



**AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST**  
**Office Management – Records Management & Document Services**

**FEDERAL SUPPLY GROUP: MAS**

SIN 493110RM

SIN 518210DC

SIN 518210ERM

SIN 541611LIT

SIN 54151S



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**Federal ID# 56-2307423**

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**CONTRACT NUMBER: GS-03F-034DA**

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

**CONTRACT PERIOD: DECEMBER 16, 2015 – DECEMBER 15, 2025**

**MODIFICATION NO.: PS-0016**

**EFFECTIVE: 10-29-2020**

**POINT OF CONTACT:**

ANDREW MILISITS  
MANAGING PARTNER  
202.669.6692 (O)  
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ANDREWM@AITHERAS.COM

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>.

**SMALL BUSINESS & SBA CERTIFIED SMALL DISADVANTAGED BUSINESS**

**CUSTOMER INFORMATION**

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

SIN 493110RM – Physical Records Management Services  
SIN 518210DC – Document Conversion Services  
SIN 518210ERM – Electronics Records Management Solutions  
SIN 541611LIT – Litigation Support Services  
SIN 54151S – Information Technology Professional Services  
SIN OLM – 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 Attachment A – Hourly Labor Rates

**1c. Labor Category Descriptions:**

See Attachment B – Labor Category Descriptions

**2. Maximum Order:**

\$1,000,000

**3. Minimum Order:**

\$100

**4. Geographic Coverage (delivery Area):**

Domestic only

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

Same as contractor

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

Prices shown herein are net to the government.

**7. Quantity discounts:**

1.00% for task/delivery orders valued at \$50,000-\$125,000.00.  
1.50% for task/delivery orders valued at \$125,001.00-\$250,000.00; and  
2.00% for task/delivery orders valued at \$250,001.00 or more.

**8. Prompt payment terms:**

1% 10-days; Net 30 days. Information for Ordering Offices: prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

**9. Foreign items (list items by country of origin):**

None

**10a. Time of Delivery (Contractor insert number of days):**

As specified on the Task Order

- 10b. Expedited Delivery.** The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery:  
 Contact Contractor
  
- 10c. Overnight and 2-day delivery.** The Contractor will indicate whether overnight and 2-day delivery is available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery:  
 Contact Contractor
  
- 10d. Urgent Requirements.** The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to affect a faster delivery:  
 Contact Contractor
  
- 11. F.O. B Points(s):**  
 Destination
  
- 12a. Ordering Address(es):**  
 Same as Contractor
  
- 12b. 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](http://fss.gsa.gov/schedules)).
  
- 13. Payment address(es):**  
 Same as Contractor
  
- 14. Warranty provision:**  
 Contractor’s standard commercial warranty
  
- 15. Export Packing Charges (if applicable):**  
 N/A
  
- 16. Terms and conditions of rental, maintenance, and repair (if applicable):**  
 N/A
  
- 17. Terms and conditions of installation (if applicable):**  
 N/A
  
- 18. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):**  
 N/A
  
- 18a. Terms and conditions for any other services (if applicable):**  
 N/A
  
- 19. List of service and distribution points (if applicable):** N/A
  
- 20. List of participating dealers (if applicable):**  
 N/A

**21. Preventive maintenance (if applicable):**

N/A

**22a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: N/A****22b. 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., contactor's website or other location.)**The EIT standards can be found at: [www.Section508.gov/](http://www.Section508.gov/).**23. Data Universal Numbering System (DUNS) number:**

136947608

**24. Notification regarding registration in System for Award Management (SAM): Registered**

**ATTACHMENT A – HOURLY RATES**

| SIN       | Labor Category                         | GSA Offered Price |                 |                 |                 |                  |
|-----------|--|-------------------|-----------------|-----------------|-----------------|------------------|
|           |  | Year 6<br>20-21   | Year 7<br>21-22 | Year 8<br>22-23 | Year 9<br>23-24 | Year 10<br>24-25 |
| 493110RM  | Onsite Supervisor                      | \$56.23           | \$57.08         | \$57.93         | \$58.80         | \$59.68          |
| 493110RM  | Data Entry Technician **               | \$45.36           | \$46.04         | \$46.73         | \$47.43         | \$48.14          |
| 493110RM  | Data Entry Operator **                 | \$37.80           | \$38.37         | \$38.95         | \$39.53         | \$40.12          |
| 493110RM  | Module Developer – Contractor Facility | \$88.23           | \$89.56         | \$90.90         | \$92.26         | \$93.65          |
| 493110RM  | Module Developer – Customer Facility   | \$76.77           | \$77.92         | \$79.09         | \$80.27         | \$81.48          |
| 493110RM  | Multimedia Support Analyst             | \$73.94           | \$75.05         | \$76.18         | \$77.32         | \$78.48          |
| 493110RM  | Project Manager II                     | \$110.98          | \$112.65        | \$114.34        | \$116.05        | \$117.79         |
| 493110RM  | Subject Matter Expert II               | \$119.86          | \$121.66        | \$123.48        | \$125.33        | \$127.21         |
| 493110RM  | Technical Writer/Analyst II            | \$94.14           | \$95.56         | \$96.99         | \$98.44         | \$99.92          |
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| 518210DC  | Imaging Specialist I **                | \$42.52           | \$43.16         | \$43.81         | \$44.46         | \$45.13          |
| 518210DC  | Imaging Specialist II **               | \$47.84           | \$48.56         | \$49.29         | \$50.03         | \$50.78          |
| 518210DC  | QA Specialist I **                     | \$42.52           | \$43.16         | \$43.81         | \$44.46         | \$45.13          |
| 518210DC  | Data Specialist I **                   | \$38.74           | \$39.32         | \$39.91         | \$40.51         | \$41.12          |
| 518210DC  | Data Specialist II **                  | \$43.84           | \$44.50         | \$45.17         | \$45.85         | \$46.53          |
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| 541611LIT | Analyst                                | \$88.23           | \$89.56         | \$90.90         | \$92.26         | \$93.65          |
| 541611LIT | Technical Analyst I                    | \$64.08           | \$65.04         | \$66.01         | \$67.00         | \$68.01          |
| 541611LIT | Project Manager I                      | \$64.08           | \$65.04         | \$66.01         | \$67.00         | \$68.01          |
| 541611LIT | Subject Matter Expert I                | \$88.30           | \$89.62         | \$90.97         | \$92.33         | \$93.72          |
| 541611LIT | Industry Analyst                       | \$195.92          | \$198.86        | \$201.84        | \$204.87        | \$207.94         |
| 541611LIT | Technical Analyst II                   | \$119.52          | \$121.32        | \$123.14        | \$124.98        | \$126.86         |
| 541611LIT | Sr. Systems Analyst                    | \$80.85           | \$82.06         | \$83.29         | \$84.54         | \$85.81          |
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| 518210ERM | Onsite Supervisor                      | \$56.23           | \$57.08         | \$57.93         | \$58.80         | \$59.68          |
| 518210ERM | Data Entry Technician **               | \$45.36           | \$46.04         | \$46.73         | \$47.43         | \$48.14          |
| 518210ERM | Data Entry Operator **                 | \$37.80           | \$38.37         | \$38.95         | \$39.53         | \$40.12          |

