

**General Services Administration Federal Supply Service
Authorized Federal Supply Schedule Price List**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA-Advantage!, a menu-driven database system.

The Internet address for GSA-Advantage! is: <http://www.gsaadvantage.gov>

The Office, Imaging and Document Solution FSC Group: 36

For more information on ordering from Federal Supply Schedules, click on the FSS Schedules button at:

<http://www.fss.gsa.gov>

Contract Period: April 15, 2015 – April 14, 2020

TeleSolv Consulting



TeleSolv Consulting
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corporate@telesolvconsulting.com

www.telesolvconsulting.com

Business Size/Status: Small



Contract Holder

Accelerate!

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1. TELESOLV CONSULTING OVERVIEW

TeleSolv Consulting (TeleSolv) is a professional services firm with deep records and information management (RIM) capabilities. Since January 2000 we have delivered RIM services to, and maintained successful partnerships, with clients in public and private sectors. Clients select TeleSolv for the practical and innovative solutions we provide. To date, we have provided support for mission critical RIM support for a variety of professional, technical, and administrative requirements. Our enduring commitment to client satisfaction is evident in our record of successes and exceptional past performance ratings.

2. CONTRACT OVERVIEW

General Services Administration (GSA) makes this contract is available for use by all Federal government agencies to obtain Office, Imaging and Document Solution services, for worldwide use, in a streamlined and simplified manner. Executive agencies, other Federal agencies, mixed-ownership Government corporations, and the District of Columbia; government contractors authorized in writing by a Federal agency pursuant to 48 CFR 51.1; and other activities and organizations authorized by statute or regulation to use GSA as a source of supply may use this contract. Additionally, contractors are encouraged to accept orders received from activities within the Executive Branch of the Federal Government.

3. CONTRACT ADMINISTRATOR

The Contract Administrator assigned to this contract is:

David Vincent, President
Phone: (202) 449-7694
Fax: (202) 521.3552
Email: david@telesolvconsulting.com

4. MARKETING POINT OF CONTACT

The Marketing Point of Contact assigned to this contract is:

Marketing Department
Phone: (202) 449-7694
Fax: (202) 521.3552
Email: sales@telesolvconsulting.com

5. SPECIAL ITEM NUMBER (SIN) DESCRIPTION

51 504 Records Management Services

Record management services provide a comprehensive capability to solve the complex challenges posed by the movement, manipulation, archiving, security, and management of records. The contractor provides professional management and administrative support personnel having the necessary skills to perform effective record management services for both classified and/or unclassified records. The services are provided using either Government or contractor equipment and facilities or a combination of both. The contractor provides those services necessary to meet the following record management objectives using Government equipment and facilities. The Record management objectives are to maintain the existing file room in a manner that permits the easy location, retrieval, and storage of files. File Organization and Maintenance Services - Generally on-site services i.e., organization of files not for storage, tracking of files, information and documents indexing, scanning, labeling, bar-coding and filing.

51 600 Electronic Records Management Solutions

Electronic Records Management services include digital storage, file/media conversion services, and the identification, collection, and production of electronically stored information.

Electronic Records Management Solutions:

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

6. GENERAL CONTRACT INFORMATION

- 1a. Table of Awarded Special Item Numbers (SINs): **51-504 Records Management Services (RMS); 51-600 Electronic Records Management (ERM)**
- 1b. Lowest Priced Model Number and Lowest Price: **Please refer to our rates on [Page 8](#)**
- 1c. Labor Category Descriptions: **Please refer to our Labor Category descriptions on [Page 4](#)**
2. Maximum order: **\$1,000,000.00**
3. Minimum order: **\$100.00**
4. Geographic coverage: **Continental United States**
5. Point(s) of production: **TeleSolv Consulting**
1325 18th Street NW, Suite 204
Attn: David Vincent
Washington DC 20036
GSAContracts@telesolvconsulting.com
6. Discount from list prices or statement of net price.



