



**GENERAL SERVICES ADMINISTRATION
Federal Supply Service
Authorized Federal Supply Schedule Pricelist**

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: GSAAdvantage.gov.

Multiple Award Schedule

SCHEDULE CONTRACT NUMBER:

47QRAA23D002F

CONTRACT PERIOD:

December 13, 2022 – December 12, 2027

CONTRACTOR:

International Global Solution, Corp
643 Massachusetts Ave., Suite 200
Indianapolis, IN 46204
317-982-7520
N/A (facsimile)
<https://www.iglobalus.com/>

CONTRACTOR POINT OF CONTACT FOR CONTRACT ADMINISTRATION:

Clarence Lyles
International Global Solution, Corp
643 Massachusetts Ave., Suite 200
Indianapolis, IN 46204
N/A (facsimile)
clyles@iglobalus.com

BUSINESS SIZE:

Small Business
8(a) Small Business
HUBZone Small Business
Small Disadvantaged Business (SDB)

For more information on ordering from Federal Supply Schedules go to GSA Schedules page at GSA.GOV.

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MULTIPLE AWARD SCHEDULE (MAS)**Category: Professional Services****Subcategory: H01. Business Administrative Services Subcategory****SIN 541611 Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services**

Provide operating advice and assistance on administrative and management issues. Examples include: strategic and organizational planning, business process improvement, acquisition and grants management support, facilitation, surveys, assessment and improvement of financial management systems, financial reporting and analysis, due diligence in validating an agency's portfolio of assets and related support services, strategic financial planning, financial policy formulation and development, special cost studies, actuarial services, economic and regulatory analysis, benchmarking and program metrics, and business program and project management.

FSC/PSC Code: R408

Category: Office Management**Subcategory: A08. Office Services Subcategory****SIN 561110 Office Administrative Services**

Includes a range of turnkey day-to-day office administrative support services, such as clerical/ secretarial functions, data entry, payroll administration, recordkeeping, travel preparation, scheduling, notetaking, meeting management, drafting memos/notes/letters, purchasing/requisitioning supplies, and logistics.

FSC/PSC Code: R699

LARGE CATEGORY: MISCELLANEOUS**SUBCATEGORY: COMPLEMENTARY SINS****SIN OLM Order-Level Materials (OLM)**

OLMs are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Schedule contract or BPA. OLM pricing is not established at the Schedule contract or BPA level, but at the order level. Since OLMs are identified and acquired at the order level, the ordering contracting officer (OCO) is responsible for making a fair and reasonable price determination for all OLMs.

OLMs are procured under a special ordering procedure that simplifies the process for acquiring supplies and services necessary to support individual task or delivery orders placed against a Schedule contract or BPA. Using this new procedure, ancillary supplies and services not known at the time of the Schedule award may be included and priced at the order level.

OLM SIN-Level Requirements/Ordering Instructions:

OLMs are:

- Purchased under the authority of the FSS Program
- Unknown until an order is placed
- Defined and priced at the ordering activity level in accordance with GSAR clause 552.238-115 Special Ordering

Procedures for the Acquisition of Order-Level Materials. (Price analysis for OLMs is not conducted when awarding the FSS contract or FSS BPA; therefore, GSAR 538.270 and 538.271 do not apply to OLMs)

- Only authorized for use in direct support of another awarded SIN.
- Only authorized for inclusion at the order level under a Time-and-Materials (T&M) or Labor-Hour (LH) Contract Line Item Number (CLIN)
- Subject to a Not To Exceed (NTE) ceiling price

OLMs are not:

- "Open Market Items"
- Items awarded under ancillary supplies/services or other direct cost (ODC) SINs (these items are defined, priced, and awarded at the FSS contract level)

OLM Pricing:

- Prices for items provided under the Order-Level Materials SIN must be inclusive of the Industrial Funding Fee (IFF).
- The value of OLMs in a task or delivery order, or the cumulative value of OLMs in orders against a FSS BPA awarded under an FSS contract, cannot exceed 33.33%.

NOTE: When used in conjunction with a Cooperative Purchasing eligible SIN, this SIN is Cooperative Purchasing Eligible.

NOTE: Subject to Cooperative Purchasing

FSC/PSC Code: 0000

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

Special Item Number 541611 – Management and Financial Consulting, Acquisition and Grants, Management Support, and Business Program and Project Management Services

Special Item Number 561110 – Office Administrative Services

OLM - Order-Level Materials (OLM)

1b. Identification of lowest priced model number and corresponding price for each awarded Special Item Number

Special Item Number	Labor Category	GSA Price with IFF
541611	Quality Assurance Analyst I	\$72.73
561110	Switchboard Operator / Receptionist	\$34.13

1c. Identification of Services and Hourly Rates

See pages 9 through 15 below.

