



**PALMETTO GBA**

A CELERIAN GROUP COMPANY

**GENERAL SERVICES ADMINISTRATION  
Federal Supply Service  
Authorized Federal Supply Schedule Price List**

**MULTIPLE AWARD SCHEDULE (MAS)**

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 GSA Advantage!® is: [GSAAdvantage.gov](http://GSAAdvantage.gov).

Palmetto GBA, LLC  
17 Technology Circle  
Columbia, SC 29203-9591  
Phone: 803-763-1176 Fax: 803-935-1411  
Contract Administrator: Ron Paige  
Internet Address: [www.palmettogba.com](http://www.palmettogba.com)

Contract Number: 47QSMA20D08PV  
**Period Covered by Contract: 04/07/2020 through 04/06/2025**

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

## CUSTOMER INFORMATION

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

**493110RM – Physical Records Management Services**  
**518210ERM – Electronics Records Management Solutions**  
**OLM - Order-Level Materials (OLM)**

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

**Refer to attached awarded GSA Schedule Contract pricelist.**

- 1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided.

**Refer to attached awarded GSA Schedule Contract pricelist.**

2. Maximum order: **OLM (\$250,000); All other SINs (\$1,000,000)**

3. Minimum order: **\$100**

4. Geographic coverage: **Domestic**

5. Points of production: **Columbia, SC**

6. Discount from list prices or statement of net price.

**Prices shown are net Government awarded discount**

7. Quantity discounts:

**2%, Orders of \$500k or more.**

8. Prompt Payment Terms:

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

- 9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold.

**Government purchase cards are accepted at or below the micro-purchase threshold.**

- 9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold.

**Government purchase cards are accepted above the micro-purchase threshold.**

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

**None**

- 11a. Time of delivery:  
**Specified in task order**
- 11b. Expedited Delivery.  
**Contact Contractor**
- 11c. Overnight and 2-day delivery:  
**Contact Contractor**
- 11d. Urgent Requirements.  
**Contact Contractor**
12. F.O.B. point.  
**Not applicable.**
- 13a. Ordering Address:  
**Palmetto GBA, LLC  
17 TECHNOLOGY CIR  
COLUMBIA, SC 29203-9591**
- 13b. Ordering Procedures:  
**For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3**
14. Payment Address:  
**Palmetto GBA, LLC  
17 TECHNOLOGY CIR  
COLUMBIA, SC 29203-9591**
15. Warranty provision.  
**None**
16. Export packing charges:  
**Not applicable**
17. Terms and conditions of Government purchase card acceptance:  
**Palmetto GBA, LLC will accept government purchase card for all orders.**
18. Terms and conditions of rental, maintenance, and repair:  
**Not applicable.**
19. Terms and conditions of installation:  
**Not applicable.**
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices:  
**Not applicable.**
- 20a. Terms and conditions for any other services:  
**Not applicable.**

21. List of service and distribution points:

**Not applicable.**

22. List of participating dealers:

**Not applicable.**

23. Preventive maintenance:

**Not applicable.**

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants).

**Not applicable.**

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: [www.Section508.gov/](http://www.Section508.gov/).

**Not Applicable**

25. Data Universal Number System (DUNS) number:

**00-681-1389**

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

**Contractor is registered in SAM, CAGE Code: 3EYS4**

## Palmetto GBA, LLC Labor Category Descriptions

### Analyst, Lead Business

**Functional Responsibility:**

Oversees less experienced Business Analysts or organization support staff in conducting business process analyses, needs assessments and cost/benefits analyses. Ensures efforts to align organization's Electronic and Physical Records Management solutions with business initiatives are successful. Provides project leadership for high-level divisional or departmental projects and handles or supervises available resources. Provides assistance with complex testing efforts and may provide security administration to application supported by area when the appropriate written and approved request is received.

