

GENERAL SERVICES ADMINISTRATION
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 GSA Advantage! is: GSAAdvantage.gov .

Human Resources and EEO Services



For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.

Contract period: December 3, 2018 to December 2, 2023

DEFENSE INVESTIGATORS GROUP, INC.

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Contractor's internet address/web site where schedule information can be found:

www.d-i-g.com

Business size: Small

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

Labor Rate/ Course/Task		Unit of Issue	GSA Rate
SIN 541611 Management and financial Consulting, Acquisition and Grants Management Support, And Business Program and Project Management			
Program Manager		Per hour	\$79.50
Analyst		Per hour	\$69.52
Monitor		Per hour	\$65.39
SIN 541612HC Human Resources Consulting Services			
Investigation Manager		Per hour	\$64.90
Field Investigator		Per hour	\$64.90
SIN 561611 Investigative Services			
Program Director		Per hour	\$78.00
Compliance Manager		Per hour	\$78.00
Background Field Investigator		Per hour	\$64.90
Case Manager		Per hour	\$64.90
Administrative Assistant		Per hour	\$64.90
SIN 561611 Investigative Services			Per Task Pricing
Subject Interview			\$170
Residences and neighborhood interviews			\$170 per address
Employment			\$170 per employer
Education			\$170
References			\$255
Local Agency Checks			\$467.50
Medical Sweeps			\$420
Public Records			\$127.50
Marriage/Divorce			\$127.50
Date and Place of Birth			63.75 Cert. Copy
Military			\$63.75
Citizenship			\$63.75
Financial Review			\$510

For reducing costs and control of budgets, bundled pricing consolidates the individual tasks, lowers the cost another 10 percent, and meets investigation requirements established by Executive Order 12968 for Critical-Sensitive positions requiring access to Top Secret and Sensitive Compartmented Information and for “Q” access authorization.

Single-Scope Background Investigation (SSBI)	\$2,500.75
SSBI Periodic Reinvestigation (SSBI-PR)	\$1,750.50
National Agency Check with Local Agency Check (NACLC)	\$ 517.50
Local Agency Check (LAC)	\$ 467.50
Phased Periodic Reinvestigation (PPR)	\$1,857.50
Background Investigation (BI)	\$2,650.00
Limited Background Investigation (LBI)	\$1,505.00
Periodic Reinvestigation (PRI)	\$ 950.75

SINGLE SCOPE BACKGROUND INVESTIGATION (SSBI)

An SSBI is conducted to meet investigation requirements established by Executive Order 12968 for Critical-Sensitive positions requiring access to Top Secret and Sensitive Compartmented Information and for “Q” access authorization.

An SSBI consists of:

- **NAC:** National Agency Checks for the Subject of the OPM Security/Suitability Investigation Index (811); Defense Clearance and Investigations Index (DCII); records of any investigation conducted by the FBI (FBIN); and Fingerprint verification of the FBI index of arrest records (FBIF). Also required are NAC checks on the subject’s spouse or cohabitant for all of the aforementioned files with the exception of the FBIF. Citizenship is verified on the subject and spouse/cohabitant by the State Department, INS, or other record when appropriate; an INS search is required for all foreign-born immediate family members.

These checks must be requested through federal government channels (i.e. OPM) by the requesting agency.

- **Credit:** Credit bureau check (may be conducted by the requesting agency and provided to DIG along with the security questionnaire and releases).

- **Subject Interview:** An in-person interview of the subject of the investigation, which attempts to resolve any potentially derogatory information and elicits any additions, deletions, or corrections to forms submitted by the Subject. The interview utilizes a standard set of questions. Additional Subject interviews may be conducted to collect relevant information or to resolve significant inconsistencies if required. Subsequent Subject interviews required to resolve issues discovered as a result of the National Agency Check or issues that occurred beyond the ten-year scope of the investigation are not included in the base case price.

- **Employment:** All employment, including part-time, intermittent, self-employment, unemployment, and military service, for the most recent seven years of the scope of the investigation are verified through employment records. Employment of six months or more (consecutive or cumulative) includes the personal interview of two sources (supervisor, coworker, or both). Unemployment periods of 60 days or more (consecutive or cumulative) also include the testimony of a personal source who can verify the subjects activity during that period. Any listed significant derogatory employment action during the ten-year scope of the investigation are also investigated and included in the report.

