



GENERAL SERVICES ADMINISTRATION

FEDERAL ACQUISITION 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 is available through GSA Advantage!, a menu-driven database system. The INTERNET address for GSA Advantage! is <http://www.gsaadvantage.gov>. For more information on ordering from this Federal Supply Schedule contract, please visit: www.gsa.gov/schedules

Federal Supply Schedule 36 Office, Imaging and Document

Special Item Numbers:

- 51 504-Physical Records Management Solutions
- 51 501-Needs Assessment and Analysis Services
- 51 600-Electronic Records Management Solutions
- 51 503-Education and Training Support Services
- 51 506-Document Conversion Services

CONTRACT NUMBER: 47Q5MA19D08N8

CONTRACT PERIOD: October 10, 2018 through October 9, 2023

CONTRACTOR:

NEOSTEK, Inc.
2011 Crystal Dr, Ste 400
Arlington, VA 22202-3709
Tel: (917) 658-6892
Fax: (240) 554-1411
www.neostek.com

CONTRACT ADMINISTRATOR:

Amina Elgouacem
President
2011 Crystal Dr, Ste 400
Arlington, VA 22202-3709
Tel: (917) 658-6892
amina.elgouacem@neostek.com

BUSINESS SIZE: Economically Disadvantaged Woman-Owned Small Business

CONTRACTOR INFORMATION

1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)

*51 504-Physical Records Management Solutions
51 501-Needs Assessment and Analysis Services
51 600-Electronic Records Management Solutions
51 503-Education and Training Support Services
51 506-Document Conversion Services*

1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH AWARDED SIN:

N/A

1c. HOURLY RATES (Services only): *Appendix A*

1d. Labor Category Descriptions: *Appendix B*

2. MAXIMUM ORDER THRESHOLD:

All SINs included in this contract each have a \$1,000,000 maximum order threshold.

NOTE TO ORDERING ACTIVITIES: If the best value selection places your order over the applicable Maximum Order Threshold, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the Contactor for a better price. The Contractor may (1) offer a new price for this requirement, (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404.

3. MINIMUM ORDER THRESHOLD: *\$100.00*

4. GEOGRAPHIC COVERAGE: *50 States, DC, United States Territories*

5. POINT(S) OF PRODUCTION: *Arlington, VA*

6. DISCOUNT FROM BEST MARKET RATE: *GSA Net Prices can be found in Pricing Matrixes (below). Negotiated discounts have been applied and the Industrial Funding Fee has been added.*

7. QUANTITY DISCOUNT(S): *None*

8. PROMPT PAYMENT TERMS: *Net 30*

9.a Government Purchase Cards will be accepted at or below the micro-purchase threshold.

9.b Government Purchase Cards will not be accepted above the micro-purchase threshold.

10. FOREIGN ITEMS: *None*

11a. TIME OF DELIVERY: *Determined at task level*

11b. EXPEDITED DELIVERY: *Determined at task level*

11c. OVERNIGHT AND 2-DAY DELIVERY: *Determined at task level.*

11d. URGENT REQUIRMENTS: Agencies can contact the Contractor's representative to affect a faster delivery.

Customers are encouraged to contact the Contractor for the purpose of requesting accelerated delivery.

12. FOB POINT: *Destination*

13a. ORDERING ADDRESS: *NEOSTEK, Inc.
2011 Crystal Dr, Ste 400
Arlington, VA 22202-3709*

13b. ORDERING PROCEDURES: *Ordering Activities shall use the ordering procedures described in Federal Acquisition Regulation 8.405-3 when placing an order or establishing a BPA for supplies or services. The ordering procedures, information on Blanket Purchase Agreements (BPA's) and a sample BPA can be found at the GSA/FSS Schedule Homepage (www.fss.gsa.gov/schedules).*

14. PAYMENT ADDRESS: *NEOSTEK, Inc.
2011 Crystal Dr, Ste 400
Arlington, VA 22202-3709*

15. WARRANTY PROVISION: *Standard Commercial*

16. EXPORT PACKING CHARGES: *None*

17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE: *None*

18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE): *Not Applicable*

19. TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE): *Not Applicable*

20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE): *Not Applicable*

20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE): *Not Applicable*

21. LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE): *Not Applicable*

22. LIST OF PARTICIPATING DEALERS (IF APPLICABLE): *Not Applicable*

23. PREVENTIVE MAINTENANCE (IF APPLICABLE): *Not Applicable*

24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants): *Not Applicable*

24b. SECTION 508 COMPLIANCE FOR ELECTRONIC AND INFORMATION TECHNOLOGY (EIT): *Not Applicable*

25. DUNS NUMBER: *961615924*

26. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE: *Contractor has an active registration in the System for Award Management (SAM) database.*