**Minimum Education:** Bachelor's degree in Computer Science, Business Administration, or related field.

**Minimum Experience:** 4 years

### Analyst, Business Systems I

**Functional Responsibility:**

Elicit and document user requirements to meet customer business objective. Identify and validate requirements and organize the information into a logical document that is understood by the customer and Information Systems. Guide both technical and customer departments in the implementation of a workflow and document management solution. Facilitate the transfer of knowledge about the direction of the business units to others who support them. Ensure the accurate deployment of solutions through review of problem logs, assisting with test plans and test matrices, and other analysis activities. Provide input on the business direction for system changes. Validate the business need for workflow management solutions to business problems and process improvements. Assist in the development and documentation of training materials.

**Minimum Education:** Bachelor's degree in Computer Science, Business Administration, or related field.

**Minimum Experience:** 2 years

### Analyst, Business Systems II

**Functional Responsibility:**

Elicit and document user requirements to meet a business objective. Identify and validate requirements and organize the information into a logical document that is understood by the customer and Information Systems. Guide both technical and customer departments in the development of the systems that support the business solution. Facilitate the transfer of knowledge about the direction of the business units to others who support them. Ensure the accurate deployment of solutions through review of problem logs, assisting with test plans and test matrices, and other analysis activities. Provide input on the business direction for system changes. Validate the business need for solutions to business problems and process improvements. Assist in the development and documentation of training materials. Mentor or train less experienced staff.

**Minimum Education:** Bachelor's degree in Computer Science, Business Administration, or related field.

**Minimum Experience:** 3 years

### **Project Assistant**

**Functional Responsibility:**

Provides a wide variety of administrative and staff support services. Coordinates and completes workflow and document control projects as assigned by management. Completes project support functions. Gathers information. Prepares letters, reports, graphs, forms or presentations. Organizes and expedites the flow of work through management's office, including maintenance of highly confidential files and records, both paper and electronic. Coordinates with purchasing to ensure adequate supplies are on hand at all times. Provides coordination for a variety of area specific projects related to Electronic and Physical Records Management.

**Minimum Education:** Associate's degree.

**Minimum Experience:** 2 years

### **Administrator, Database**

**Functional Responsibility:**

Responsible for standards and design of logical and physical data storage, maintenance, access, and security administration. Develop overall data architecture that supports the workflow management implementation project needs in a flexible but secure environment. Diagnose and resolve database errors encountered by applications trying to access data. Develop and certify database schema design to meet system requirements. Develop and implement recovery procedures for database objects. Define data repository requirements, data dictionaries, and warehousing requirements. Build, test and implement new storage for projects as well as modify existing structures. Review and implement the design of new database objects and changes to existing database objects as required to support workflow management implementation efforts.

**Minimum Education:** Bachelor's degree in Computer Science, Information Technology or related field.

**Minimum Experience:** 2 years

### **Analyst, Database II**

**Functional Responsibility:**

Identify opportunities to reduce data redundancy, trends in data uses, and single sources of data. Plan, design, enforce, and audit security policies and procedures that safeguard the integrity of and access to enterprise systems, files, and data elements. Evaluate and recommend security products, services, and/or procedures to enhance productivity and effectiveness. Provide physical records management with risk assessments and security briefings to advise them of critical issues that may affect client or corporate security objectives. Perform database backup/recovery responsibilities. Create database objects and make recommendations for adaptation of new technologies or policies. Troubleshoot applications performance problems. Conduct end-user training where applicable. Ability to: define data repository requirements, develop recovery

procedures, implement recovery procedures, monitor database environments and provide database related support.

**Minimum Education:** Bachelor's degree in Computer Science, Information Technology or related field.

**Minimum Experience:** 5 years

### **Analyst, Database Senior**

**Functional Responsibility:**

Meet with customers, physical records management staff and application architects to provide solutions to technical issues and to design data structures which include all aspects of database management. Ensure accepted data content standards for technology projects. Support physical records management on enterprise wide and departmental goals and objectives. Translate strategic requirements into usable enterprise information architecture. Provide input into complex and high-impact decisions as they relate to data architecture for contact center performance. Perform regular monitoring, maintenance, and housekeeping for performance, capacity, and troubleshooting as needed. Mentor less experienced staff on databases design and performance tuning issues. Oversee security awareness programs and provide education on security policies and practices. Ensure successful processes associated with disaster recovery readiness across all database management systems. Ability to: define data repository requirements, develop recovery procedures, implement recovery procedures, monitor database environments and provide database related support.