- **Education:** All education during the most recent seven years of the scope of the investigation are verified by reviewing the transcript. If education is the primary activity, a reference interview is conducted. A transcript of the highest degree earned is obtained regardless of when earned.

- **Residence:** Residences of over 60 days in the most recent three years of the scope of the investigation are verified by interviewing two neighborhood references. If the subject was not the owner of the residence, rental records are also reviewed and reported.

- **References:** In addition to the employment, education, and neighborhood references identified above, interviews of at least four individuals, at least two of whom are not listed on the subject's security questionnaire, who have collective knowledge of the subject during the ten-year scope of the investigation, and collectively span at least the last seven years or since the subject's 18th, birthday whichever is least; are conducted and reported.

- **Local Agency Checks:** Checks of appropriate criminal history records, through either police or court agencies, covering all locations where the subject has resided, worked, or attended school for four months or more, including the current residence regardless of the duration, for the entire ten-year scope of the investigation are conducted and reported.

- **Medical:** Checks of any relevant drug treatment, alcohol treatment or mental health counseling for the entire ten-year scope of the investigation are verified through record review and/or personal interview of the health care provider.

- **Public Records:** Records of all court actions (both civil and criminal) in which the subject is either the plaintiff or defendant are verified by reviewing the court record.

- **Former Spouse:** An interview is conducted of any listed or developed former spouse when the divorce occurred within the ten-year scope of the investigation.

- **Date and place of birth:** corroboration of date and place of birth through a check of appropriate documentation; or a check of the Bureau of Vital Statistics records when any discrepancy is found to exist.

- **Military Service:** Military service and type of discharge occurring outside the ten-year scope of the investigation are verified through review of the service record.

- Unique training, security, credentialing, quality or integrity oversight, reporting, or investigative technique requirements are not included in the basic case price. The number of leads expected on this case type is not to exceed 25. All additional leads will be subject to the investigator Time and Material rates identified in this Schedule. Pricing is based on a case completion requirement of 90 days from receipt of completed EPSQ or customer specific security questionnaire from the requesting agency.

SINGLE SCOPE BACKGROUND INVESTIGATION (SSBI) is offered in the following increments:

SSBI, 30-day turnaround:

Once all of this work is completed, we send the entire package, including the report and all attachments, to the client via their requested format (electronic or hard copy overnight).

SSBI, 60-day turnaround:

Clients requesting a 60-day turnaround are interested in our providing more detail to the investigation. The extra time allows our employees to more thoroughly research an individual's character and history. Once all of this work is completed, we send the entire package, including the report and all attachments, to the client via their requested format (electronic or hard copy overnight).

SSBI, 90-day turnaround:

Even more than the 60-day turnaround, the 90 day turnaround allows DIG to form a complete profile of an individual. Our process for completing this task is the same as all the other turnaround times, but we are able to give more attention to subtleties and follow up on additional leads provided in interviews. There is also a cost savings. Once all of this work is completed, we send the entire package, including the report and all attachments, to the client via their requested format (electronic or hard copy overnight).

SSBI, Hourly: For organizations that are interested in SSBI services beyond or varied from our set 30, 60, or 90 day turnaround times, DIG offers our services unbundled on a per task flat fee or on an hourly basis. All tasks as previously described above can be performed in this manner

Prices reflected under this SIN are based on the ordering agency providing DIG with a letter authorizing CSC to obtain government pricing for overnight envelopes from Federal Express. Failure to provide this authorization will result in a price increase.

SIN 561611: Investigative Services

An SSBI-PR is conducted to meet reinvestigation requirements established by Executive Order 12968 and DCID 6/4 for Critical-Sensitive positions requiring access to Top Secret and Sensitive Compartmented Information and for "Q" access authorization, An SSBI-PR will consist of:

- **NAC:** National Agency Checks for the Subject of the OPM Security/Suitability Investigation Index (SH); Defense Clearance and Investigations Index (DCII); records of any investigation conducted by the FBI (FBIN); and Fingerprint verification of the FBI index of arrest records (FBIF). These checks must be requested through federal government channels (i.e. OPM) by the requesting agency.

- **Credit:** Credit bureau reports also may be conducted by the requesting agency and provided to DIG along with the security questionnaire and release.

