GSA

Office, Imaging and Document Solutions

Federal Supply Service
Authorized Federal Supply Schedule Price List

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: http://www.GSAAdvantage.gov

OFFICE, IMAGING AND DOCUMENT SOLUTIONS

Applicable Special Item Numbers are as follows:

SIN 518210 DC Document Conversion Services
SIN 513218 ERM Electronic Records Management
SIN 541611O Needs Assessment and Analysis Services
SIN OLM Order Level Materials

CONTRACT NUMBER: 47QSMA18D08PC

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at http://pub.fss.gsa.gov.

Prices Listed are Net Prices (all discounts have been applied)

Period Covered by Contract:
03/19/2023 and ends 03/18/2028

CROWLEY
DIGITIZATION SERVICES

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Business Size: Small

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Crowley Office, Imaging and Document Solutions

The Crowley Company is a manufacturer of microfilm and microfiche digitizing systems and a value-added reseller of document imaging systems and services. The Crowley Company is a unique – and to our knowledge, the only – blend of manufacturer, distributor and service bureau in the office, imaging and document solutions marketplace. This dynamic combination allows Crowley to understand the complexities of archival preservation and records management from every angle, providing a competitive and technological edge that cannot be found elsewhere.

Only The Crowley Company can offer a complete range of digital and analog solutions for imaging technology and film processing including Conversion Services, Scanners and Software, Microfilm and Supplies and Technical Support.

The Crowley Company provides a complete array of manufactured and distributed equipment, software and supplies to meet all production-level, back-office and patron imaging needs. Products include: microfilm, microfiche, document, aperture card and book and large-format scanners; microfilm processors, writers and duplicators; and imaging system consulting services for advanced document capture and conversion requirements. Our manufactured and distributed brands include Mekel Technology, Qidenus Technologies, Wicks & Wilson, HF Processors, extek Microsystems, IMAGELINK, InoTech, Zeutschel, Avision and Digitek Systems.

The Crowley Company's experienced technical staff provides our clients with cost effective needs analysis, integration, and configuration of all the systems implemented by Crowley's professional business approach. Crowley's conversion, archiving, and publishing process can enable documents to be accessed via the WEB, archived on NAS and SAN technologies, or reliably distributed digitally to anyone anywhere.

The Crowley Company's **service bureau**, also known as Crowley Imaging, provides leading-edge microform and document conversion and reformatting solutions to libraries, archives, publishers, government agencies and commercial clients. Digital imaging capture and conversion services include:

- aperture card scanning – A through E
- bound-book scanning – color, bi-tonal and grayscale
- data field indexing
- digital document imaging
- document and image reformatting
- large-format scanning – newspapers, graphics, maps and charts
- photographic media digitizing – reflective photo prints and art, filmstrips, plates, slides, color and black and white negatives and color transparencies
- sales and support of hardware and software solutions for advanced document conversion requirements

SECTION 1 - CUSTOMER INFORMATION

1 Authorized Special Item Numbers (SIN s)

Special Item No. 518210DC Document Conversion Services
Special Item No. 518210 ERM Electronic Records Management
Special Item No. 541611O Needs Assessment and Analysis Services
Special Item No. OLM Order Level Materials

2 Lowest Price Model Numbers: 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 concessions 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.

3 Labor Category Descriptions: Included in Section 2 – Crowley's Authorized GSA/FSS Schedule Pricelist

4 Maximum Order: Services SINs - $1,000,000.00 Note: Maximum Order Limitation means Crowley is not obligated to, but can at their discretion, honor any order for a combination of items in excess of these limitations.

5 Minimum Order: $ 1,000.00

6 Geographic Coverage (delivery area): 48 Contiguous States and the District of Columbia

7 Discounts: Discount from list prices or statement of net price: Prices shown herein are Net (discount of 8% has already been applied)

8 Volume Discounts: Additional volume discount terms: 1% for orders over $100,000.

9 Government Purchase Cards (Below the Micro-Purchase Threshold): Yes

10 Government Purchase Cards (Above the Micro-Purchase Threshold): Yes AUTHORIZED OFFICE, IMAGING AND DOCUMENT SOLUTIONS PRICELIST FEDERAL SUPPLY SERVICE SCHEDULE – FSC GSA Schedule #: 47QSMA18D08PC To Order, Please Call: 240 215-0224

11 Time of Delivery: Delivery is 15 to 20 days ARO However, the variables used for pricing also determines the turn-around that can be expected for each order. There are multiple variables effecting delivery dates, therefore, delivery can be negotiated with the ordering agency for each delivery order.

12 **Expedited Delivery:** 10 to 15 days ARO Expedited Delivery will be based on current UPS and FEDEX delivery rates.

13 **Overnight and 2-day Delivery:** Yes. Ordering agency must contact Crowley for current UPS and FEDEX rates for overnight and 2-day delivery

14 **Urgent Requirements:** Yes. Ordering agencies must contact the Contractors representative to affect a faster delivery.

15 **FOB Point(s):** Destination within the 48 contiguous states and the District of Columbia

16 **Ordering Address:** The Crowley Company, 5111 Pegasus Court, Suite M, Frederick, MD 21704

17 **Payment Address:** The Crowley Company, 5111 Pegasus Court, Suite M, Frederick, MD 21704

18 **Warranty Provision:** Crowley warrants all Products and Services provided under this contract to be free from defects and/or errors. Any deliverable found to have defects and/or errors shall be replaced or corrected at no additional cost to the customer.

19 **Terms and conditions of Government purchase card acceptance:** Crowley will comply with the terms and conditions of GSAR 552.232-80, payment by Purchase Card, Variation I (Mar 1998)

20 **Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants:** All Products Comply

21 **Data Universal Number System (DUNS) Number:** 037761160

22 **System for Award Management (SAM):** Yes, Crowley is registered in the SAM

Section 2 – Crowley's Authorized GSA/FSS Pricelist

Special Item No. 541611O Needs Assessment and Analysis Services

Description - Needs Assessment and Analysis Services consist of a comprehensive assessment of the customer's existing objectives, capabilities and, funding obligations which will provide agency's recommendation(s) on how to meet or exceed organization's overall performance by providing total office solutions. Needs Assessment and Analysis Services provide for professional support in analyzing and developing customer requirements. Regardless of the specific approach and strategies described in the technical proposal for each work segment, the work in general shall include consulting services, and other related services.

Needs assessments may include data collection from the existing devices, as well as end users. Device data can be collected manually, and/or through data collection tools such as enterprise software deployment and/or USB discovery devices. The data collected in this process will show the amount of output produced for any given organization. Identification of these needs will assist in pricing and establishing best value criteria for the implementation phase, and analyze the footprint of the defined fleet to determine optimal placement of equipment.

