

GENERAL SERVICES ADMINISTRATION

Federal Acquisition Service

Authorized Federal Supply Schedule Catalog/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>.

Multiple Award Schedule

Code F: Information Technology

F05. IT Solutions Subcategory

**Contractor has been awarded under the cooperative purchasing and disaster recovery programs.
All awarded SINs are available to state and local government entities.**

**SIN 518210C: Cloud and Cloud-Related IT Professional Services
FSC/PSC Code: D305**



**Guidesoft, Inc. DBA Knowledge Services
5875 Castle Creek Parkway North Dr. Suite 400 Indianapolis, IN
46250-4697**

<https://www.knowledgeservices.com/>

Phone: (317) 806-6175

Fax: (317) 578-7600

Contract Number: 47QTCA19D009E

Period Covered by Contract: 04/04/2019 through 04/03/2024

Business Size: Other than Small Business

Contract Administrator: Scott Wiseman

Phone: (616) 378-6805

Fax: (317) 578-7600

Email: gsa@knowledgeservices.com

Pricelist current through Modification #PS-A812, effective April 9, 2020

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CUSTOMER INFORMATION**1a. Table of Awarded Special Item Number(s):**

SIN	DESCRIPTION
SIN 518210C	Cloud and Cloud-Related IT Professional Services

1b. Price List and Rates: See page 23.

1c. Description of job titles, experience, functional responsibility, and education for services performed: See page 24.

2. Maximum Order: \$500,000

3. Minimum Order: \$100

4. Geographic Coverage (Delivery Area): Domestic and overseas delivery.

5. Point(s) of Production (city, county, and state or foreign country): USA.

6. Discounts from List Prices or Statement of Net Price: GSA Net Prices are shown on the attached GSA Price List. Negotiated discount has been deducted and the IFF has been included.

7. Quantity/Volume Discounts: For “dotStaff VMS – Gold” product only, customers may receive an additional discount at the following annual spend levels:

Level 2 = \$5,000,001-\$10,000,000 is 0.33%
 Level 3 = \$10,000,001-\$15,000,000 is 0.84%
 Level 4 = \$15,000,001-\$20,000,000 is 1.68%
 Level 5 = \$20,000,001-\$30,000,000 is 2.52%
 Level 6 = \$30,000,001-\$50,000,000 is 3.37%
 Level 7 = \$50,000,001-\$100,000,000 is 7.42%
 Level 8 = \$100,000,001-\$150,000,000 is 11.63%
 Level 9 = \$150,000,001-\$200,000,000 is 15.85%
 Level 10 = \$200,000,001+ is 24.45%

8. Prompt Payment Terms: Net 30 Days

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

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

10. Foreign Items: None.

11a. Time of Delivery: Delivery Schedule shall be specified in each Delivery Order/Task Order.

11b. Expedited Delivery: Negotiated at Delivery Order/Task Order level.

- 11c. **Overnight and 2-Day Delivery:** Negotiated at Delivery Order/Task Order level.
- 11d. **Urgent Requirements:** Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.
- 12. **F.O.B Point(s):** Destination.
- 13a. **Ordering Address:** 5875 Castle Creek Parkway N Drive Suite 400, Indianapolis, Indiana, 46250.
- 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 Schedule Homepage.
- 14. **Payment Address:** 5875 Castle Creek Parkway N Drive Suite 400, Indianapolis, Indiana, 46250.
- 15. **Warranty Provision:** None.
- 16. **Export Packing Charges:** Not applicable.
- 17. **Terms and conditions of Government purchase card acceptance:** Accepted.
- 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. **Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants:** Not Applicable.
- 24b. **Section 508 Compliance:** As Applicable.
- 25. **Data Universal Numbering System (DUNS) Number:** 933341562
- 26. **System for Award Management (SAM):** Guidesoft, Inc. DBA Knowledge Services is registered in SAM.

GSA OFFERED PRICES FOR SIN 518210C

The rates shown below include the Industrial Funding Fee (IFF) of 0.75%.

