

C.B. HARRIS & Company, Inc.



Federal Supply Service Authorized Federal Supply Schedule Price List

C.B. HARRIS & Company, Inc.

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Federal Supply Schedule 36

Schedule for – Office, Imaging and Document Solutions

Contract Number: GS-03F-0024V

Contract Period: December 15, 2013 through December 14, 2018

System for Award Management (SAM): Valid Registration

Business Size: Small

Current as of Modification PO-0010

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA *Advantage!*, a menu-driven database system. The internet address for GSA *Advantage!* is: www.GSAAdvantage.gov.

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

INFORMATION FOR ORDERING OFFICES

1a. Table of Awarded Special Item Numbers (SINs)

- 51-501 Needs Assessment and Analysis Services (NAAS)
- 51-504 Records Management Services (RMS)
- 51-505 Document Production On-site and Off-site Services
- 51-506 Document Conversion Services (DCS)
- 733-1 Mail Room Administrative Support Services

1b. Lowest priced model number:

- 51-501 - \$28.71 per hr
- 51-504 - \$28.71 per hr
- 51-505 - \$25.84 per hr
- 51-506 - \$25.84 per hr
- 733-1 - \$39.57 per hr

1c. Hourly Rates: See Price List (Page 9)

2. Maximum Order: \$1,000,000.00

3. Minimum Order: \$100.00

4. Geographic Coverage (Delivery Area): FOB Nationwide-CONUS, Alaska, Hawaii, and Puerto Rico

5. Point of Production: Same as Contractor

6. Discount from list prices or statement of net price: Rates proposed are based on C.B. HARRIS' commercial pricing. Government Net Prices (discounts already deducted).

7. Quantity Discounts: In addition to discounts shown in the pricing tables, C.B. HARRIS will offer discounts on a Task order basis. Discounts will be offered for such considerations as: (1) Government site work, (2) Size of effort, (3) Duration of effort, and (4) Dollar volume. SINs can be combined to take discounts into consideration. C.B. HARRIS will consider discounts based on specific customer requirements expressed in individual tasks. As an example, we will consider additional discounts for significant volumes of work performed at customer work sites where customers provide the facilities and equipment needed to support the task as well as discounts from unit service rates where customers guarantee significant volumes of work.

8. Prompt Payment Terms: Net 30 days

9a. Notification that Government purchase cards are accepted up to the micro-purchase threshold: Yes

9b. Notification whether Government Purchase Cards are accepted or not accepted above the micro-purchase threshold: Contact Contractor

10. Foreign Items: None

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11a. Time of Delivery (Contractor insert number of days): Delivery will be within the number of business days after receipt of order as specified in the individual task order. All days quoted are business days, not calendar days.

11b. Expedited Delivery: Contact Contractor

11c. Overnight and 2-day delivery: Contact Contractor

11d. Urgent Requirements: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact the contractor for the purpose of obtaining accelerated delivery. The contractor shall reply to the inquiry within 3 workdays after receipt. (Telephone replies shall be confirmed by the contractor in writing). If the contractor offers an accelerated delivery time acceptable to the ordering agency, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

12. F.O.B. Point (s): Destination

13a. Ordering Address:

C.B. HARRIS & Company, Inc.

900 2nd Street, N.E.

Suite 308-B

Washington, DC 20002

Phone (202) 216-0303

Fax (202) 216-9790

13b. Ordering Procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).

14. Payment Address:

C.B. HARRIS & Company, Inc.

900 2nd Street, N.E.

Suite 308-B

Washington, DC 20002

15. Warranty Provision: Contractor's Standard Commercial Warranty

16. Export Packing charges: Not Applicable

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): Contact Contractor

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

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- 21. List of service and distribution points:** Not applicable
- 22. List of participating dealers:** Not Applicable
- 23. Preventive maintenance:** Not Applicable
- 24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants):** Not Applicable
- 24b. Section 508 compliance for electronic and information technology (EIT):** Not Applicable
- 25. DUNS Number:** 10-670-0201
- 26. Central Contractor Registration (CCR):** CCR has been migrated to System for Award Management (SAM). C.B. HARRIS & Company, Inc. is registered in the SAM Database.

