

**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 of GSA Advantage! ® is: <http://gsaadvantage.gov/>.

MULTIPLE AWARD SCHEDULE

Special Item No. 493110RM, Physical Records Management Solutions
Special Item No. 518210ERM, Electronic Records Management Solutions
Special Item No. OLM, Order Level Materials

Contract Number: GS-03F-075AA

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

Contract Period: June 6, 2013 to June 5, 2023

**Dennis Millican & Associates, Inc.
(d/b/a Millican & Associates, Inc.)**

5850 Coral Ridge Dr, Ste 205
Coral Springs, FL 33076-3379
954-963-1771

millican@millican-assoc.com <https://millican-assoc.com>

Small Business

Pricelist current through modification PS-0014 effective May 14, 2020

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Customer Information

1. a. Awarded Special Item Numbers:
493110RM, Physical Records Management Solutions
518210ERM, Electronic Records Management Solutions
OLM, Order Level Materials
- b. Lowest Priced Model: Not applicable (refer to page 11 for Services Pricelist).
- c. Labor Category Descriptions: Refer to page 5, Labor Category Descriptions.
2. Maximum order: \$1,000,000.00.
3. Minimum order: \$100.00.
4. Geographic coverage (delivery area): The 50 states, Washington D.C., and U.S. Territories.
5. Point of production: Coral Springs, Florida.
6. Discounts: Basic Discounts of 10.0% (exclusive of IFF) have been deducted. Refer to page 11, Services Pricelist: Prices shown are NET Prices.
7. Quantity Discounts: Orders totaling \$100,000 and more = 2.5% additional discount
Orders totaling \$500,000 and more = 5.0% additional discount.
8. Prompt payment terms (including credit card payments):
1.0% 10 days
0.5% 20 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. Government purchase cards: Government Commercial Credit Card will be accepted below and above micro-purchase threshold.
10. Foreign items: Not applicable.
11. Delivery: 14 days ARO. Contact Contractor for Expedited Delivery Terms.
12. F.O.B. point(s): Destination.
13. Ordering and 14.Payment:
 - a. Ordering and Payment address:
Millican & Associates, Inc.
5850 Coral Ridge Dr, Ste 205
Coral Springs, FL 33076-3379
The following telephone number(s) can be used by ordering activities to obtain assistance:
954-963-1771 (voice) 954-962-7956 (fax)
 - b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.
15. Warranty provision: As set forth in contract clause 552.246-73.
16. Export packing charges: Not applicable
17. Terms and conditions of Government purchase card acceptance: None.
18. Terms and conditions of rental, maintenance, and repair: Not applicable.
19. Terms and conditions of installation: Not applicable.
20. Terms and conditions of repair parts: Not applicable.
 - a. Terms and conditions for any other services: Not applicable.
21. Service and distribution points: Not applicable.
22. Participating dealers: Not applicable.
23. Preventive maintenance: Not applicable.
24. a. Special attributes: Not applicable.
b. Section 508 compliance information: Not applicable.
25. Data Universal Number System (DUNS) number: 052463114.
26. Dennis Millican & Associates, Inc. is registered in the Central Contractor Registration (CCR) database – now incorporated into the System for Award Management (SAM) database.

Descriptive Information

Dennis Millican & Associates, Inc. (Millican) provides both physical and electronic records management solutions under SINs 493110RM and 518210ERM – along with related services and solutions under SIN 54151S, Information Technology Professional Services, via our contract GS-35F-0458W. We provide guidance in defining records management strategies and approaches, and services and solutions for the cost-effective implementation of records management programs and activities.

Millican's physical records management services and solutions include organizing, tracking, indexing, scanning, labeling, bar coding, filing, and preparing records for storage.