**Minimum Education:** Bachelor's degree in Computer Science, Information Technology or related field.

**Minimum Experience:** 10 years

### **Clerk, Document Control**

**Functional Responsibility:**

Perform in one of the following assigned contact center areas of Document Control on a routine basis and serve as a backup to the other areas as needed. Handle receipt/manual preparation of contact center documents in a timely manner. Prepare documents for imaging. Ensure documents are sorted into individualized standard pages. Insert separator sheets between documents. Ensure pages are ready for imaging for contact center staff use. Stamp/write Julian date on folder and other instructions to notify scanner operator of special handling. Prepare cover sheets and places documents in folder. Box all daily mail and/or documents for storage. Log boxed documents on transmittal sheets for shipping to offsite storage facility. Assist coworkers with transporting of large documents to designated areas. Scan documents within timeliness standards. Ensure all scan logs and paperwork are correct and complete. Enters data into applicable computer-based system(s) in order to establish records. Submit reports regarding items scanned/tracked. Provides routine maintenance on all equipment.

**Minimum Education:** High School Diploma or equivalent.

**Minimum Experience:** 5 years

## Document Control Coordinator

### **Functional Responsibility:**

Directs and coordinates the sorting, counting, batching and scanning of all documents. Provides coverage and support for other staff members during departmental projects and/or periods of understaffing; provides training and guidance to entry-level support staff; maintains departmental logs, spreadsheets and databases; prepares basic reports/statistics for management on work received for production and workload assessment. Prepares correspondence or packages for internal/external mailing. Tracks correspondence and/or packages and follows up as needed. Orders supplies and maintains departmental supply inventory.

**Minimum Education:** High School Diploma or equivalent.

**Minimum Experience:** 5 years

## Clerk, Document Preparation

### **Functional Responsibility:**

Prepares documents for imaging (remove staples/paper clips, etc.). Responsible to handle the receipt/manual preparation of documents in a timely manner. Prepares documents for imaging; ensures documents are sorted into individualized standard pages; inserts separator sheets between documents; ensures pages are ready for imaging; stamps/writes Julian date on folder and other instructions to notify scanner operator of special handling; prepares coversheets and places documents in folder; may scan and index documents that have been prepared. Supports departmental requests for documents, i.e. retrieving document file folder. Enters data in departmental records, logs, and/or databases and documents tracking for incoming/outgoing mail.

**Minimum Education:** High School Diploma or equivalent.

**Minimum Experience:** 1 year

## Analyst, Applications Development

### **Functional Responsibility:**

Work closely with analysts and team members to understand business requirements that drive the analysis and design of quality technical workflow and document management solutions. Confer with user representatives to gain an understanding of necessary changes to system. Analyze and evaluate existing or proposed systems, and devise computer programs, systems and related procedures to process data. Evaluate interrelationships in immediate programming area to determine how changes in one program will affect another related area. Maintain and modify programs according to specifications. Design, code, implement, maintain and support application software that is delivered on time and within budget. Make recommendations toward the development of new code or reuse of existing code. Assist in the analysis of production system problems and in recommending workable solutions. Assist in component and data architecture design, and performance monitoring. Test modified programs, verify logic, perform any necessary "debugging", and write the documentation.

**Minimum Education:** Bachelor's degree in Computer Science, Information Technology or related field.

**Minimum Experience:** 2 years

## Programmer/Analyst, Senior Applications Development Systems

### **Functional Responsibility:**

Provide expertise regarding the integration of workflow management solutions to applications across the enterprise. Work closely with customers, business analysts, and team members to determine business requirements that drive the analysis and design of quality technical solutions. Ensure solutions are aligned with business and IT strategies and comply with the organization's architectural standards. Provide design recommendations based on long-term IT organization strategy. Make recommendations towards the development of new code or reuse of existing code. Evaluate complex interrelationships in the organizations existing solutions to determine how changes in one program will affect another related area. Is responsible for designing, coding, testing, and implementing a solution that is delivered on time and within budget.