OFFICE IMAGING AND DOCUMENT SOLUTIONS DESCRIPTIONS

51-409 Network, Optical Imaging Systems and Solutions

The contractor will provide hardware and software to enable the user to migrate unstructured paper and electronic data into an electronic document. The user will have the capability to search for documents from a variety of sources such as desktop personal computer, intranet/internet, LAN/WAN, Cloud Computing, Work flow, Online Storage, Online Data Backup. The software will support the user's needs in capturing data in typed print, handprint, mark sense and barcode, electronic data and paper documents into an electronic format and media of choice, in a reliable, secured operating environment. The contractor will provide one or more of the following software/hardware components into medium of choice: Data & Document Capture, APPs.gov, Document Imaging, COLD, Document Management, Storage Management, Document Management Scanner and other related equipment. This SIN also includes equipment that provides solutions for small to medium size offices to allow the user to capture documents, file documents and retrieve data in seconds. This gives the user the ability to find documents anytime and does not require software installation. This information can be retrieved from the Web browser. Document Storage Solutions are designed to deliver and maintain on/off line storage solutions for users who need to present, share, archive and distribute information on CD, DVD, and DVRAM and other related mediums. Network protocols are widely used to obtain stored data. This SIN also includes directly related accessories, attachments, software and supplies.

51-501 Needs Assessment and Analysis Service

Needs Assessment and Analysis Services consist of a comprehensive assessment of the customer's existing objectives, capabilities and, funding obligations which will provide agency's recommendation(s) on how to meet or exceed organization's overall performance by providing total office solutions. Needs Assessment and Analysis Services provide for professional support in analyzing and developing customer requirements. Regardless of the specific approach and strategies described in the technical proposal for each work segment, the work in general shall include consulting services, and other related services.

51-503 Education and Training Support Services

Educational and Training Support Services provide the customer with operational knowledge of products and/or services offered under this schedule. Training is offered on site/off site, and through video conferencing, internet training or CD ROM base training. ABC Data Entry Systems, Inc GSA Schedule Pricing 6

51-504 – Records Management Services

File Organization and Maintenance Services provides intellectual and physical support to enable the Government control of documents or information. It includes the organization of sophisticated documents or information placing them into a simplified filing system in accordance with an ordering agency's needs to improve their existing work environment. Generally, it includes gathering documents and data to be scanned and indexed into a digitized format. However, an ordering agency may simply require updating to an existing file system, maintenance of documents, or filing existing documents or information into a storage media for shipping.

51-505 - Document Production On-site and Off-site Services

Document production onsite and offsite services provide customers a practical turn-key solution to a customer's requirements for production of documents. A typical document production services would include the required equipment (e.g., high volume digital color copiers, scanners) and contractor provided operational and management personnel required for effective onsite/offsite document production. Document production services are available using either contractor provided and installed equipment, using Government owned equipment, or using equipment installed in Government locations under Lease to Ownership Plans. In addition, single or multiple shift production operations; consumable supplies (paper and transparencies are usually not included); ongoing equipment maintenance; and customized agency reports are included. Negotiated Operational Performance Standards may be jointly developed and included in the purchase order (e.g., job turnaround time, maximum number of impressions per day or month, document

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quality expectations, turnaround performance and accuracy ratings, management of the consumable supplies, and monthly management reports).

51-506 – Document Conversion Services

The process of document conversion involves state-of-the-art scanning of the original document's text and graphic image into digital data, which is then transferred to a new media and formatted for use in a document imaging and storage system. Comprehensive DCS are used to transfer text and graphic images in existing documents (e.g., correspondence, files, technical manuals, land records, charts, engineering drawings, legal instruments, etc.) in whatever media they currently exist (e.g., paper, aperture cards, microfiche, microfilm, roll film, etc.) onto a new delivery/ storage media (e.g., CD-ROM disks, 4mm/8mm magnetic tape, magnetic storage disks, aperture cards, microfiche, microfilm, roll film, etc.) in any required format (e.g., raster images, ASCII text, SGML tagged for electronic distribution or publishing, PDF image files, etc.) required for use in a document imaging and storage system. Customized coding and indexing options are also available as part of the document conversion process.

51-507 – Destruction Services

Destruction Services offer a full range of services: Shredding of classified and unclassified materials; Incineration of paper documents, maps, blueprints, catalogs, and disintegration of microfilm, microfiche, ID cards, VHS tapes, support DOD-approved requirements.

733-1 Mail Room Administrative Support Services

Includes management, supervision, labor, and equipment; plans, schedules, coordinates, and assures effective performance of all services described. Consists of preparing/packaging mail, addressing, labeling, folding, inserting, bursting, collating, mail match, wrapping, software services, metering, and stamping mail.