Appendix A

SIN(s) PROPOSED	SERVICE PROPOSED (e.g. Job Title/Task)	UNIT OF ISSUE	GSA Price (including IFF)
51 600 51 504 51 506	Applications Developer I	Hour	\$73.38
51 600 51 504 51 506	Applications Developer II	Hour	\$94.71
51 600 51 504 51 506	Applications Developer III	Hour	\$123.12
51 600 51 504 51 506	Program Manager I	Hour	\$137.33
51 600 51 504 51 506	Program Manager II	Hour	\$151.54
51 600 51 504 51 506	Project Manager I	Hour	\$104.18
51 600 51 504 51 506	Project Manager II	Hour	\$123.12
51 600 51 504 51 506	Business Analyst I	Hour	\$85.24
51 600 51 504 51 506	Business Analyst II	Hour	\$89.97
51 600 51 501 51 504 51 506	Business Analyst III	Hour	\$108.92
51 600 51 501 51 504 51 506	Technical Writer	Hour	\$75.77
51 600 51 504 51 506	Operations Specialist	Hour	\$66.30
51 600 51 504 51 506	Quality Assurance Specialist	Hour	\$65.52
51 600 51 501 51 504 51 506	Subject Matter Expert	Hour	\$184.69
51 600 51 501 51 504 51 506	Records Management (RM) Subject Matter Expert (SME)	Hour	\$149.14

51 600	Test Engineer (Intermediate)	Hour	\$85.24
51 504			
51 506			
51 600	DBA Specialist (Intermediate)	Hour	\$118.39
51 504			
51 506			
51 600	Data Architect (Senior)	Hour	\$142.07
51 501			
51 504			
51 506			
51 600	Software Integrator	Hour	\$151.54
51 504			
51 506			
51 600	Systems Engineer (Associate)	Hour	\$104.18
51 504			
51 506			
51 600	Document conversion Clerk I**	Hour	\$33.15
51 504			
51 506			
51 600	Document conversion Clerk II**	Hour	\$47.36
51 504			
51 506			
51 600	Document conversion Clerk III**	Hour	\$52.09
51 504			
51 506			
51 503	Training Developer	Hour	\$61.56
51 600	Configuration Management Specialist	Hour	\$123.12
51 504			
51 506			
51 600	Reports Analyst & Designer	Hour	\$89.97
51 504			
51 506			
51 600	Consultant	Hour	\$99.45
51 501			
51 504			
51 506			
51 600	Scrum Master	Hour	\$99.45
51 504			
51 506			
51 600	COTS Application Developer	Hour	\$113.65
51 504			
51 506			
51 600	COTS Administrator	Hour	\$113.65
51 504			
51 506			
51 600	Web UX/UI Designer	Hour	\$113.65
51 504			
51 506			

SIN	PRODUCT NAME	PRODUCT DESCRIPTION	UOI	GSA OFFER PRICE (inclusive of the .75% IFF)
51-600	Collabware CLM	Collabware CLM Enterprise (E2) Edition Annual Subscription for 1 to 250 Users	Single User	\$ 189.58
51-600	Collabware CLM	Collabware CLM Enterprise (E2) Edition Annual Subscription for 251 to 1000 Users	Single User	\$ 118.49
51-600	Collabware CLM	Collabware CLM Enterprise (E2) Edition Annual Subscription for 1001 to 2500 Users	Single User	\$ 71.09
51-600	Collabware CLM	Collabware CLM Enterprise (E2) Edition Annual Subscription for 2501 to 10000 Users	Single User	\$ 41.47
51-600	Collabware CLM	Collabware CLM Enterprise (E2) Edition Annual Subscription for 10001 to 25000 Users	Single User	\$ 23.70
51-600	Collabware CLM	Collabware CLM Enterprise (E2) Edition Annual Subscription for 25001+ Users	Single User	\$ 14.81
51-600	Collabmail	Collabmail Standard Edition Annual Subscription for 1 to 250 Users	Single User	\$ 47.40
51-600	Collabmail	Collabmail Standard Edition Annual Subscription for 251 to 1000 Users	Single User	\$ 29.62
51-600	Collabmail	Collabmail Standard Edition Annual Subscription for 1001 to 2500 Users	Single User	\$ 17.77
51-600	Collabmail	Collabmail Standard Edition Annual Subscription for 2501 to 10000 Users	Single User	\$ 8.89
51-600	Collabmail	Collabmail Standard Edition Annual Subscription for 10001 to 25000 Users	Single User	\$ 5.92
51-600	Collabmail	Collabmail Standard Edition Annual Subscription for 25001+ Users	Single User	\$ 2.96