- **Subject Interview:** An in-person interview of the subject of the investigation, which will attempt to resolve any potentially derogatory information and will elicit any additions, deletions or corrections to forms submitted by the Subject. The interview will utilize a standard set of questions. Additional Subject interviews may be conducted to collect relevant information or to resolve significant inconsistencies if required. Subsequent Subject interviews required to resolve issues discovered as a result of the National Agency Check or issues that occurred beyond the 5-year scope of the investigation are not included in the base case price.

- **Employment:** All employment, including part-time, intermittent, self-employment, unemployment, and military service, for the 5 years of the scope of the investigation will be verified through employment records. Employment of 6 months or more (consecutive or cumulative) will include the personal interview of two sources (supervisor, co-worker, or both). Unemployment periods of 60 days or more (consecutive or cumulative) will also include the testimony of a personal source who can verify the subject's activity during that period.

- **Education:** All education during the 5 years of the scope of the investigation will be verified by reviewing the transcript. If education is the primary activity, a reference interview will be conducted.

- **Residence:** The subject's current residence of over 60 days will be verified by interviewing two neighborhood references. If the subject was not the owner of the residence, rental records will also be reviewed and reported. Verification of additional residences within the 5-year scope of the investigation will be collaterally verified during reference interviews.

- **References:** In addition to the employment, education, and neighborhood references identified above, interviews of at least two individuals, at least one of whom are not listed on the subject's security questionnaire who have collective knowledge of the subject during the 5-year scope of the investigation will be conducted and reported.

- **Local Agency Checks:** Checks of appropriate criminal history records, through either police or court agencies, covering all locations where the subject has resided, worked, or attended school for four months or more, including the current residence regardless of the duration, for the entire scope of the investigation will be conducted and reported.

- **Medical:** Checks of any relevant drug treatment, alcohol treatment or mental health counseling for the entire year scope of the investigation will be verified through record review and/or personal interview of the health care provider.

- **Public Records:** Records of all court actions (both civil and criminal) in which the subject is either plaintiff or defendant will be verified by reviewing the court record.
- **Former Spouse:** An interview will be conducted of any listed or developed former spouse when/he divorce occurred within the 5-year scope of the investigation.
- Unique training, security, credentialing, quality or integrity oversight, reporting, or investigative technique requirements are not included in the basic case price. Average number of leads expected on this case type is 16. If the average varies 25% or more over the entire task order, case prices will be adjusted accordingly. Pricing is based on a case completion requirement of 90 days from receipt of completed EPSQ or customer specific security questionnaire from the requesting agency.

SIN 561611: Investigative Services

A NACLC is the required initial minimum investigation for contractors for access at the Confidential, Secret, and DOE "V" levels, and for military service members for Secret and Confidential levels. The NACLC is also the required reinvestigation for federal employees, contractors and military service members for continued access at these same levels.

A completed Electronic Personnel Security Questionnaire (EPSQ) or customer specific security questionnaire must be provided, including applicable releases and supporting documentation.

A NACLC consists of a national and local agency check. Search of records of appropriate national agencies are performed by the requesting federal agency. The Local Agency Check (LAC) includes checks of law enforcement agencies having jurisdiction where the subject has lived, worked, and/or attended school within the last five years, and if applicable, of the appropriate agency for any identified arrests.

A financial review and verification of the subject's financial status, including credit bureau checks verifying all locations where the subject has resided, been employed, or attended school for the past five years. A national credit history is provided.

Expansion of the investigation to resolve any criminal, financial, or other issues of concern is included in the basic case price. Unique training, security, credentialing, quality or integrity oversight, reporting, or investigative technique requirements are not included in the basic case price.

Unique training, security, credentialing, quality or integrity oversight, reporting, or investigative technique requirements are not included in the basic case price. The number of leads expected on this case type is not to exceed 7. All additional leads will be subject to the investigator Time and Material rates identified in this Schedule. Pricing

is based on a case completion requirement of 90 days from receipt of completed EPSQ or customer specific security questionnaire from the requesting agency.

SIN 561611: Investigative Services

Agencies may choose to task only the LAC portion of the NACLC case type if their internal resources are utilized to obtain national Credit Bureau reports. The Local Agency Check (LAC) includes checks of law enforcement agencies having jurisdiction where the subject has lived, worked, and/or attended school within the last five years, and if applicable, of the appropriate agency for any identified arrests.