Crowley also provides microfilm and graphics/photo film collection assessments and inventory consulting to determine the presence of deterioration within a film collection and inventory and barcoding of collection assets.

Special Item No. 518210DC Document Conversion Services

Description: The process of document conversion involves state-of-the-art scanning of the original document's text and graphic image into digital data, which is then transferred to a new media and formatted for use in a document imaging and storage system. Comprehensive DCS are used to transfer text and graphic images in existing documents (e.g., correspondence, files, technical manuals, land records, charts, engineering drawings, legal instruments, etc.) in whatever media they currently exist (e.g., paper, aperture cards, microfiche, microfilm, roll film, etc.) onto a new delivery/ storage media (e.g., CD-ROM disks, 4mm/8mm magnetic tape, magnetic storage disks, aperture cards, microfiche, microfilm, roll film, etc.) in any required format (e.g., raster images, ASCII text, SGML tagged for electronic distribution or publishing, PDF image files, etc.) required for use in a document imaging and storage system. Customized coding and indexing options are also available as part of the document conversion process.

Special Item No. 518210ERM Electronic Records Management Solutions - Provides a comprehensive capability to solve the complex challenges posed by the movement, manipulation, archiving, security, and management of electronic records. The abilities to maintain records securely, manage access and retrieval, preserve records for as long as necessary, and execute disposition are included. This SIN also includes any ancillary supplies and/or services necessary to provide a total electronic records management solution.

Benefits of Using GSA MAS for Your Records Management Needs: have certified that they are capable of meeting NARA's ERM requirements, helping to ensure records are reliable and authentic, have integrity, remain useable, and include the necessary content and context.

- Contractors have already been vetted for technical, performance, and fiscal responsibility.
- Discounted pricing, terms, and conditions are pre-negotiated.
- Schedule orders count toward small-business goals.
- In many cases, agencies can order total solutions under SINs without the need to include multiple SINs in the Request for Quotation (RFQ). Other options for streamlined solutions include the use of Blanket Purchase Agreements (BPAs), Contractor Teaming Arrangements (CTAs), and sub-prime contracting relationships.

Special Item No. OLM Order Level Materials - Including but not limited to organizing physical records in any work area, tracking them electronically, indexing, scanning, labeling, bar coding, filing and storage. This SIN also includes any ancillary supplies and/or services necessary to provide a total physical records management solution.

For the purposes of this SIN, physical records management services are divided into two sections:

1.) FILE ORGANIZATION AND MAINTENANCE SERVICES - File Organization and Maintenance Services consist of the following: tracking of records, indexing, scanning, labeling, bar-coding, and filing.

2.) STORAGE SERVICES - Storage Services include preparation of records for storage; pick up, storage and retrieval of records. NOTE: The National Archives and Records Administration (NARA) provides facility standards for Federal Records Storage Facilities in 36 CFR Part 1234. Prior to 2009, these regulations were at 36 CFR 1228 Subpart K. Internal agency documents may still contain citations to 36 CFR 1228. Federal agencies must certify to NARA that a Records Storage Facility, as defined in 36 CFR 1220.18, meets the 36 CFR 1234 standards. For details concerning certification and the NARA approval process, see the Federal Records Storage Facility Standards Toolkit . NARA will review an agency's certification documentation and will either approve or disapprove use of the facility by the agency that provided the agency's record storage facilities certification. Each agency must submit its own certification documentation for NARA approval. The Toolkit contains additional information concerning the 36 CFR 1234 facility standards and FAQs.

The following labor rates are **proposed for labor hour services** for efforts to provide:

- Needs assessments for data collection from existing devices, as well as end users;
- Device data collected manually, and/or through data collection tools such as enterprise software deployment and/or USB discovery devices;
- Microfilm and graphics/photo film collection assessments and inventory analysis to determine the presence of deterioration within a film collection and inventory and barcoding of collection assets;
- Movement, manipulation, archiving, security, and management of electronic records.
- Document conversion using state-of-the-art scanning of the original document's text and graphic image into digital data;
- Transfer of images and data to a new media and formatted for use in a document imaging and storage system;

- Comprehensive document conversion to transfer text and graphic images in existing documents from media including paper, aperture cards, microfiche, microfilm, roll film, etc. onto a new delivery/ storage media; and,
- Customized coding and indexing options are also available as part of the document conversion process.
- Organizing physical records in any work area and tracking them electronically
- Physical Records Management Solutions including Indexing, Scanning, Labeling, Barcoding, Filing and storage, Preparation of records for storage, and the Pickup, storage, and retrieval of records

Chart 3 – Labor Rates

Item Number	Labor Category	Description	Discounted Hourly Rate
CC1001	Program Manager	**Functional Responsibilities:** Manages a Crowley 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 of 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.	$146.62
CC1002	Project Manager I	**Functional Responsibilities:** Provides direct management and leadership of the project. Is the team leader, coordinating tasks, resources, and materials. Is expert in the application of both conventional and leading-edge Project Management theories and techniques. Is responsible to see that the project is finished on time, within the budget, and according to all requirements and specifications. Consults with team members to solve problems for the project and insure quality. Is expert in the application of knowledge and skills to meet project requirements. Combines solid grounding in accepted Project Management methodology with experience in both private and Government projects. **Minimum Education:** Bachelor's degree from an accredited university or equivalent work experience. **Minimum/General Experience:** Five (5) years of specialized experience planning and managing commercial or government projects.	$94.34

CC1003	Project Manager II	**Functional Responsibility:** In close consultation with the customer and senior management, ensures the success of the goals and objectives of the project. Is expert in the application of both conventional and leading edge Project Management theories and techniques.. Is able to provide the customer with options for managing and controlling the outputs of the project, given the constraints of budget and schedule. Typically leads a team of other managers to solve major problems for the project and to optimize quality. Is expert in the application of knowledge and skills to meet project requirements. Combines solid grounding in accepted Project Management methodology with experience in both private and Government projects. **Minimum Work Experience:** Ten (10) years of specialized experience planning and managing commercial or government projects. **Minimum Education:** Bachelor's degree from an accredited university or equivalent work experience.	$123.41
CC1004	Task Manager I	**Functional Requirements:** Plans and supervises tasks within a technical services project, including all phases of projects. Responsible for the administrative and technical direction of project personnel. Organizes, directs, and manages task order service delivery within a reasonable span of control, time frame, and budget constraints. Schedules, assigns duties, and reviews work of project personnel. **Minimum/General Experience**: Five years of progressive technical related experience. One year in managing projects, including technical projects or computer operations. **Minimum Education:** Must have a Bachelors Degree or equivalent experience	$53.71
CC1005	Task Manager II	**Functional Requirements:** Plans and supervises tasks within related technical services projects, including all phases of projects. Responsible for the administrative and technical direction of project(s) management and /or personnel. Organizes, directs, and manages task order service delivery within a reasonable span of control, time frame, and budget constraints. Schedules, assigns duties, and reviews work of project personnel. **Minimum General Experience:** Seven years of progressive technical related experience. Two years in managing projects, including technical projects or computer operations. **Minimum Education:** Must have a Bachelors Degree or equivalent experience	$73.86
CC1006	Subject Matter Specialist I	**Functional Requirements:** Applies subject matter expertise in support of project operations by participating in planning and strategy development sessions, conducting research, making presentations, providing technical assistance, and producing reports.	$107.46