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7. Quantity discounts: **Contact the Contract Administrator for more information.**
 8. Prompt payment terms: **Net 30**
 - 9a. Government purchase cards **are accepted** at or below the micro-purchase threshold.
 - 9b. Government purchase cards **are accepted** above the micro-purchase threshold.
 10. Foreign items: **None**
 - 11a. Time of delivery: **To Be Negotiated with Ordering Agency**
 - 11b. Expedited Delivery: **To Be Negotiated with Ordering Agency**
 - 11c. Overnight and 2-Day Delivery: **To Be Negotiated with Ordering Agency**
 - 11d. Urgent Requirements: **To Be Negotiated with Ordering Agency**
 12. F.O.B. point(s): **Destination**
 - 13a. Ordering address(es): **TeleSolv Consulting**
1325 18th Street NW, Suite 204
Attn: David Vincent
Washington DC 20036
GSAContracts@telesolvconsulting.com
 - 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(es): **TeleSolv Consulting**
1325 18th Street NW, Suite 204
Attn: Accounting Department
Washington DC 20036
GSAContracts@telesolvconsulting.com
 15. Warranty provision: **Not Applicable**
 16. Export packing charges (if applicable): **Not Applicable**
 17. Terms and conditions of Government purchase card acceptance: **Above micro-purchase level as negotiated with the Ordering Activity.**
 18. Terms and conditions of rental, maintenance, and repair (if applicable): **Not Applicable**

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19. Terms and conditions of installation (if applicable): **Not Applicable**
 20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): **Not Applicable**
 - 20a. Terms and conditions for any other services (if applicable): **Not Applicable**
 21. List of service and distribution points (if applicable): **Not Applicable**
 22. List of participating dealers (if applicable): **Not Applicable**
 23. Preventive maintenance (if applicable): **Not Applicable**
 - 24a. Special attributes such as environmental attributes: **Not Applicable**
 - 24b. Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services. The EIT standards can be found at: www.Section508.gov/: **Contact the Contract Administrator for more information.**
 25. Data Universal Number System (DUNS) number: **118538045**
 26. Notification regarding registration in Central Contractor Registration (CCR) database: **TeleSolv Consulting is actively registered in the System for Award Management (SAM) database.**



7. LABOR CATEGORY DESCRIPTIONS

The labor categories descriptions listed below are brief summaries of competencies for each position. Exhaustive descriptions or job announcements can be obtained from the Contract Administrator. Labor category series (e.g., Document Clerk) with multiple levels (I, II, III) are primarily distinguished by years of experience. The exact labor category proposed for a project is determined after complete review of specific task requirements.

Labor Category	Description
<p>Document Clerk I</p>	<p>Personnel in this labor category are responsible for gathering, sorting, categorizing, and batching documents according to work types and client specifications. Personnel use document management systems to record document specific information. Document Clerks also prepare documents for scanning and reassemble documents following the imaging process. Personnel in this labor category consist of entry-level candidates, with a minimum of zero to one (1) year of relevant experience. Security Clearance required as specified by client.</p> <p>Minimum Education: High School Diploma or equivalent.</p>
<p>Document Clerk II</p>	<p>Personnel in this labor category are responsible for gathering, sorting, categorizing, and batching documents according to work types and client specifications. Personnel use document management systems to record document specific information. Document Clerks also prepare documents for scanning and reassemble documents following the imaging process. Personnel in this labor category are responsible for gathering, sorting, categorizing, and batching documents according to work types and client specifications. Document Clerks also prepare documents for scanning and reassemble documents following the imaging process. Personnel in this labor category consist of competently skilled candidates, with a minimum of one (1) year of relevant experience. Security Clearance required as specified by client.</p> <p>Minimum Education: High School Diploma or equivalent.</p>
<p>Document Clerk III</p>	<p>Personnel in this labor category are responsible for gathering, sorting, categorizing, and batching documents according to work types and client specifications. Personnel use document management systems to record document specific information. Document Clerks also prepare documents for scanning and reassemble documents following the imaging process. Personnel in this labor category are responsible for gathering, sorting, categorizing, and batching documents according to work types and client specifications. Document Clerks also prepare documents for scanning and reassemble documents following the imaging process. Personnel in this labor category consist of proficiently skilled candidates, with a minimum of two (2) years of relevant experience. Security Clearance required as specified by client.</p> <p>Minimum Education: High School Diploma or equivalent.</p>



