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: GSAAdvantage.gov.

Multiple Award Schedule
Office Management

Special Item Number (SIN)s:

<table>
<thead>
<tr>
<th>MAS SIN</th>
<th>PSC</th>
<th>SIN Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>493110RM</td>
<td>R616</td>
<td>Physical Records Management Services</td>
</tr>
<tr>
<td>518210DC</td>
<td>R799</td>
<td>Document Conversion Services</td>
</tr>
<tr>
<td>541611LIT</td>
<td>R799</td>
<td>Litigation Support Services</td>
</tr>
<tr>
<td>518210ERM</td>
<td>R617</td>
<td>Electronic Records Management Solutions</td>
</tr>
<tr>
<td>561499M</td>
<td>R604</td>
<td>Mail Management, Systems, Processing Equipment and Related Solutions</td>
</tr>
<tr>
<td>OLM</td>
<td>0000</td>
<td>Order Level Materials</td>
</tr>
</tbody>
</table>

Central Research, Inc.
Headquarters:
122 N Bloomington Street, STE I Lowell, AR 72745

Washington DC Metro Office:
7619 Little River Turnpike, Suite 200
Annandale, VA 22003

Phone Number: (479) 419-5456
Fax Number: (888) 611-8084
Website: https://www.central-research.com/

CONTRACT NUMBER: 47QSMA19D08PP
CONTRACT PERIOD: April 16, 2019 through April 15, 2024

Catalog effective through Modification # A821, dated 06/16/2020.

CONTRACTOR’S ADMINISTRATION SOURCE:
Philip Dearborn
E-Mail: Gsaschedule36@central-research.com

BUSINESS SIZE: “Other than Small” Business
CUSTOMER INFORMATION:

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

<table>
<thead>
<tr>
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<td>Order Level Materials</td>
</tr>
</tbody>
</table>

2. MAXIMUM ORDER: $1,000,000 per SIN/Order

*If the best value selection places your order over the Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contractor 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: $100

4. GEOGRAPHIC COVERAGE: 48 States, DC

5. PRODUCTION POINT: Various

6. DISCOUNT FROM LIST PRICES: Prices shown are NET Prices; Basic Discounts have been deducted.

7. QUANTITY DISCOUNTS: N/A

8. PROMPT PAYMENT TERMS: Net 30 days

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

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

10. FOREIGN ITEMS: N/A

11a. TIME OF DELIVERY: N/A

11b. EXPEDITED DELIVERY: N/A

11c. OVERNIGHT AND 2-DAY DELIVERY: N/A

11d. URGENT REQUIREMENTS: Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.
12. FOB POINT: N/A

13a. ORDERING ADDRESS: Same as contractor's address

13b. ORDERING PROCEDURES: For Supplies and Services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).

14. PAYMENT ADDRESS: Same as contractor's address

15. WARRANTY PROVISIONS: N/A

16. EXPORT PACKING CHARGES: N/A

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

18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR: N/A

19. TERMS AND CONDITIONS OF INSTALLATION: N/A

20a. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES: N/A

20b. TERMS AND CONDITIONS FOR ANY OTHER SERVICES: N/A

21. LIST OF SERVICE AND DISTRIBUTION POINTS: N/A

22. LIST OF PARTICIPATING DEALERS: N/A

23. PREVENTATIVE MAINTENANCE: N/A

24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants): N/A

24b. SECTION 508 Compliance for EIT: N/A

25. DATA UNIVERSAL NUMBER SYSTEM (DUNS) NUMBER: 066493946

26. NOTIFICATION REGARDING REGISTRATION IN CENTRAL CONTRACTOR REGISTRATION (CCR) SAM DATABASE: Registration valid.
Vendor Certification for SIN 518210ERM --- Electronic Records Management Solutions

Central Research, Inc.
122 North Bloomington, Suite I
Lowell, AR 72745

**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

Central Research, Inc. hereby certifies that we are capable of meeting all standards described in the solicitation 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)

Philip M. Dearborn

Philip Dearborn General Counsel, VP Administration 06/16/2020
Name (Printed) Title Date
Labor Category Descriptions

Equivalencies and Substitutions
Central Research, Inc. recognizes that successful performance depends on having personnel with the right skills and experience. These skills are acquired through a proper mix of education and professional experience. We have found that skills required to support today’s problems and tomorrow’s challenges are not always supported by the traditional formal education and work experience combination. Therefore, we have incorporated substitution allowances between equivalent education, certifications, and experience in order to provide the services required by the customer at the most reasonable price.

