



QFlow Systems

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

QFlow Systems, LLC

9317 Manchester Rd
Rock Hill, MO 63119
(P) 314-968-9906 (F) 314-968-0670
<https://www.qflow.com>

Contract Administrator: Timothy D Koehler, tim.koehler@qflow.com

Schedule Title: Multiple Award Schedule
Federal Supply Group: Information Technology & Office Management

Contract Number: **47QTCA22D000Q**
Period Covered by Contract: **October 12, 2021 through October 11, 2026**
Business Size: Small Business

Pricelist current through Modification **#PS-0009** dated **March 28, 2024**.

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 Federal Supply Schedules go to the GSA Schedules page at GSA.gov.

CUSTOMER INFORMATION:

1. Awarded Special Item Number(s):

SIN	Description
54151S & 54151SRC	Information Technology Professional Services
518210ERM	Electronic Records Management Solutions
511210	Software Licenses
OLM & OLMRC	Order-Level Materials

- 1b.** Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract: See page 5.
- 1c.** Descriptions of all corresponding commercial job titles with experience, functional responsibility and education are provided beginning on page 6.
- 2. Maximum Order:** For SIN 54151S & SIN 511210 - \$500,000
For SIN 518210ERM - \$1,000,000
For SIN OLM - \$250,000
- 3. Minimum Order:** \$100
- 4. Geographic Coverage:** Worldwide
- 5. Point of Production:** QFlow Systems, LLC.
9317 Manchester Road
St. Louis, MO 63119
- 6. Prices Shown Herein are Net** (discount deducted) Other special discounts: Government Educational Institutions are offered the same discounts as other Government customers.
- 7. Quantity Discount:** None
- 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.
- 9. Foreign Items:** None
- 10. Time of Delivery:** QFlow Systems, LLC shall deliver or perform services in accordance with the terms negotiated in an agency's order.
- 10b. Expedited Delivery:** Consult with Contractor
- 10c. Overnight/2-Day Delivery:** Consult with Contractor
- 10d. Urgent Requirements:** Consult with Contractor

11. FOB Point: Destination

12a. Ordering Address: QFlow Systems, LLC.
9317 Manchester Road
St. Louis, MO 63119

12b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs) are found in Federal Acquisition Regulation (FAR) 8.405-3.

13. Payment Address: QFlow Systems, LLC.
9317 Manchester Road
St. Louis, MO 63119

14. Warranty Provisions: Contractor's Standard Warranty

15. Export Packing charges: Not applicable

16. Terms and conditions of rental, maintenance, and repair: Not applicable

17. Terms and conditions of installation: Not applicable

18. Terms and conditions of repair parts: Not applicable

28a. Terms and conditions for any other services: Not applicable

19. List of service and distribution points: Not applicable

20. List of participating dealers: Not applicable

21. Preventive maintenance: Not applicable

22a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants:
Not applicable

22b. QFlow Systems, LLC has Section 508 compliance information. The EIT standards can be found at:
<http://www.section508.gov>

