a superior degree of professionalism, precision and appropriate sense of urgency. This position requires strong coordination and collaboration skills, ability to create and drive special projects, execute the vision of executive leadership and drive critical business priorities and initiatives. This person will be responsible for planning, directing, implementing, and coordinating processes for multiple ongoing projects. The Program Coordinator will have the acumen to handle complex situations and multiple responsibilities simultaneously mixing long term projects with the urgency of immediate demands on the operations. Responsible for coordinating tactical support, ambassador with stakeholders and C-Level Management Team(s).</td>
<td>High School</td>
<td>2</td>
</tr>
<tr>
<td>541611</td>
<td>Reporting Analyst</td>
<td>Duties include but are not limited to- The Reporting Analyst (RA) will be responsible for the organization and delivery of client data and client reports. The RA will be responsible for developing and delivering internal operational, and front-line employee performance reporting. The BA will own, delivery and integrity assurance of assigned client facing and internal reporting needs. As needed, the RA will develop and deliver ad-hoc reporting and analysis. Develops client reports as well as operation reports pertaining to service level metrics, deliverable status, progress review reporting.</td>
<td>Bachelors</td>
<td>2</td>
</tr>
<tr>
<td>541611</td>
<td>Site Director</td>
<td>Duties include but are not limited to- • Direct all operations and activities within the call center,</td>
<td>Bachelors</td>
<td>10</td>
</tr>
</tbody>
</table>
including scheduling, hiring, training, oversight and improvement of key performance indicators, management of call center software, performance monitoring/quality assurance, and employee development/mentoring.

- Ensure that the revenue, profitability, and productivity goals established for the call center based products and services are met daily, monthly, quarterly, and annually.
- Responsible for the establishment of and compliance with best practices and processes across call centers as well as continual implementation of process improvements.
- Provide leadership and direction for the 8+ Team Leads. Build a team environment through regular contact, communication, and onsite and conference call meetings with staff and team.
- Manage and optimize reporting and analytics on all call center KPIs and business unit operations, including labor head count forecasting, labor cost budgeting, compliance, and productivity.
- Coordinates with Account management team to ensure highest levels of customer satisfaction.

### Duties of Senior Manager

**541611**

Duties include but are not limited to-

- Acts on the authority of the executives to oversee strategic projects
- “Ambassador” for the executives, buffering communication with other members of the strategic team in cases where there are sensitive issues. Takes initial meetings with outside parties for screening purposes or as a representative of the executives for greater accessibility. Assumes role for vendor management where necessary.
- He or she must also have the demonstrated ability to deal with highly confidential information and act as a liaison between the executives and other constituencies, both internal and external.
- Drive special projects/programs with appropriate sense of urgency and confidentiality
- Collaborate with executive staff and others to drive priorities and initiatives including regular progress updates and consistent communications
- Support and maintain professional business relations with members of the executive team and key contacts
- Assumes responsibility for establishing and maintaining effective communication and coordination with internal staff and executive team