| SIN       | Labor Category                         | Year 6<br>20-21 | Year 7<br>21-22 | Year 8<br>22-23 | Year 9<br>23-24 | Year 10<br>24-25 |
|-----------|--|-----------------|-----------------|-----------------|-----------------|------------------|
| 518210ERM | Module Developer – Contractor Facility | \$88.23         | \$89.56         | \$90.90         | \$92.26         | \$93.65          |
| 518210ERM | Module Developer – Customer Facility   | \$76.77         | \$77.92         | \$79.09         | \$80.27         | \$81.48          |
| 518210ERM | Multimedia Support Analyst             | \$73.94         | \$75.05         | \$76.18         | \$77.32         | \$78.48          |
| 518210ERM | Project Manager II                     | \$110.98        | \$112.65        | \$114.34        | \$116.05        | \$117.79         |
| 518210ERM | Subject Matter Expert II               | \$119.86        | \$121.66        | \$123.48        | \$125.33        | \$127.21         |
| 518210ERM | Technical Writer/Analyst II            | \$94.14         | \$95.56         | \$96.99         | \$98.44         | \$99.92          |
| 54151S    | Principal Consultant                   | \$186.65        | \$189.45        | \$192.29        | \$195.18        | \$198.10         |
| 54151S    | Senior Consultant                      | \$157.93        | \$160.30        | \$162.71        | \$165.15        | \$167.63         |
| 54151S    | Consultant                             | \$124.43        | \$126.30        | \$128.19        | \$130.12        | \$132.07         |
| 54151S    | SME/Oracle DBA                         | \$114.86        | \$116.58        | \$118.33        | \$120.11        | \$121.91         |
| 54151S    | SCCM Windows Engineer                  | \$119.65        | \$121.44        | \$123.26        | \$125.11        | \$126.99         |
| 54151S    | Splunk Engineer                        | \$132.09        | \$134.007       | \$136.08        | \$138.12        | \$140.20         |
| 54151S    | Sr. Citrix Engineer                    | \$142.52        | \$144.66        | \$146.83        | \$149.03        | \$151.26         |
| 54151S    | Sr. Data Quality Engineer              | \$119.65        | \$121.44        | \$123.26        | \$125.11        | \$126.99         |
| 54151S    | Sr. SharePoint Engineer                | \$138.79        | \$140.87        | \$142.99        | \$145.13        | \$147.31         |

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

| SCLS Matrix                  |   |                        |
|------------------------------|---|------------------------|
| Labor Category               | Wage Determination Name                   | Wage Determination No. |
| <i>Imaging Specialist I</i>  | <i>01112 General Clerk II</i>             | <i>2015-4270</i>       |
| <i>Imaging Specialist II</i> | <i>01270 Production Control Clerk</i>     | <i>2015-4270</i>       |
| <i>QA Specialist I</i>       | <i>01113 General Clerk III</i>            | <i>2015-4270</i>       |
| <i>Data Specialist I</i>     | <i>01070 Document Preparation Clerk</i>   | <i>2015-4270</i>       |
| <i>Data Specialist II</i>    | <i>01090 Duplicating machine operator</i> | <i>2015-4270</i>       |
| <i>Data Entry Technician</i> | <i>01052 Data Entry Operator II</i>       | <i>2015-4270</i>       |
| <i>Data Entry Operator</i>   | <i>01051 Data Entry Operator I</i>        | <i>2015-4270</i>       |

**ATTACHMENT B – LABOR CATEGORY DESCRIPTIONS**

AITHERAS Schedule MAS Labor Categories

**SIN 493110RM Onsite Supervisor**

Minimum Education and Experience Requirements: Bachelor’s Degree (with an emphasis in Records

Management/Document Conversion, Library Science, Business Administration, or Information Management preferred) plus a minimum of four (4) years of progressive experience in the conversion, movement, manipulation, archiving, security, and management of records, and supervising document management/conversion and/or records management projects of at least five (5) personnel.

The Onsite Supervisor is responsible for the overall contract operation at an operational production facility. Duties include, but are not limited to planning, scheduling, and monitoring all work; ensuring compliance with all contract performance and task order requirements; setting goals and establishing priorities in concert with client goals and objectives and changing priorities; acting as liaison with client personnel; monitoring contract costs and service quality and providing technical guidance and problem resolution on records management issues.

**SIN 493110RM Data Entry Technician**

Minimum Education and Experience Requirements: High School Diploma or equivalent, three years of office related experience, and supervisory experience preferred.