Within the scope of electronic records management (ERM), Millican provides guidance in defining ERM strategies and approaches; architects enterprise ERM solutions to further customer ERM strategies, using existing technology stacks where practical and incorporating new technologies where required; provides and implements ERM solutions, configuring existing systems, integrating new technologies as needed, and providing records migration and conversion support services; assists with change management, including end-user and system administration training; and provides information governance support services to ensure continued ERM compliance. Millican's ERM framework is technology-independent and designed to cost-effectively meet ERM requirements within an evolving technology environment. Our enterprise ERM framework simplifies and decouples the policy and business practices of ERM from technology, while providing defined paths to ensure continued compliance with ERM requirements. This is especially important today, where technology changes so rapidly that systems can easily become outdated.

Our solutions cover the range of elements defined in by National Archives and Records Administration's Universal Electronic Records Management Requirements – refer to the Vendor Certification form dated November 13, 2017 on the following page.

Schedule 36 – Office, Imaging and Document Solutions - Solicitation -3FNJ-C1-000001-B (Refresh # 41)

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.

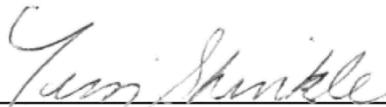
Dennis Millican & Associates, Inc.
5850 Coral Ridge Drive, Suite 205, Coral Springs, Florida 33076-3379

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

Dennis Millican & Associates, Inc. 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)

Tim Shinkle
Name (Printed)

Vice President
Title

11/13/2017
Date

Labor Category Descriptions
SINs 493110RM and 518210ERM

Administrative Support

Minimum/General Experience: Two years experience providing general information and records management project support. Experienced with desktop publishing and office automation systems. Knowledgeable of project operations and relationship with support functions.

Functional Responsibility: Performs variety of professional support functions using organization's office automation systems. Able to advise other staff in the use of office automation systems and their function relevant to the project mission. Advises management and staff of relevant issues, policies, and procedures. Performs business and technical analyses as required. Generates reports on various technical and administrative issues and project documents.

Minimum Education: High school diploma or equivalent.

Consultant 1

Minimum/General Experience: Five years experience with policy/technical analysis, program planning, specialized technical support, and task management services. Experienced at research, assimilating information from a variety of sources, analyzing processes, developing alternatives, and providing solutions in information and records management. Demonstrated problem solving skills.

Functional Responsibility: Applies analytical techniques, creates documentation supporting analysis, provides justification for priorities of alternative solutions, recommends solutions to match requirements and resources available, distills lessons learned from observation/analysis of processes. Develops process improvements for information and records management programs. Works individually or as part of a team of analysts working on complex, large scale issues requiring research, analysis, planning, documentation, and technical support. Analyzes and recommends methodologies for information and records management solutions.

Minimum Education: Bachelor's degree or equivalent experience.

Consultant 2

Minimum/General Experience: Seven years experience with policy/technical analysis, program planning, specialized technical support, and task management services. Experienced at research, assimilating information from a wide variety of sources, analyzing complex processes, developing alternatives, and providing solutions in information and records management. Advanced problem solving skills.

Functional Responsibility: Defines requirements, applies analytical techniques, creates documentation supporting analysis, provides justification for priorities of alternative solutions, recommends solutions to match requirements and resources available, distills lessons learned from observation/analysis of processes. Develops process improvements for information and records management programs. Works individually or as part of a team of analysts working on complex, large scale issues requiring research, analysis, planning, documentation, and technical support. Analyzes and recommends methodologies for information and records management solutions.

Minimum Education: Bachelor's degree or equivalent experience.

Consultant 3

Minimum/General Experience: Ten years experience with policy/technical analysis, program planning, specialized technical support, and task management services. Experienced at research, assimilating information from a wide variety of sources, analyzing complex processes, developing alternatives, and providing solutions in information and records management.

Functional Responsibility: Defines requirements, applies analytical techniques, creates documentation supporting analysis, provides justification for priorities of alternative solutions, recommends solutions to match requirements and resources available, distills lessons learned from observation/analysis of processes. Leads teams of analysts working

on complex, large scale issues requiring research, analysis, planning, documentation, and technical support. Proposes and/or develops methodologies for information and records management solutions.