A completed Electronic Personnel Security Questionnaire (EPSQ) or customer specific security questionnaire must be provided including applicable releases and supporting documentation.

Expansion of the investigation to resolve any criminal, financial, or other issues of concern is included in the basic case price. Unique training, security, credentialing, quality or integrity oversight, reporting, or investigative technique requirements are not included in the basic case price.

Unique training, security, credentialing, quality or integrity oversight, reporting, or investigative technique requirements are not included in the basic case price. The number of leads expected on this case type is not to exceed 6. All additional leads will be subject to the investigator Time and Material rates identified in this Schedule. Pricing is based on a case completion requirement of 90 days from receipt of completed EPSQ or customer specific security questionnaire from the requesting agency.

SIN 561611: Investigative Services

- **Subject Interview:** DIG will conduct an interview of the Subject after reviewing all forms submitted. The interview will attempt to resolve any potentially derogatory information and will elicit any additions, deletions or corrections to forms submitted by the Subject. The scope will cover the period of time since the subject's last investigation.

- **Residences:** Confirmation of all residences for the last three years through appropriate interviews with neighbors and through record reviews.

- **Employment:** If requested for the investigation, Verification of all current employment; personal interviews of two sources (supervisors, coworkers, or both) for each employment of four months or more within the last five years; corroboration through records or sources of all periods of unemployment within scope, exceeding sixty days within the last ten years.

- **Education:** In cases where the Subject has attended school for over four months within the last three years as his/her primary activity verification will include a reference interview and a record verification. If subject has not attended school for over four months within the last two years as his/her primary activity verification will be by record only. In either event highest awarded degree/diploma will be verified.
- **References:** Interviews of two individuals, one whom is developed from the investigation, who have collective social knowledge of the Subject for the preceding ten years.
- **Local Agency Checks:** Check of appropriate criminal history records, through either police or court agencies, covering all locations where, for the last ten years, the Subject has resided, been employed, and/or attended school for four months or more including current residence regardless of duration. If no residence, employment, or education exceeds four months, local agency checks will be performed as deemed appropriate.
- **Medical:** Check of any relevant drug treatment, alcohol treatment or mental health condition within the last ten years.
- **Public Records:** Verification of bankruptcies, and other court actions, whether civil or criminal, involving the Subject within the last ten years.
- **Marriage/Divorce:** Verification of all marriages and divorces within the scope. Interview former spouses within scope.
- **Date and Place of Birth:** Obtain original or certified copy of Subject's birth certificate.
- **Military:** Verification of all prior military service, including discharge type. For full time active service within the last ten years two reference interviews.
- **Citizenship:** For individuals born outside the United States (US), verification of US citizenship directly from the appropriate registration authority; verification of US citizenship or legal status of foreign-born immediate family members (spouse, cohabitant, father, mother, sons, daughters, brothers, sisters).
- **Financial Review:** verification of the Subject's financial status, including credit bureau checks covering all locations where the Subject has resided, been employed, and/or attended school for six months or more for the last seven years.

SIN 561611: Investigative Services

A completed Electronic Personnel Security Questionnaire (EPSQ), or customer specific security Questionnaire, including applicable releases and supporting documentation must be provided. The scope will be 5 years or 18th birth date whichever is least.

A Background Investigation shall consist of the following:

- **NAC and a LAC**

- **Subject Interview:** DIG will conduct an interview of the Subject after reviewing all forms submitted. The interview will attempt to resolve any potentially derogatory information and will elicit any additions, deletions or corrections to forms submitted by the Subject.

Additional interviews may be conducted to collect relevant information to resolve significant inconsistencies. Digital photographs and recording of statements may be taken if appropriate.

- **Education:** In cases where the Subject has attended school for over four months within the last two years as his/her primary activity verification will include a reference interview and a record verification. If subject has not attended school for over four months within the last two years as his/her primary activity verification will be by record only. In either event highest awarded degree/diploma will be verified.

- **Employment:** Verification of all employment within the past five years; personal interviews of two sources (supervisors, coworkers, or both) for each employment of four months or more within the last five years; corroboration through records or sources of all periods of unemployment exceeding sixty days within the last ten years.