		Minimum General Experience: Eight years of experience providing records management or document imaging support services in specific subject matter areas of expertise. **Minimum Education:** Master's degree. A Bachelor's degree plus 1 year of additional, directly related work experience (over and above the minimum experience requirements for this position) may be substituted for the Master's degree.	
CC1007	Subject Matter Specialist II	**Functional Requirements:** Applies subject matter expertise in support of project operations by participating in planning and strategy development sessions, conducting research, making presentations, providing technical assistance, and producing reports. **Minimum General Experience:** Ten years of experience providing records management or document imaging support services in specific subject matter areas of expertise. **Minimum Education:** Master's degree. A Bachelor's degree plus 3 years of additional directly related work experience (over and above the minimum experience requirements for this position) may be substituted for the Master's degree.	$111.75
CC1008	Subject Matter Specialist III	**Functional Requirements:** Applies subject matter expertise in support of project operations by participating in planning and strategy development sessions, conducting research, making presentations, providing technical assistance, and producing reports. **Minimum General Experience:** Twelve or more years of experience providing records management or document imaging support services in specific subject matter areas of expertise. **Minimum Education:** Master's degree. A Bachelor's degree plus 3 years of additional directly related work experience (over and above the minimum experience requirements for this position) may be substituted for the Master's degree.	$117.06
CC1009	Quality Assurance/Inspection Specialist*	**Functional Requirements:** Defines and develops quality standards for receiving, in-process, and final inspection in accordance with company and contractual requirements. Reviews and evaluates in-process rejections and implements corrective action as needed. Interfaces with various company departments to resolve quality problems and provide information. **Minimum General Experience:** Two to five years of related experience. **Minimum Education:** A high school diploma is required. Secondary education is preferred.	$38.97
CC1010	Quality Assurance/Inspection Lead*	**Functional Requirements:** Defines and develops quality standards for receiving, in-process, and final inspection in accordance with company and contractual requirements. Reviews and evaluates in-process rejections and implements corrective action as needed. Interfaces with customers, vendors, and various company	$38.97

		departments to resolve quality problems and provide information. May provide work leadership for lower level employees. **Minimum General Experience: F**ive to seven years of related experience. **Minimum Education:** Requires Bachelor's degree or equivalent experience.	
CC1011	Business Process Functional Analyst I	**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 of 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.	$35.19
CC1012	Business process Functional Analyst II	**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 of 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.	$102.03
CC1013	Records Technician *	**Functional Requirements:** Creates, receives, and processes files. Records information in manual and automated logs. Identifies, organizes, and labels records. Maintains files, including removal of duplicate copies of records, replaces worn or improperly labeled folders, and redistributes files on shelves. Retrieves files and prepares them for delivery to requestors. Prepares files for transfer to other locations or for retirement. **Minimum/General Experience:** Two years of previous experience in records management or filing functions or one year of college. Able to lift boxes weighing 30 pounds. **Minimum Education:** Requires high school diploma	$37.16
CC1014	Senior Records Technician *	**Functional Requirements:** Creates, receives, and processes files. Records information in manual and automated logs. Identifies,	$37.07

		organizes, and labels records. Maintains files, including removal of duplicate copies of records, replaces worn or improperly labeled folders, and redistributes files on shelves. Retrieves files and prepares them for delivery to requestors. Prepares files for transfer to other locations or for retirement. May distribute work and review progress of Record Technicians **Minimum/General Experience:** Two years of previous experience in records management or filing functions or one year of college. Able to lift boxes weighing 30 pounds.	
CC1015	Records Supervisor	**Functional requirements:** Oversees and directs the work efforts of individual records technicians. Must be able to perform all duties of a records technician. Performs quality review of the work of the records technicians. Deals directly with the client on resolution of issues and seeks help from appropriate managers. Ascertains and reports special needs and requests. Performs complex assignments that require planning and organization. Reviews and accounts for file sections. Trains personnel. **Minimum General Experience:** Two years of previous experience in records management or filing functions. Two years of college or three years of experience working in a government or private law office and two years of supervisory experience. **Minimum Education:** Requires high school diploma	$39.09
CC1016	Records Analyst I *	**Functional Requirements:** Assists others in performing analysis and inventories of corporate records in general office, field offices, plants, and corporate and remote records centers. Develops retention schedules, incorporating regulatory and operational requirements. Monitors and interprets changes in retention requirements to ensure consistent application. Stores, maintains, researches and retrieves records maintained by the organization in paper, microform, and electronic format. Recommends media format and storage requirements of records to be used throughout life cycle. Educates clients and monitors client adherence to established schedules. **Minimum/General Experience:** One (1) year of records management experience. **Minimum Education:** A high school diploma is required. Post secondary education is preferred.	$66.26
CC1017	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.	$76.00

		Minimum/General Experience: Three (3) years records management experience. **Minimum Education:** Two years of college or equivalent work experience.	
CC1018	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.	$91.59
CC1019	Document Inventory specialist I *	**Functional Requirements:** Participates as a team member in records inventory data gathering activities or performs records inventory functions under the direction of more senior staff requiring the implementation of standard records inventory procedures, schedules, or other client standards and guidelines such as material/item pulling, barcoding, capturing metadata, staging materials. **Minimum/General Experience:** One (1) year of records management experience. **Minimum Education:** A high school diploma is required. Post secondary education is preferred.	$37.12
CC1020	Document Inventory Specialist 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. **Minimum/General Experience:** Three (3) years records management experience. **Minimum Education:** Two years of college or equivalent work experience.	$38.97
CC1021	Senior Document Inventory Specialist	**Functional Requirements:** Implements information gathering activities in support or records inventory and 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.	$40.83