SIN 51-1000 Other Direct Costs

Includes Other Direct Costs (ODCs), classes or categories of supplies and services which are not included in the unit price of the Support Products or Services Special Item Numbers (SINs), but are required to complete a given purchase, delivery task order, or where the specific requirements can only be defined in the purchase, delivery or task order itself. Office, Image and Document Solutions may require Other Direct Costs, ODCs in order to provide customers with a complete solution. ODCs are intended as supplemental costs and will be charged as pass through costs when included in a service solution involving services performed under SINS 51-501, 51-503, 51-504, 51-505, 51-506, and 733-1. Other direct costs approved by GSA for this contract include but not limited to:

Eco Friendly & USA Made Products
Direct Supplies
Presentation Materials
Promotional Items
Educational Supplies
Laser Technology
Equipment Maintenance
Telecommunications
Travel Expense

Identification & Credential Accessories
Stationary Products
Warehouse Storage
Hardware and Software
Shipping Costs
Writing Instruments
Digital Media
Recognition Awards
Special Equipment

GSA PRICE LIST

Document Conversion Service Pricing Assumptions for this pricing schedule:

- Paper documents to be converted are 8 1/2 x 11 standard sized paper
- Paper quality is good to excellent
- Pricing assumes standard document preparation
- One Index per file @ 25 characters

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| Service | Unit | Standard Rate | Contract Customer Discount | Contract Customer Rate | Proposed GSA Discount | GSA Rate |
|---|-------------------------|---------------|----------------------------|------------------------|-----------------------|----------|
| 733-1 Mail Room Admin Support | Per Record | .34 | 3% | .33 | 9.32% | .31 |
| 51-505 Document Production | Per Page | 2.50 | 3% | 2.42 | 9.32% | 2.25 |
| 51-506 Document Conversion | Per Record | .30 | 3% | .29 | 9.32% | .27 |
| 51-505 Survey Tabulation | Per Keystroke | 0.05 | 3% | 0.048 | 9.32% | 0.045 |
| SIN 51-504, -505, -506 Services | Unit | Standard Rate | Contract Customer Discount | Contract Customer Rate | Proposed GSA Discount | GSA Rate |
| Document Preparation | Per Image | 0.025 | 3% | 0.0237 | 9.32% | 0.02 |
| Document Indexing/Tabs | Per File, Per Index | 0.25 | 3% | 0.237 | 9.32% | 0.2 |
| Damaged Document Processing | Per Page | 1.50 | 3% | 1.46 | 9.32% | 1.35 |
| Mylar and Transparencies | Per Page | 0.3 | 3% | 0.29 | 9.32% | 0.27 |
| Production Page and Spacers | Per Page | 1.50 | 3% | 1.46 | 9.32% | 1.35 |
| File Indexing | Per File | 0.16 | 3% | 0.155 | 9.32% | 0.144 |
| Indexing | Per Keystroke | 0.05 | 3% | 0.048 | 9.32% | 0.045 |
| 200 dpi scanning | 0 - 50,000 images | 0.15 | 3% | 0.145 | 9.32% | 0.135 |
| 200 dpi scanning | 51,000 - 100,000 images | 0.14 | 3% | 0.136 | 9.32% | 0.125 |
| 200 dpi scanning | > 100,000 images | 0.11 | 3% | 0.105 | 9.32% | 0.10 |
| 300 dpi scanning | 0 - 50,000 images | 0.175 | 3% | 0.17 | 9.32% | 0.157 |
| 300 dpi scanning | 51,000 - 100,000 images | 0.16 | 3% | 0.16 | 9.32% | 0.144 |
| 300 dpi scanning | > 100,000 images | 0.14 | 3% | 0.136 | 9.32% | 0.126 |
| 200 dpi scanning/(Greater than 11 x 17) | Per Page | 0.34 | 3% | 0.33 | 9.32% | 0.31 |
| 300 dpi scanning/(Greater than 11 x 17) | Per Page | 0.37 | 3% | 0.36 | 9.32% | 0.33 |
| 400 dpi scanning/(Greater than 11 x 17) | Per Page | 0.45 | 3% | 0.44 | 9.32% | 0.405 |
| 600 dpi scanning/(Greater than 11 x 17) | Per Page | 0.60 | 3% | 0.58 | 9.32% | 0.54 |
| OCR | Per Image | 0.04 | 3% | 0.039 | 9.32% | 0.036 |