- **Residences:** Confirmation of all residences for the last three years through appropriate interviews with neighbors and through record reviews.

- **References:** Interviews of two individuals, at least one of whom are developed from the investigation, who have collective social knowledge of the Subject for the preceding ten years.

- **Local Agency Checks:** Check of appropriate criminal history records, through either police or court agencies, covering all locations where, for the last ten years, the Subject has resided, been employed, and/or attended school for four months or more including current residence regardless of duration. If no residence, employment, or education exceeds four months, local agency checks will be performed as deemed appropriate.

- **Medical:** Check of any relevant drug treatment, alcohol treatment or mental health condition within the last seven years.

- **Public Records:** Verification of bankruptcies, and other court actions, whether civil or criminal, involving the Subject within the last five years.

- **Marriage/Divorce:** Verification of all marriages and divorces within the last five years. Interview of all former spouses within the five year period.

- **Date and Place of Birth:** Obtain original or certified copy of Subject's birth certificate.

- **Military:** Verification of all prior military service, including discharge type. For full time active service within the last ten years two reference interviews.

- **Citizenship:** For individuals born outside the United States (US), verification of US citizenship directly from the appropriate registration authority; verification of US citizenship or legal status of foreign-born immediate family members (spouse, cohabitant, father, mother, sons, daughters, brothers, sisters).

- **Financial Review:** verification of the Subject's financial status, including credit bureau checks covering all locations where the Subject has resided, been employed, and/or attended school for six months or more for the last five years.

SIN 561611: Investigative Services

- **Subject Interview:** DIG will conduct an interview of the Subject after reviewing all forms submitted. The interview will attempt to resolve any potentially derogatory information and will elicit any additions, deletions or corrections to forms submitted by the Subject. The scope will cover the period of time since the subject's last investigation.

- **Residences:** Confirmation of all residences for the last three years through appropriate interviews with neighbors and through record reviews.

- **Employment:** If requested for the investigation, Verification of all current employment; personal interviews of two sources (supervisors, coworkers, or both) for each employment of four months or more within the last five years; corroboration through records or sources of all periods of unemployment within scope, exceeding sixty days within the last ten years.

- **Education:** In cases where the Subject has attended school for over four months within the last three years as his/her primary activity verification will include a reference interview and a record verification. If subject has not attended school for over four months within the last two years as his/her primary activity verification will be by record only. In either event highest awarded degree/diploma will be verified.

- **References:** Interviews of four individuals, at least two of whom are developed from the investigation, who have collective social knowledge of the Subject for the preceding ten years.

- **Local Agency Checks:** Check of appropriate criminal history records, through either police or court agencies, covering all locations where, for the last ten years, the Subject has resided, been employed, and/or attended school for four months or more including

current residence regardless of duration. If no residence, employment, or education exceeds four months, local agency checks will be performed as deemed appropriate.

- **Medical:** Check of any relevant drug treatment, alcohol treatment or mental health condition within the last ten years.
- **Public Records:** Verification of bankruptcies, and other court actions, whether civil or criminal, involving the Subject within the last ten years.
- **Marriage/Divorce:** Verification of all marriages and divorces within the scope. Interview former spouses within scope.
- **Date and Place of Birth:** Obtain original or certified copy of Subject's birth certificate.
- **Military:** Verification of all prior military service, including discharge type. For full time active service within the last ten years two reference interviews.
- **Citizenship:** For individuals born outside the United States (US), verification of US citizenship directly from the appropriate registration authority; verification of US citizenship or legal status of foreign-born immediate family members (spouse, cohabitant, father, mother, sons, daughters, brothers, sisters).
- **Financial Review:** Verification of the Subject's financial status, including credit bureau checks covering all locations where the Subject has resided, been employed, and/or attended school for six months or more for the last seven years.

SIN 561611: Investigative Services

A completed Electronic Personnel Security Questionnaire (EPSQ), or customer specific security Questionnaire, including applicable releases and supporting documentation must be provided. Scope covers from the date of the case receipt to date of last investigation or five years. Nothing needs to be obtained from the time period covered during the last investigation.