### Duties of Supervisors Training-SCLS

**541611**

Duties include but are not limited to-

- Supervise training of the organization’s operational staff, development of training and educational programs for front-line CSRs and call center leadership team. This leader is responsible for the management, development and evaluation of a team. Supervises training professionals engaged in the delivery of training programs and related materials in support of customer training objectives; Identifies performance gaps, causes of the performance gaps and provide solutions to training professionals in an environment of continuous improvement. Evaluates the effectiveness of training
<table>
<thead>
<tr>
<th>Position</th>
<th>Duties Include but are not Limited To</th>
<th>Qualification</th>
<th>Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>541611 Supervisor I-SCLS</strong></td>
<td>Work closely with customer service representatives and other supervisors as well as operation managers and program managers within functional areas of the CMS Project. Responsible for supervision, development, and coaching of CSRs to assure productivity, quality, attendance, and timeliness of work in the completion of assigned projects and departmental goals. Perform tasks to assure service level requirements; RTA, AHT, Adherence goals are met. Complete and deliver employee performance appraisals. Facilitate and deliver training as required under CMS department guidelines including EJT, initiatives, and up training.</td>
<td>Bachelors</td>
<td>2</td>
</tr>
<tr>
<td><strong>541611 Supervisor II-SCLS</strong></td>
<td>Work closely with customer service representatives and other supervisors as well as operation managers and program managers within functional areas of the CMS Project. Responsible for supervision, development, and coaching of CSRs to assure productivity, quality, attendance, and timeliness of work in the completion of assigned projects and departmental goals. Perform tasks to assure service level requirements; RTA, AHT, Adherence goals are met. Complete and deliver employee performance appraisals. Assist with escalated issues. Assist Operations manager with duties as needed. Facilitate and deliver training as required under CMS department guidelines including EJT, initiatives, and up training.</td>
<td>Bachelors</td>
<td>4</td>
</tr>
<tr>
<td><strong>541611 Training Lead / Manager - Senior Trainer</strong></td>
<td>Participates and conducts training sessions and develops criteria for evaluating the effectiveness of training activities. Assists Training Manager to develop training modules using a variety of methods and strategies. Assists Training Manager in creation and administration of performance growth plans for trainers. Administers disciplinary action to trainees, including terminating employment if and when necessary. Ability to identify performance gaps, causes of the performance gaps and provide solutions to training professionals in an environment of continuous improvement.</td>
<td>Bachelors</td>
<td>8</td>
</tr>
<tr>
<td><strong>541611 Training Specialist – Training Manager</strong></td>
<td>Supervises training professionals engaged in the delivery of training programs and related materials in support of customer training objectives. Identifies performance gaps, causes of the performance gaps and provide solutions to training professionals in an environment of continuous improvement.</td>
<td>Bachelors</td>
<td>3</td>
</tr>
<tr>
<td>Position</td>
<td>Duties include but are not limited to</td>
<td>Education</td>
<td>Quantity</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------</td>
<td>-----------</td>
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</tr>
</tbody>
</table>
| 541611 Training Specialist - Assistant       | • Facilitate training to ensure consistent and complete understanding of program while adapting instruction of material to meet the diverse needs of the adult learner.  
• Planning, coordinating and conducting training for new and existing personnel. Activities may include but are not limited to, securing training space, classroom step-up, securing training resources, and collection and entry of training data.  
• Monitor progress of trainees during training and coach for improvement.  
• Identify performance gaps, causes of the performance gaps and provide solutions to the Training Delivery team.  
• Provide coaching about job performance and quality assurance to employees after training.  
• Research and answer inquiries from Contact Center personnel to improve knowledge and understanding to aid in job performance. | Bachelors  | 1        |
| 541611 Workforce Management Specialist-SCLS | • Responsible for ensuring client policies and procedures for scheduling exceptions are followed.  
• Administration of communication to and from Operations and other support departments.  
• Collection, analysis, and reporting of historical center staffing and shrinkage performance statistics.  
• Oversee communication to new hires on schedule process.  
• Oversee and process agent scheduling assignments and shift change request.  
• Oversee short-term workload forecasting. | Bachelors  | 3        |
Black Turtle Services, LLC has reviewed our proposal for potential SCLS Categories and has provided our findings below in the SCLS Matrix. The bulk of our proposed GSA categories are “Exempt” in the SCLS Matrix, as they were determined to be professional categories and are not applicable or do not correlate with a category listed in the Black Turtle Services Wage Determination (WD) chart. Black Turtle Services verifies that these proposed GSA SCLS rates meet or exceed the Wage Determination Rates under #, WD 15-4281 Rev. 11, dated 07/03/2018. Black Turtle Services

<table>
<thead>
<tr>
<th>SCLS Eligible Contract Labor Category</th>
<th>SCLS Equivalent Code Title</th>
<th>WD Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial Specialist-SCLS</td>
<td>01113 - General Clerk III</td>
<td>WD 15-4281</td>
</tr>
<tr>
<td>Workforce Management Specialist-SCLS</td>
<td>01113 - General Clerk III</td>
<td>WD 15-4281</td>
</tr>
<tr>
<td>Supervisors Training-SCLS</td>
<td>01043 - Customer Service Representative III</td>
<td>WD 15-4281</td>
</tr>
<tr>
<td>Supervisor I-SCLS</td>
<td>01043 - Customer Service Representative III</td>
<td>WD 15-4281</td>
</tr>
<tr>
<td>Supervisor II-SCLS</td>
<td>01043 - Customer Service Representative III</td>
<td>WD 15-4281</td>
</tr>
<tr>
<td>CSRs - Regular Production Hours</td>
<td>01041 - Customer Service Representative I</td>
<td>WD 15-4281</td>
</tr>
<tr>
<td>CSRs Bilingual - Regular Productions Hours</td>
<td>01041 - Customer Service Representative I</td>
<td>WD 15-4281</td>
</tr>
<tr>
<td>HR SPECIALIST / RECRUITER</td>
<td>01262 - Personnel Assistant (Employment) II</td>
<td>WD 15-4281</td>
</tr>
<tr>
<td>Training Specialist</td>
<td>15090 - Technical Instructor</td>
<td>WD 15-4281</td>
</tr>
<tr>
<td>Training Specialist - Assistant</td>
<td>15120 - Tutor</td>
<td>WD 15-4281</td>
</tr>
</tbody>
</table>

The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes SCLS applicable labor categories. Labor categories and fixed price services marked with a (***) in this pricelist are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).