Provides repository-related support functions and customer service functions using existing databases. Performs repository and technical library functions, using reproduction equipment, and performs data entry functions. Requires ability to access, read and evaluate the content of specific records to complete data entry Classifies, indexes, stores, and circulates documents, books, records, periodicals, papers, microfiche, and technical documents stores on various electronic media. Performs manual data collection, data entry, word processing or computer application software to update indices and technical documents. Performs routine cataloging functions. Coordinates lower-level Data Entry Operators and assigns data entry task assignments.

**SIN 493110RM Data Entry Operators**

Minimum Education and Experience Requirements: High School Diploma or equivalent, six months of office related experience

Provides repository-related support functions and customer service functions using existing databases. Performs repository and technical library functions, using reproduction equipment, and performs data entry functions. Requires ability to access, read and evaluate the content of specific records to complete data entry Classifies, indexes, stores, and circulates documents, books, records, periodicals, papers, microfiche, and technical documents stores on various electronic media. Performs manual data collection, data entry, word processing or computer application software to update indices and technical documents. Performs routine cataloging functions.

**SIN 493110RM Module Developer On and Off Site**

Minimum Education and Experience Requirements: Must have a college degree (major in science or information management preferred), one year experience.

Will develop module to be installed into learning management system. Tasked with receiving requirements and materials through project manager from client and turning into an outline of a course and then a module compatible with the learning management system. Will work with the subject matter expert to ensure materials developed fit internal client cultural and language norms and expectations. Will also work with the multimedia support analyst to identify areas where multimedia elements can be used, and to offload multimedia production

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on to the multimedia support analyst. Will work with technical writer to ensure that documentation produced matches actual requirements for installation and configuration.

**SIN 493110RM Multimedia Support Analyst**

Minimum Education and Experience Requirements: High School Diploma or equivalent. A Bachelor's degree with science or information management coursework is desirable, but not required. At least one year of experience with multimedia software is required.

Tasked with production of multimedia content, to include graphics, rendering, voiceovers, video production, and other similar content. Will work with module developers to help identify areas where multimedia content should be produced.

**SIN 493110RM Project Manager II**

Minimum Education and Experience Requirements: Bachelor's Degree in a related scientific, business information or Records Information Management field and at least three (3) years of experience.

The Project Manager is a senior level employee with a proven ability to manage projects. Responsible for the management and execution of assigned projects(s) in accordance with the requirements of the contract. This position is responsible for assisting in the budgeting, scheduling, and quality in the accomplishment of projects. Serves as the counterpart to the client program/technical manager. Manages program support operations involving multiple tasks and personnel. Organizes, directs and coordinates planning and execution of program support activities. Shall have demonstrated records management and data conversion expertise and communication skills to be able to interface with all levels of management. Assigns duties and reviews work of subordinates. Meets and confers with client management officials regarding the status of specific Contractor program activities and progress. Resolves problems, issues or conflicts as required. Ensures that program schedule, performance and deliverables are met.

**SIN 493110RM Subject Matter Expert II (SME II)**

Minimum Education and Experience Requirements: Bachelor's Degree in a related scientific, business information or Records Information Management field and at least five (5) years of experience.

The SME II must have basic understanding and experience in all phases of lifecycle records management and experience conducting records inventories, outlining file plans (taxonomies), and drafting records control schedules. The SME I should understand Federal record keeping requirements. The SME II must have a basic knowledge of various electronic record keeping practices including but not limited to, email management, digital imaging, cloud storage and social media. The Subject Matter Expert must have the ability to abstract data from regulatory applications and/or complex scientific reports. Data abstraction may require using Oracle or Access databases or other computer systems for data input as required. The SME must be able to provide data validation (database) and quality control functions. Will provide specific guidance to module developers for client and records management content being added to modules. Will assist in "fleshing out" of curriculum, language, and other content to be consistent with the expectations of client for best possible understanding and adoption of content client environment.

**SIN 493110RM Technical Writer/Analyst II**

Minimum Education and Experience Requirements: High School Diploma or equivalent, two years of office related experience.

1) Examines and evaluates records-management systems to develop new or improve existing methods for efficient handling, protecting, and disposing of business records and information: Reviews records and reports to ascertain media used, reproduction process, or electronic data processing involved.

2) Drafts office and storage area layout to plot location of equipment and to compute space available.

3) Confers with clerical and supervisory personnel to gather suggestions for improvements and to detect records-management problems.

4) Reviews records retention schedules and governmental recordkeeping requirements to determine timetables for transferring active records to inactive or archival storage, for reducing paper records to micrographic form, or for destroying obsolete or unnecessary records.

5) Prepare instruction manuals, journal articles, and other supporting documents to communicate complex and technical information more easily. Develop, gather, and disseminate technical information among customers, designers, and manufacturers.

6) Will create technical documentation for technical staff to detail installation and configuration instructions for both the learning management system platform as well as the individual modules. Will produce thorough, clear, technically focused documentation in both hardcopy and electronic formats.

#### **SIN 518210DC Imaging Specialist I**

Minimum Education and Experience Requirements: High School Diploma or equivalent, six months experience. The Imaging Specialist I must possess progressively responsible clerical, office or other work that indicates ability to acquire the particular knowledge and skills needed to perform the duties of the position to be filled as follows:

1. Ability to scan documents correctly/properly, expeditiously, and error-free.
2. Ability to perform quality control on scanned documents for clarity and legibility while ensuring imaging and data capture on all documents.
3. General knowledge of industry/agency/ client regulations
4. Ability to read, understand and apply a body of rules and regulations.
5. Skill in operating a personal computer to create, edit, extract, input and assemble a variety of correspondence/data.
6. Ability to sort files and arrange them in strict numerical order.
7. Ability to work effectively and cooperatively with others.
8. Ability to communicate clearly and effectively, both orally and in writing.

#### **SIN 518210DC Imaging Specialist II**

Minimum Education and Experience Requirements: High School Diploma or equivalent, two years of office related experience, and supervisory experience.

