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

Multiple Award Schedule (MAS)

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.

Contract Period: April 15, 2019 – April 14, 2024

TeleSolv Consulting

TeleSolv Consulting
1325 18th Street NW, Suite 204
Washington DC 20036
Telephone: (202) 844.6402
Fax: (202) 521.3552
corporate@telesolvconsulting.com
www.telesolvconsulting.com

Business Size/Status: Small

Price list current as of Modification # PS-A812 effective April 11, 2020
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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) 844.6402  
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) 844.6404  
Fax: (202) 521.3552  
Email: sales@telesolvconsulting.com

5. **SPECIAL ITEM NUMBER (SIN) DESCRIPTION**

**493110RM 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.
518210ERM 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

Order-Level Materials (OLM)

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

6. GENERAL CONTRACT INFORMATION

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

<table>
<thead>
<tr>
<th>SINs</th>
<th>SIN Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>493110RM</td>
<td>Physical Records Management Services</td>
</tr>
<tr>
<td>518210ERM</td>
<td>Electronic Records Management Solutions</td>
</tr>
<tr>
<td>OLM</td>
<td>Order-Level Materials (OLM’s)</td>
</tr>
</tbody>
</table>

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.

7. Quantity discounts: Contact the Contract Administrator for more information.

8. Prompt payment terms: Net 30

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 (BPAs) are found in Federal Acquisition Regulation (FAR) 8.405-3.

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

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

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

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

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

22. List of participating dealers (if applicable): **Not Applicable**

23. Preventive maintenance (if applicable): **Not Applicable**

24a. Special attributes such as environmental attributes: **Not Applicable**

24b. Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services. Section 508 compliance information can be found at: [https://telesolvconsulting.com/section-508-regulation-compliance.php](https://telesolvconsulting.com/section-508-regulation-compliance.php)

25. Data Universal Number System (DUNS) number: **118538045**

26. Notification regarding registration in the System for Award Management (SAM) database: **TeleSolv Consulting is actively registered.**
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.