Labor Category	Description
<p>File Clerk I</p>	<p>Personnel in this labor category are responsible for establishing and implementing a chain-of-custody process for files inside and outside of file rooms. File Clerks are responsible for maintaining, archiving and updating master files as well as supporting documents. File Clerks ensure that all documents are filed and kept in accordance with all compliance, regulatory and legal requirements. Personnel in this labor category consist of entry-level candidates, with a minimum of zero to one (1) year of relevant experience. Security Clearance required as specified by client.</p> <p>Minimum Education: High School Diploma or equivalent.</p>
<p>File Clerk II</p>	<p>Personnel in this labor category are responsible for establishing and implementing a chain-of-custody process for files inside and outside of file rooms. File Clerks are responsible for maintaining, archiving and updating master files as well as supporting documents. File Clerks ensure that all documents are filed and kept in accordance with all compliance, regulatory and legal requirements. Personnel in this labor category consist of competently skilled candidates, with a minimum of one (1) year of relevant experience. Security Clearance required as specified by client.</p> <p>Minimum Education: High School Diploma or equivalent.</p>
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<p>Records Clerk I</p>	<p>Personnel in this labor category are responsible for maintaining client information, including electronic records, paper records, web content, and information stored on databases. Personnel support administration of electronic records management systems by performing tasks that include data entry, scanning, and records maintenance, transfers and audits. Personnel in this labor category consist of competently skilled candidates, with a minimum of one (1) year of relevant experience. Security Clearance required as specified by client.</p> <p>Minimum Education: High School Diploma or equivalent.</p>
<p>Records Clerk II</p>	<p>Personnel in this labor category are responsible for maintaining client information, including electronic records, paper records, web content, and information stored on databases. Personnel support administration of electronic records management systems by performing tasks that include data entry, scanning, and records maintenance, transfers and audits. Personnel in this labor category consist of proficiently skilled candidates, with a minimum of three (3) years of relevant experience. Security Clearance required as specified by client.</p> <p>Minimum Education: High School Diploma or equivalent.</p>



Labor Category	Description
Records Clerk III	<p>Personnel in this labor category are responsible for maintaining client information, including electronic records, paper records, web content, and information stored on databases. Personnel support administration of electronic records management systems by performing tasks that include data entry, scanning, and records maintenance, transfers and audits. Personnel in this labor category consist of expertly skilled candidates, with a minimum of five (5) years of relevant experience. Security Clearance required as specified by client.</p> <p>Minimum Education: High School Diploma or equivalent.</p>
Quality Assurance Specialist I	<p>Personnel in this labor category support quality objectives using established procedures. Personnel are responsible for recording and compiling performance and quality results of records activities to include data entry, indexing, scanning, storage and transfer operations. Personnel in this labor category consist of competently skilled candidates, with a minimum of one (1) year of relevant experience. Security Clearance required as specified by client.</p> <p>Minimum Education: High School Diploma or equivalent.</p>
Quality Assurance Specialist II	<p>Personnel in this labor category support quality objectives using established procedures. Personnel are responsible for recording and compiling performance and quality results of records activities to include data entry, indexing, scanning, storage and transfer operations. Personnel in this labor category consist of proficiently skilled candidates, with a minimum of three (3) years of relevant experience. Security Clearance required as specified by client.</p> <p>Minimum Education: High School Diploma or equivalent.</p>
Quality Assurance Specialist III	<p>Personnel in this labor category support quality objectives using established procedures. Personnel are responsible for recording and compiling performance and quality results of records activities to include data entry, indexing, scanning, storage and transfer operations. Personnel in this labor category consist of expertly skilled candidates, with a minimum of five (5) years of relevant experience. Security Clearance required as specified by client.</p> <p>Minimum Education: High School Diploma or equivalent.</p>
Data Entry Operator I	<p>Personnel in this labor category are responsible for entering information from source documentation into electronic databases. Personnel review source documentation against entry specifications and seek clarification on any errors identified on source information. Personnel in this labor category consist of proficiently skilled candidates, with a minimum of three (3) years of relevant experience. Security Clearance required as specified by client.</p> <p>Minimum Education: High School Diploma or equivalent.</p>
Data Entry Operator II	<p>Personnel in this labor category are responsible for entering information from source documentation into electronic databases. Personnel review source documentation against entry specifications and seek clarification on any errors identified on source information. Personnel in this labor category consist of expertly skilled candidates, with a minimum of five (5) years of relevant experience. Security Clearance required as specified by client.</p> <p>Minimum Education: High School Diploma or equivalent.</p>