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| For 51-504, -505, -506, 733-1 Services | Per | Commercial Standard Rate Onsite | Commercial Standard Rate Offsite | GSA Rate Onsite | GSA Rate Offsite |
|--|------|---------------------------------------|--|-----------------------|------------------------|
| Administrative Assistant I | Hour | \$56.47 | \$59.29 | \$50.64 | \$53.17 |
| Administrative Assistant II | Hour | \$66.21 | \$69.52 | \$59.37 | \$62.34 |
| Archivist | Hour | \$97.59 | \$102.47 | \$87.51 | \$91.88 |
| Classified Courier | Hour | \$36.28 | \$38.09 | \$32.53 | \$34.16 |
| Computer Systems Analyst I | Hour | \$57.44 | \$60.31 | \$46.36 | \$48.67 |
| Computer Systems Analyst II | Hour | \$64.44 | \$67.66 | \$52.01 | \$54.61 |
| Consultant I | Hour | \$97.26 | \$102.12 | \$87.21 | \$91.57 |
| Consultant II | Hour | \$142.71 | \$149.85 | \$127.96 | \$134.36 |
| Courier/Messenger | Hour | \$31.78 | \$33.37 | \$28.50 | \$29.92 |
| Digital Scanner/Converter | Hour | \$50.05 | \$52.55 | \$44.88 | \$47.12 |
| Document Imaging Specialist I | Hour | \$40.05 | \$42.05 | \$35.91 | \$37.71 |
| Document Imaging Specialist II | Hour | \$42.70 | \$44.84 | \$38.29 | \$40.20 |
| Document Preparation Clerk | Hour | \$35.66 | \$37.44 | \$31.98 | \$33.57 |
| Driver/Mover | Hour | \$47.68 | \$50.06 | \$42.75 | \$44.90 |
| General Clerk I | Hour | \$33.66 | \$35.34 | \$27.30 | \$28.66 |
| General Clerk II | Hour | \$38.56 | \$40.49 | \$32.08 | \$33.69 |
| Information Management Specialist | Hour | \$97.34 | \$102.21 | \$87.28 | \$91.65 |
| Laborer | Hour | \$31.78 | \$33.37 | \$28.50 | \$29.92 |
| Program Manager I | Hour | \$111.45 | \$117.02 | \$99.93 | \$104.93 |
| Program Manager II | Hour | \$140.88 | \$147.92 | \$126.32 | \$132.64 |
| Project Manager I | Hour | \$101.44 | \$106.51 | \$90.96 | \$95.51 |
| Project Manager II | Hour | \$116.77 | \$122.61 | \$104.70 | \$109.94 |
| Project Supervisor | Hour | \$54.47 | \$57.19 | \$48.84 | \$51.28 |
| Quality Assurance Specialist | Hour | \$61.66 | \$64.74 | \$52.76 | \$55.40 |
| Records Analyst I | Hour | \$60.48 | \$63.50 | \$54.23 | \$56.94 |
| Records Analyst II | Hour | \$68.88 | \$72.32 | \$61.76 | \$64.85 |
| Records Information Manager I | Hour | \$89.95 | \$94.45 | \$80.66 | \$84.69 |
| Records Information Manager II | Hour | \$107.79 | \$113.18 | \$96.65 | \$101.49 |
| Records Management Specialist | Hour | \$72.02 | \$75.62 | \$64.58 | \$67.81 |
| Systems Administrator | Hour | \$83.05 | \$87.20 | \$74.47 | \$78.19 |
| Systems Engineer I | Hour | \$70.88 | \$74.42 | \$63.56 | \$66.73 |
| Systems Engineer II | Hour | \$83.01 | \$87.16 | \$74.43 | \$78.15 |
| Warehouse Handler | Hour | \$39.14 | \$41.10 | \$35.10 | \$36.85 |