Equivalencies: The following equivalencies apply, unless otherwise explicitly stated:
H.S. Diploma + 4 years additional experience is equivalent to a Bachelor’s Degree. Bachelor’s Degree + 2 years additional experience is equivalent to a Master’s Degree. Substitutions: The following substitutions apply, unless otherwise explicitly stated:
Master’s Degree may be substituted for 2 years of required experience with a Bachelor’s Degree. Bachelor’s Degree may be substituted for 4 years of required experience with an Associate’s Degree.
Associate’s Degree may be substituted for 2 years of required experience with a H.S. Diploma.

Business Analyst
Minimum/General Experience: At least 1 year of related experience or equivalent. Functional Responsibility: Responsible for financial and administrative responsibilities and day-to-day activities such as budgeting, reporting, estimating, analysis, etc. Performs cost/schedule variance analysis and provides resulting recommendations. Anticipates in budget preparation and monitors expenses. Prepares or assists in the preparation of cost-to-completes. Assists in preparing estimates. Interprets and implements customer requirements for proposals. Minimum Education: Bachelor’s Degree.

FOIA Analyst I
Minimum/General Experience: At least 1 year of Freedom of Information Act (FOIA) analyst experience required.
Functional Responsibility: Provides FOIA/PA review and process pending, complex FOIA cases. Scans FOIA support documents related to cases assigned into the FOIA database. Prepare documentation for, and draft responses to, FOIA/PA requests, coordinating proposed disclosures of information for several entities within the agency. Process submitter notices associated with specific FOIA cases and provide initial analysis of submitter objections. Redact documents in accordance with agency/entity FOIA protocols which include annotating appropriate FOIA exemptions on records. Process draft responses to submitters of objections to release of information in records and generate draft response letters to requestors detailing the FOIA review and release determination. Maintain complete and detailed case notes on all assigned cases. Support agency litigation efforts, in coordination with the office of disclosure, by crafting Vaughn indices, declarations, affidavits, answers to complaints, and supplemental releases. Minimum Education: Bachelor’s Degree.
FOIA Analyst II
Minimum/General Experience: At least 3 years of Freedom of Information Act (FOIA) analyst experience required.
Functional Responsibility: Provides FOIA/PA review and process pending, complex FOIA cases. Scans FOIA support documents related to cases assigned into the FOIA database. Prepare documentation for, and draft responses to, FOIA/PA requests, coordinating proposed disclosures of information for several entities within the agency. Process subdivider notices associated with specific FOIA cases and provide initial analysis of submitter objections. Redact documents in accordance with agency/entity FOIA protocols which include annotating appropriate FOIA exemptions on records. Process draft responses to submitters of objections to release of information in records and generate draft response letters to requestors detailing the FOIA review and release determination. Maintain complete and detailed case notes on all assigned cases. Support agency litigation efforts, in coordination with the office of disclosure, by crafting Vaughn indices, declarations, affidavits, answers to complaints, and supplemental releases.
Minimum Education: Bachelor’s Degree.

FOIA Analyst III
Minimum/General Experience: At least 5 years of Freedom of Information Act (FOIA) analyst experience required. Proficiency with FOIAXpress required.
Functional Responsibility: Provides FOIA/PA review and process pending, complex FOIA cases. Scans FOIA support documents related to cases assigned into the FOIA database. Prepare documentation for, and draft responses to, FOIA/PA requests, coordinating proposed disclosures of information for several entities within the agency. Process subdivider notices associated with specific FOIA cases and provide initial analysis of submitter objections. Redact documents in accordance with agency/entity FOIA protocols which include annotating appropriate FOIA exemptions on records. Process draft responses to submitters of objections to release of information in records and generate draft response letters to requestors detailing the FOIA review and release determination. Maintain complete and detailed case notes on all assigned cases. Support agency litigation efforts, in coordination with the office of disclosure, by crafting Vaughn indices, declarations, affidavits, answers to complaints, and supplemental releases.
Minimum Education: Bachelor’s Degree.