The Imaging Specialist II must possess progressively responsible clerical, office or other work that indicates ability to acquire the particular knowledge and skills needed to perform the duties of the position to be filled as follows:

1. Ability to scan documents correctly/properly, expeditiously, and error-free.
2. Ability to perform quality control on scanned documents for clarity and legibility while ensuring imaging and data capture on all documents.
3. General knowledge of industry/agency/ client regulations
4. Ability to read, understand and apply a body of rules and regulations.
5. Skill in operating a personal computer to create, edit, extract, input and assemble a variety of correspondence/data.
6. Ability to sort files and arrange them in strict numerical order.
7. Ability to work effectively and cooperatively with others.
8. Ability to train Imaging Specialist I on equipment and procedures.
9. Ability to communicate clearly and effectively, both orally and in writing.

**SIN 518210DC QA Specialist I**

Minimum Education and Experience Requirements: High School Diploma or equivalent, six months of office related experience.

This position establishes and maintains procedures for adhering to performance metrics and Standard Operating Procedures (SOPs). Creates and / or updates workflow diagrams to identify when quality control will be conducted. Identifies quality issues and recommends solutions. Submits quality control reports, verifies the accuracy of data entry activities, and inspects each worksite, as required, to ensure compliance with the requirements of orders issued against the contract. Requires limited supervision. Proofreads documentation and graphics for accuracy and adherence to original content and provides quality control checking for documents received from copying and word processing.

**SIN 518210DC Data Specialist I**

Minimum Education and Experience Requirements: High School Diploma or equivalent. A Bachelor's degree with science or information management coursework is desirable, but not required. At least one year of experience in an office environment is required with a records management background is preferred.

The individual must have experience with reading and classifying scientific regulatory documents. In addition, they must have demonstrated oral and written communication skills, customer service skills, a working knowledge with the standard Microsoft suite of products, and experience in working areas such as document tracking databases, digital imaging, and micrographics. Demonstrated data entry skills and attention to detail is required.

**SIN 518210DC Data Specialist II**

Minimum Education and Experience Requirements: Must have a college degree (major in science or information management preferred), one year experience.

This individual must be proficient in reading, analyzing, classifying, and interpreting regulatory submissions. The ability to lead special project teams is preferred, with three (3) years of increasingly responsible experience in records and document management preferred. This individual must also be able to implement SOPs and train staff in their use. The individual must have experience with scientific regulatory documents, and demonstrated speaking, writing, and demonstrated customer service skills. In addition, the Senior Technical Information Specialist must have an in-depth background with computer use, including a working knowledge of the standard Microsoft suite of products. The individual must also have experience in areas such as quality control, overseeing document tracking databases, inventorying records, scanning, and micrographics.

**SIN 541611LIT Analyst**

(a) Responsibilities/Duties. In addition to performing functions of Document Management Technician, as described below, performs moderately complex litigation support tasks, including, for example, detailed review and analysis of case materials in a broad range of subject matters, such as financial records, health care materials, and other litigation files; detailed indexing of case files; drafting procedures for accomplishing litigation support assignments; document acquisition related tasks; screening for privilege documents; conducting database searches; and performing e-discovery culling. Proofreads and edits deliverable products. Sometimes serves as "team leader" for larger group of Document Management Technicians and clerical support staff. Often works with minimal supervision. Reports to Task Supervisor or Project Supervisor.

(b) Qualifications. One year of experience on major litigation support projects or undergraduate degree. Certain assignments may require experience or substantial undergraduate coursework in, for example, finance/accounting, health care, or substantial experience in the legal environment or in information technology. Demonstrated ability to work independently in a team environment. Must have excellent writing skills and oral communication capabilities. Requires hands-on familiarity with the Government's office and network environment, including but not limited to, data processing environments, including office automation networks,

PC-based databases and other applications, internet and server-based databases and other applications, such as Oracle, Concordance, Summation, Trial Director, etc. Should be a knowledgeable user of the Government's office and network environment, including but not limited to, word processing, spreadsheet, imaging, and hardware systems.

**SIN 541611LIT Technical Analyst I**

(a) Responsibilities/Duties: The Technical Analyst is a very senior IT professional with outstanding or unique skills and analytic abilities, particularly with respect to specific application software, operating systems, or technologies. The Technical Analyst consults with Contractor and Government management to identify systems requirements and make recommendations for technical solutions to systems problems; manages a systems project through all phases including applications development, applications maintenance, systems documentation, quality assurance and user support; provides technical advice, supervision, and guidance to the IT team; evaluates programs in terms of efficiency, effectiveness, quality and interoperability with client systems; evaluates and develops systems software and hardware requirements along with short and long range planning, including systems integration solutions and telecommunications requirements; translates advanced concepts into practical and effective solutions using structured techniques to define requirements; and develops feasible alternatives and estimates costs of implementation. Makes presentations of findings, recommendations, and specifications in formal reports and oral presentations to a variety of audiences, including non-technical personnel. May be required to perform supervisory or managerial duties.

(b) Qualifications. This is a very senior, high-level technical position. At least five years of specific, hands-on experience actually doing such work is usually expected. Candidates must demonstrate mastery level skills designing, implementing, and troubleshooting applications, and making use of the software or technology for which consulting services are required. For example, if a project involves a large-scale Oracle application in a Unix environment, the candidate will have to have had five or more years' experience developing large-scale Oracle applications employing and integrating a variety of Oracle products, features, and capabilities, such as Oracle Forms and Reports, Oracle Internet Developer Suite, and PL/SQL functions and procedures, together with user exits to other programs, and interactions with operating system shell scripts. Other applications will require other sets of skills and competencies. It is extremely important that candidates demonstrate a successful history of difficult and complex problem-solving with respect to the appropriate systems. Excellent oral and written communications skills required. Litigation support experience helpful. Undergraduate degree strongly preferred; preferably in the computer science or information management/technology disciplines. Graduate degree in computer science or information management/technology preferred. Some supervisory or managerial experience may be required.