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| ADMINISTRATIVE ASSISTANT I | |
|------------------------------------|---|
| Work Experience: | Two (2) years experience |
| Responsibilities/Duties: | Performs diverse secretarial and administrative duties. Key responsibilities include: initiating special reports, composing routine correspondence, and compiling statistical and budget information, and providing communication with all levels of personnel to gather and convey information. Supervises administrative assignments, developing solutions and procedures to improve specific departmental policies or work flow. Is knowledgeable in administrative practices and office management, work simplification, organizational theory and practice, and human relations principles and practices. |
| Education: | High school diploma |
| ADMINISTRATIVE ASSISTANT II | |
| Work Experience: | Five (5) years experience |
| Responsibilities/Duties: | Maintains a close and highly responsive relationship to the day-to-day activities of the supervisor and staff, works fairly independently, receiving a minimum of detailed supervision and guidance, and performs duties including travel arrangement for staff. Performs diverse secretarial and administrative duties. Key responsibilities include: initiating special reports, composing routine correspondence, and compiling statistical and budget information, and providing communication with all levels of personnel to gather and convey information. Supervises administrative assignments, developing solutions and procedures to improve specific departmental policies or work flow. Is knowledgeable in administrative practices and office management, work simplification, organizational theory and practice, and human relations principles and practices. |
| Education: | Associate's degree |
| ARCHIVIST | |
| Work Experience: | Five (5) years experience or equivalent |
| Responsibilities/Duties: | Authenticates and appraises historical documents and archival materials. Creates and maintains accessible, retrieval computer archives and databases, incorporating current advances in electronic information storage technology. Directs activities of workers who assist in arranging, cataloguing, exhibiting and maintaining collections of valuable materials. Organizes archival records and develops classification system to facilitate access to archival materials. Prepares archival records, such as documents description to allow easy access information. Researches records origins and historical significance of archival materials. Specializes in an area of history or technology, researching topics or items relevant to collections to determine what should be retained or acquired. |
| Education: | Bachelors Degree |
| CLASSIFIED COURIER | |
| Work Experience: | One (1) year of related experience |
| Responsibilities/Duties: | Delivers messages, documents, packages and mail to governmental agencies including the following: obtains receipts for articles delivered and keeps a log of items received and delivered, or delivers items to offices and departments within an establishment. Ensures the inviolability of pouches, classified or sensitive materials and their safe and secure delivery. |
| Education: | High school diploma |
| COMPUTER SYSTEM ANALYST I | |
| Work Experience: | Three (3) years of related experience |
| Responsibilities/Duties: | Designs and maintains appropriate interfaces between system hardware and software components. Plans systems software development and enhancements and approves system enhancement documentation before installation. Makes determination to either modify or develop new sub-systems. Test, maintain, |

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| | |
|-----------------------------------|---|
| Education: | and monitor computer programs and systems, including coordinating the installation of computer programs and systems. Bachelor's degree |
| COMPUTER SYSTEM ANALYST II | |
| Work Experience: | Five (5) years of related experience |
| Responsibilities/Duties: | Works independently or under the direction of a Information Management Specialist. Analyzes enterprise system. Designs and maintains appropriate interfaces between system hardware and software components. Provides supervision and guidance to Computer Systems Analyst I and other support personnel. Plans systems software development and enhancements and approves system enhancement documentation before installation. Makes determination to either modify or develop new sub-systems. Provides staff and users with assistance solving computer related problems, such as malfunction and program problems. Tests, maintains, and monitors computer programs and systems, including coordinating the installation of computer programs and systems. |
| Education: | Bachelor's degree |
| CONSULTANT I | |
| Work Experience: | Five (5) years of experience |
| Responsibilities/Duties: | Responsible for development and implementation of management systems. Including pre-design consultations, needs analysis and data structure. Oversees the analysis of program goals and resource requirements. Ensures that all management-level personnel understands the duties of their positions and carry out their individual mandates for action. |
| Education: | Bachelor's degree |
| CONSULTANT, II | |
| Work Experience: | Ten (10) years of experience |
| Responsibilities/Duties: | Providing technical direction for highly complex specialized services in management, organizational and business improvement. Suggest overall goals and strategies for the organization. May specialize in administration, management, communications, document conversion and more. |
| Education: | Bachelor's degree. PMI certification |
| COURIER/MESSENGER | |
| Work Experience: | One (1) year of related experience |
| Responsibilities/Duties: | Delivers messages, documents, packages and mail to governmental agencies including the following: obtains receipts for articles delivered and keeps a log of items received and delivered, or delivers items to offices and departments within an establishment. |
| Education: | High school diploma |
| DIGITAL SCANNER/CONVERTER | |
| Work Experience: | Three (3) years of related experience. Some training with records management and document conversion. Attention to detail required. |
| Responsibilities/Duties: | Responsible for converting materials to digital format using a high-resolution scanner. Scans documents, prints, photographs, artworks, etc. and imports in photo software; corrects color and manipulates images as required using provided software; burns digital images to DVD. Records technical items, and structural metadata in a spreadsheet. Calibrates all components of scanner, computer, and work station on a regular basis. Records descriptive metadata. |
| Education: | Associate's degree |