23. Unique Entity Identifier (UEI) Number: WQ6LYMJPZ3V5

24. QFlow Systems, LLC is registered in the System for Award Management (SAM) database.



QFlow Systems

GSA HOURLY RATES SIN 54151S & 518210ERM

SINs	Labor Category	Year 1 10/12/21 - 10/11/22	Year 2 10/12/22 - 10/11/23	Year 3 10/12/23 - 10/11/24	Year 4 10/12/24 - 10/11/25	Year 5 10/12/25 - 10/11/26
54151S 518210ERM	Database Administrator	\$192.44	\$195.14	\$197.86	\$200.64	\$203.45
54151S 518210ERM	Enterprise Application Architect	\$216.50	\$219.53	\$222.60	\$225.72	\$228.88
54151S 518210ERM	IT Customer Success Manager	\$168.39	\$170.75	\$173.14	\$175.56	\$178.02
54151S 518210ERM	IT Customer Success Specialist	\$72.17	\$73.18	\$74.20	\$75.24	\$76.29
54151S 518210ERM	Program Manager II	\$240.55	\$243.92	\$247.34	\$250.80	\$254.31
54151S 518210ERM	Project Manager	\$136.97	\$138.88	\$140.83	\$142.80	\$144.80
54151S 518210ERM	Subject Matter Expert	\$216.50	\$219.53	\$222.61	\$225.72	\$228.88
54151S 518210ERM	Systems Analyst/Programmer I	\$113.71	\$115.30	\$116.92	\$118.56	\$120.22
54151S 518210ERM	Systems Analyst/Programmer II	\$137.24	\$139.16	\$141.11	\$143.09	\$145.09
54151S 518210ERM	Systems Analyst/Programmer III	\$192.44	\$195.14	\$197.87	\$200.64	\$203.45
54151S 518210ERM	Systems Engineer I	\$120.28	\$121.96	\$123.67	\$125.40	\$127.16
54151S 518210ERM	Systems Engineer II	\$137.24	\$139.16	\$141.11	\$143.09	\$145.09
54151S 518210ERM	Technical Writer	\$60.94	\$61.79	\$62.66	\$63.53	\$64.42



QFlow Systems

GSA Product Pricing SINs 518210ERM & 511210

SINs	MFR PART NO	PRODUCT NAME	PRODUCT DESCRIPTION	Commercial Price
518210ERM 511210	QFS- QADM001	Term Software Q-Action Document Management	Term Software-Q-Action Named User Subscription Licensing that includes the base Q-Action Document Management Module.	\$987.41
518210ERM 511210	QFS- QAWF001	Term Software Q-Action Workflow Management	Term Software-Q-Action Named User Subscription Licensing that adds the Q-Action Workflow Management Module to the base Q-Action Document Management Module.	\$464.59
518210ERM 511210	QFS- QARM001	Term Software Q-Action Records Management	Term Software-Q-Action Named User Subscription Licensing that adds the Q-Action Records Management and Disposition Workflow to the base Q-Action Document Management Module.	\$493.70
518210ERM 511210	QFS- QADFE001	Term Software Q-Action Digital Foundation Enterprise	Term Software-Q-Action Named User Subscription Licensing that includes Q-Action Document Management, Q-Action Workflow Management, and Q-Action Records Management Modules.	\$1,481.11
518210ERM 511210	QFS- SCAA001	Term Software Q-Action Scanner Add-On	Term Software-Q-Action license for connecting a scan station to Q-Action for scanning and import.	\$7,330.86
518210ERM 511210	QFS- QASM001	Term Software Q-Action Named User Subscription Maintenance Licensing Year 1	Term Software-Standard maintenance services include technical support services for covered Q-Action system software. QFlow Systems will act as a single point of contact for all Q-Action system software problems or questions. When a problem is reported, QFlow will work with the customer to resolve the issue. Standard maintenance services also include the right to new software versions for covered Q-Action products. New software versions include major and minor releases, patches, and bug fixes.	19% Original License Cost
518210ERM 511210	QFS- QASM002	Term Software Q-Action Named User Subscription Maintenance Licensing Year 2	Term Software-Standard maintenance services include technical support services for covered Q-Action system software. QFlow Systems will act as a single point of contact for all Q-Action system software problems or questions. When a problem is reported, QFlow will work with the customer to resolve the issue. Standard maintenance services also include the right to new software versions for covered Q-Action products. New software versions include major and minor releases, patches, and bug fixes.	24% Original License Cost



QFlow Systems

Labor Category Descriptions
SINs 54151S & 518210ERM

Database Administrator

Functional Responsibilities:

- Provide database support to all members of the project team.
- Oversee database analysis, conversion loads, reorganizations, verifications, and recoveries.
- Analyze and determine informational needs and elements, data relationships and attributes, proposed manipulation, data flow, storage requirements, data output, and reporting capabilities.
- Define logical attributes and inter-relationships and design data structures to accommodate database production, storage, maintenance, and accessibility.
- Test applications utilizing database management software or general programming software.
- Install, implement, and support highly complex systems within the user base.
- Review logical and physical design of existing databases and make recommendations for modifications to ensure optimum operation efficiency.
- Monitor the production operational databases for the purpose of identifying problems of database availability and efficiency.