2. Maximum Order

\$1,000,000

3. Minimum Order

\$100

4. Geographic Coverage (Delivery Area)

Domestic, 50 States, Washington DC, Puerto Rico, and U.S. Territories

5. Point(s) of production (city, county, and state or foreign country)

Indianapolis, IN

6. Discount from list prices or statement of net price

The GSA Net Prices published on the GSA Advantage website reflect the fully burdened price. The negotiated discount has been applied and the Industrial Funding Fee has been added.

7. Quantity Discounts

Not Applicable

8. Prompt Payment Terms

Net 30 Days.

Information for Ordering Offices: Prompt Payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9. Foreign items (list items by country of origin)

Not Applicable

10a. Time of Delivery (Contractor insert number of days):

Specified on the Task 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 list that have expedited delivery:

Please contact the Contractor for availability and rates.

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:

Please contact the Contractor for availability and rates.

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:

Ordering Activities can contact the Contractor's Representative for the purpose of requesting accelerated delivery to meet urgent requirements.

11. F.O.B Point(s)

Destination

12a. Ordering Address(es)

Clarence Lyles
International Global Solution, Corp
643 Massachusetts Ave., Suite 200
Indianapolis, IN 46204
N/A (facsimile)
cyles@iglobalus.com

12b. Ordering Procedures

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

13. Payment address(es):

Clarence Lyles
International Global Solution, Corp
643 Massachusetts Ave., Suite 200
Indianapolis, IN 46204

14. Warranty Provision

Standard commercial warranty. All services shall be performed in a good and workmanlike manner.

15. Export Packing Charges (if applicable)

Not Applicable.

16. Terms and conditions of rental, maintenance, and repair (if applicable)

Not Applicable.

17. Terms and conditions of installation (if applicable)

Not Applicable.

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable)

Not Applicable.

18b. Terms and conditions for any other services (if applicable)

Not Applicable.

19. List of service and distribution points (if applicable)

Not Applicable.

20. List of participating dealers (if applicable)

Not Applicable.

21. Preventive maintenance (if applicable)

Not Applicable.

22a. Special Attributes such as Environmental Attributes (E.G., Recycled Content, Energy Efficiency, and/or Reduced Pollutants)

Not Applicable.

22b. Section 508 Compliance

N/A

23. Unique Entity Identifier (UEI) Number

QP5XMA6KX4M3

24. Notification regarding registration in System for Award Management (SAM) database

Contractor has a current registration in SAM.

Special Item Number 541611; 561110

Labor Category Descriptions

No	Labor Category Title	Labor Category Description	Minimum Education	Minimum Years of Experience	Proposed Years of Education Substitutions
1	Administrative Assistant	Handles routine and advanced duties for other professionals within the organization. Expert in organizing files, creating correspondence, preparing reports and documents, managing calendars to schedule appointments, sorting mail, and preparing invoices, and offers general staff support.	High School	3	
2	Customer Service Representative II	Responds to customer inquiries by telephone or e-mail to provide non-technical problem resolution. Resolves mostly routine and some non-routine problems. Able to resolve complex problems by communicating solutions to the customer.	High School	2	
3	Data Entry Operator II	Responsible for entering data into computer databases and managing and maintaining effective record keeping. In addition, responsible for organizing files and collecting and managing data to be entered into the computer.	High School	2	
4	Data Entry Operator III	Tasked with entering data into appropriate files and software. Keeps records and develops reports in order to recommend better business procedures for the company.	High School	3	
5	Executive Assistant I	Assists management by transcribing, formatting, inputting, editing, retrieving, copying, and transmitting text, data, and graphics. Reads, researches, and routes technical correspondence. Drafts letters and documents and collects and analyzes information. Maintains executives' appointment schedules by planning and scheduling meetings, conferences, teleconferences, and travel. Represents the executive by attending meetings in the executive's absence and speaking for the executive. Welcomes guests and customers by greeting them, in person or on the telephone, and answering or directing inquiries. Maintains customer confidence and protects operations by keeping information confidential. Completes projects by assigning work to clerical staff and following up on results.	High School	3	