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| <i>DOCUMENT IMAGING SPECIALIST I</i> | |
|--|--|
| Work Experience: | One (1) year of related experience. Some training with records management and document conversion. Attention to detail required. |
| Responsibilities/Duties: | Responsible for converting materials to digital format using a high-resolution scanner. Scans prints, photographs, artworks, etc. and imports in photo software; corrects color and manipulates images as required using provided software; burns digital images to DVD. Records technical items, and structural metadata in a spreadsheet. Calibrates all components of scanner, computer, and work station on a regular basis. |
| Education: | High School Diploma |
| <i>DOCUMENT IMAGING SPECIALIST II</i> | |
| Work Experience: | Three (3) years of related experience. Some training with records management and document conversion. Attention to detail required. |
| Responsibilities/Duties: | Responsible for converting materials to digital format using a high-resolution scanner. Scan prints and photographs, artworks, etc. and imports in photo software; corrects color and manipulate images as required using provided software; burns digital images to DVD. Records technical items, and structural metadata in a spreadsheet. Calibrate all components of scanner, computer, and work station on a regular basis. |
| Education: | Bachelor's degree |
| <i>DOCUMENT PREPARATION CLERK</i> | |
| Work Experience: | Training or one (1) year experience with document preparation functions |
| Responsibilities/Duties: | Prepares documents such as brochures, books, periodicals, catalogs, and pamphlets for copying or photocopying, photographic, and other reproducing office machine. Cuts documents into individual pages of standard size and format when allowed by margin space, using paper cutter. Reproduces document pages as necessary to improve clarity or to reduce one or more pages into single page of standard size for copying machine being used. Stamps standard symbols on pages or inserts instruction cards between pages of material to identify those requiring special handling. Prepares cover sheet and document folder for material, and index card for organization's files. |
| Education: | High school diploma |
| <i>DRIVER/MOVER</i> | |
| Work Experience: | One (1) year related experience and a valid driver's license. May require CDL class. |
| Responsibilities/Duties: | Drives a truck, van or other vehicle to deliver to other designated off-site facilities. The driver loads and unloads mail tubs, boxes, bags, and/or packages for delivery, as well as signs for registered or certified mail picked up at the Post Office. The driver obtains receipt for items delivered and updates and maintains log of items received and delivered. The driver updates and maintains mileage and maintenance log of vehicle usage. The driver may also process incoming and outgoing mail. |
| Education: | High school diploma |
| <i>GENERAL CLERK I</i> | |
| Work Experience: | One (1) year of related experience |
| Responsibilities/Duties: | Follows clearly detailed procedures in completing several repetitive clerical steps performed in a prescribed or slightly varied sequence, such as coding and filing documents in an extensive alphabetical file; could involve simple posting to individual accounts, opening mail, calculating and posting charges to departmental accounts, operating basic office equipment, e.g. photocopier, facsimile, multi-line phone/voicemail systems, mailing machines, and minimal computer programs. |
| Education: | High school diploma |

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| GENERAL CLERK II | |
|--|---|
| Work Experience: | Three (3) years of related experience |
| Responsibilities/Duties: | Supervises and directs clerical and/or lower level processing staff to accomplish work. Reports on progress, troubleshoots, performs quality control, and ensures work meets contract requirements for quality and delivery schedules. Functions as expert operative on all equipment and processes. Uses some subject-matter knowledge and judgment to complete assignments consisting of numerous steps that vary in nature and sequence. Functions as expert operative on all equipment and processes. Trains staff. |
| Education: | Associate's degree |
| INFORMATION MANAGEMENT SPECIALIST | |
| Work Experience: | Three (3) years of related experience |
| Responsibilities/Duties: | Analyzes organizational database system; designs, builds and integrates computer database systems. Is knowledgeable of custom database software platforms. Develops technical documentation detailing the installation procedures. May lead a team of analysts and related personnel on complex projects. |
| Education: | Bachelor's degree |
| LABORER | |
| Work Experience: | Six (months) of related experience |
| Responsibilities/Duties: | Performs a variety of tasks and all kinds of construction of job sites. May include cleaning and preparing job site, loading and delivering materials for a project or working as part of an assembly line. |
| Education: | High school diploma |
| PROGRAM MANAGER I | |
| Work Experience: | Five (5) to seven (7) years of specialized experience planning and managing commercial or government programs |
| Responsibilities/Duties: | Plans, organizes, directs and controls the project/program to ensure all contractual obligations are fulfilled, quality standards are met, and associated expectations of performance are achieved. Key responsibilities include: Managing multiple concurrent project tasks, providing expert direction and guidance to subordinates, developing schedules and formulating work plans. |
| Education: | Bachelor's degree |
| PROGRAM MANAGER II | |
| Work Experience: | Ten (10) years of specialized experience planning and managing commercial or government programs. |
| Responsibilities/Duties: | Organizes, directs and manages support services for all activities covered by a contract. Serves as liaison among contractor's corporate management and program managers; has ultimate responsibility for the contractor resources and the accomplishments of all tasks assigned under a contract. Responsible for formulating and enforcing work standards, assigning schedules, reviewing work, supervising personnel and communicating policies, purposes and goals of the organization to subordinates. |
| Education: | Bachelor's degree |
| PROJECT MANAGER II | |
| Work Experience: | Seven (7) to eight (8) years of progressively complex experience of which two (2) years is specialized in managing contracts, funds, and resources |
| Responsibilities/Duties: | Performs day-to-day management of assigned task order projects. Demonstrates proven skills in those technical areas addressed by the task order to be managed. Organizes, directs, and coordinates planning and production of all activities associated with assigned task order projects. Provides expert direction and guidance to subordinates, developing schedules, formulating work plans, managing and controlling project funds and resources, and serves as point of contact with COTRs. |
| Education: | Bachelor's degree |