Minimum Education: Bachelor's degree in related subject area or overall equivalent experience.

Consultant 5

Minimum/General Experience: Ten years experience with policy/technical analysis, program planning, specialized technical support, and task management services. Experienced at research, assimilating information from a wide variety of sources, analyzing complex processes, developing alternatives, and providing solutions in information and records management.

Functional Responsibility: Defines requirements, applies analytical techniques, creates documentation supporting analysis, provides justification for priorities of alternative solutions, recommends solutions to match requirements and resources available, distills lessons learned from observation/analysis of processes. Leads teams of analysts working on complex, large scale issues requiring research, analysis, planning, documentation, and technical support. Proposes and/or develops methodologies for information and records management solutions.

Minimum Education: Advanced degree, or bachelor's degree in related subject area plus equivalent experience, or overall equivalent experience.

Managing Consultant 1

Minimum/General Experience: Eight years experience in information and records management or the business/technology directly relating to the assigned business segment. In-depth knowledge of records appraisal and legal research. Three years experience in a lead or management role, with demonstrated ability to staff and lead/manage records inventory and/or records retention schedule development projects and personnel.

Functional Responsibility: Serves as the manager for records inventory/records retention schedule projects. Authorized single point of responsibility and authority to coordinate all activities of the project to meet deadlines and man-hour budgets and to resolve conflicting demands of users. Determines and manages resource requirements. Responsible for the administrative aspects of projects. Responsible for quality assurance efforts of the project.

Minimum Education: Bachelor's degree in information technology, computer science, engineering, economics, mathematics, or business, or equivalent experience.

Managing Consultant 2

Minimum/General Experience: Ten years experience in information and records management or the business/technology directly relating to the assigned business segment. Five years experience in a lead or management role, with demonstrated ability to staff and lead/manage technically oriented projects and personnel. Experienced with directing large efforts as well as multiple concurrent smaller efforts.

Functional Responsibility: Serves as the manager for complex technical projects. Authorized single point of responsibility and authority to coordinate all activities of the project to meet deadlines and budgets and to resolve conflicting demands of users. Establishes costs and determines resource requirements. Responsible for the administrative aspects of projects. Responsible for quality assurance efforts of the project.

Minimum Education: Bachelor's degree in information technology, computer science, engineering, economics, mathematics, or business, or equivalent experience.

Managing Consultant 3

Minimum/General Experience: Ten years experience in information and records management or the business/technology directly relating to the assigned business segment. Five years of management experience, in a lead or manager role, with demonstrated ability to staff and lead/manage technically oriented projects and personnel. Experienced in directing large efforts as well as multiple concurrent smaller efforts.

Functional Responsibility: Serves as the overall manager for a contract and lead for complex technical projects. Authorized single point of responsibility and authority to coordinate all activities of the projects to meet deadlines and budgets and to resolve conflicting demands of users. Establishes costs and determines resource requirements. Responsible for the administrative, contractual, and financial aspects of projects. Oversees the quality assurance efforts of the contract and projects.

Minimum Education: Bachelor's degree in information technology, computer science, engineering, economics, mathematics, or business, or equivalent experience.

Records Clerk 1

Minimum/General Experience: Three years experience providing general clerical information and records management project and/or program support. Experienced with information and records management fundamentals such as data entry, files management, records disposition, scanning, document preparation.

Functional Responsibility: Performs variety of project or program clerical support functions. General responsibilities include filing, boxing, labeling, moving, retrieving, scanning, and prepping of records. Responsibilities also include general project/program support activities such as typing, data entry, copying, etc.

Minimum Education: High school diploma or equivalent.

Records Clerk 2

Minimum/General Experience: Six years experience providing general clerical information and records management project and/or program support. Experienced with information and records management fundamentals such as data entry, files management, records disposition, scanning, document preparation.