**SIN 541611LIT Project Manager I**

(a) Responsibilities/Duties. The Project Manager is the Contractor manager with primary responsibility for all support provided to a particular case. Project Managers will generally be responsible for more than one active case at a time; a caseload of six to ten "moderately active, moderately-sized" cases will be typical, with several of the cases possibly in the discovery and/or document coding stage, one case in trial, several in the deposition preparation/witness binder stage, etc. Extremely large or active cases may reduce the number of other cases handled by a Project Manager. In mammoth cases, involving, for example, more than 10 million pages, more than one Project Manager may be assigned to a case. The Project Manager is the Government's primary point of contact for all support for the case. The Project Manager will have frequent contact with the COR, Government Case Managers, trial attorneys, client agency staff, and sometimes even opposing counsel. The Project Manager is responsible for planning and managing all support for the case, including monitoring workflow, progress reporting, identifying, and assigning staff, budget development and tracking, coordinating technical/data processing support, and obtaining other required resources. Performs an active quality assurance role to ensure high quality work delivered on time. Ensures that proper security is maintained overall project materials, in accordance with Department security procedures. Coordinates with other Contractor components to deliver project support.

When operating out of a Document Center, the Project Manager's work may be subject to coordination or direction by the Lead Project Manager.

(b) Qualifications. At least four years of progressively more responsible supervisory and management experience on major litigation support projects, including proven capabilities and communication skills to successfully interact with clients and attorneys. Demonstrated ability to manage numerous complex and time-critical litigation support activities simultaneously, including technical/data processing support activities. Requires expert knowledge of litigation support; outstanding writing skills; excellent oral communication skills; and excellent management skills. Must be able to anticipate litigation support needs and develop and execute detailed plans for addressing those needs. Requires knowledge of the Government's data processing environment in which the work is to be performed, including office automation networks, PC-based databases and other applications, and internet and server-based databases and other applications, such as but not limited to Oracle, Concordance, Summation, and Trial Director. Should be an expert user of the Government's office and network environment, including but not limited to, word processing, spreadsheet, imaging, and hardware systems. Undergraduate degree required. Law degree, advanced technical certification, or other pertinent graduate degree preferred. Substantial significant experience may in some cases be substituted for degree requirement.

**SIN 54161LIT – Subject Matter Expert I**

Minimum Education and Experience Requirements: Bachelor's Degree in a related scientific, business information or Records Information Management field and at least three (3) years of experience.

The SME must have basic understanding and experience in all phases of lifecycle records management and experience conducting records inventories, outlining file plans (taxonomies), and drafting records control schedules. The SME I should understand Federal record keeping requirements. The SME I must have a basic knowledge of various electronic record keeping practices including but not limited to, email management, digital imaging, cloud storage and social media. The Subject Matter Expert must have the ability to abstract data from regulatory applications and/or complex scientific reports. Data abstraction may require using Oracle or Access databases or other computer systems for data input as required. The SME must be able to provide data validation (database) and quality control functions.

**SIN 541611LIT Industry Analyst (IA)**

Minimum Education and Experience Requirements: Bachelor's Degree in a related scientific or business information field and at least ten (10) years of experience.

Industry Analysts shall be specialist in these areas: including but not limited to such specialized disciplines as: geology, hydrology, biology, toxicology, chemistry, medicine, psychiatry, engineering, architecture, special investigations, ballistics, and forensics. IA shall assist in understanding technical case documents, facts, and issues, and to provide an evaluation of these in relation to the case. Evaluation of case-related materials, such as reports, analyses, and determinations of factual findings, will also be required. IA will be able to perform preliminary investigation and analysis work used to develop the case and/or to help the attorneys assess the Government's position in the case, rather than expert witness work. However, expert witness testimony by these individuals may occasionally be required.

**SIN 541611LIT Technical Analyst II**

a) Responsibilities/Duties: The Technical Analyst is a very senior IT professional with outstanding or unique skills and analytic abilities, particularly with respect to specific application software, operating systems, or technologies. One of the primary responsibilities of the Technical Analyst is support attorneys and the IT staff difficult issues pertaining to the extraction, analysis, and handling of evidentiary data in the support for the Litigation Cases.

The Technical Analyst consults with Contractor and Government management to identify systems requirements and make recommendations for technical solutions to systems problems; manages a systems project through all

phases of the litigation support lifecycle, this includes applications development, applications maintenance, systems documentation, quality assurance and user support; provides technical advice, supervision, and guidance to the IT team; evaluates programs in terms of efficiency, effectiveness, quality and interoperability with client systems; evaluates and develops systems software and hardware requirements along with short and long range planning, including systems integration solutions and telecommunications requirements; translates advanced concepts into practical and effective solutions using structured techniques to define requirements; and develops feasible alternatives and estimates costs of implementation.

The Technical Analyst makes presentations of data and information pertaining to case data and findings, recommendations to how the data and information should be treated and or analyzed, and specifications in formal reports and oral presentations to a variety of audiences, including non-technical personnel such as attorneys, congressional hearing, and briefing of senior staff members of the Executive Branch. The Technical Analyst may be required to perform supervisory or managerial duties.

**SIN 541611LIT Senior Systems Analyst**

(a) Responsibilities/Duties. Typically reports to Contractor IT Manager, to Systems Manager, or to Lead Project Manager. Consults with COR, Government Case Managers, and trial attorneys as to system requirements and proposed technical approach to IT needs. Based on information gathered from such consultations, determines system and project requirements. Based on definition of system requirements, designs entire system to meet those requirements. On smaller projects, may perform entire range of technical support, including data file conversions, program validations and testing, etc. Performs systems evaluations. Makes presentations of findings, recommendations, and specifications in formal reports and in oral presentations. Also consults with COR regarding task orders, scheduling of work, personnel assignments, priorities, and progress reporting; plans, staffs, schedules, and develops cost estimates for work to be performed under task orders. Reports on contract and task order progress. Directs and supervises personnel assigned to perform on task orders, ensuring conformance to work standards and ensuring that the technical design conforms to functional requirements. Ensures successful completion of work, timeliness of deliverables, and quality control. Prepares system/technical documentation. Works under configuration management plan. Performs and supervises the technical aspects of the tasks. Organizes and conducts user training sessions. Prepares training material and training manuals.