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| PROJECT MANAGER I | |
|-------------------------------------|---|
| Work Experience: | Three (3) to five (5) of progressively complex experience of which two (2) years is specialized in managing contracts, funds, and resources |
| Responsibilities/Duties: | Performs day-to-day management of assigned task order projects. Demonstrates proven skills in those technical areas addressed by the task order to be managed. Organizes, directs, and coordinates planning and production of all activities associated with assigned task order projects. Serves as point of contact with COTRs. |
| Education: | Master's degree |
| PROJECT SUPERVISOR | |
| Work Experience: | Two (2) years experience of which one (1) year is specialized in managing contracts funds, and resources |
| Responsibilities/Duties: | Performs day-to-day management of assigned task order projects. Demonstrates proven skills in those technical areas addressed by the task order to be managed. Organizes, directs, and coordinates planning and production of all activities associated with assigned task order projects. |
| Education: | Bachelor's degree |
| QUALITY ASSURANCE SPECIALIST | |
| Work Experience: | Four (4) years of job-related experience |
| Responsibilities/Duties: | Performs a combination of routine, multiple and varying assignments under the general direction of a manager or more experienced professional. Acts as an individual contributor or member of a team for projects within a defined area of responsibility. Applies experience and detailed knowledge applicable to quality assurance (QA) programs or projects. Serves as an advisor on the application, impact, and effectiveness of supporting QA programs. Participates in planning, implementation and maintenance of QA systems. Compiles and analyzes quality data. Ensures reliability with requirements during procurement, production, and supply of materials. Reviews, analyzes and implements QA policies, procedures and regulations pertaining to QA systems operations. Develops and coordinates the necessary changes to existing programs. Prepares procedural guides and instructions to enhance the assessment of quality performance. |
| Education: | Bachelors degree |
| RECORDS ANALYST I | |
| Work Experience: | Three (3) years experience in records or information management |
| Responsibilities/Duties: | Responsible for analyzing records management problems and designing strategies to meet records management program needs; such as file structures for specific record group and inventorying branch or divisional offices. Structures problems for systematic analysis, and formulates recommendations for actions. Reviews and critically analyzes scientific and technical documents, presents the analysis results in well-organized readable form, and revises those reports based on results of analysis and consultation with Agency staff. Confers with Agency staff, as directed, for specific tasks of limited duration, translates stated needs in to implementable strategies, and prepares deliverables. |
| Education: | Bachelor's degree |
| RECORDS ANALYST II | |
| Work Experience: | Five (5) years of related experience |
| Responsibilities/Duties: | Provides technical writing and documentation support to technical and management level personnel. Supports consulting, administration, and management groups. Responsible for analyzing records management problems and designing strategies to meet records management program needs; such as file structures for specific record group and inventorying branch or divisional offices. Structures problems for systematic analysis, and formulates recommendations for actions. Reviews and critically |