**Minimum Education:** Bachelor's degree in Computer Science, Information Technology or related field.

**Minimum Experience:** 4 years

## Analyst, Applications Development Systems

### **Functional Responsibility:**

Produce deliverables related to the assigned workflow and document management project. Perform analysis, design, programming, and implementation of systems and procedures to solve complex business or scientific problems. Evaluate interrelationships in immediate programming area to determine how changes in one program will affect another related area. Apply conversions and enhancements to business systems. May lead or provide expertise on assigned projects. Work closely with customers, business analysts, and team members to understand business requirements that drive the analysis and design of quality technical solutions. Ensure solutions are aligned with business and IT strategies and comply with the organization's architectural standards. Assist in post-implementation support and system enhancements. Develop design and functional specifications. Make recommendations towards the development of new code or reuse of existing code. Responsibilities may also include participation in component and data architecture design, performance monitoring, product evaluation and buy versus build recommendations. Design and develop IT systems. Devise new sources of data and develop new approaches and techniques. Involved in the full systems life cycle and is responsible for designing, coding, testing, implementing, maintaining and supporting complex application software that is delivered on time and within budget. Test designed programs, verify logic, perform any necessary "debugging," and write the documentation.

**Minimum Education:** Bachelor's degree in Computer Science, Information Technology or related field.

**Minimum Experience:** 6 years

## Analyst, Quality Assurance

### **Functional Responsibility:**

Perform routine quality audits, reviews, or monitoring across various workflow and document management functions to ensure quality standards, procedures, and methodologies are being followed. Recognize and document any potential quality issues and situations needing addressed.

Provide one-on-one guidance to new hires upon completion of initial training. Provide necessary feedback or coaching to contact center operations staff and training areas on errors assessed so that additional training can be initiated as needed. Compile data and generate reports for operations areas on quality performance. Identify areas of weakness and communicate recommendations on changes and improvements to training materials. Document findings of analysis and prepare recommendations for implementation of new systems, procedures or organizational changes. Assist with training documentation and development of new processes and procedures.

**Minimum Education:** High School Diploma or equivalent.

**Minimum Experience:** 1 year

### **Analyst, Senior Quality Assurance**

**Functional Responsibility:**

Conduct focused quality audits across various workflow and document management functions to ensure quality standards, procedures, and methodologies are being followed. Document findings of analysis and prepare recommendations for implantation of new systems, procedures, or organizational changes to reduce errors. Identify areas of weakness and communicate recommendations on changes and improvements to training materials. Provide feedback to management on errors detected, ensures errors are resolved, and provides long-range solutions to causes. Develop and implements a quality control and improvement program based on targets identified through the quality reviews. Monitor and evaluate the implementation of corrective action plans. Compile data, provides feedback, and generate reports for operations and/or training areas on quality performance. Train new employees and remain current with all guideline changes, work instructions, etc. Write or assist in writing desk procedures and training materials for departments.

**Minimum Education:** High School Diploma or equivalent.

**Minimum Experience:** 2 years

### **Coordinator, Quality Assurance**

**Functional Responsibility:**

Conducts quality targeted audits for all designated areas of responsibility as needed, to include those audits of a complex nature. Enters quality results and data into various databases and presents audit finding to customers. Negotiates errors/handles rebuttals. Completes monthly quality reporting for customers, trend analysis, etc. Assigns/monitors/audits the work of the quality audit staff. Monitors workloads, generates work samples, analyzes the outputs for timeliness/quality, and ensures audit/performance/reporting deadlines are met. Serves as subject matter expert and primary point of contact for coordination of their particular work specialty. Represents quality assurance on workgroups/special teams and in meetings. Assumes managerial tasks as needed and acts in a back-up capacity. Develops work plans, objectives, priorities, methods and procedures to improve quality performance. Writes, updates and maintains all work instructions. Creates reporting methodologies to analyze and measure effectiveness of implemented improvements. Uses new or existing data to identify and implement qualitative and quantitative improvements focusing on prevention, planning, and quality control. Provides training for quality audit staff. Provides leadership and support for the quality management system by gathering, synthesizing, and presenting information to all levels of division

management for the purpose of determining feasibility of proposed changes.