(b) Qualifications. This is a senior level technical position, often the most senior level technical position for all work for a particular DOJ component. Must demonstrate substantial, hands-on, successful experience in actually doing the work on the systems being used, usually at least five years of such experience. For example, if most of the databases will be set up using Concordance on a Windows server accessed via the JCON network, the Senior Systems Analyst should have substantial experience, and expertise, in actually doing the work of setting up, populating, troubleshooting, maintaining, documenting, and training users in Concordance databases in that environment. Other systems environments will require other specific sets of skills. Requires broad knowledge of the Government's IT environments, including office automation networks, and PC and server-based databases and applications. Experience in a litigation support environment extremely helpful. Excellent oral and written communication skills are required. Supervisory experience very strongly preferred. Ability to lead a technical team, and to give it direction, will be very important, as will the demonstrated ability to analyze the attorneys' needs, and to design and implement a whole system solution responsive to those needs. Undergraduate degree strongly preferred; preferably in the computer science or information management/technology disciplines.

**SIN 541611ERM Onsite Supervisor**

Minimum Education and Experience Requirements: Bachelor's Degree (with an emphasis in Records Management/Document Conversion, Library Science, Business Administration, or Information Management preferred) plus a minimum of four (4) years of progressive experience in the conversion, movement, manipulation, archiving, security, and management of records, and supervising document management/conversion and/or records management projects of at least five (5) personnel.

The Onsite Supervisor is responsible for the overall contract operation at an operational production facility. Duties include, but are not limited to planning, scheduling, and monitoring all work; ensuring compliance with all contract performance and task order requirements; setting goals and establishing priorities in concert with client goals and objectives and changing priorities; acting as liaison with client personnel; monitoring contract costs and service quality and providing technical guidance and problem resolution on records management issues.

**SIN 518210ERM Data Entry Technician**

Minimum Education and Experience Requirements: High School Diploma or equivalent, three years of office related experience, and supervisory experience preferred.

Provides repository-related support functions and customer service functions using existing databases. Performs repository and technical library functions, using reproduction equipment, and performs data entry functions. Requires ability to access, read and evaluate the content of specific records to complete data entry. Classifies, indexes, stores, and circulates documents, books, records, periodicals, papers, microfiche, and technical documents stores on various electronic media. Performs manual data collection, data entry, word processing or computer application software to update indices and technical documents. Performs routine cataloging functions. Coordinates lower-level Data Entry Operators and assigns data entry task assignments.

**SIN 518210ERM Data Entry Operators**

Minimum Education and Experience Requirements: High School Diploma or equivalent, six months of office related experience

Provides repository-related support functions and customer service functions using existing databases. Performs repository and technical library functions, using reproduction equipment, and performs data entry functions. Requires ability to access, read and evaluate the content of specific records to complete data entry. Classifies, indexes, stores, and circulates documents, books, records, periodicals, papers, microfiche, and technical documents stores on various electronic media. Performs manual data collection, data entry, word processing or computer application software to update indices and technical documents. Performs routine cataloging functions.

**SIN 518210ERM Module Developer On and Off Site**

Minimum Education and Experience Requirements: Must have a college degree (major in science or information management preferred), one year experience.

Will develop module to be installed into learning management system. Tasked with receiving requirements and materials through project manager from client and turning into an outline of a course and then a module compatible with the learning management system. Will work with the subject matter expert to ensure materials developed fit internal client cultural and language norms and expectations. Will also work with the multimedia support analyst to identify areas where multimedia elements can be used, and to offload multimedia production on to the multimedia support analyst. Will work with technical writer to ensure that documentation produced matches actual requirements for installation and configuration.

**SIN 518210ERM Multimedia Support Analyst**

Minimum Education and Experience Requirements: High School Diploma or equivalent. A Bachelor's degree with science or information management coursework is desirable, but not required. At least one year of experience with multimedia software is required.

Tasked with production of multimedia content, to include graphics, rendering, voiceovers, video production, and other similar content. Will work with module developers to help identify areas where multimedia content should be produced.

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**SIN518210ERM – Project Manager II**

Minimum Education and Experience Requirements: Bachelor’s Degree in a related scientific, business information or Records Information Management field and at least three (3) years of experience.

The Project Manager is a senior level employee with a proven ability to manage projects. Responsible for the management and execution of assigned projects(s) in accordance with the requirements of the contract. This position is responsible for assisting in the budgeting, scheduling, and quality in the accomplishment of projects. Serves as the counterpart to the client program/technical manager. Manages program support operations involving multiple tasks and personnel. Organizes, directs and coordinates planning and execution of program support activities. Shall have demonstrated records management and data conversion expertise and communication skills to be able to interface with all levels of management. Assigns duties and reviews work of subordinates. Meets and confers with client management officials regarding the status of specific Contractor program activities and progress. Resolves problems, issues or conflicts as required. Ensures that program schedule, performance and deliverables are met.

**SIN 518210ERM Subject Matter Expert II (SME II)**

Minimum Education and Experience Requirements: Bachelor’s Degree in a related scientific, business information or Records Information Management field and at least five (5) years of experience.

The SME II must have basic understanding and experience in all phases of lifecycle records management and experience conducting records inventories, outlining file plans (taxonomies), and drafting records control schedules. The SME I should understand Federal record keeping requirements. The SME II must have a basic knowledge of various electronic record keeping practices including but not limited to, email management, digital imaging, cloud storage and social media. The Subject Matter Expert must have the ability to abstract data from regulatory applications and/or complex scientific reports. Data abstraction may require using Oracle or Access databases or other computer systems for data input as required. The SME must be able to provide data validation (database) and quality control functions. Will provide specific guidance to module developers for client and records management content being added to modules. Will assist in “fleshing out” of curriculum, language, and other content to be consistent with the expectations of client for best possible understanding and adoption of content client environment.

**SIN 518210ERM Technical Writer/Analyst II**

Minimum Education and Experience Requirements: High School Diploma or equivalent, two years of office related experience.