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| Education: | analyzes scientific and technical documents, presents the analysis results in well-organized readable form, and revises those reports based on results of analysis and consultation with Agency staff. Bachelor's degree |
| <i>RECORDS INFORMATION MANAGER I</i> | |
| Work Experience: | Five (5) years experience in records or information management. |
| Responsibilities/Duties: | Responsible for the successful operation of contracted records management programs, records centers, docket, and other ongoing information services functions at a national, regional, or headquarters records management program or major docket work site. Supervises exempt and non-exempt contract staff at work site. Assists with contract management procedures and contract deliverables, planning and program development, analysis of records management problems, and design of strategies and procedures to meet on going records management needs. Performs technical duties as required, including, but not limited to: records information management, organization and classification, indexing and abstracting, training agency staff in records, docket, records centers, docket, and other ongoing information services, procedures, database development and utilization. |
| Education: | Bachelor's degree. |
| <i>RECORDS INFORMATION MANAGER II</i> | |
| Work Experience: | A minimum six (6) years of document conversion and records management work-related skill, knowledge and experience. A high level of creativity. |
| Responsibilities/Duties: | Directs and coordinates activities concerned with the production, pricing, sales and services of the division. Responsible for the successful operation of contracted records management programs, records centers, docket, and other ongoing information services functions at a national, regional, or headquarters records management program or major docket work site. Supervises exempt and non-exempt contract staff at work site. Assists with contract management procedures and contract deliverables, planning and program development, analysis of records management problems, and design of strategies and procedures to meet on-going records management needs. Performs technical duties as required, including, but not limited to: records information management, organization and classification, indexing and abstracting, training agency staff in records, docket, records centers, docket, and other ongoing information services, procedures, database development and utilization. |
| Education: | Bachelor's degree |
| <i>RECORDS MANAGEMENT SPECIALIST</i> | |
| Work Experience: | Three (3) years experience in records or information management |
| Responsibilities/Duties: | Provides technical support for records management programs, docket, record centers, or other information services under the supervision of a Records Information Manager. Assists in planning and program development, analysis of non-complex records management problems, and design of strategies to meet less complicated records management needs. Specific technical duties include, but are not limited to response to inquiries; collection maintenance and retrieval tasks; equipment maintenance; and of automated information systems and maintenance data/information in the system. Duties do not involve supervision. |
| Education: | Bachelor's degree |
| <i>SYSTEMS ADMINISTRATOR</i> | |
| Work Experience: | Four (4) years experience in systems programming and/or analysis |
| Responsibilities/Duties: | The System Administrator (SA) is responsible for effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure. Participates in technical research and development to enable continuing innovation within the infrastructure. Ensures |

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| Education: | that system hardware, operating systems, software systems, and related procedures adhere to organizational values, enabling staff, volunteers, and Partners. Assists project teams with technical issues in the Initiation and Planning phases of standard project management methodology. These activities include the definition of needs, benefits, and technical strategy; research & development within the Project life-cycle; technical analysis and design; and support of operations staff in executing, testing and rolling-out the solutions. Participates on projects focused on smoothing the transition of projects from development staff to production staff by performing operations activities within the project life-cycle. Bachelor's degree |
| SYSTEMS ENGINEER I | |
| Work Experience: | Three (3) years experience with automated systems |
| Responsibilities/Duties: | Develops analytical and computational techniques and methodology for problem solutions. Performs process and data modeling in support of the planning and analysis efforts using manual and automated tools such as: Integrated Computer-aided Software Engineering (ICASE) tools. Applies reverse engineering and re-engineering disciplines to develop planning documents. Provides technical support in software engineering techniques and automated support tools. |
| Education: | Bachelor's degree or higher in one of the following academic fields: Information Systems Management, Computer System Analysis, Computer Science |
| SYSTEMS ENGINEER II | |
| Work Experience: | Five (5) years experience with automated systems |
| Responsibilities/Duties: | Applies a service-wide set of disciplines for planning, analysis, design, and construction of information systems on an organization-wide basis or across a major sector of the organization. Develops analytical And computational techniques for problem solutions. Performs process and data modeling in support of the planning and analysis efforts using manual and automated tools such as: Integrated Computer-aided Software Engineering (ICASE) tools. Applies reverse engineering and re-engineering disciplines to develop planning documents. Provides technical support in software engineering techniques and automated support tools. Provides daily supervision and direction to staff. |
| Education: | Bachelor's degree or higher in one of the following academic fields: Information Systems Management, Computer System Analysis, Computer Science |
| WAREHOUSE HANDLER | |
| Work Experience: | One (1) year experience |
| Responsibilities/Duties: | Loads and unloads materials in warehouses, service and storage facilities. Handles a variety of materials materials and products. Workers may use moving equipment such as pallet jacks, forklifts and dollies to bring products or materials to appropriate locations. Involves transacting inventorying quantities to the department and delivering to the work area. Monitors stockroom, storage and/or service facility inventory and reports discrepancies to supervisors. |
| Education: | High school diploma |