Appendix B

LABOR CATEGORY DESCRIPTIONS

APPLICATIONS DEVELOPER I

Education/Experience: Minimum BS degree. One (1) years of relevant experience. Waiver for degree can be allowed with three years of experience in this field.

Description

Consults with project teams and end users to identify application requirements. Designs, develops, tests, and debugs new software or enhancements to existing software. Performs maintenance on existing software products and contributes knowledge of business applications. Writes programs according to specifications needed. Works with technical staff to understand problems with software and then resolve them. Resolves customer complaints with the software and responds to suggestions for improvements and enhancements. Develops UML diagrams and logic flow charts. Prepares required documentation. Provides technical direction to programmers to ensure program deadlines are met.

APPLICATIONS DEVELOPER II

Education/Experience: Minimum BS degree. Three (3) years of relevant experience. Waiver for degree can be allowed with three years of experience in this field.

Description

Consults with project teams and end users to identify application requirements. Designs, develops, tests, and debugs new software or enhancements to existing software. Performs maintenance on existing software products and contributes knowledge of business applications. Writes programs according to specifications needed. Works with technical staff to understand problems with software and then resolve them. Resolves customer complaints with the software and responds to suggestions for improvements and enhancements. Develops UML diagrams and logic flow charts. Prepares required documentation. Provides technical direction to programmers to ensure program deadlines are met.

APPLICATIONS DEVELOPER III

Education/Experience: Bachelor's degree or equivalent professional experience in Information Systems, Computer Science, Engineering or related technical discipline. At least five (5) years of relevant solution development experience. Waiver for degree can be allowed with three years of experience in this field

Description

Develops or overseeing the development of software and hardware-based business solutions. Performs activities such as: Combine one or more COTS or GOTS products such as SharePoint, CRM Dynamics, Gimmal, Colligo or extending their standard functionality to meet the overall functional and technical specifications as set forth by the Solution Architects and Business Analysts. Developing custom services, components, or modules using advanced programming languages such as J2EE, .NET, C#, Active Server Pages, or C++. Assessing, planning, designing, developing, testing, configuring, and deploying technical solutions that address business challenges. Translates architectural design into working business solutions by leveraging skills in systems design, development, process automation, and technical knowledge.

PROGRAM MANAGER I

Education/Experience: Minimum BS degree. Three (3) years of relevant experience. Waiver for degree can be allowed with three years of experience in this field

Description

Involved in all aspects of project performance (i.e., IT technical, contractual, administrative, financial). Supervises personnel involved in all aspects of project activity, organizes and assigns responsibilities to subordinates, oversees the successful completion of all assigned tasks, establishes and maintains technical and financial reports to show progress to division management and customers, and maintains customer contracts to ensure conformity to all contractual obligations. Has high level of analytical skill, in solving non-routine technical, administrative, and managerial problems. Responsible for all aspects of project performance and assists in the overall direction to all project level activities and personnel.

PROGRAM MANAGER II

Education/Experience: Minimum BS degree. Eight (8) years of relevant experience. Waiver for degree can be allowed with three years of experience in this field

Description

Involved in all aspects of project performance (i.e., IT technical, contractual, administrative, financial). Supervises personnel involved in all aspects of project activity, organizes and assigns responsibilities to subordinates, oversees the successful completion of all assigned tasks, establishes and maintains technical and financial reports to show progress to division management and customers, and maintains customer contracts to ensure conformity to all contractual obligations. Has high level of analytical skill, in solving non-routine technical, administrative, and managerial problems. Responsible for all aspects of project performance and assists in the overall direction to all project level activities and personnel.