		Minimum/General Experience: Five (5) years records management experience. **Minimum Education:** Two years of college or equivalent work experience. Bachelor's degree is preferred.	
CC1022	Document Preparation Specialist 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.	$37.12
CC1023	Document Preparation Specialist II *	**Functional Requirements:** Performs routine document preparation activities in a production environment where standard operating procedures and preparation requirements are clearly known. 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.	$38.97
CC1024	Senior Document Preparation Specialist	**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:** Five (5) years related experience. **Minimum Education:** A high school diploma is required. Post-secondary education is preferred.	$40.83
CC1025	Document Scanning Specialist I *	**Functional Requirements:** Operates digital image scanning equipment to capture images and generate associated OCR text. Follows established scanning and quality control procedures in producing digital files in specified format for further processing. May be required to scan microfilm, microfiche, aperture cards and other media. May be required to record file level information and physical attachment information during the scanning process. **Minimum/General Experience:** Must be able to set up, operate and perform routine maintenance on equipment. Maintains production logs and equipment maintenance logs. **Minimum Education:** Requires High School diploma or equivalent.	$37.12
CC1026	Document Scanning Specialist II *	**Functional Requirements:** Operates digital image scanning equipment to capture images and generate associated OCR text. Follows established scanning and quality control procedures in	$38.97

		producing digital files in specified format for further processing. May be required to prepare documents for scanning by disassembling prior to scanning and reassembling afterward. May be required to scan microfilm, microfiche, aperture cards and other media. May be required to record file level information and physical attachment information during the scanning process. **Minimum/General Experience:** Must be able to set up, operate and perform routine maintenance on equipment. Maintains production logs and equipment maintenance logs. Requires two to three years of experience with scanning equipment. Attention to detail extremely important. **Minimum Education:** Requires High School diploma or equivalent.	
CC1027	Senior Document Scanning Specialist	**Functional Requirements:** Operates digital image scanning equipment to capture images and generate associated OCR text. Follows established scanning and quality control procedures in producing digital files in specified format for further processing. May be required to prepare documents for scanning by disassembling prior to scanning and reassembling afterward. May be required to scan microfilm, microfiche, aperture cards and other media. May be required to record file level information and physical attachment information during the scanning process. Maintains production logs and equipment maintenance logs. Attention to detail extremely important. Scanning Supervisor Supervises and directs scanning staff to accomplish work. Reports on progress, troubleshoots, performs quality control, and ensures work meets contract requirements for quality and delivery schedules. . Functions as expert operative on all equipment and processes. Determine appropriate scanner and scanner settings based on document type, planned processing, and document characteristics. Perform image, text, and property reviews to confirm loading, quality, and location of documents stored on the Document Management System. Trains staff. **Minimum/General Experience:** Must be able to set up, operate and perform routine maintenance on equipment. Maintains production logs and equipment maintenance logs. Requires three to four years of experience. **Minimum Education:** Requires High School diploma or equivalent.	$40.83
CC1028	Document Indexing Specialist I *	**Functional Requirements:** Enters, transcribes, and verifies a variety of alphanumeric data onto an on-line, batch mode, or personal computer system. Assignments are generally routine in nature and work parameters are typically well defined. Maintains files, records, and chronologies of entry activities. Produces output to electronic media. **Minimum/General Experience:** Six months of related experience. **Minimum Education:** Requires High School diploma or equivalent.	$37.12
CC1029	Document Indexing Specialist II *	**Functional Requirements:** Enters a wide variety of source documents such as computer-generated reports, program coding	$38.97

		sheets, and other narrative and statistical information using PC-based database management software. Examines and sorts documents by subject matter, category, or other specified manner. In accordance with established procedures, reviews source documents for completeness and accuracy. Detects and rejects illegible or incomplete source documents and information. **Minimum/General Experience:** Keys data rapidly and accurately. Reviews and annotates data sheets, reports, and other documents for data entry technicians. Maintains records covering verification statistics. One year of data entry experience required. **Minimum Education:** Requires High School diploma or equivalent.	
CC1030	Senior Document Indexing Specialist I	**Functional Requirements:** Enters a wide variety of source documents such as computer-generated reports, program coding sheets, and other narrative and statistical information using PC-based database management software. Examines and sorts documents by subject matter, category, or other specified manner. In accordance with established procedures, reviews source documents for completeness and accuracy. Detects and rejects illegible or incomplete source documents and information. May coordinate the work of less senior data entry staff. **Minimum/General Experience:** Keys data rapidly and accurately. Reviews and annotates data sheets, reports, and other documents for data entry technicians. Maintains records covering verification statistics. Five years of data entry experience including one year of supervising staff members. **Minimum Education:** Requires High School diploma or equivalent.	$40.83
CC1031	Media Creation Specialist I *	**Functional Responsibilities:** Responsible for creation of master and duplicate sets of customer's images and indexes. Understands retention requirements and media longevity expectations. When creating sets of media, such as DVD or CD, is responsible for ensuring that each CD/DVD is assigned a unique tracking number and to maintain logs of what was sent to whom, for what purpose on what date. Can export data to a number of formats as specified in the statement of work. Can also create ASCII delimited text files and MS Excel spreadsheets of index information or quality control tracking logs. **Minimum/General Experience:** Fully fluent in MS Office, SQL, record types, file formats and media types. Two years of similar experience. **Minimum Education:** Bachelor's degree in appropriate discipline or equivalent experience.	$38.97
CC1032	Program Control Analyst	**Functional Requirements:** Responsible for the tracking and maintaining location of all records utilizing a personal computer based tracking system. Specific duties include scanning in all bar coded boxes and their locations; updating tracking system as required; performing archiving of records; performing shipping and receipt of records; coordinating the pickup, storage, and delivery of	$37.12

		boxes; performing records searches as requested by clients; maintaining logs on the receipt and shipment of records; performing document destruction and archiving; performing periodic inventories of records; and performing additional document control tasks as assigned. May supervisor other document center staff. **Minimum/General Experience:** Minimum of three years document control or records management experience. Must be able to coordinate tasks and maintain accountability for vital project functions. Highly organized individual with experience in records management, filing procedures and techniques, and the use of personal computer based databases. Must have demonstrated ability to maintain security of record collection. Must be able to prioritize various tasks, interpret specific instructions and apply creative problem solving. **Minimum Education:** High school diploma or GED. Two or Four year degree preferred.	
CC1033	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.	$61.39
CC1034	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.	$73.13
CC1035	Technical Writer	**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	$58.85

		activities of less experienced staff. **Minimum/General Experience:** Seven (7) years related experience. **Minimum Education:** Bachelor's degree or equivalent work experience.	