PRODUCT NAME	PRODUCT DESCRIPTION SUMMARY	UNIT OF ISSUE	GSA RATE
dotStaff VMS – Gold	<ul style="list-style-type: none"> • Includes all Silver Functionality, and • FedRAMP Hosted • Contracts Management & Vendor Compliance • Vendor Vetting & Screening • Vendor Performance Management • SOW / Milestone Deliverable / Fixed Bid Management • Credentialing Management • Onboarding & Offboarding Management • Issue Management & Resolution • Funding Source Management • Market/Rate Data Analysis • Job Title & Description Development • Requirements Development/Validation • Candidate Process Management • Interview Scheduling & Coordination • Candidate Vetting & Screening • Video Interviews • Rate Negotiations/Best and Final Offer • Custom Reporting • Electronic Data Capture • Location Validation Services • GPS Tracking • Route Optimization • Real-time Alerts & Notifications • Expense Validation • Interface/Integration Capable 	Transaction based upon client approved services managed through the SaaS technology. Services may include time, unit, and milestone-based deliverables. The volume discounts are based upon the annual aggregate total of all approved transactions per purchase order.	5.93%

<p>dotStaff Survey Management - Gold</p>	<p>The Knowledge Services Survey Management solution, is a module withing our Software as a Service (SaaS) solution. The Survey Management module includes the creation, facilitation, management and analysis of online, phone, mail, or in-person surveys. Our solution includes, but is not limited to; survey programming - survey creation and design, scrubbing of client data, data load into our SaaS technology, and mapping of loaded data; provisioning of qualified staff to perform essential survey requirements; as well as data collection, analsys and reporting of collected survey data/information.</p>	<p>Per survey transaction based upon survey completion managed and delivered through SaaS technology.</p>	<p>\$416.22*</p>
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*There is no Quantity/Volume Discount provided for the “dotStaff Survey Management - Gold” solution.

SERVICE DESCRIPTIONS FOR SIN 518210C

Knowledge Services Technology, dotStaff™ Functionality

Knowledge Services provides Software as a Service (SaaS), NIST compliant dotStaff™ Vendor Management System (VMS) technology available on web browser and mobile platform. dotStaff™ has been awarded for use in eleven (11) States, as an enabling tool for providing process automation, transparent workflows, controls, and reporting for hourly staff augmentation, milestone/deliverable/fixed-fee/results-based Statement of Work (SOW) projects and Vocational Rehabilitation Services. The dotStaff™ VMS is a complete, fully integrated solution, providing clients and the vendor community with a simple, easily accessed, cloud-based technology that encompasses the total contingent worker lifecycle.

REQUISITION LIFECYCLE MANAGEMENT

Automation of the entire requisition lifecycle process to procure contingent (time and materials) and SOW (deliverables, milestones, fixed-fee, and service) based engagements.

CANDIDATE EVALUATION

Technology provides a ratings system and consistent comparative resume scoring based upon the match of qualifications including skills, education, technology, years of experience, and more to the requisition.

COMPETITIVE BIDDING

Reverse auction and competitive bidding functionality allowing vendors to view the lowest submitted rate, while not seeing who submitted it or qualifications of the submission, driving competitive market-driven rates.

INTERVIEW FACILITATION

Ability to schedule and coordinate interviews from within the technology.

ONBOARDING MANAGEMENT

Management of all onboarding requirements for all candidate and project engagements that can be configured to each agency, department, job title, category, and more ensuring onboarding requirements for each candidate and project are compliant, reducing the risk to the client.

TIME ENTRY & APPROVAL

Ability to enter and approve time within the technology and break out time by funding source or cost center.

EXPENSE ENTRY & APPROVAL

Ability to enter and approve expenses including uploading supporting attachments, receipts, and documents within the technology and break out time by funding source or cost center.

SOW PROJECT ENTRY & APPROVAL

Ability to enter and approve SOW projects within the technology and break out time by funding source or cost center. SOW projects can be created as deliverable/milestone/fixed fee/service-based.

INVOICING AND PAYMENT MANAGEMENT

Integrated financial system providing real-time, accurate, and auditable data, ensuring timely invoicing and transparent payment to vendors.

FUNDING SOURCE MANAGEMENT

Management of State and Federal funding source(s) by resource, project, purchase order, and invoice line items, resulting in speed of invoice approvals and tracking of funding source(s). Includes funding source reporting, hours and dollars burndown, and transparency into overall purchase order and funding source management.

ALERTS & NOTIFICATIONS

Real-time notification system allowing parties to be notified of statuses and information in the system such as new requisition, time to be approved, interview request, etc.

CONTRACT COMPLIANCE MANAGEMENT

Tracking of contract requirements such as Service Level Agreements (SLAs) and client-required forms.

BUSINESS ANALYTICS & REPORTING

Includes ad-hoc and standard reports as well as configurable dashboards allowing for both actionable and trending reporting.

PROCESS WORKFLOW & AUTOMATION

Automated process workflows within the technology to standardize and streamline the entire contingent workforce process. Ability to configure process workflows and automation to add approvers, levels, and more.