PROJECT MANAGER I

Education/Experience: Minimum BS degree. Two (2) years of relevant experience as an assistant project manager. Waiver for degree can be allowed with three years of experience in this field

Description

Able to work independently to accomplish complex requirements associated with multiple projects or a single. Consults with and advises government concerning requirements, risks, issues, project plans, schedules and scope of assigned project area or tasks. Have experience with Business Process Reengineering and managing content management projects throughout their lifecycle; works closely with the organization to perform analysis and redesign of workflows within and between enterprises to optimize end-to-end processes and automate non-value-added tasks.

PROJECT MANAGER II

Education/Experience: Minimum BS degree. Five (5) years of relevant experience. Waiver for degree can be allowed with three years of experience in this field

Description

Able to work independently to accomplish complex requirements associated with multiple projects or a single, large complex project. Consults with and advises government concerning requirements, risks, issues, project plans, schedules and scope of assigned project area or tasks. Have experience with Business Process Reengineering and content management solutions; familiarity with various RIM/ECM products and their capabilities; works closely with the organization to perform analysis and redesign of workflows within and between enterprises to optimize end-to-end processes and automate non-value-added tasks.

BUSINESS ANALYST I

Education/Experience: Minimum BS degree. One (1) years of relevant experience. Waiver for degree can be allowed with three years of experience in this field

Description

Analyzes user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task. Recommends controls by identifying problems; writing improved procedures. Translate business and system needs into solution requirements for designers, developers and testers, using requirements elicitation, analysis, specification, verification and management techniques. Provides references for users by writing and maintaining user documentation; providing help desk support; training users. Prepares technical reports by collecting, analyzing, and summarizing information and trends. Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies. Contributes to team effort by accomplishing related results as needed. Ability to work in an agile environment.

BUSINESS ANALYST II

Education/Experience: Minimum BS degree. Three (3) years of relevant experience. Waiver for degree can be allowed with three years of experience in this field

Description

Analyzes user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task. Recommends controls by identifying problems; writing improved procedures. Translate business and system needs into solution requirements for designers, developers and testers, using requirements elicitation, analysis, specification, verification and management techniques. Provides references for users by writing and maintaining user documentation; providing help desk support; training users. Prepares technical reports by collecting, analyzing, and summarizing information and trends. Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies. Contributes to team effort by accomplishing related results as needed.

BUSINESS ANALYST III

Education/Experience: Minimum BS degree. Five (5) years of relevant experience. Waiver for degree can be allowed with three years of experience in this field

Description

With minimal guidance from the Project Manager, supports multiple agile projects. Translate business and system needs into solution requirements for designers, developers and testers, using requirements elicitation, analysis, specification, verification and management techniques. Under moderate supervision, elicits, documents, and elaborates on requirements work products, and formulates and defines system scope and objectives through research and fact-finding to develop or modify moderately complex information systems. Prepares detailed specifications from which high to moderately complex programs will be written. Analyzes and revises existing system logic difficulties and documentation as necessary. Works on efforts at all scales ranging from minor defect fixes and enhancements to development of new applications. Competent to work on most phases of requirements analysis activities but may require instruction and guidance in other phases. Have a strong working knowledge of and experience using MS SharePoint and/or MS Dynamics Customer Relations Management software as well as other Commercial off the Shelf (COTS) applications in MS Office Suite.

TECHNICAL WRITER

Education/Experience: Minimum BS degree. One (1) years of relevant experience. Waiver for degree can be allowed with three

years of experience in this field

Description

Provide support for System Help Text, System User Manuals, Training and User Stories for content management systems. Able to create help documentation using specified tools. Must have a high level of skill in creating documents using Microsoft Word, PowerPoint, and Excel, and create Section 508 compliant Adobe PDF documents. Should be familiar with using and maintaining SharePoint sites and/or content management systems. Experience creating help documentation for a complex on-line system is a plus. Additional responsibilities may be to draft Privacy Threshold Assessment (PTA), Privacy Impact Assessment (PIA), System of Records Notice (SORN), or other supporting documentation to support privacy compliance in an agile environment.