Minimum Education: Bachelor's Degree.

Minimum Experience: Five (5) years of relevant experience.

Enterprise Application Architect

Functional Responsibilities:

- Participate in the analysis, design, and integration of information systems and Commercial-Off-The-Shelf (COTS) software.
- Develop the overall vision that underlies the projected solution and transforms that vision through execution into the solution.
- Participate at the time of project inception and contribute to the Functional Analysis of developing the initial requirements and remain involved throughout the duration of the project.
- Architect, design, and develop integrated solutions to achieve client and company business goals.
- Lead others in the definition of project scope, plans, and deliverables including cost projections and proposed implementation dates.
- Provide high-level architectural expertise to managers and technical staff.
- Lead projects through the Software development process or SDLC and perform in a variety of different roles in that life cycle.
- Share and communicate orally and in writing, to executive staff, business sponsors, and technical resources in clear concise language.

Minimum Education: Bachelor's Degree.

Minimum Experience: Seven (7) years of relevant experience.

IT Customer Success Manager

Functional Responsibilities:

- Has overall responsibility for customer success staff and the proactive activities to ensure customers receive maximum benefit from delivered solutions.
- Coordinate with internal and external customers to gain an understanding of their business requirements.
- Assign personnel to various operations and directs their activities; reviews and evaluates their work and prepares performance reports.
- Ability to communicate orally and in writing and experience interfacing with customers and handling sensitive issues.
- Creates and manages escalation procedures and ensures service levels are maintained.
- Documents, tracks, and monitors customer questions and problems to ensure resolution in a timely manner.
- Identifies, researches, and resolves complex technical problems.
- Relies on extensive experience and judgment to plan and accomplish goals.
- Performs a variety of tasks. A wide degree of creativity and latitude is expected.

Minimum Education: Associate's Degree.

Minimum Experience: Five (5) years of relevant experience.

IT Customer Success Specialist

Functional Responsibilities:

- Perform proactive activities to ensure customers receive maximum benefit from delivered solutions.
- Work with internal and external customers to gain an understanding of their business requirements.
- Ability to communicate orally and in writing and experience interfacing with customers and handling sensitive issues.
- Provide first line of support services for Imaging and Document Management Systems including all hardware and software components.
- Documents, tracks, and monitors customer questions and problems to ensure resolution in a timely manner.
- Identify, research, and resolve complex technical problems.
- Perform a variety of tasks. A wide degree of creativity and latitude is expected.

Minimum Education: Associate's Degree.

Minimum Experience: One (1) year of relevant experience.

Program Manager II

Functional Responsibilities:

- Organize, direct, and manage system development projects, involving multiple, and complex and inter-related project tasks.
- Manage and coordinate activities of multiple project teams to ensure success.
- Manage and maintain customer partnership and serves as single point of contact for senior levels of the customer organization for project schedules, pricing, and issue resolution.
- Meet with customer to formulate and review task plans and deliverable items. Ensure conformance with program task schedules and costs.

Minimum Education: Bachelor's Degree.

Minimum Experience: Ten (10) years of relevant experience.

Project Manager

Functional Responsibilities:

- Manage system development projects.
- Work with customers to understand business requirements.
- Coordinate activities of the project team to ensure success of systems integration projects.
- Serve as single point of contact for customers for project schedules, project documentation, project activities, pricing and invoices, and other issue resolution.
- Develop functional requirements and create functional specifications as needed.
- Implement QFS' comprehensive project methodology and operating procedure for application development projects.
- Perform Quality Assurance (QA) checks on project deliverables.
- Ensure project deadlines and milestones are met.

Minimum Education: Bachelor's Degree.

Minimum Experience: Seven (7) years of relevant experience.