*** Denotes non-exempt labor categories.**

OTHER TERMS:
Overtime: 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.

Other Direct Costs: Proposed as actual costs plus a material handling rate of 11%.

IFF: The GSA Industrial Funding Fee (IFF) is included in the rates shown above.

CLIN 001 - Project Origination Review project specifications

- Recommend modifications to specifications
- Provide sample images if required (determined by project) per Statement of Work
- Prepare project procedures and setup equipment
- SMALL JOBS: Origination Fee **in addition** to Imaging Fee

Project Management

- In-House Project Management Fee required for all jobs $10,000 and above

Chart 1 – Fixed Unit Rates – Project Origination

CLIN 001	Item	Unit(s)	GSA Price
Project Origination Fee		Per Project	$231.99

CLIN 002 - Document Preparation (Per Image)
Pre-conversion Document Preparation

- Removal of documents from file folders
- Staple removal (not to exceed one staple for every ten pages)
- Removing documents from some special bindings.
- Unfolding
- Minimal handling and mounting of post-it notes and/or other nonstandard size paper

Chart 2 – Fixed Unit Rates – Document Preparation

CLIN 002	Item	Unit(s)	GSA Price
Document Preparation			$0.03

- Must be able to review collection samples.

- Reordering, removal or re-sectioning requiring Document Preparation Specialist is provided on an hourly basis
- For hard bound, stitch, perfect bound or glue bound books or documents, see Book Cutting

CLIN 003 - Document Reconstruction (Per Image)
Provides for reassembly of documents to their original sequence within a folder with up to one staple
Provides for complex reassembly of documents, including:

- More than one staple per document (not to exceed 1 staple average per 10 pages)
- Replacing pages to post folders (given equally aligned holes for all pages)
- Replacing pages to ring binders (given equally aligned holes for all pages)

Chart 3 – Fixed Unit Rates – Document Reconstruction

CLIN 003	Item	Unit(s)	GSA Price
Document Reconstruction		Per Image	$0.03

- Custom document reconstruction provided on an hourly basis (Non-aligned ring and post binding documents, GBC, Spiral, Screw Mount)

CLIN 004 - Book Cutting (Per Book)
Level-1

- Soft bound / perfect bound books or documents up to 200 physical pages
- No staples or alternate fastener removal
- Book must have reasonable gutter to allow for cutting without jeopardizing printed material or client must provide a waiver of damage

Books or documents requiring delicate or special handing may be subject to hourly charges

Chart 4 – Fixed Unit Rates – Book Cutting

CLIN 004	Item	Unit(s)	GSA Price
Book Cutting		Per Book	$2.32

CLIN 005 - Scanning – Paper/Auto Feed (Per Image)
Other scan resolutions (DPI) than stated herein, both higher and lower are available

- Pricing is based on paper being good quality originals, suitable for processing through an automated document feeder during scanning
- **Bitonal Raster Scanning** of paper sizes up to 8.5 x 11 at 300 dpi or less as requested by client
- Automated blank page detection and removal available
- Images will be output to TIFF Group 4 file format
- Pages, which are larger than 8.5” x 11” are considered oversized documents
- **Oversized documents will be priced on the whole or partial number of 8.5” x 11" segments. The fee for oversized scanning is assessed on a per segment basis**
- A continuous flow of materials will be provided for processing without any breaks, and that a reasonable time frame for turnaround will be agreed to

- Automated image enhancements is available
- 1 to 10,000 Pages

Chart 5 – Fixed Unit Rates – Scanning/Paper/Auto Feed

CLIN 005 Item	Unit(s)	GSA Price
Scanning	Per Image	$0.110

- Grayscale and color scanning prices are based on the document being scanned entirely as grayscale or color. Intermixed Binary, Grayscale and Color require a higher level of operator intervention and may be priced on an hourly basis
- Output to TIFF JPEG Files (TIFF Uncompressed available as up-charge)

CLIN 006 - Scanning – Books / Overhead (Per Image)
Level-1 (Bitonal)

- Pricing is based on books being good quality originals
    - Clean gutter
    - Binding is intact / pages are not falling out
    - Pages are not brittle and flaking
- Double sided pages
- **Bitonal Raster Scanning** of open book sizes up to 17" x 24" at 300 dpi or less as requested by client
- Images will be output to TIFF Group 4 file format
- A continuous flow of materials will be provided for processing without any breaks, and a reasonable time frame for turnaround will be agreed to
- Automated image enhancements are available
- Crop and deskew

Level-2 (Grayscale and Color)

- Pricing is based on books being good quality originals
    - Clean gutter
    - Binding is intact / pages are not falling out
    - Pages are not brittle and flaking
- Double sided pages
- Grayscale or Color Raster Scanning of open book sizes up to 17" x 24" at 300 dpi or less as requested by client
- Images will be output to **JPEG Format**
- A continuous flow of materials will be provided for processing without any breaks, and a reasonable time frame for turnaround will be agreed to
- Automated image enhancements are available

Level-3 (Single sheet – loose pages requiring overhead scanning)
Other resolutions than stated herein, both higher and lower are available

- Pricing is based on material being good quality originals
- Single sheet material only

- Binary, Grayscale or Color Raster Scanning of page sizes up to 17" x 24" at 300 dpi or less as requested by client
- Images will be output to TIFF Group 4 file format
- A continuous flow of materials will be provided for processing without any breaks, and a reasonable time frame for turnaround will be agreed to
- Automated image enhancements are available

Level-4 (Archival Material)
Mixed Material scanned as is
Other resolutions than stated herein, both higher and lower are available

- Pricing is based on material being good quality originals
- Single sheet
- Pamphlets
- Books
    - Clean gutter
    - Binding is intact / pages are not falling out
    - Pages are not brittle and flaking
- Grayscale or Color Raster Scanning of open book or page sizes up to 17" x 24" 300 dpi or less as requested by client
- Images will be output to TIFF Group 4 file format
- A continuous flow of materials will be provided for processing without any breaks, and a reasonable time frame for turnaround will be agreed to
- Automated image enhancements are available

Grayscale and color scanning prices are based on the document being scanned entirely as grayscale or color. Intermixed Binary, Grayscale and Color require a higher level of operator intervention and may be priced differently.