Labor Category	Description
Data Analyst	<p>Personnel in this labor category use technical expertise to cull data through custom and standard software applications/models to extrapolate data patterns. Personnel in this labor category have five (5) or more years of experience with analyzing data. Analysts routinely collect and analyze pertinent data regarding the client's programs. Security Clearance required as specified by client.</p> <p>Minimum Education: High School Diploma or equivalent.</p>
Records Consultant	<p>Personnel in this labor category create guidance, procedures and training documentation/material to support records management processes and technologies based on industry best practices. Personnel in this labor category have ten (10) or more years of records management experience. Our Consultants interface with clients and staff on a day-to-day basis, support the completion of project specific tasks within estimated time frames and budget constraints, and provide subject matter expertise. Consultants have senior level expertise and/or relevant certifications. Security Clearance required as specified by client.</p> <p>Minimum Education: High School Diploma or equivalent.</p>
Project Manager	<p>Personnel in this labor category have five (5) or more years of progressive experience in leading and participating in service-based projects. Individuals at this level have demonstrated the ability to manage projects and provide guidance and direction for associated tasks and sub-tasks. Security Clearance required as specified by client.</p> <p>Minimum Education: Bachelor's degree from an accredited college or university.</p>



8. LABOR RATES

The labor rates listed below align to the Labor Category Descriptions listed in Section 7 of this document. Discounted pricing for clients using this schedule contract have been incorporated into the rates for each labor category. The hourly rates are listed in U.S. Dollars (USD) and only constitute the cost of labor for work performed by the associated labor categories.

Labor Category	Location	Unit	Rate (as of 4/21/2015)
Document Clerk I	Nationwide	Hour	\$24.70
Document Clerk II	Nationwide	Hour	\$26.95
Document Clerk III	Nationwide	Hour	\$31.11
File Clerk I	Nationwide	Hour	\$19.22
File Clerk II	Nationwide	Hour	\$23.58
File Clerk III	Nationwide	Hour	\$25.09
Records Clerk I	Nationwide	Hour	\$25.94
Records Clerk II	Nationwide	Hour	\$29.33
Records Clerk III	Nationwide	Hour	\$33.10
QA Specialist I	Nationwide	Hour	\$26.54
QA Specialist II	Nationwide	Hour	\$33.55
QA Specialist III	Nationwide	Hour	\$36.35
Data Entry Operator I	Nationwide	Hour	\$23.87
Data Entry Operator II	Nationwide	Hour	\$26.05
Data Analyst	Nationwide	Hour	\$39.17
Records Consultant	Nationwide	Hour	\$59.45
Project Manager	Nationwide	Hour	\$81.46

Vendor Certification for SIN 51 600 --- 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.

TeleSolv Consulting
1325 18th Street NW, Suite 204, Washington DC 20036

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

TeleSolv Consulting 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)

David Vincent

President

1/24/2018

Name (Printed)

Title

Date