Subject Matter Expert

Functional Responsibilities:

- Serve as Subject Matter Expert (SME), possessing in-depth knowledge of a particular area, such as business, computer science, engineering, mathematics, or the related sciences.
- Provide technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation, and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation.
- Participate, as needed, in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases.
- Apply principles, methods, and knowledge of the functional area of capability to difficult and narrowly defined technical problems to arrive at automated solutions.
- Explain recommendations to decision-makers in terms that permit decisions.
- Perform studies and analyses on subjects within the technical scope of work.

Minimum Education: Bachelor's Degree.

Minimum Experience: Seven (7) years of relevant experience.

Systems Analyst/Programmer I

Functional Responsibilities:

- Work with customers and project team members to understand business requirements.
- Assist in the development of functional requirements and creation of functional specifications.
- Assist in the development and documentation of technical system design for applications.
- Perform logical database normalization and design.
- Design, develop, test, and document application program modules.
- Meet project deadlines for assigned tasks.
- Follow QFlow Systems' development methodology and project practices.

Minimum Education: Bachelor's Degree.

Minimum Experience: One (1) to three (3) years of relevant experience.

Systems Analyst/Programmer II

Functional Responsibilities:

- Coordinate with internal and external customers to gain an understanding of their business requirements.
- Analyze and define customers' functional requirements and create functional specifications design documents.
- Develop and document the technical systems design for applications.
- Supervise development and testing of application program modules.
- Develop, test, and document complex application program modules.
- Provide management reports and updates on project status.
- Install and set-up applications, tools, and project-related technologies.
- Perform as project team leader on system implementation projects.

Minimum Education: Bachelor's Degree.

Minimum Experience: Two (2) to five (5) years of relevant experience.

Systems Analyst/Programmer III

Functional Responsibilities:

- Coordinate with internal and external customers to gain an understanding of their business requirements.
- Analyze and define customers' functional requirements and create functional specifications design documents.
- Lead the development of the technical systems design for applications.
- Lead the development, testing, and documentation of complex application program modules.
- Provide management reports and updates on project status.
- Install and set-up applications, tools, and project-related technologies.
- Perform as project team leader on system implementation projects.

Minimum Education: Bachelor's Degree.

Minimum Experience: Eight (8) years of relevant experience.

Systems Engineer I

Functional Responsibilities:

- Assist with requirements studies for Document Management and Records Management Systems.
- Assist with the design, install, and configuration of Imaging, Document Management, and/or Records Management Systems.
- Provide first line of support maintenance services for Imaging and Document Management Systems including all hardware and software components.
- Follow QFlow Systems' proven development methodology and project practices.

Minimum Education: Bachelor's Degree.

Minimum Experience: Two (2) years of relevant experience.

Systems Engineer II

Functional Responsibilities:

- Survey technical infrastructures and make recommendations regarding enterprise-wide systems and network architectures to meet organization-wide requirements.
- Coordinate the delivery, installation, and configuration of hardware, operating systems, software, and network components for enterprise-wide systems.
- Perform requirements studies for Document Management and Records Management Systems.
- Design, install, and configure Imaging, Document Management, and/or Records Management Systems.
- Provide first line of support maintenance services for Imaging and Document Management Systems including all hardware and software components.
- Follow QFlow Systems' proven development methodology and project practices.

Minimum Education: Bachelor's Degree.

Minimum Experience: Five (5) years of relevant experience.

Technical Writer

Functional Responsibilities:

- Develop user, reference, and procedure manuals for computer systems.
- Design and maintain written style guides and templates for various documents.
- Assist in the development of functional specification documents.
- Follow QFS development methodology and project practices.
- Provide management reports and updates on project status.

Minimum Education: Bachelor's Degree.

Minimum Experience: One (1) year of relevant experience.