Higher Resolutions available and priced on a per project basis

Chart 6 – Fixed Unit Rates – Scanning/Books

CLIN 006 Item	Unit(s)	GSA Price
Scanning Overhead	Per Image	$0.18

CLIN 007 – Scanning – Drawings and Oversized

Other resolutions than stated herein, both higher and lower are available
Based on binary scanning of regular (line) drawings of the same size and prepared for scanning. Folded, rolled drawings or drawings intermixed with regular document collections are subject to additional Document Preparation charges. Drawings requiring special attention may be priced on an hourly basis. Special attention is given when drawings are in poor condition (i.e., torn, frayed, stained) or if the clarity is poor (background is noisy, text and graphics are either very dark or very light or a combination of both).

Standard scanning:

- Binary 200/300/400 dpi
- Images will be output to TIFF Group IV file format

- The fee is on a per segment basis (segment = 8.5” x 11” or portion thereof)
- Drawing sizes C through E
    - C = 17 x 22
    - D = 22 x 34
    - E = 34 x 44

Chart 7 – Fixed Unit Rates – Scanning – Drawings and Oversized

CLIN 007 Item	Unit(s)	GSA Price
Engineering Drawings / Large Format	Per Drawing	$0.70

CLIN 008 – Scanning - Microfilm *(Per Image)*

Level-1 (Standard) 16mm / 35mm Scanning

- Film that is in good to excellent condition
- Single image per frame with consistent frame separation
- Roll microfilm scanned at 200/300 dpi
- Images will be output to TIFF Group IV file format
- Film is scanned in a semi-attended mode based on optimal scanner settings
- If the original material is compatible, Images will be auto-cropped to eliminate excess over-scan or to copy board
- If the original material is compatible, automated image enhancements may be performed
- Quantum

Level-2 (Enhanced) 16mm / 35mm Scanning

- Required for marginal quality film and/or enhanced image quality control
- Single image per frame with consistent frame separation
- Roll microfilm scanned at 200/300 dpi
- Images will be output to TIFF Group IV file format
- Frames are scanned interactively and scanner operator views each frame during the Quantum Process
- Image settings are adjusted during Quantum process to yield the best possible images
- If the original material is compatible, Images will be auto-cropped to eliminate excess over-scan or to copy board
- If the original material is compatible, automated image enhancements may be performed
- Quantum

Grayscale scanning output to JPEG format is available

Chart 8 – Fixed Unit Rates – Scanning – Microfilm

CLIN 008	Item	Unit(s)	GSA Price
Microfilm Scanning		Per Image	$0.04

CLIN 009 – Scanning - Microfiche (Per Image)

All prices are based on fiche being 75%+ full fiche

Level-1 200/300 dpi Standard Fiche (COM, Step & Repeat, AB Dick)

- Microfiche is in good to excellent condition
- Scanned at a resolution up to 200/300 dpi
- Images will be output to TIFF Group IV file format

Level-2 200/300 dpi Standard Jacketed Fiche
- Microfiche is in good to excellent condition
- Scanned at a resolution up to 300 dpi
- Images will be output to TIFF Group IV file format

Level-3 200/300 dpi Non-Standard Jacketed Fiche – Varying Density
- Microfiche is in good to excellent condition, but exhibits image overlapping due to shifting film clips
- Overlapping film clips within each microfiche jacket will be physically corrected before the scanning process
- Microfiche scanned at a resolution up to 300 dpi
- Images will be output to TIFF Group IV file format

Level-4 200/300 Strips

Chart 9 – Fixed Unit Rates – Scanning – Microfiche

CLIN 009	Item	Unit(s)	GSA Price
Microfiche Scanning		Per Image	$0.050

CLIN 010 – Scanning - Aperture Card (Per Image)
Level-1
- Scanned at 200/300 dpi
- Images will be output to TIFF Group IV file format
- Hollerith Data from each card may be captured during the scanning process and delivered as the index in a delimited ASCII format

Chart 10 – Fixed Unit Rates – Scanning – Aperture Cards

CLIN 010	Item	Unit(s)	List Price
Aperture Card Scanning		Per Image	$0.280

CLIN 012 - Graphics (Camera Stock) Department
- Slide scanning is based on individual slides in slide boxes (not slide sleeves), Sleeve pricing may be the same depending on how they must be managed and returned to the sleeves
- 35mm scanning is based on strip scanning 6 frames per strip
- 120 scanning is based on strip scanning 4 frames per strip
- 4x5 + is based on single negative or print scanning
- All image scanning is based on a one to one output. Automatic resizing may be available depending on the media and equipment being used. All other resizing will be priced on an individual project basis
- Indexing and Metadata pricing is priced on an individual project basis and depends on how the information is presented and can be captured

- Cropping and rotation are priced on an individual project basis based on Media and equipment being used
- Media sizes over 8x10 will be priced on an individual basis

Chart 12 – Fixed Unit Rates – Scanning - Graphics

CLIN 012 Item	Unit(s)	GSA Price
35MM Film Strips @ 2880DPI	Per Image	$0.41

CLIN 013 - File Naming (Per Document)
Included – given the following criteria:

- Each file name is auto-generated creating sequential alpha-numeric file names in 8.3 format
- Each file name is machine-readable and is located on the first page of each document in the same location on each page.

File Naming for documents outside the above specs will be priced on a custom basis

Chart 13 – Fixed Unit Rates – File Naming

CLIN 013	Item	Unit(s)	GSA Price
File Naming		Per Document	$0.009

CLIN 014 - Indexing (Per Document)
Perform automated, semi-automated or manual data entry of index information and verification of specified index fields. Work closely with the customer in defining their requirements for coding and indexing. Data to be captured must be consistently located on the cover / first page of each document, clearly identifiable and legible. Key Entry is Single Pass. Index Quality Assurance is 99% at a minimum as measured at the batch level. Indexing requirements for document collections are always unique. The pricing below will cover many different types of indexing requirements, but certain document collections may require indexing at an hourly rate.