NIST COMPLIANCE

While most VMS competitors don't adhere to these standards, we do. We believe it is our responsibility to protect the sensitive data housed within the VMS; as such, our solution is hosted in the government-only Azure Government Cloud with regional capabilities and disaster recovery across the United States.

ADA COMPLIANCE

Compliant with the Americans with Disabilities Act of 1990 by making reasonable accommodations under the ADA of 1990, as amended, to give people with disabilities an equal opportunity to benefit from our programs, services, and activities.

AGILE APPROACH

Scrum-driven, fast-paced sprint environments not only require a different set of resource skills and experiences but also systems to support differing development methodologies; the scrum process allows the development team to continually develop software bug fixes and innovative enhancements such as new features, functionality, and technology upgrades.

INNOVATIVE SOLUTIONS

Technical areas of expertise with various innovative solutions and services, including Managed Service Provider utilizing a Vendor Management System, Mobile Workforce Technology, Gig for Government, Employer of Record, Eligibility Solutions, and Survey Management.

MOBILE TIME / EXPENSE ENTRY & APPROVAL

Responsive design and native mobile applications to enable time and expense entry and approvals to leverage device features like photo/video/location services.

MOBILE WORKFORCE MANAGEMENT APPLICATION

Enhanced mobile feature improving the efficiency of mobile workers by reducing drive time/miles through route optimization, improving data capture in the field, and providing insight into location and performance of mobile workforce.

GIG FOR GOVERNMENT

Knowledge Services is the first to bring to market a Government Talent Cloud that allows clients to leverage their talent network for on-demand needs while saving 15% over the cost of traditional vendor networks.

SURVEY MANAGEMENT

Enhances day-to-day activities of interviews and program team members alike with integrated functions and other related tools configured to serve populations that require services in the special needs area.

EMERGING WORKFORCE

Ability to identify options to attract millennials to government positions, assisting governments in recruiting millennials and providing resources in high demand positions such as cybersecurity and project management.

VOCATIONAL REHABILITATION SERVICES

Automation of entire referral and services delivery process, including ability to enter referral requests, track and monitor services progress, and manage all service specifications set forth by the client.

DOTSTAFF™ SUPPORT

Support provided 24 hours a day, seven days a week, with a 99.9% up-time record via dotStaff™ support team that can be contacted through online chat and email.

MULTIPLE USE ENTRY & APPROVALS

Allows for not only tracking of time but for units, case, mileage, service, milestone, project, and expenses as well; approvals and submissions include the ability for signatures, photo/video upload, and more.

CALENDARING & SCHEDULING

Calendar functionality for users to view appointment times and locations, providing valuable time saving benefits including appointment change notifications, route optimization, automated expense and mileage reimbursement, and much more.

POINT OF CARE ACCESS & DOCUMENTATION

Configurable electronic forms seamlessly integrated into dotStaff™ that allow immediate and automated case updates, billing, and reporting.

SECURE CONNECTED / DISCONNECTED ELECTRONIC DATA CAPTURE

Whether completing an electronic form, adding a video, picture, or note, we have designed dotStaff™ to be safe, secure, and fully NIST compliant and to operate in a disconnected environment, all without affecting functionality in any way.

SECURE MESSAGING

Important notifications that affect an individual user or user types are created and transmitted all within the secure dotStaff™ environment; the notifications could be specific to a client file, weather alerts, or general communications.

SERVICE VERIFICATION

To help automate the entire lifecycle, dotStaff™ includes “check-in” and “check-out” functionality; integrating GPS-enabled geo-pinning with client and/or electronic form entry automates the process and ensures accurate billings.

ROUTE OPTIMIZATION

Combining a user’s daily event schedule with our advanced GPS-driven route optimization will substantially improve time as well as inefficient mileage reimbursement reporting.

PERFORMANCE RATINGS & FEEDBACK

Training, support, shadowing, coaching, and, if necessary, performance appraisals can all be acted upon with trending reports by subcontractor and client(s), and outcomes can be significantly improved with actionable information and event-specific knowledge.

RESUME & PROPOSAL SCORING

Candidate resumes and vendor proposals are scored within dotStaff™ utilizing the technology’s advanced skills-matching engine.

USER TYPES

Provides multiple user types and roles including client Full-Time Employee (FTE), contingent worker, mobile worker, and subcontractors; roles include client administrator and client user, authorized user, subcontractor administrator, subcontractor user, MSP user, VMS administrator.

COLLABORATION PORTAL

Allows for subcontractors to “self-register” into the collaboration portal service cloud and also includes the ability for client users, subcontractors, contractors, and others to invite anyone believed to meet requirements to self-register allowing our vendor network to expand to meet market availability and demand.