- **Subject Interview:** DIG will conduct an interview of the Subject after reviewing all forms submitted. The interview will attempt to resolve any potentially derogatory information and will elicit any additions, deletions or corrections to forms submitted by the Subject. The interview will cover the period of time since the subject's last investigation.
- **Residences:** Confirmation of all residences for the last three years through appropriate interviews with neighbors and through record reviews.
- **Employment:** If requested for the investigation, Verification of all current employment;

personal interviews of two sources (supervisors, coworkers, or both) for each employment of four months or more within the last five years; corroboration through records or sources of all periods of unemployment within scope, exceeding sixty days within the last ten years.

- **Education:** In cases where the Subject has attended school for over four months within the last three years as his/her primary activity verification will include a reference interview and a record verification. If subject has not attended school for over four months within the last two years as his/her primary activity verification will be by record only. In either event highest awarded degree/diploma will be verified.

- **References:** Interviews of two individuals, one whom is developed from the investigation, who have collective social knowledge of the Subject for the preceding ten years.

- **Local Agency Checks:** Check of appropriate criminal history records, through either police or court agencies, covering all locations where, for the last ten years, the Subject has resided, been employed, and/or attended school for four months or more including current residence regardless of duration. If no residence, employment, or education exceeds four months, local agency checks will be performed as deemed appropriate.

- **Medical:** Check of any relevant drug treatment, alcohol treatment or mental health condition within the last ten years.

- **Public Records:** Verification of bankruptcies, and other court actions, whether civil or criminal, involving the Subject within the last ten years.

- **Marriage/Divorce:** Verification of all marriages and divorces within the scope. Interview former spouses within scope.

- **Date and Place of Birth:** Obtain original or certified copy of Subject's birth certificate.

- **Military:** Verification of all prior military service, including discharge type. For full time active service within the last ten years two reference interviews.

- **Citizenship:** For individuals born outside the United States (US), verification of US citizenship directly from the appropriate registration authority; verification of US citizenship or legal status of foreign-born immediate family members (spouse, cohabitant, father, mother, sons, daughters, brothers, sisters).

- **Financial Review:** verification of the Subject's financial status, including credit bureau checks covering all locations where the Subject has resided, been employed, and/or attended school for six months or more for the last seven years

SIN OLM: Order-level Materials

1. **Service Areas:** OLMs are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Schedule contract or BPA. OLM pricing is not established at the Schedule contract or BPA level, but at the order level.

Since OLMs are identified and acquired at the order level, the ordering contracting officer (OCO) is responsible for making a fair and reasonable price determination for all OLMs.

- 2. Order:** OLMs are procured under a special ordering procedure that simplifies the process for acquiring supplies and services necessary to support individual task or delivery orders placed against a Schedule contract or BPA. Using this new procedure, ancillary supplies and services not known at the time of the Schedule award may be included and priced at the order level.

OLM SIN-Level Requirements/Ordering Instructions:

OLMs are:

- Purchased under the authority of the FSS Program
- Unknown until an order is placed
- Defined and priced at the ordering activity level in accordance with GSAR clause 552.238-115 Special Ordering Procedures for the Acquisition of Order-Level Materials. (Price analysis for OLMs is not conducted when awarding the FSS contract or FSS BPA; therefore, GSAR 538.270 and 538.271 do not apply to OLMs)
- Only authorized for use in direct support of another awarded SIN.
- Only authorized for inclusion at the order level under a Time-and-Materials (T&M) or Labor-Hour (LH) Contract Line Item Number (CLIN)
- Subject to a Not To Exceed (NTE) ceiling price

OLMs are not:

- "Open Market Items."
- Items awarded under ancillary supplies/services or other direct cost (ODC) SINs (these items are defined, priced, and awarded at the FSS contract level)

3. OLM Pricing:

- Prices for items provided under the Order-Level Materials SIN must be inclusive of the Industrial Funding Fee (IFF).
- The value of OLMs in a task or delivery order, or the cumulative value of OLMs in orders against an FSS BPA awarded under an FSS contract, cannot exceed 33.33%.

NOTE: When used in conjunction with a Cooperative Purchasing eligible SIN, this SIN is Cooperative Purchasing Eligible.

1c. A description of all corresponding commercial job titles, experience, functional responsibility and education:

[Labor Category Descriptions, education and typical; years experience](#)

PROGRAM MANAGER

Provides direct oversight of day-to-day activities to promote successful completion of projects, leads work streams on highly complex programs or projects. Performs day-to-day activities to support the completion of Field Reviews, Analytical Research, Administrative Investigation projects and accumulation of performance data. Requires intermediate knowledge of federal policies, terminology, operations, and procedures. Requires Bachelor's Degree and 5+ Years of Experience.