- 1) Examines and evaluates records-management systems to develop new or improve existing methods for efficient handling, protecting, and disposing of business records and information: Reviews records and reports to ascertain media used, reproduction process, or electronic data processing involved.
- 2) Drafts office and storage area layout to plot location of equipment and to compute space available.
- 3) Confers with clerical and supervisory personnel to gather suggestions for improvements and to detect records-management problems.
- 4) Reviews records retention schedules and governmental recordkeeping requirements to determine timetables for transferring active records to inactive or archival storage, for reducing paper records to micrographic form, or for destroying obsolete or unnecessary records.
- 5) Prepare instruction manuals, journal articles, and other supporting documents to communicate complex and technical information more easily. Develop, gather, and disseminate technical information among customers, designers, and manufacturers.

6) Will create technical documentation for technical staff to detail installation and configuration instructions for both the learning management system platform as well as the individual modules. Will produce thorough, clear, technically focused documentation in both hardcopy and electronic formats.

**SIN 54151S Principal Consultant**

Minimum Education and Experience Requirements: Bachelors, (7) years of office related experience.

The Principal Consultant has experience in managing teams of professionals with generalized and specialized expertise in information management and information technology services. Information technology services include systems planning and management, integration management, functional requirements analysis and modeling, systems analysis and design, business process reengineering, systems life cycle management, system testing and evaluation, system implementation, and data management. The PC provides consulting and executive support to enterprise-wide or national level programs and personnel. The pc provides executive knowledge and insight, technical experience and/or subject-matter expertise to projects; performs analyses and develops recommendations that may have substantial impact on major programs and activities. The PC performs enterprise-wide strategic systems planning and may supervise technical staff.

**SIN 54151S Senior Consultant**

Minimum Education and Experience Requirements: Bachelors, (5) years of office related experience.

The Senior Consultant has experience in managing teams of professionals with generalized and specialized expertise in information management and information technology services. Information technology services include systems planning and management, integration management, functional requirements analysis and modeling, systems analysis and design, business process reengineering, systems life cycle management, system testing and evaluation, system implementation, and data management. The SC provides consulting and support to enterprise-wide or national level programs and personnel. The SC provides experienced knowledge and insight, technical experience and/or subject-matter expertise to projects; performs analyses and develops recommendations that may have substantial impact on major programs and activities. The SC performs enterprise-wide strategic systems planning and may supervise technical staff.

**SIN 54151S Consultant**

Minimum Education and Experience Requirements: Bachelors, (3) years of office related experience.

The Consultant has experience in managing teams of professionals with generalized and specialized expertise in information management and information technology services. Information technology services include systems planning and management, integration management, functional requirements analysis and modeling, systems analysis and design, business process reengineering, systems life cycle management, system testing and evaluation, system implementation, and data management. The Consultant provides consulting and support to enterprise-wide or national level programs and personnel. The Consultant provides knowledge and insight, technical experience and/or subject-matter expertise to projects; performs analyses and develops recommendations that may have substantial impact on major programs and activities. The Consultant performs enterprise-wide strategic systems planning.

**SIN 54151S SME/Oracle DBA**

Minimum Education and Experience Requirements: Bachelors, (3) years of office related experience.

Assists in the operations and maintenance of relational or non-relational database management systems, search servers, or analytics servers. Responsibilities may include designing data storage structures; monitoring and analyzing system performance; making recommendations for optimizing system performance; creating and tuning

indexes to facilitate data retrieval; syncing data across data sources or platforms; archiving data using vendor-specific tools, DBA monitors enforcement of system and data security measures, as applicable.

**SIN 54151S SCCM Windows Engineer**

Minimum Education and Experience Requirements: Bachelors, (3) years of office related experience.

Primary responsibilities include administration of an SCCM 2012 / SCCM 2016 or greater infrastructure, running an Active Directory infrastructure that supports multiple Microsoft based networks spanning multiple security enclaves. This includes a high number of domain controllers and supporting services like federation (ADFS), Group Policies, implementing and modifying complex PowerShell scripts, identifying inefficiencies, and providing solutions. Help remotely managing all workstations, laptops and servers using SCCM for a couple of Microsoft based networks and domains, as well as various other external entities on implementations and integration of new and existing projects as needed.

**SIN 54151S Splunk Engineer**

Minimum Education and Experience Requirements: Bachelors, (6) years of office related experience.

Provide overall engineering and design support for a very large distributed Splunk environment consisting of heavy forwarders, indexers, and search head servers, spanning security, performance, and operational roles. Will support the full system engineering life cycle, including requirements analysis, design, development, integration, test, documentation, and implementation following defined best practices and operational workflows.

**SIN 54151S Sr. Citrix Engineer**

Minimum Education and Experience Requirements: Bachelors, (5) years of office related experience.

Responsible for the overall direction, development, enhancement, and maintenance of the enterprise Citrix environment. This includes analysis, planning, development and implementation of new features and enhancements to provide required levels of service to the organization.

**SIN 54151S Sr. Data Quality Engineer**

Minimum Education and Experience Requirements: Bachelors, (5) years of office related experience.

Designing, testing, deploying, and documenting data quality procedures and their outputs  
 The primary tasks associated with this role are to use data quality tooling to profile the project source data, define or confirm the definition of the metadata, cleanse and accurately check the project data, check for duplicate or redundant records, and provide information on how to proceed with backend ETL processes  
 Partner with data stewards to provide summary results of data quality analysis, which will be used to make decisions regarding how to measure business rules and quality of the data.

**SIN 54151S Sr. SharePoint Engineer**

Minimum Education and Experience Requirements: Bachelors, (5) years of office related experience.

Responsible for designing, developing, configuring, and deploying SharePoint Server / Office 365 and other Microsoft solutions  
 Demonstrate knowledge of best practices utilizing SharePoint and the Microsoft technology. Advanced knowledge of SharePoint as an Intranet, ECM/DM, and collaboration platform. Must possess a deep technical and architectural understanding of administrative and functional capabilities of Microsoft SharePoint 2007-2016, SharePoint Online. Demonstrate ability to stay current with Application Architecture best practices, existing and emerging technology platforms, architectural and systems engineering industry trends.