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>Description</th>
<th>Minimum Education</th>
</tr>
</thead>
<tbody>
<tr>
<td>Document Clerk I</td>
<td>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.</td>
<td>High School Diploma or equivalent.</td>
</tr>
<tr>
<td>Document Clerk II</td>
<td>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.</td>
<td>High School Diploma or equivalent.</td>
</tr>
<tr>
<td>Document Clerk III</td>
<td>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.</td>
<td>High School Diploma or equivalent.</td>
</tr>
<tr>
<td>Labor Category</td>
<td>Description</td>
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</tr>
</tbody>
</table>
| **File Clerk I** | 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.  
Minimum Education: High School Diploma or equivalent. |
| **File Clerk II** | 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.  
Minimum Education: High School Diploma or equivalent. |
| **File Clerk III** | 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 proficiently skilled candidates, with a minimum of three (3) years of relevant experience. Security Clearance required as specified by client.  
Minimum Education: High School Diploma or equivalent. |
| **Records Clerk I** | 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.  
Minimum Education: High School Diploma or equivalent. |
| **Records Clerk II** | 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.  
Minimum Education: High School Diploma or equivalent. |
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<th>Description</th>
<th>Minimum Education</th>
</tr>
</thead>
<tbody>
<tr>
<td>Records Clerk III</td>
<td>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.</td>
<td>High School Diploma or equivalent.</td>
</tr>
<tr>
<td>Quality Assurance Specialist I</td>
<td>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.</td>
<td>High School Diploma or equivalent.</td>
</tr>
<tr>
<td>Quality Assurance Specialist II</td>
<td>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.</td>
<td>High School Diploma or equivalent.</td>
</tr>
<tr>
<td>Quality Assurance Specialist III</td>
<td>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.</td>
<td>High School Diploma or equivalent.</td>
</tr>
<tr>
<td>Data Entry Operator I</td>
<td>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.</td>
<td>High School Diploma or equivalent.</td>
</tr>
<tr>
<td>Data Entry Operator II</td>
<td>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.</td>
<td>High School Diploma or equivalent.</td>
</tr>
<tr>
<td>Labor Category</td>
<td>Description</td>
<td>Minimum Education</td>
</tr>
<tr>
<td>---------------------</td>
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<td>---------------------------------------------------------</td>
</tr>
<tr>
<td>Data Analyst</td>
<td>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.</td>
<td>High School Diploma or equivalent.</td>
</tr>
<tr>
<td>Records Consultant</td>
<td>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.</td>
<td>High School Diploma or equivalent.</td>
</tr>
<tr>
<td>Project Manager</td>
<td>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.</td>
<td>Bachelor’s degree from an accredited college or university.</td>
</tr>
<tr>
<td>Subject Matter Expert I</td>
<td>Personnel in this labor category have five (5) or more years of progressive experience with a variety of paper and electronic records solutions. Individuals at this level have demonstrated the ability to support the design and implementation of solutions and perform associated tasks and sub-tasks. Security Clearance required as specified by client.</td>
<td>Bachelor’s degree from an accredited college or university.</td>
</tr>
<tr>
<td>Subject Matter Expert II</td>
<td>Personnel in this labor category have eight (8) or more years of progressive experience with a variety of paper and electronic records solutions. Individuals at this level have demonstrated the ability to design and implement solutions and provide guidance and direction for associated tasks and sub-tasks. Security Clearance required as specified by client.</td>
<td>Bachelor’s degree from an accredited college or university.</td>
</tr>
<tr>
<td>Subject Matter Expert III</td>
<td>Personnel in this labor category have ten (10) or more years of progressive experience with a variety of paper and electronic records solutions. Individuals at this level have demonstrated the ability to design and implement solutions and provide guidance and direction for associated tasks and sub-tasks. Security Clearance required as specified by client.</td>
<td>Master’s degree from an accredited college or university.</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>Location</th>
<th>Unit</th>
<th>Rate (as of 11/21/2019)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Document Clerk I</td>
<td>Nationwide</td>
<td>Hour</td>
<td>$27.17</td>
</tr>
<tr>
<td>Document Clerk II</td>
<td>Nationwide</td>
<td>Hour</td>
<td>$29.65</td>
</tr>
<tr>
<td>Document Clerk III</td>
<td>Nationwide</td>
<td>Hour</td>
<td>$34.22</td>
</tr>
<tr>
<td>File Clerk I</td>
<td>Nationwide</td>
<td>Hour</td>
<td>$21.14</td>
</tr>
<tr>
<td>File Clerk II</td>
<td>Nationwide</td>
<td>Hour</td>
<td>$25.94</td>
</tr>
<tr>
<td>File Clerk III</td>
<td>Nationwide</td>
<td>Hour</td>
<td>$27.60</td>
</tr>
<tr>
<td>Records Clerk I</td>
<td>Nationwide</td>
<td>Hour</td>
<td>$28.53</td>
</tr>
<tr>
<td>Records Clerk II</td>
<td>Nationwide</td>
<td>Hour</td>
<td>$32.26</td>
</tr>
<tr>
<td>Records Clerk III</td>
<td>Nationwide</td>
<td>Hour</td>
<td>$36.41</td>
</tr>
<tr>
<td>QA Specialist I</td>
<td>Nationwide</td>
<td>Hour</td>
<td>$29.19</td>
</tr>
<tr>
<td>QA Specialist II</td>
<td>Nationwide</td>
<td>Hour</td>
<td>$36.91</td>
</tr>
<tr>
<td>QA Specialist III</td>
<td>Nationwide</td>
<td>Hour</td>
<td>$39.99</td>
</tr>
<tr>
<td>Data Entry Operator I</td>
<td>Nationwide</td>
<td>Hour</td>
<td>$26.26</td>
</tr>
<tr>
<td>Data Entry Operator II</td>
<td>Nationwide</td>
<td>Hour</td>
<td>$28.66</td>
</tr>
<tr>
<td>Data Analyst</td>
<td>Nationwide</td>
<td>Hour</td>
<td>$43.09</td>
</tr>
<tr>
<td>Records Consultant</td>
<td>Nationwide</td>
<td>Hour</td>
<td>$65.40</td>
</tr>
<tr>
<td>Project Manager</td>
<td>Nationwide</td>
<td>Hour</td>
<td>$89.61</td>
</tr>
<tr>
<td>Subject Matter Expert I</td>
<td>Nationwide</td>
<td>Hour</td>
<td>$77.12</td>
</tr>
<tr>
<td>Subject Matter Expert II</td>
<td>Nationwide</td>
<td>Hour</td>
<td>$97.34</td>
</tr>
<tr>
<td>Subject Matter Expert III</td>
<td>Nationwide</td>
<td>Hour</td>
<td>$108.60</td>
</tr>
</tbody>
</table>