FOIA Analyst IV
Minimum/General Experience: At least 7 years of Freedom of Information Act (FOIA) analyst experience required. Proficiency with FOIAXpress required.
Functional Responsibility: Provides FOIA/PA review and process pending, complex FOIA cases. Scans FOIA support documents related to cases assigned into the FOIA database. Prepare documentation for, and draft responses to, FOIA/PA requests, coordinating proposed disclosures of information for several entities within the agency. Process subdivider notices associated with specific FOIA cases and provide initial analysis of submitter objections. Redact documents in accordance with agency/entity FOIA protocols which include annotating appropriate FOIA exemptions on records. Process draft responses to submitters of objections to release of information in records and generate draft response letters to requestors detailing the FOIA review and release determination. Maintain complete and detailed case notes on all assigned cases. Support agency litigation efforts, in coordination with the office of disclosure, by crafting Vaughn indices, declarations, affidavits, answers to complaints, and supplemental releases.
Minimum Education: Bachelor’s Degree.

General Clerk II**
Minimum/General Experience: At least 2 years of experience providing general and technical assistance to senior technical and management personnel. Familiar with performing clerical services in a professional office setting.
Functional Responsibility: This position follows clearly detailed specific procedures in completing several repetitive clerical steps performed in a prescribed or slightly varied sequence, such as coding and filing documents in an extensive alphabetical file; could involve simple posting to individual accounts, opening mail, calculating and posting charges to departmental accounts, operating basic office equipment, e.g., photocopier, facsimile, multi-line phone/voicemail systems, mailing machines, and minimal computer programs. Little or no subject-matter knowledge is required, but the clerk uses his or her own judgment in choosing the proper procedure for each task.
Minimum Education: Associate’s Degree.

General Clerk III**
Minimum/General Experience: At least 4 years of experience providing general and technical assistance to senior technical and management personnel. Familiar with performing clerical services in a professional office setting.
Functional Responsibility: This position requires familiarity with the terminology of the office unit. The General Clerk selects appropriate methods from a wide variety of procedures or makes simple adaptations and interpretations of a limited number of substantive guides and manuals. The clerical steps often vary in type or sequence, depending on the task. Recognized problems are referred to others.
Minimum Education: Associate’s Degree.

Litigation Support I**
Minimum/General Experience: At least 2 years of litigation paralegal experience required. Must have basic legal knowledge, including standard legal citation to cite check legal motions and memorandums.
Functional Responsibility: Assist attorneys and other staff members in the tasks with researching, organizing, analyzing and presenting evidence or materials for various legal matters. Compiles, prepares, and summarizes relevant materials for use by attorneys in discovery and in preparation of motions, briefs and other legal documents following established guidelines. Maintains case files. Reviews documents for relevance and privilege according to established guidelines and criteria. Performs initial compilation of documents for FOIA.
Minimum Education: Associate’s Degree.

Litigation Support II**
Minimum/General Experience: At least 1 year of litigation paralegal experience required. Must have basic legal knowledge, including standard legal citation to cite check legal motions and memorandums.
Functional Responsibility: Assist attorneys and other staff members in the tasks with researching, organizing, analyzing and presenting evidence or materials for various legal matters.
Compiles, prepares, and summarizes relevant materials for use by attorneys in discovery and in preparation of motions, briefs and other legal documents following established guidelines. Maintains case files. Reviews documents for relevance and privilege according to established guidelines and criteria. Performs initial compilation of documents for FOIA.

**Minimum Education:** Bachelor’s Degree.

**Litigation Support III**

**Minimum/General Experience:** At least 3 years of litigation paralegal experience required. Must have basic legal knowledge, including standard legal citation to cite check legal motions and memorandums.

**Functional Responsibility:** Assist attorneys and other staff members in the tasks with researching, organizing, analyzing and presenting evidence or materials for various legal matters. Compiles, prepares, and summarizes relevant materials for use by attorneys in discovery and in preparation of motions, briefs and other legal documents following established guidelines. Maintains case files. Reviews documents for relevance and privilege according to established guidelines and criteria. Performs initial compilation of documents for FOIA.

**Minimum Education:** Bachelor’s Degree.

**Litigation Support IV**

**Minimum/General Experience:** At least 5 years of litigation paralegal experience required. Must have basic legal knowledge, including standard legal citation to cite check legal motions and memorandums.

**Functional Responsibility:**
Compiles, prepares, and summarizes complex legal materials for use by attorneys in discovery and in preparation of motions, briefs and other legal documents following established guidelines. Maintains case files. Reviews documents for relevance and privilege according to established guidelines and criteria. Performs initial compilation of documents for FOIA.