No	Labor Category Title	Labor Category Description	Minimum Education	Minimum Years of Experience	Proposed Years of Education Substitutions
6	Executive Assistant II	<p>Assists management by transcribing, formatting, inputting, editing, retrieving, copying, and transmitting text, data, and graphics independently. Reads, researches, and routes technical correspondence. Drafts letters and documents and collects and analyzes information. Maintains executives' appointment schedules by planning and scheduling meetings, conferences, teleconferences, and travel. Represents the executive by attending meetings in the executive's absence and speaking for the executive. Welcomes guests and customers by greeting them, in person or on the telephone, and answering or directing inquiries. Maintains customer confidence and protects operations by keeping information confidential. Completes projects by assigning work to clerical staff and following up on results. May direct the work of other more junior level resources. Serves as a source of information for office and staff.</p>	High School	4	
7	Executive Assistant III	<p>Assists management by transcribing, formatting, inputting, editing, retrieving, copying, and transmitting text, data, and graphics independently. Reads, researches, and routes technical correspondence. Drafts letters and documents and collects and analyzes information. Maintains executives' appointment schedules by planning and scheduling meetings, conferences, teleconferences, and travel. Represents the executive by attending meetings in the executive's absence and speaking for the executive. Welcomes guests and customers by greeting them, in person or on the telephone, and answering or directing inquiries. Maintains customer confidence and protects operations by keeping information confidential. Completes projects by assigning work to clerical staff and following up on results. Directs the work of junior level resources. Serves as a source of information for office and staff.</p>	High School	5	

No	Labor Category Title	Labor Category Description	Minimum Education	Minimum Years of Experience	Proposed Years of Education Substitutions
8	Process Improvement Analyst I	Works on process improvement projects. Conducts business analysis using internal data, as well as external sources, to measure the effectiveness of both current operations and potential future processes. Assists in designing solutions that solve operational problems or improve current processes. Assists in identifying key performance metrics for new initiatives, as well as existing processes. Defines the correct reporting methods, channels, and formats for users. Assists in creating detailed, accurate, comprehensive project plans to ensure that projects are achieved on time, with superior adoption, and in line with budgetary guidelines. Supports and manages projects through all aspects of the project lifecycle, including the transition to support or maintenance mode.	Bachelors	4	10 plus H.S. Diploma
9	Project Assistant II	Works on a team or in an office environment under the guidance of a Project Manager/Leader. Assists the Project Manager by scheduling meetings; booking meeting rooms; coordinating travel arrangements, including booking travel tickets and settlement of related expenses; preparing and distributing minutes of meetings; and maintaining and ordering office supplies. Able to work with minimal supervision, multitask effectively, as well as use independent judgment and have the initiative to take on new tasks and challenges. Possesses technical skills and is proficient in the use of Adobe, Word, Excel, Outlook, and SharePoint. Familiar with required inputs and outputs for each project phase. Able to provide project status with little effort.	High School	4	

No	Labor Category Title	Labor Category Description	Minimum Education	Minimum Years of Experience	Proposed Years of Education Substitutions
10	Quality Assurance Analyst I	Participates in requirement and design reviews to ensure test plans are traceable to requirements. Coaches and trains personnel on how to create and execute effective test plans. Reviews and approves test plans in advance of testing. Works with team to coordinate, monitor, execute, and document all test activities. Works with team to establish test beds that are automated / repeatable. Provides guidance and oversight for quality assurance activities. Leads effort to develop test plans that address areas such as regression testing, negative testing, error or bug retests, or usability. Works with the Project Manager to plan test schedules or strategies in accordance with project scope or delivery dates. Responsible for achieving a service-focused culture with emphasis on delivering on-time, high-quality solutions to internal and external customers.	Associates	4	7 plus H.S. Diploma
11	Quality Assurance Analyst II	Creates, documents, maintains, executes, tracks, and analyzes test plans and test cases in collaboration with stakeholders. Maps business and technical requirements into test suites, test cases, and test scripts. Identifies, analyzes, and documents defects, errors, and inconsistencies in services and deliverables. Conducts performing testing based on test scripts and test plans. Coaches and trains QA Analyst I. Stays current on the latest industry technologies, trends, and strategies. Assists employees, vendors, or other customers by answering questions related to quality assurance processes, procedures, and services. Completes work in a timely and accurate manner while providing exceptional customer service.	Bachelors	4	10 plus H.S. Diploma
12	Secretary I	Answers phone calls and redirects them when necessary. Manages daily / weekly / monthly agendas and arranges new meetings and appointments. Prepares and disseminates correspondence, memos, and forms.	High School	2	
13	Secretary II	Performs various clerical duties, such as filing, typing, or copying documents for an individual, office, business unit, department, or other organization group. Distributes mail, handles travel accommodations, and maintains office supplies.	High School	3	