OPERATIONS SPECIALIST

Education/Experience: Minimum BS degree. One (1) years of relevant experience. Waiver for degree can be allowed with three years of experience in this field

Description

Provide operations and administrative support to Senior Program Managers and Project Team Leads, data calls, briefs, meetings etc. as well as assist with the day-to-day maintenance of the office, office equipment, on and off boarding personnel and supplies, records management capture. Experience providing administrative and operations support to high level executives. Must possess the ability to interact with a wide variety of people, effectively communicate, orally and in writing, maintain composure in stressful situations. Supports the records management operations of an organization's RIM Program.

QUALITY ASSURANCE SPECIALIST

Education/Experience: Minimum BS degree. Three (3) years of relevant experience. Waiver for degree can be allowed with three years of experience in this field

Description

Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures. Provides an independent assessment of how the project's processes are being implemented. Develops and defines major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the O&M life cycle. Conducts quality assurance and quality control on physical and electronic records. Applies OCR to scanned images and performs indexing and tagging of scanned records. Upload records to a content management system and applies disposition of physical and/or electronic records in accordance with File Plan and Policy guidelines. Conduct capture of records during personnel off-boarding.

SUBJECT MATTER EXPERT

Education/Experience: Minimum BS degree. Seven (7) years of relevant experience. Waiver for degree can be allowed with three years of experience in this field

Description

Provides extremely high-level subject matter expertise for work described in the task. Offers advanced technical or practical knowledge of highly specialized tasks. Prepares and organizes reports identifying results of study and evaluation. Makes recommendations on appropriate actions. Applies principles, methods, and knowledge of functional areas of expertise to task requirements. Provides advice and consultation on problems, which require extensive knowledge of subject matter. Prepares and delivers presentations and briefings as required by task order. May serve as task leader responsible for ensuring the quality and timeliness of services delivered. Must possess experience in Information Technology (IT) engagements and consulting on enterprise architecture, business process transformation and Enterprise Application Integration (EAI) in the Federal Government.

Records Management (RM) Subject Matter Expert (SME)

Education/Experience: Minimum BS degree. Eight (8) years of relevant experience. In addition, at least two (2) years developing and/or managing records programs that provide support to the Government and has experience with file plans in accordance with NARA. Waiver for degree can be allowed with three years of experience in this field

Description

Develop and/or manage records programs that provide support to the Government and has experience with file plans in accordance with NARA. Other examples of specialized experience include editing, drafting, and writing file plans, performing a wide variety of analytical studies and projects related to records management improvement, records management productivity improvement, records management controls, and long-range records planning including developing guidance on techniques for records management and

records methods improvement, analyzing and advising on proposed reorganizations or realignment of functions in the context of handling records, and developing manuals and directives covering varying aspects of records operations. Review, synthesize and prepare highly technical, sensitive and complex documents, white papers, briefing materials, management directives and correspondence. Expert working knowledge of proper record-keeping, organization, handling, storage, retrieval, and proper destruction of records for the organization in adherence to internal policies and external requirements. Expert knowledge of deployment of enterprise wide RM solutions with various products for managing paper, electronic and email records using knowledge management principles. Conduct assessment of various products and solutions and how they apply to the organization.

TEST ENGINEER (INTERMEDIATE)

Education/Experience: Minimum BS degree. Two (2) years of relevant experience. Waiver for degree can be allowed with three years of experience in this fields

Description

Performs analysis of documented user requirements and directs or assists in the design of test plans in support of user. Reviews user application system requirements documentation; designs and documents test plans; develops test data; transforms test plans into test scripts and executes those scripts. Responsible for documenting test results in test logs or defect tracking systems, analyzing test results, and ensuring that testing conclusions and recommendations are supported by test results. Ensures that project managers are fully informed of testing status and application deviations from documented user requirements.

DBA SPECIALIST (INTERMEDIATE)

Education/Experience: Minimum BS degree. Five (5) years of relevant experience. Waiver for degree can be allowed with three years of experience in this field

Description

Must have experience in database design, including logical and physical design, file and/or records access methods, calculation of space requirements, suitability of proposed database systems software, maintenance, monitoring, and tuning of different database applications involving reviewing existing documentation and conducting interviews with database file users to. Must be able to validate existing requirements for database design and development, and identify new system requirements, analyzing systems and designing technical and database computer systems. Consulting with user personnel and systems analysts to clarify system issues and program intent to identify problems and recommend changes; and providing technical guidance to systems analyst personnel assigned to system database and computer system projects.