**Minimum Education:** Bachelor’s Degree.

**Mailroom Supervisor**

**Minimum/General Experience:** At least 4 years of experience providing general and technical assistance to senior technical and management personnel. Familiar with performing clerical services in a professional office setting.

**Functional Responsibility:** Assists the assigned Mail Manager and Supervisors. Serves as the Assistant Mailroom Supervisor, providing leadership to the project; personnel supervision; work assignments to the staff; preparing reports; responding to questions, etc. Pickup/delivers mail twice daily. Sorts outgoing mail by class, meter (with proper postage) and completes required paperwork (e.g. certified or registered mail). Sorts incoming mail by routing code and place in proper bins and carts for delivery to any one of four buildings or to the proper bins for distribution by a shuttle driver. Delivers boxes weighing less than 25 lbs. to floor stations throughout the facility and boxes weighing more than 25 lbs. to individual employee workstations. Separates and prepares international mail in accordance with Government policies/procedures. Looks up mail with no routing code for proper distribution. Accepts jobs for distribution from the Duplicating Plant for metering and pickup by the USPS. Serves as a back-up shuttle driver when called upon. Supervises mailroom personnel to ensure operations run efficiently. Provides direction to employees in resolving problems which arise with internal and
external customers. Trains personnel to become proficient in the operation of all equipment and policies/procedures used in the mailroom. Serves in the absence of the National Mail Manager/Mailroom Manager to ensure proper supervision of employees and smooth workflow.  
**Minimum Education:** Associate’s Degree.

**Program Manager I**  
**Minimum/General Experience:** At least 5 years of program management experience and at least 5 years of government services industry experience.  
**Functional Responsibility:** Monitors the execution of projects tasks, including but not limited to: project scheduling, planning, resource allocation, status reporting, managing resources and other related project activities. Leads daily and weekly project-based meetings and oversees the generation of daily, weekly and monthly project-based reports/deliverables. Responsible for full day to day operations of assigned project(s). Manages program staff according to the established policies and practices of the client and organization. Reviews program requirements and spend plans for accuracy and completeness to determine if the program is proceeding according to plan and on-target to meet stated goals and objectives. Works with internal business analysts to analyze programs’ cost, schedule and scope metrics. Creates, reviews, and updates Weekly, Monthly, Quarterly Program Status Reports and Past Performance documentation. Responsible for ensuring client satisfaction with day-to-day delivery of services, with the goal of gaining future opportunities.  
**Minimum Education:** Bachelor’s Degree.

**Program Manager II**  
**Minimum/General Experience:** At least 8 years of program management experience and at least 6 years of government services industry experience.  
**Functional Responsibility:** Monitors the execution of projects tasks, including but not limited to: project scheduling, planning, resource allocation, status reporting, managing resources and other related project activities. Leads daily and weekly project-based meetings and oversees the generation of daily, weekly and monthly project-based reports/deliverables. Responsible for full day to day operations of assigned project(s). Manages program staff according to the established policies and practices of the client and organization. Reviews program requirements and spend plans for accuracy and completeness to determine if the program is proceeding according to plan and on-target to meet stated goals and objectives. Works with internal business analysts to analyze programs’ cost, schedule and scope metrics. Creates, reviews, and updates Weekly, Monthly, Quarterly Program Status Reports and Past Performance documentation. Responsible for ensuring client satisfaction with day-to-day delivery of services, with the goal of gaining future opportunities.  
**Minimum Education:** Bachelor’s Degree.

**Project Manager**  
**Minimum/General Experience:** At least 5 years of directly related and progressively more responsible work experience to include 3 years of management experience or equivalent combination.  
**Functional Responsibility:** Plans, directs, and coordinates activities of designated project to ensure that goals or objectives for project area or region are accomplished within prescribed time frame and funding parameters. Reviews project proposal or plan to determine time frame,
funding limitations, procedures for accomplishing project, staffing requirements, and allotment of available resources to various phases of project. Establishes work plan and staffing for each phase of project and arranges for recruitment or assignment of project personnel. Confers with project staff to outline work plan and to assign duties, responsibilities, and scope of authority. Directs and coordinates activities of project personnel to ensure project progresses on schedule and within prescribed budget. Collects, analyzes and submits various reports from offices under his or her purview. Reviews status reports prepared by project personnel and modifies schedules or plans as required. Prepares project reports for management, client, or others. Confers with project personnel to provide technical advice and to resolve problems. May coordinate project activities with activities of government regulatory or other governmental agencies. If responsible for a specific area or region, conducts visits and ensures assigned offices are staffed and personnel are trained. Maintains liaison with designated government representatives.