ANALYST

Performs the day-to-day tasks to support the completion of projects under the supervision of project leaders. Requires beginner knowledge of policies, terminology, operations, and procedures as they relate to audits, observations, research, interviews and records management. Requires Bachelor's Degree or equivalent Military related training and 2+ Years of Experience.

MONITOR

Assists other personnel with projects that measure, record and analyze employee and workplace data. Supports the project leader to perform various project management tasks to coordinate teams and activities and provide due diligence. Requires High School Diploma and 1+ Years of Experience.

INVESTIGATION MANAGER

Minimum General Experience of 10 years of insurance claims investigation experience, or 8 years of professional investigation experience with law enforcement agencies, or a bachelor's degree and seven years of professional investigation experience involving economic or insurance related matters.

Functional Responsibilities: In daily contact with the investigators under their control, the manager issues assignments, re-assesses priorities and delegates resources. Daily results are reviewed for the implementation of sound investigative practices and quality control. When needing to provide guidance, an assessment or assistance it is sometimes necessary for the manager to conduct some fieldwork. May conduct certain claimant/case related research above the very basic data research level or obtaining information where access is authorized to only certain individuals. Additionally the manager is charged with corresponding with the client and delivering on all requests, instructions and details.

Develop network of resources within the community (e.g., local fraud bureaus, district attorney's offices, law enforcement agencies, insurance associations, professional associations, and community groups).

Minimum Education: Shall be qualified by education and/or experience which shall include a bachelor's degree in Criminal Justice or Military related training.

FIELD INVESTIGATOR

Minimum General Experience of 3 years.

Functional Responsibility: include finding and analyzing information through computer and public record research, performing various types of surveillance or searches to verify facts, such as an individual's income or other places of employment and activity level. May interview people to gather information about an individual or perform physical surveillance; working from inconspicuous locations or a vehicle, and with photographic cameras, video cameras, and covert equipment to garner documentation regardless of the environment. Reports daily and consults with a Supervisor for the use of best investigative practices and to stay compliant with the current Federal, State, and local legislation, such as privacy laws and other legal issues affecting the work. The legality of certain methods are judged against local expectations of privacy and professionally accepted investigative techniques so as to collect uncompromised evidence that is admissible in any judiciary setting.

Minimum Education: High School Diploma or above.

PROGRAM DIRECTOR

Responsible for planning, organizing, and managing a non-technical project, or series of smaller non-technical projects, or a definable piece of a larger program for successful completion and performance consistent with contractual agreements. Also, responsible for acquiring follow-on business associated with assigned projects and for supporting new business development by managing or assisting with proposals. Projects managed are typically of moderate technical complexity. Requires Bachelor's Degree or equivalent, and 12 to 15 years of related (technical environment) experience.

COMPLIANCE MANAGER

Reviews personal documents, Personnel Security Questionnaires (SF86) and other records to ensure they are accurate, complete, and in compliance with the client's guidelines. May determine the type and scope of investigations. Enters appropriate data into database. May function as lead or supervisor to lower-level employees on an interim basis. May perform duties on multiple contracts. Associates Degree or equivalent military experience required. Requires a combination of education and experience (6 to 8 years total). Must be able to obtain security clearance for access to classified information or meet the customer's minimum clearance requirements. Courses or certification in Government security or PSI preferred.

The on-site Compliance manager is primarily responsible for receiving and thoroughly reviewing case papers prior to assignment to DIG for background investigation processing to ensure that they are complete. This process involves direct communication with applicants to obtain missing or necessary information and documents relevant to subsequent investigation and constant interaction with customer personnel. Additional duties include: Preparation of cover sheets noting all actions and deficiencies; Packaging and forwarding case papers to DIG; Preparing daily productivity reports; Coordinating special request assignments; Communicating necessary information to DIG scoping staff; Reporting case status to the customer on cases of interest and coordinating expedite case tasks; Receiving completed Reports of Investigation for delivery to the customer; Scheduling meetings between DIG and customer personnel; Assisting with Visitor Request processing; Performing additional duties as required by the customer regarding case processing, status reports and Statement of Work compliance.