DATA ARCHITECT (SENIOR)

Education/Experience: Minimum BS degree. Eight (8) years of relevant experience. Waiver for degree can be allowed with three years of experience in this field

Description

Must have experience in information architecture, database design, including logical and physical design, file and/or records access methods, calculation of space requirements, suitability of proposed database systems software, maintenance, monitoring, and tuning of different database applications involving reviewing existing documentation and conducting interviews with database file users to. Must be able to validate existing requirements for database design and development, and identify new system requirements, analyzing systems and designing technical and database computer systems. Consulting with user personnel and systems analysts to clarify system issues and program intent to identify problems and recommend changes; and providing technical guidance to systems analyst personnel assigned to system database and computer system projects. Provides technical direction to Database Engineers. Experience installing and deploying information management applications.

SOFTWARE INTEGRATOR

Education/Experience: Minimum BS degree. Five (5) years of relevant experience. Waiver for degree can be allowed with three years of experience in this field

Description

Analyzes functional business requirements and design specifications for functional activities. Provide identification and fixes for problems within existing systems and enhancement of existing systems and participates in analysis, design and new construction of next generation IT systems. Develops integrated system test requirement, strategies, devices and systems. Responsible for

understanding the needs of the customers and the realities of commercially available IT products, and creating requirements that will allow implementation by the architecture and engineering team and COTS products. Must possess systems engineering experience in one or more areas including telecommunications concepts, computer languages, operating systems, database/DBMS and middleware.

SYSTEMS ENGINEER (ASSOCIATE)

Education/Experience: Minimum BS degree. Three (3) years of relevant experience. Waiver for degree can be allowed with three years of experience in this field

Description

Provides support for implementation, troubleshooting and maintenance of IT systems. Manages IT system infrastructure and any processes related to these systems. Provide s support to IT systems including day-to-day operations, monitoring and problem resolution for all of the client problems. Provides second level problem identification, diagnosis and resolution of problems. Must possess systems engineering experience in one or more areas including telecommunications concepts, computer languages, operating systems, database/DBMS and middleware.

DOCUMENT CONVERSION CLERCK

Education/Experience: Minimum High School. One (1) years of relevant experience.

Description

Converts file formats, scans, performs OCR and cleanup of a general nature. Enters and maintains data directory information, metadata, data keyword lists. Enters metadata and helps determine data structure. Creates search indexes. Adds interactive features such as links, bookmarks, buttons, etc.

DOCUMENT CONVERSION CLERCK

Education/Experience: Minimum High School. Three (3) years of relevant experience.

Description

Converts file formats, scans, performs OCR and cleanup of a general nature. Enters and maintains data directory information, metadata, data keyword lists. Enters metadata and helps determine data structure. Creates search indexes. Adds interactive features such as links, bookmarks, buttons, etc.

DOCUMENT CONVERSION CLERCK

Education/Experience: Minimum High School. Four (4) years of relevant experience.

Description

Converts file formats, scans, performs OCR and cleanup of a general nature. Enters and maintains data directory information, metadata, data keyword lists. Enters metadata and helps determine data structure. Creates search indexes. Adds interactive features such as links, bookmarks, buttons, etc.

TRAINING DEVELOPER

Education/Experience: Minimum BS degree. One (1) years of relevant experience. Waiver for degree can be allowed with three years of experience in this field

Description

Conducts training on products and applications for employees across all levels of the company. Presents information using a variety of instructional delivery methods including classroom settings and distance learning. Develops and maintain curricula, training modules and job aids to facilitate learning and performance and improve compliance in response to product training issues such as documentation or workflow. Partners with subject matter experts and sponsors to target training messaging, content and deliverables. Supports the full learning cycle model including post-program follow-up to refresher / reinforcement. Delivers Train-the-Trainer programs for client trainers / super users. Administers skill assessments and evaluations of trainees. Assists users with basic trouble shooting/problem solving and coach end users of software applications