Indexing - Document Preparation (Per Image)
Level-1 (Standard)
Pre-conversion Document Preparation

- Removal of documents from file folders
- Staple removal (not to exceed one staple for every ten pages)

Level-2 (Enhanced)
Includes Standard Document Preparation – plus:

- Removing documents from some special bindings.
- Unfolding
- Minimal handling and mounting of post-it notes and/or other nonstandard size paper

Reordering, removal or re-sectioning requiring Subject Matter Expertise (SME) is provided on an hourly basis
For hard bound, stitch, perfect bound or glue bound books or documents, see Book Cutting

Database index information electronically supplied by the client, may be used to populate additional index fields. Double Key entry is optional and priced on a custom basis

Level-1: 2 Fields or up to 20 Alphanumeric Characters
Level-2: 3 Fields or up to 30 Alphanumeric Characters
Level-3: 3 Fields or up to 40 Alphanumeric Characters
Level-4: 6 Fields or up to 100 Alphanumeric Characters

Chart 14 – Fixed Unit Rates – Indexing

CLIN 014	Item	Unit(s)	GSA Price
Indexing – document preparation		Per Image	$0.08

Database index information electronically supplied by the client, may be used to populate additional index fields. Double Key entry is optional and priced on a custom basis

Level-1: 2 Fields or up to 20 Alphanumeric Characters
Level-2: 3 Fields or up to 30 Alphanumeric Characters
Level-3: 3 Fields or up to 40 Alphanumeric Characters
Level-4: 6 Fields or up to 100 Alphanumeric Characters

Document Prep - Enhanced

	Item	Unit(s)	GSA Price
Document Prep Enhanced		Per Image	$0.03

CLIN 015 – PDF File Conversion (Per Image)
Level-1
PDF Image-Only:
Files are created from scanned or existing image files. This type of PDF does not contain searchable text.

Level-2
PDF Image Plus Hidden Text (also known as PDF Searchable Image Exact):
Files are created from scanned or existing image files. Optical Character Recognition is performed. The resulting PDF contains an image layer and a hidden text layer that can be searched, added to an Adobe Catalog or third party index for full text searching.

Level-3
PDF Image Plus (Edited) Hidden Text
Files are created from scanned or existing image files. Optical Character Recognition is performed and all free standing, standard character text will be proofed and edited to insure accuracy of 99% or greater at the document level where:

- Based on pages up to 8.5" x 14"
- Source document is of good quality and suitable for OCR
- Text is no smaller than a 8-point Courier-based font, in Roman characters
- Document contains no more than 2% non-alpha characters
- Tabular data is not included

The resulting PDF contains an image layer and a hidden text layer that can be searched, added to an Adobe Catalog or third party index for full text searching.

Certain types of complex documents or output formats including but not limited to HTML, XML or SGML may not fall under the CLIN 012 and may be priced on an hourly basis.
Hardcopy output from files created under CLIN 12 is available, pricing depends on project requirements

CLIN 016 - OCR Conversion (Per Image)
Conversion of scanned or pre-existing image files into computer-readable text or various word processing files. The quality of Raw OCR text is directly dependent on the quality of source documents. Basic OCR services are defined as simple pages containing only text and small amounts of graphics.

Conversions of Digital Images to ASCII text without clean up. An OCR engine will process the images and the raw OCR text files are delivered to the customer without any further processing.
Automatic determination of text flow (zoning) is included.
Manual zoning to guarantee complex text flow or remove text areas is priced on an hourly basis

Chart 16 – Fixed Unit Rates – OCR Conversion

CLIN 016	Item	Unit(s)	GSA Price
OCR Conversion		Per Image	$0.04

P DF Catalog Database Set-Up

	Item	Unit(s)	GSA Price
PDF Catalog Database Set-Up		Per Set-Up	$231.99

CLIN 024 - On-site Services
Provide on-site services for all Contract Line Items listed above

- Project minimum of $10,000.00
- On-site services are priced based on standard pricing plus per hour up charge for each person provided
- Other costs incurred by client are:
    - Delivery charge for equipment
    - Set-up and testing for equipment and software
    - Travel expenses for all personnel provide for the project
    - Equipment Rental Fee

Chart 19 – Fixed Unit Rates – On-Site Services

CLIN 019	Item	Unit(s)	List Price
On-site Services up charge		Per job	$4,639.89

Call for pricing on the following items and services:

- Offshore Services – Key / Data Entry, Indexing, Coding
- Electronic Data Warehousing / Document Storage
- ASP
- Systems/Software - Document Management System/Software, Workflow Systems/Software, Archival/Retrieval Systems, Scanners, Production Document Capture Software

CLIN 018 - Quality Control
Level-1
Included for all services. Provides 10% post process inspection of output

Level-2
Provides 100% Post Process Inspection of output

Chart 18 – Fixed Unit Rates – Quality Control

CLIN 018	Item	Unit(s)	GSA Price
Quality Control		Per Page	$0.09

TERMS AND CONDITIONS

a. Prices, except aperture card scanning prices, are based on an 8.5”x11” page size. Prices for oversize pages will be based on the number of whole or partial 8.5”x11” segments.
b. All material provided by the customer can be returned with the converted data, if the customer so requests.
c. A backup copy of all delivered data will be maintained by The Crowley Company, Inc. for a minimum of 30 days. Longer tape backup storage can be offered at a negotiated per GB fee.
d. The prices shown are for processing of unclassified documents.
e. For all Small Jobs, Origination Fee is required in addition to standard imaging rates.

Date: July 31, 2024

General Services Administration
Federal Acquisition Service (FAS)
Multiple Award Schedule Program
Marian J. Notarfrancesco (QSCABC), Contracting Officer
GSA FAS 3QSAC
100 S INDEPENDENCE MALL WEST
PHILADELPHIA PA 19106

Re: Submitting updated *Vendor Certification for Electronic Records Management Solutions* form for SIN 518210ERM via a Revised Terms & Conditions modification to MAS Contract Number 47QSMA`8D08PC.

Dear Ms. Shine-alliston,

Crowley Micrographics is submitting an updated *Vendor Certification for Electronic Records Management Solutions* form for SIN 518210ERM. Crowley Micrographics has reviewed NARA's *Universal ERM Requirements Version 3* spreadsheet before completing this form. **The completed form is attached, signed, and dated.** Crowley Micrographics understands it is a requirement under SIN 518210ERM for the *Vendor Certification for Electronic Records Management Solutions* form to be included on their MAS Contract Price List Terms and Conditions File. After this modification request has been approved by GSA, Crowley Micrographics will upload their 47QSMA18D08PC Terms and Conditions file with the completed *Vendor Certification for Electronic Records Management Solutions* included on it.

The National Archives and Records Administration (NARA) has updated its Universal ERM Requirements to Version 3, and that spreadsheet has been incorporated into SIN 518210ERM. GSA has created an updated *Vendor Certification for Electronic Records Management Solutions* form because NARA's ERM Elements have changed, and because there is a new requirement to include a brief summary explanation / description for how contractors meet each of the ERM Elements that they have checked off. Submitting this updated form will maintain parity with Crowley Micrographics self-certification for SIN 518210ERM and NARA's Universal ERM Requirements currently incorporated into SIN 518210ERM.