BACKGROUND FIELD INVESTIGATOR

Assists with all facets of background investigations on individuals requesting a security clearance. Conducts interviews, documents and submits interview summarization through an on-line system. Requires a combination of education and experience (5 to 6 years total).

CASE MANAGER

Processes personnel security background investigation information for completeness and accuracy before sending to the customer for determination of security clearances. May work in a variety of functional areas including Administration, Scoping, Local Agency Checks (LAC), Assignments, Review, and Quality Assurance. Reviews personal documents, Personnel Security Questionnaires (SF86), and other records to ensure they are accurate, complete, and in compliance with client's guidelines. Uses knowledge of government manuals to ensure compliance. Contacts Certifiers as needed to obtain additional information. May determine type and scope of investigations. Enters appropriate data into database. Assigns, coordinates, organizes and/or facilitates follow-up with investigators to ensure accuracy and integrity of investigation. May conduct quality assurance reviews by soliciting feedback from individuals interviewed during the background investigation, and by assisting callers with questions or complaints about the investigation or the unprofessional behavior of an investigator or an employee. Reviews and evaluates investigator reports to ensure they are complete, accurate and timely. Prepares final Reports of Investigation (ROI) for various clients. Reviews and executes actions necessary to complete cases. May perform third-level reviews. May function as lead or supervisor to lower level employees on an interim basis. May perform duties on multiple contracts. Requires a combination of education and experience (6-8 years total). Must be able to obtain security clearance for access to classified information. Must have a Bachelor's degree or equivalent in military training. Courses or certification in government security or PSI preferred.

Responsible for overall management of cases from receipt of assignment through final ROI submission to the customer.

Responsibilities include ensuring that fax, call-in and ROI due dates are met via frequent contact with field investigators to monitor status of assigned work, timely review of cases for assignment and scoping errors, timely assignment of additional leads when required, proof/edit, preparation of final Reports of Investigation, communication with customer representatives, e-Voucher approval, and inputting information in CMS.

ADMINISTRATIVE ASSISTANT

Minimum General Experience of 2 years.

Sets up assignment for distribution to management and field staff. Basic data research is conducted and ongoing assistance is provided to investigators to increase their efficiency while in the on location. At the culmination of the investigation, the administrative duties include typing, formatting and affixing proper attachments for distribution and invoicing to the client.

Minimum Education: Associate's Degree in business or Military related training.

2. Maximum order. \$1 million

3. Minimum order. \$100.00

4. Geographic coverage:

Alabama, Alaska, Arizona, Arkansas, California, Colorado, Connecticut, Delaware, Florida, Georgia, Hawaii, Idaho, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, Mississippi, Montana, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Virginia, Vermont, Washington, West Virginia, Wisconsin and Wyoming.

5. Point(s) of production (city, county, and State or foreign country). Not applicable.

6. Discount from list prices or statement of net price. 15%

7. Quantity discounts. None

8. Prompt payment terms. None

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

10. Foreign items (list items by country of origin). Not applicable.

11a. Time of delivery. As negotiated with ordering activity.

11b. Expedited Delivery. As negotiated with ordering activity.

11c. Overnight and 2-day delivery. As negotiated with ordering activity.

11d. Urgent Requirements. As negotiated with ordering activity.

12. F.O.B. point(s). Destination

13a. Ordering address:
1060 A MAIN ST, PO Box 119
HANSON, MA 02341

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:
1060 A MAIN ST, PO Box 119
HANSON, MA 02341

15. Warranty provision. Not applicable.

16. Export packing charges, if applicable. Not applicable.

17. Terms and conditions of Government purchase card acceptance above the micro-purchase level. Purchases up to \$10,000.

18. Terms and conditions of rental, maintenance, and repair (if applicable). Not applicable.

19. Terms and conditions of installation (if applicable). Not applicable.

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). Not applicable.

20a. Terms and conditions for any other services (if applicable). Not applicable.

21. List of service and distribution points (if applicable). Not applicable.

22. List of participating dealers (if applicable). Not applicable.

23. Preventive maintenance (if applicable). Not applicable.

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). Not applicable.

24b. 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/. Not applicable.

25. Data Universal Number System (DUNS) number. 786629352

26. Notification regarding registration in System for Award Management (SAM) database. Registration valid until 06/15/2021.