CONFIGURATION MANAGEMENT SPECIALIST

Education/Experience: Minimum BS degree. Five (5) years of relevant experience. At least two (2) years of experience

administering and configuring Records Management applications and providing electronic RM support. Waiver for degree can be allowed with three years of experience in this field

Description

Provide development and/or administration support of MS SharePoint and/or ECM products as well as Records Management support. Provide corrective maintenance on the system. Corrective maintenance will be performed to remove errors or bugs from the software, the procedures, the hardware, the data structures, and the documentation. Corrective maintenance activities include both emergency repairs and preventive repairs. Works with Software Vendor to overcome software bugs, errors, and processing issues. Obtains and maintains the required system knowledge and technical skills in order to effectively provide corrective maintenance services for the system. Proactively improve the integrity and reliability of the system and taking effective action to minimize downtime. Provides adjustments to existing functionality including patches/fixes/updates. Adjustments are defined as changes to the system necessary to maintain current functionalities. Implements any configuration adjustments. Configuration adjustments are defined as changes to the deployed system configuration that facilitate improvements in operations. Develops procedures, specifications, and standards to achieve a stable environment and maximize uptimes. Maintains the logs to monitor and provides Tier 2 &3 support

REPORTS ANALYST & DESIGNER

Education/Experience: Minimum BS degree. Two (2) years of relevant experience. Waiver for degree can be allowed with three years of experience in this field

Description

Analyzes designs and develops BI solutions for complex business requirements, develops self-service analytics, reports, dashboards, and KPI reports to support an Enterprise BI environment. Applies BI best practices, methodologies and techniques, develops and maintains data warehouses and data marts utilizing industry best practices. Trains users on reports

CONSULTANT

Education/Experience: Minimum BS degree. Four (4) years of relevant experience. Waiver for degree can be allowed with three years of experience in this field

Description

Plans, conducts, supervises, and/or manages most project tasks under minimum supervision, conferring with a supervisor on unusual matters. Assignments are broad in nature requiring originality and ingenuity. May train and supervise junior and mid-level personnel. Has substantial latitude for unsupervised decision and action. May have overall responsibility for project technical direction, as well as financial and technical management. Provides technical knowledge and analysis of specialized applications and operational environment, functional systems analysis, design, integration, documentation, training, and/or implementation on complex problems.

SCRUM MASTER

Education/Experience: Minimum BS degree. Two (2) years of relevant experience. Waiver for degree can be allowed with three years of experience in this field

Description

Provides management and direction to a Scrum development team to include organizing and facilitating release and sprint planning sessions, daily stand-up meetings, sprint demos, retrospectives, story grooming sessions, and any other Scrum-related meetings.

Tracks and communicates team velocity and sprint/release progress to all affected teams and management. Manages development budget, hires and recruits staff in order to fill skill gaps. Facilitates discussion and conflict resolution in order to improve team productivity while promoting continuous improvement. Updates Agile tracking systems to provide transparency on product and sprint backlogs. Assists the team in making appropriate commitments through story selection and task definition and ensures that the development teams are practicing the core Agile principles.

COTS Application Developer

Education/Experience: Bachelor's degree or equivalent professional experience in Information Systems, Computer Science, Engineering or related technical discipline. At least three (3) years of relevant solution development experience. Waiver for degree can be allowed with three years of experience in this field

Description

Under little or no supervision, supports the development of software and hardware-based business solutions. Supports the performance of activities such as: Combine one or more COTS or GOTS products such as SharePoint, CRM Dynamics, Gimmel, Colligo or extending their standard functionality to meet the overall functional and technical specifications as set forth by the Solution Architects and Business Analysts. Developing custom services, components, or modules using advanced programming languages such as J2EE, .NET, C#, Active Server Pages, or C++. Assessing, planning, designing, developing, testing, configuring, and deploying technical solutions that address business challenges

Translates architectural design into working business solutions by leveraging skills in systems design, development, process automation, and technical knowledge.