No	Labor Category Title	Labor Category Description	Minimum Education	Minimum Years of Experience	Proposed Years of Education Substitutions
14	Secretary III	Performs various clerical duties, such as filing, typing, or copying documents for an individual, office, business unit, department, or other organization group. Screens and transfers calls. Arranges meetings and compiles basic information for routine reports or other materials.	Associates	4	7 plus H.S. Diploma
15	Subject Matter Expert I	Recognized expert in the designated field. Serves as the subject matter expert and provides industry best practice solutions to complex problems. Ability to analyze complex problems and recommend, monitor, and execute best practice solutions to executive level management. Develops and manages substantial and ongoing programs. Works with client organizations to design highly complex programs. Plans and leads advanced technical projects. Prepares, reviews, and/or approves reports and presentations. Provides innovative solutions and recommendations.	Bachelors	5	N/A
16	Switchboard Operator/Receptionist	Answers incoming phone calls and routes them to the person or department needed to properly address the customer on the other end of the line. Performs various clerical tasks, such as filing, copying, and receiving incoming packages from the post office or private services.	High School	3	
17	Travel Clerk III	Assists personnel in completing travel forms and other business transactions pertaining to travel. Plans itinerary and schedules travel accommodations for military and civilian personnel. Verifies travel orders using knowledge of routes, types of carriers, and travel regulations. Notifies and determines that all clearances have been obtained.	High School	3	

Service Contract Labor Standards (SCLS) Matrix

SCLS Eligible Labor Category	SCLS Equivalent Code Title	Wage Determination No
Administrative Assistant	01020 - Administrative Assistant	2015-4781
Customer Service Representative II	01042 - Customer Service Representative II	2015-4781
Data Entry Operator II	01052 - Data Entry Operator I	2015-4781
Data Entry Operator III	01052 - Data Entry Operator II	2015-4781
Secretary I	01311 - Secretary I	2015-4781
Secretary II	01312 - Secretary II	2015-4781
Secretary III	01313 - Secretary III	2015-4781
Switchboard Operator/Receptionist	01460 - Switchboard Operator/Receptionist	2015-4781
Travel Clerk III	01533 - Travel Clerk III	2015-4781

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).

Hourly Rates

Special Item Number 541611; 561110

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).

SIN	Labor Category	Unit of Measure	GSA Rate Year 1	GSA Rate Year 2	GSA Rate Year 3	GSA Rate Year 4	GSA Rate Year 5
561110	**Administrative Assistant	Hour	\$53.93	\$55.56	\$57.22	\$58.93	\$60.70
561110	**Customer Service Representative II	Hour	\$34.35	\$35.38	\$36.43	\$37.52	\$38.65
561110	**Data Entry Operator II	Hour	\$35.30	\$36.36	\$37.45	\$38.58	\$39.74
561110	**Data Entry Operator III	Hour	\$36.42	\$37.51	\$38.64	\$39.80	\$41.00
561110	Executive Assistant I	Hour	\$68.18	\$70.23	\$72.33	\$74.50	\$76.74
561110	Executive Assistant II	Hour	\$86.37	\$88.96	\$91.63	\$94.38	\$97.21
561110	Executive Assistant III	Hour	\$113.64	\$117.05	\$120.56	\$124.18	\$127.91
541611 / 561110	Process Improvement Analyst I	Hour	\$74.99	\$77.24	\$79.56	\$81.94	\$84.40
541611 / 561110	Project Assistant II	Hour	\$81.81	\$84.27	\$86.80	\$89.40	\$92.08
541611 / 561110	Quality Assurance Analyst I	Hour	\$72.73	\$74.91	\$77.16	\$79.48	\$81.86
541611 / 561110	Quality Assurance Analyst II	Hour	\$77.27	\$79.59	\$81.97	\$84.43	\$86.96
561110	**Secretary I	Hour	\$35.23	\$36.29	\$37.38	\$38.50	\$39.66
561110	**Secretary II	Hour	\$36.97	\$38.08	\$39.21	\$40.39	\$41.60
561110	**Secretary III	Hour	\$43.41	\$44.71	\$46.05	\$47.43	\$48.85
561110	Subject Matter Expert I	Hour	\$118.06	\$121.60	\$125.25	\$129.01	\$132.88
561110	**Switchboard Operator/Receptionist	Hour	\$34.13	\$35.15	\$36.21	\$37.30	\$38.42
561110	**Travel Clerk III	Hour	\$37.37	\$38.49	\$39.65	\$40.84	\$42.07