Experience & Degree Substitution Equivalencies

Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

Equivalent Degree

Associate's

Bachelor's

Master's

Doctorate

Experience

High School/GED + 2 years relevant experience

Associate's degree + 2 years relevant experience or High School/GED + 4 years relevant experience

Bachelor's + 2 years relevant experience or

Associate's degree + 4 years relevant experience

or High School/GED + 6 years of relevant experience

Master's + 2 years relevant experience or Bachelor's + 4 years or

Associate's + 6 years relevant experience or High School/GED + 8 years relevant experience

SIN 518210ERM Vendor Certification for Electronic Records Management Solutions

Version 3.0 (As of MAS Refresh 18)

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

Proposed Elements of Electronic Records Management Services:

By selecting the below Elements, you are self-certifying you meet NARA's Universal ERM Requirements for that Element. Select all Elements that apply.

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

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

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

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

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

Element 1 - Office Management Applications

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

Q-Action stores documents created with desktop and cloud applications such as Microsoft Office, Adobe, or other Office Management software. Users can add documents to Q-Action using the Q-Action application, or with Q-Action Add-Ins for Office and Adobe applications. The user can associate documents with metadata to aid in document retrieval and associated business processes. Q-Action records transactions, manages record policies, and triggers disposition for documents in the system.

Element 2 - Electronic Messages

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

Users can store email messages and attachments in Q-Action through the Q-Action application or using Q-Action Add-Ins for Outlook or GMail. Instant, chat, or text messages can be added to Q-Action as screen shots or transcript documents and associated with metadata about participants and subjects discussed. Voicemail messages can also be stored in Q-Action as recordings such as MP3s. Q-Action records transactions, manages record policies, and triggers disposition for messages in the system.

Element 3 - Social Media

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

Q-Action can store text records, exports, and hyperlinks to social media posts. Q-Action does not have an out-of-the-box integration to import social media posts. Q-Action records transactions, manages record policies, and triggers disposition for any social media content that is stored within the system.

Questions for Element 4 - Websites

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

Q-Action can store text records, exports, and hyperlinks. QFlow can develop a customized utility to automatically store a nightly export of web content records. Q-Action records transactions, manages record policies, and triggers disposition for any web content that is stored within the system.

Questions for Element 5 - Photographs (Born-Digital and Scanned Images)

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

Q-Action stores photographs and scanned images. The user can associate photographs with metadata to aid in retrieval and associated business processes. Q-Action records transactions, manages record policies, and triggers *disposition for photographs in the system*.

Questions for Element 6 - Digital Audio and Video

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

Q-Action stores digital audio and video files. The user can associate audio and video files with metadata to aid in retrieval and associated business processes. Q-Action records transactions and manages *record policies for audio and video files in the system*.

Questions for Element 7 - Structured Data

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

Q-Action stores structured data as objects or folders, or in documents added to the system. The user can associate objects, folders, and documents with other metadata to aid in retrieval and associated business processes. Q-Action records transactions, manages record policies, and triggers disposition for objects, folders, and documents in the system.

Questions for Element 8 - Shared Drives

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

Users can store Hyperlink references to shared drive and hosted locations like SharePoint, Onedrive and Google Drive. QFlow can develop a customized utility to automatically import these files into Q-Action. Q-Action records transactions, manages record policies, and triggers disposition for links or content added in the system. Disposition workflows can be attached to hyperlink records in Q-Action to instruct users to perform the appropriate disposition actions in the relevant shared drive or hosted location.

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

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QFlow Systems, LLC

Tim Koehler

President, CEO

March 29, 2024

Change log for Version 3.0

1. The following ERM Elements were removed or updated in order to remain at parity with the Elements listed in NARA's Universal Electronic Records Management Requirements spreadsheet (Version 3)
 - o Removed Cloud Services
 - o Removed Engineering Drawings
 - o Changed Digital Media (Photo) to Photographs
 - o Combined Digital Audio and Video
2. The following ERM Elements names have been updated to remove the reference to their former name used in Version 1 of this document:
 - o Element 1 - Office Management Applications: removed "(formerly 'Desktop Applications')"
 - o Element 7 - Structured Data: removed "(formerly 'Databases')"
3. Added requirement for contractors to provide a brief summary of awarded offerings for each ERM Element that they self-certify. Added instructional language along with example questions for each Element to assist contractors with their responses.