In addition, as an authorized representative for the Contract Holder, by signing this document I state the following to the best of my knowledge and belief:

- All other clauses, terms and conditions of the contract referenced above remain the same. If you have any questions regarding this request, please contact Elizabeth Groombridge at 240 442-0224 X 234, or elizabethg@thecrowleycompany.com

Sincerely,

Elizabeth Groombridge
Business Development Manager

SIN 518210ERM Vendor Certification for Electronic Records Management Solutions

Version 3.0 (As of MAS Refresh 18)

For the purposes of the MAS Solicitation, eight (8) specific elements of Electronic Records Management (ERM) Services have been identified. These 8 elements are fully defined and the corresponding requirements are identified in NARA's *Universal Electronic Records Management Requirements* spreadsheet attachment to the Solicitation. These requirements have been established and are administered by the National Archives and Records Administration (NARA). Vendors may provide any combination of the 8 elements of ERM solutions; however, vendors must certify that they are capable of meeting all standards associated with the elements they propose by completing this self-certification. *Vendors must include a completed copy of this certification in their published GSA MAS Contract Price List to help illustrate their ERM capabilities to federal customer agencies.*

Proposed Elements of Electronic Records Management Services:
By selecting the below Elements, you are self-certifying you meet NARA's Universal ERM Requirements for that Element. Select all Elements that apply.

☐ Element 1 - Office Management Applications
☐ Element 2 - Electronic Messages
☐ Element 3 - Social Media
☐ Element 4 - Websites
X Element 5 - Photographs (Born-Digital and Scanned Images)
☐ Element 6 - Digital Audio and Video
X Element 7 - Structured Data
X Element 8 - Shared Drives

In the space below you must provide a brief summary description for each of the above Elements that you have checked off. The summary must include which ERM products/ services/ solutions — currently awarded under SIN 518210ERM of your MAS contract — are related to the respective Element. Example questions are provided for each Element to assist with your response. Those questions are based on NARA's Universal Electronic Records Management Requirements and reflect common questions from agencies. *If you cannot provide a summary description for a given Element, or you do not currently offer products/services/solutions under SIN 518210ERM related to that Element, you cannot self-certify that Element on this form.* Please use as much space as you need below, but be concise! Please respond as "Not applicable" for any Element you did not select above.

The specifics of your below responses are not part of the evaluation criteria for adding SIN 518210ERM. The intention of the below section is to assist agencies with market research and

help agencies understand your offerings / capabilities as they relate to the above ERM Elements you have selected.

If you have questions about the above ERM Elements and the information on NARA's Universal ERM Requirements spreadsheet, please contact NARA's Records Management Policy Team at rmpolicy@nara.gov.

Element 1 - Office Management Applications
Please provide a brief summary of your awarded offerings (products/services/solutions) under SIN 518210ERM that help agencies meet Element 1. Some example questions to consider are: Which office management applications does your service/solution manage (e.g. Microsoft 365, Google Workspace, etc.)? How do you associate Office Management documents with a records schedule? How do you apply metadata to Office Management documents?

[Response for Element 1 Not Applicable

Element 2 - Electronic Messages
Please provide a brief summary of your awarded offerings (products/services/solutions) under SIN 518210ERM that help agencies meet Element 2. Some example questions to consider are: Which electronic messages does your service/solution manage (e.g. SMS/MMS, iMessage, WhatsApp, social media messages, voicemail, etc.)? Are you able to capture SMS/MMS at the carrier-level? How do you apply metadata to electronic messages? Where are records stored (e.g. managed in the system in which they were created or in a dedicated recordkeeping system)?

[Response for Element 2 here — Not Applicable

Element 3 - Social Media
Please provide a brief summary of your awarded offerings (products/services/solutions) under SIN 518210ERM that help agencies meet Element 3. Some example questions to consider are: Which social media platforms does your solution/services capture and manage (e.g. Facebook, YouTube, Instagram, WordPress)? What technology is used to capture social media records? What frequency can your solution/services capture? How do you address changes in what social media platforms allow for capture?

[Response for Element 3 here — Not Applicable

Questions for Element 4 - Websites
Please provide a brief summary of your awarded offerings (products/services/solutions) under SIN 518210ERM that help agencies meet Element 4. Some example questions to consider are: What technology do you use to crawl websites? Do you have the capability to capture internal and external sites? What formats do you use for web captures? Can you capture websites in NARA-acceptable formats? What quality assurance processes/tools do you offer?

[Response for Element 4 Not Applicable

Questions for Element 5 - Photographs (Born-Digital and Scanned Images)
Please provide a brief summary of your awarded offerings (products/services/solutions) under SIN 518210ERM that help agencies meet Element 5. Some example questions to consider are: How do you associate Photographs with a records schedule? How do you apply metadata for categorization and searchability to Photographs?

[Response for Element 5 here — Crowley provides igitization services for photographic media including transmissive and reflective media, glass plates, films and slides. Metadata is captured from the object and may include the title, date, location, photographer name, image number, etc. We can follow the IPTC standards for metadata and the NARA guidelines as provided in the FADGI guidelines.

Questions for Element 6 - Digital Audio and Video

Please provide a brief summary of your awarded offerings (products/services/solutions) under SIN 518210ERM that help agencies meet Element 6. Some example questions to consider are: How do you associate Digital Audio and Video files with a records schedule? How do you apply metadata for categorization and searchability to Digital Audio and Video?

[Response for Element 6 here — Not Applicable

Questions for Element 7 - Structured Data

Please provide a brief summary of your awarded offerings (products/services/solutions) under SIN 518210ERM that help agencies meet Element 7. Some example questions to consider are: What is your approach to managing structured data? Do you offer solutions additional to what the agency uses, work with their current systems, or both?

[Response for Element 7 here — As applicable to structured data provided by our customers as a form of metadata, we support and use the structured data to assist with image indexing and metadata assignment.

Questions for Element 8 - Shared Drives

Please provide a brief summary of your awarded offerings (products/services/solutions) under SIN 518210ERM that help agencies meet Element 8. Some example questions to consider are: What capabilities does your solution/services provide for identifying duplicates? What other organizational methods do you employ for managing shared drives?

[Response for Element 8 here — We utilize shared drives for the delivery of digitized images, data and metadata for upload into a client ERM application

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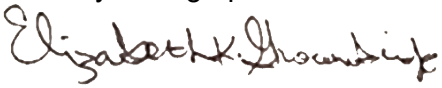
Crowley Micrographics hereby certifies that we are capable of meeting all standards described in the solicitation and NARA's Universal Electronic Records Management Requirements attachment for each of the sections of ERM Elements we have proposed, as indicated above.

Crowley Micrographics



Elizabeth Groombridge
Business Development Manager