COTS Administrator

Education/Experience: Bachelor's degree or equivalent professional experience in Information Systems, Computer Science, Engineering or related technical discipline. At least three (3) years of relevant Systems Administration, or COTS Admin. support experience. Waiver for degree can be allowed with three years of experience in this field

Description

Manages and troubleshoots COTS or SharePoint issues on day to day basis and manages SharePoint web app, site collections and sites and works with/for Senior Administrator on issues. Manages multi-server SharePoint environments. Creates, configures, and maintains out-of-the-box SharePoint features including web applications, site collections, lists and libraries, forms, web parts, and workflows. Creates and configures service applications. Writes PowerShell scripts to automate routine administrative tasks. Regularly performs maintenance on servers to address security vulnerabilities and patching. Manages user access and security. Provide Dynamics CRM, SharePoint, Gimmel Compliance Suite, and Colligo administration support. Assist in support of 'business process reengineering efforts to support workflow development. Provide/assist with system and application security and update patching.

Provide ongoing COTS and SharePoint application support and subject matter expertise. Provide system performance, administrative reports, and other management. Provide Tier III support for the system. Provide COTS / SharePoint, CRM, Gimmel, Colligo Installation and Administration support. Assist with Gimmel Compliance Suite Installation and Administration. Provide FAST Search Administration support. Provide MS SQL Administration support.

Web UX/UI Designer

Education/Experience: Bachelor's degree or equivalent professional experience in Information Systems, Graphical Design or related technical or functional discipline. At least three (3) years of relevant business analysis experience. Waiver for degree can be allowed with three years of experience in this field

Description

Develop wireframe / web page designs to help users visualize the layout and position of information on web pages, navigational elements, etc. Develop graphical design elements for inclusion in web pages or other system user interfaces using state of the art tools and web-based technologies. User Experience includes the activities associated with the definition and assessment of user requirements that are used to determine detailed application design. Assist with the design of the application based on user requirements as well as information architecture and security requirements, interface requirements, and regulatory statutes (e.g., section 508). Work with users and key stakeholders to develop components within the application and design easy-to-use, role based applications. Create navigation and content architectures, guidelines for layout consistency, and a visual design recommendation (e.g., wire frames, from a layout and content perspective and using the business rules.) Develop as needed layered image files, wire frames, interactive prototypes, and a style guide that aligns with the organization branding practices. Review Use Cases and User Stories to uncover the user's context, needs, goals, and attitudes, leading to Conceptual Interaction Models that outline how a user navigates the product, performs tasks, and uses tools. Develop Conceptual Interaction Models. Work with development team to implement conceptual interaction models. Provide visualization of user stories for the development team. Participate in backlog grooming sessions.

Schedule 36 – Office, Imaging and Document Solutions - Solicitation -3FNJ-C1-00001-B

Vendor Certification for SIN 51 600 --- Electronic Records Management Solutions

For the purposes of the Schedule 36 Solicitation (3FNJ-C1-000001-B), eleven (11) specific elements of Electronic Records Management (ERM) Services have been identified. These 11 elements are fully defined and the corresponding requirements are identified in the Universal Electronic Records Management Requirements attachment to the solicitation. These requirements have been established and are administered by the National Archives & Records Administration (NARA).

Vendors may provide any combination of the 11 elements of ERM Services; however, vendors must certify that they are capable of meeting all standards associated with the elements they propose by completing this certification. Vendors should include a completed copy of this certification in their published GSA catalog to illustrate their ERM capabilities.

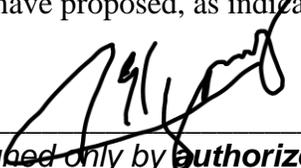
NEOSTEK, Inc
2011 Crystal Dr Ste 400, Arlington, VA 22202

Proposed Elements of Electronic Records Management Services:

[Select all that apply]

- Element 1 - Desktop Applications
- Element 2 - Electronic Messages
- Element 3 - Social Media
- Element 4 - Cloud Services
- Element 5 - Websites
- Element 6 - Digital Media (Photo)
- Element 7 - Digital Media (Audio)
- Element 8 - Digital Media (Video)
- Element 9 - Databases
- Element 10 - Shared Drives
- Element 11 - Engineering Drawings

NEOSTEK, Inc hereby certifies that we are capable of meeting all standards described in Solicitation -3FNJ-C1-000001-B and the Universal Electronic Records Management Requirements attachment for each of the sections of ERM Services we have proposed, as indicated above.



Offeror (To be signed only by **authorized principal**, with authority to bind the undersigned contractor)

<u>Amina Elgouacem</u>	<u>President</u>	<u>8/24/18</u>
Name (Printed)	Title	Date