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**Allowable Substitutions**

\*Education and Experience: Three years of post-high school experience is the equivalent of an associate degree. Four years of post-high school experience is equivalent to a B.S. degree, and six years of experience is equivalent to an M.S. degree. A B.A. degree is equivalent to a B.S. degree and a M.A. degree is equivalent to a M.S. degree. Five years of relevant experience is the equivalent of Professional or Industry Standard Technical Certification in a relevant field (e.g., ASQ, IEEE, PMP, MCSE CCNP, CAN, CNE). Seven years of relevant experience may be substituted for a Professional License (e.g., Professional Engineer, Registered Communications Distribution Designer (RCDD), Certified Professional Logistician (CPL)).

**ATTACHMENT C – LEGAL HOLD PRO SOFTWARE**

Legal Hold Pro™ is offered “Software-as-a-Service” (web-hosted) on an annual subscription basis.

Enterprise pricing levels are based on Agency size as measured by employee count. “Agency” means the specific agency, department, government corporation, government-controlled corporation, or other organization that is purchasing the service (as shown by the order submitted through the GSA Schedule Contract), but not including any parent or sub-agencies (unless Approved agrees otherwise). Only the employees of the Agency may use the Legal Hold Pro service to initiate and manage a legal hold.

An enterprise annual subscription includes unlimited client access to Legal Hold Pro within the Agency, unlimited holds and custodians on hold, unlimited action requests (Request Tracking), the capability to integrate with other information systems (Hold Link), all account activation fees, data hosting fees, regular software maintenance and updates, backup and disaster recovery, user training and technical support. As a subscription-based service, there are no additional hidden software license or hardware expenses.

Each pricing tier is designed to support unlimited custodian-holds for one instance of Legal Hold Pro to support an individual legal department within an Agency.

| Level  | GSA Annual Cost | Number of Employees |
|--------|-----------------|---------------------|
| Tier 1 | \$ 113,350.13   | Up to 25,000        |
| Tier 2 | \$ 113,350.13   | Up to 50,000        |
| Tier 3 | \$ 196,473.55   | Up to 100,000       |
| Tier 4 | \$ 236,775.82   | More than 100,000   |

| Optional Service | One Time Cost | Description                        |
|------------------|---------------|------------------------------------|
| Migration Pack   | \$5,037.78    | Data Migration of Legacy Hold Data |
| On-Site Training | \$ 2,518.89   | Up to 2 full days                  |



BPA NUMBER \_\_\_\_\_

(CUSTOMER NAME)  
 BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s) \_\_\_\_\_, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering activity):

- (1) The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

| MODEL NUMBER/PART NUMBER | *SPECIAL BPA DISCOUNT/PRICE |
|--------------------------|-----------------------------|
| _____                    | _____                       |
| _____                    | _____                       |
| _____                    | _____                       |

- (2) Delivery:

| DESTINATION | DELIVERY SCHEDULES / DATES |
|-------------|----------------------------|
| _____       | _____                      |
| _____       | _____                      |
| _____       | _____                      |

- (3) The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be \_\_\_\_\_.

- (4) This BPA does not obligate any funds.

- (5) This BPA expires on \_\_\_\_\_ or at the end of the contract period, whichever is earlier.

- (6) The following office(s) is hereby authorized to place orders under this BPA:

| OFFICE | POINT OF CONTACT |
|--------|------------------|
| _____  | _____            |
| _____  | _____            |
| _____  | _____            |

- (7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.

- (8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:

- (a) Name of Contractor.
- (b) Contract Number.
- (c) BPA Number.
- (d) Model Number or National Stock Number (NSN).
- (e) Purchase Order Number.
- (f) Date of Purchase.
- (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and

- 
- (h) Date of Shipment.
  - (9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.
  - (10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

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**Schedule 36 – Office, Imaging and Document Solutions - Solicitation -3FNJ-C1-000001-B (Refresh # XX)**

**Vendor Certification for SIN [ ] --- Electronic Records Management Solutions**

For the purposes of the Schedule 36 Solicitation (3FNJ-C1-000001-B), eleven (11) specific elements of Electronic Records Management (ERM) Services have been identified. These 11 elements are fully defined and the corresponding requirements are identified in the Universal Electronic Records Management Requirements attachment to the solicitation. These requirements have been established and are administered by the National Archives & Records Administration (NARA).

Vendors may provide any combination of the 11 elements of ERM Services; however, vendors must certify that they are capable of meeting all standards associated with the elements they propose by completing this certification. Vendors should include a completed copy of this certification in their published GSA catalog to illustrate their ERM capabilities.

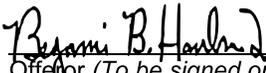
AITHERAS, LLC  
 51 Monroe St Suite 506  
 Rockville, MD 20850

**Proposed Elements of Electronic Records Management Services:**

[Select all that apply]

- Element 1 - Desktop Applications
- Element 2 - Electronic Messages
- Element 3 - Social Media
- Element 4 - Cloud Services
- Element 5 - Websites
- Element 6 - Digital Media (Photo)
- Element 7 - Digital Media (Audio)
- Element 8 - Digital Media (Video)
- Element 9 - Databases
- Element 10 - Shared Drives
- Element 11 - Engineering Drawings

AITHERAS, LLC hereby certifies that we are capable of meeting all standards described in Solicitation -3FNJ-C1-000001-B and the Universal Electronic Records Management Requirements attachment for each of the sections of ERM Services we have proposed, as indicated above.



Offeror (To be signed only by **authorized principal**, with authority to bind the undersigned contractor)

Benjamin Hankins, JR

Partner

12/01/2017

\_\_\_\_\_  
 Name (Printed)

\_\_\_\_\_  
 Title

\_\_\_\_\_  
 Date