Functional Responsibility: Performs variety of project or program clerical support functions. Able to work on self-directed tasks without close supervision. Provides technical direction on clerical tasks to Records Clerks. General responsibilities include filing, boxing, labeling, moving, retrieving, scanning, and prepping of records. Responsibilities also include general project/program support activities such as typing, data entry, copying, etc.

Minimum Education: High school diploma or equivalent.

RIM Analyst-Electronic

Minimum/General Experience: Two years experience in information and records management or the business/technology directly relating to the assigned business segment, with particular experience in design, development, or deployment of electronic document management or records systems.

Functional Responsibility: Supports projects through the conduct of interviews, physical inventory of documents, general data gathering and analysis as assigned, including process flows, user profiles, data mapping, and system setup requirements for electronic systems. Develops inventory data sheets, analysis data sheets, and document descriptions and metadata. Performs basic legal research. Manages associated data, generates reports, and performs other related duties as necessary to support project completion.

Minimum Education: Bachelor's degree in information technology, computer science, engineering, economics, mathematics, or business, or equivalent experience.

RIM Analyst 1

Minimum/General Experience: Entry level. Course work related to information and records management or the business/technology directly relating to the assigned business segment.

Functional Responsibility: Supports projects under the direction of senior staff, through the conduct of/participation in interviews, physical inventory of records, development of inventory data sheets, analysis data sheets, and development of record series descriptions. Performs basic legal research. Manages associated data, generates reports, and performs other related duties as necessary to support project completion. Also assists with general data gathering and analysis as assigned, including process flows, user profiles, data mapping.

Minimum Education: Bachelor's degree in information technology, computer science, engineering, economics, mathematics, or business, or equivalent experience.

RIM Analyst 2

Minimum/General Experience: Two years experience in information and records management or the business/technology directly relating to the assigned business segment, with particular experience in records inventory and/or records retention schedule development projects.

Functional Responsibility: Supports records inventory/records retention schedule projects through the conduct of interviews, physical inventory of records, development of inventory data sheets, analysis data sheets, and development of record series descriptions. Performs basic legal research. Manages associated data, generates reports, and performs other related duties as necessary to support project completion.

Minimum Education: Bachelor's degree in information technology, computer science, engineering, economics, mathematics, or business, or equivalent experience.

RIM Analyst 3

Minimum/General Experience: Four years experience in information and records management or the business/technology directly relating to the assigned business segment, with particular experience in records inventory and/or records retention schedule development projects.

Functional Responsibility: Supports records inventory/records retention schedule projects through the conduct of interviews, physical inventory of records, development of inventory data sheets, analysis data sheets, and development of record series descriptions. Performs basic legal research. Able to advise other staff in the conduct of project, often in a lead or quality control capacity. Manages associated data, generates reports, and performs other related duties as necessary to support project completion.

Minimum Education: Bachelor's degree in information technology, computer science, engineering, economics, mathematics, or business, or equivalent experience.

RIM Specialist 1

Minimum/General Experience: Entry level position. Course work related to information and records management or the business/technology directly relating to the assigned business segment.

Functional Responsibility: Performs variety of project or program support functions. Implements uniform file structures and records disposition. Implements and utilizes records tracking systems. Develops written guidance for and provides training to the clerical staff on records disposition. Performs business and technical analyses as required. Generates reports on various technical and administrative issues and project documents.

Minimum Education: Associate's degree in related subject area, or equivalent experience.

RIM Specialist 2

Minimum/General Experience: Two years experience providing general information and records management program support. Experienced with records management fundamentals such as files management and records disposition.

Functional Responsibility: Performs variety of project or program support functions. Implements uniform file structures and records disposition. Knowledgeable in the use and implementation of records tracking systems. Able to advise other staff in the operation of information and records management program, often in a lead or quality control capacity. Develops written guidance for and provides training to the clerical staff on records disposition. Performs business and technical analyses as required. Generates reports on various technical and administrative issues and project documents.