**Minimum Education:** Bachelor’s Degree.

**Quality Assurance Analyst**

**Minimum/General Experience:** At least 2 years of work experience and at least 2 years of quality work experience.

**Functional Responsibility:** Defines and develops quality standards for receiving, in-process, and final inspection in accordance with company and contractual requirements. Reviews and evaluates complex in-process rejections and implements corrective action as needed. Raises issues, questions and concerns and may determine sources of deficiencies and initiate corrective action. Interfaces with customers, vendors, and various company departments to resolve quality problems and provide information. Prepares quality trend analyses based on a review of quality records and testing data; and investigating defective material. Participates in and may lead audits. May provide work leadership for lower level employees.

**Minimum Education:** Associate’s Degree.

**Records Analyst I**

**Minimum/General Experience:** At least 1 years of work experience and at least 2 years of quality work experience.

**Functional Responsibility:** Performs analytical functions and activities associated with ongoing records management operations and special projects. Performs inventories, organizes and maintains records collections, conducts research in response to routine and special requests, and conducts records disposition activities. Develops and implements project procedures. Analyzes processes, researches requirements, and makes recommendations for designing and improving records management procedures. May lead project tasks or teams and report on task status

**Minimum Education:** Bachelor’s Degree.

**Records Analyst II**

**Minimum/General Experience:** At least 2 years of work experience and at least 2 years of quality work experience.

**Functional Responsibility:** Performs analytical functions and activities associated with ongoing records management operations and special projects. Performs inventories, organizes and maintains records collections, conducts research in response to routine and special requests, and conducts records disposition activities. Develops and implements project procedures. Analyzes
processes, researches requirements, and makes recommendations for designing and improving records management procedures. May lead project tasks or teams and report on task status.

**Minimum Education:** Bachelor’s Degree.

**Records Analyst III**

**Minimum/General Experience:** At least 5 years of work experience and at least 2 years of quality work experience.

**Functional Responsibility:** Performs analytical functions and activities associated with ongoing records management operations and special projects. Performs inventories, organizes and maintains records collections, conducts research in response to routine and special requests, and conducts records disposition activities. Develops and implements project procedures. Analyzes processes, researches requirements, and makes recommendations for designing and improving records management procedures. May lead project tasks or teams and report on task status.

**Minimum Education:** Bachelor’s Degree.

**Sr Records Management Specialist III**

**Minimum/General Experience:** At least 5 or more years of experience in a Senior Records Manager role.

**Functional Responsibility:** Provides technical expertise and support with the identification, preparation, retirement and disposition of records in accordance with approved retention schedules and NARA policies. Reviews the records prepared for retirement against the requisite forms and disposition schedules to ensure accuracy appropriateness of transfer. Provides technical expertise in the identification, review, analysis, and creation and/or revision of records retention schedules. Reviews and analyses the development of file plans for individual program offices, drafts file plans for review and submits final draft for implementation. Supports the identification, tracking and retirement of permanent electronic records to NARA’s ERA by creating and utilizing a plan or tool for the identification of electronic records eligible for transfer to NARA. Determines requirements to conducting electronic records transfers, develops procedures that comply with NARA’s technical and procedural requirements, completes required documentation and coordinates transfers of electronic records through NARA’s ERA. Supports the identification, preparation, scanning, and digitizing of records in accordance with NARA and other Federal policies and mandates. Creates and maintains standard operating procedures for records digitization efforts.

**Minimum Education:** Bachelor’s Degree.
GSA Pricelist
SIN(s) 493110RM, 541611LIT, 561499M

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SCA Matrix

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<tr>
<td>Litigation Support III</td>
<td>Paralegal/Legal Assistant III</td>
<td>WD 15-5109 (Rev.-8)</td>
</tr>
<tr>
<td>Litigation Support IV</td>
<td>Paralegal/Legal Assistant IV</td>
<td>WD 15-5109 (Rev.-8)</td>
</tr>
</tbody>
</table>

The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the indicated (**) SCA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e. nationwide).