**Minimum Education:** Bachelor's degree.

**Minimum Experience:** 2 years

### Supervisor, Quality Assurance

**Functional Responsibility:**

Prepares and reviews reports and analyses providing interpretation of production and quality standards. Determines training priorities and coordinates internal training activities as needed. Identifies and recommends procedural enhancements to improve quality and minimize financial loss to the corporation. Maintains and updates desk procedures to ensure quality and minimize processing errors. Supervises staff in conducting timely quality control audits for one or more of the following functions; claims, customer service inquiries, membership, coordination of benefits, refunds, billing, etc. May also supervise staff in completing special projects including system changes. Mediates and negotiates staff conflicts, makes hiring, disciplinary and performance decisions and sets department goals or standards.

**Minimum Education:** Bachelor's degree.

**Minimum Experience:** 4 years

**Substitutions**

PALMETTO GBA, LLC reserves the right to make the following substitutions in the education and/or experience requirements of any of the labor categories set forth herein.

1. Two (2) years of experience is equal to an Associate’s Degree, and four (4) years of experience is equal to a Bachelor’s Degree and vice versa.
2. Certification relevant to the labor category is equivalent to two (2) years of the experience or the comparable education requirement.

SCLS Matrix		
SCLS Eligible Contract Labor Category	SCLS Equivalent Code Title	WD Number
Project Assistant	01020 – Administrative Assistant	2015-4430
Clerk, Document Control	01070 – Document Preparation Clerk	2015-4430
Document Control Coordinator	01090 – Duplicating Machine Operator	2015-4430
Clerk, Document Preparation	01070 – Document Preparation Clerk	2015-4430

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

**Palmetto GBA, LLC GSA Pricing**

SIN	Labor Category	04/07/2020	04/07/2021	04/07/2022	04/07/2023	04/07/2024
		- 04/06/2021	- 04/06/2022	- 04/06/2023	- 04/06/2024	- 04/06/2025
493110RM 518210ERM	Analyst, Lead Business	\$81.11	\$83.54	\$86.05	\$88.63	\$91.29
493110RM 518210ERM	Analyst, Business Systems I	\$57.67	\$59.40	\$61.18	\$63.02	\$64.91
493110RM 518210ERM	Analyst, Business Systems II	\$75.53	\$77.80	\$80.13	\$82.53	\$85.01
493110RM 518210ERM	Project Assistant**	\$65.14	\$67.09	\$69.11	\$71.18	\$73.31
493110RM 518210ERM	Administrator, Database	\$102.30	\$105.37	\$108.53	\$111.79	\$115.14
493110RM 518210ERM	Analyst, Database II	\$126.04	\$129.82	\$133.72	\$137.73	\$141.86
493110RM 518210ERM	Analyst, Database Senior	\$150.12	\$154.62	\$159.26	\$164.04	\$168.96
493110RM 518210ERM	Clerk, Document Control	\$37.95	\$39.09	\$40.26	\$41.47	\$42.71
493110RM 518210ERM	Document Control Coordinator	\$43.21	\$44.51	\$45.84	\$47.22	\$48.63
493110RM 518210ERM	Clerk, Document Preparation	\$39.77	\$40.96	\$42.19	\$43.46	\$44.76
493110RM 518210ERM	Analyst, Application Development	\$110.60	\$113.92	\$117.34	\$120.86	\$124.48
493110RM 518210ERM	Programmer/Analyst, Senior Application Development Systems	\$104.64	\$107.78	\$111.01	\$114.34	\$117.77
493110RM 518210ERM	Analyst, Application Development Systems	\$116.27	\$119.76	\$123.35	\$127.05	\$130.86
493110RM 518210ERM	Analyst, Quality Assurance	\$42.76	\$44.04	\$45.36	\$46.73	\$48.13
493110RM 518210ERM	Analyst, Senior Quality Assurance	\$64.44	\$66.37	\$68.36	\$70.42	\$72.53
493110RM 518210ERM	Coordinator, Quality Assurance	\$74.71	\$76.95	\$79.26	\$81.64	\$84.09
493110RM 518210ERM	Supervisor, Quality Assurance	\$75.42	\$77.68	\$80.01	\$82.41	\$84.89