Minimum Education: Associate's degree in related subject area, or equivalent experience.

Senior RIM Analyst

Minimum/General Experience: Six years experience in information and records management or the business/technology directly relating to the assigned business segment. In-depth knowledge of records appraisal and legal research. Demonstrated technical leadership in records inventory and/or records retention schedule development projects and personnel.

Functional Responsibility: Provides technical direction and analytical support to records inventory/records retention schedule projects. Performs records appraisal and legal research. Develops supporting procedures and conducts training of customer staff.

Minimum Education: Bachelor's degree in information technology, computer science, engineering, economics, mathematics, or business, or equivalent experience.

Systems Consultant 1

Minimum/General Experience: Five years experience in information and records management with particular expertise in database administration and control, as well as development and management of records management programs. Records program experience should include development and maintenance of uniform file structures, records retention schedule, and retrieval metadata. Working knowledge of the database engine used to support the assigned project.

Functional Responsibility: Provides administrative management of the electronic data of an organization's records management system. Establishes and/or maintains authorized user list, file structures, retention schedules, retrieval profiles, standard reports, records disposition, user training, and other related database administration functions. Coordinates activities with systems and telecommunications administrators to assure quality and continuity of the electronic aspects of the records management function.

Minimum Education: Bachelor's degree or equivalent experience.

Systems Consultant 3

Minimum/General Experience: Ten years experience in information and records management or the business/technology directly relating to the assigned business segment. Five years experience with key roles in the design and deployment of enterprise or large department document and/or records management systems, with demonstrated ability to staff and lead technically oriented projects and personnel. Experienced with guidance of large efforts as well as multiple concurrent smaller efforts.

Functional Responsibility: Serves as the overall expert in system design and deployment for complex technical projects. Identifies customer needs and develops system functional specifications. Supports system selection and evaluation. Provides expert guidance throughout system rollout and implementation.

Minimum Education: Bachelor's degree in information technology, computer science, engineering, economics, mathematics, or business, or equivalent experience.

Labor Category Descriptions
SIN 518210ERM only

Senior Software Architect

Minimum/General Experience: Fifteen years of progressively responsible experience involving the architecture design, development, documentation, testing, implementation and support of information solutions, with often unique specialization in intelligent information management, information governance, and records management. Good written and oral communications skills.

Functional Responsibility: Responsible for the overall design and technical oversight of complex information technology solutions, covering all areas of the business infrastructure. Works with client and with other team members to improve the business processes, information, and technology of client organizations. Interfaces with all levels of client staff and executive management to define requirements and recommend solutions. Develops solutions driven by client initiatives and the information environment and provides technical leadership and oversight to the implementation of the solution.

Minimum Education: Bachelor's degree in Computer Science or related field or equivalent experience. Appropriate certifications in relevant technical areas.

Senior Software/Business Implementation Analyst

Minimum/General Experience: Eight years of experience in information and records management or the business/technology directly relating to the assigned business segment. Demonstrated experience involving the documentation, testing, implementation, and support of business information systems and solutions, with emphasis on intelligent information management, information governance, and records management. Good written and oral communications skills.

Functional Responsibility: Responsible for working with client and other team members to improve the business information processes and systems of client organizations, and to document information and technology solutions covering all areas of the business infrastructure. Interacts with all levels of client staff and executive management to define interfaces between business requirements and information solutions.

Minimum Education: Bachelor's degree in information technology, computer science, information or library science, business, or related fields, or equivalent experience.

Software Product Specialist

Minimum/General Experience: Eight years of progressively responsible experience involving the development, documentation, testing, implementation and support of intelligent information solutions. Good analytical, problem-solving, and communications skills.

Functional Responsibility: Responsible for the development of complex information technology solutions, covering all areas of the business infrastructure. Works with client and with other team members to improve the business processes, information, and technology of client organizations. Interfaces with client staff and team members to define requirements, develop, test, implement, and deploy intelligent information solutions within the information environment. Provides technical leadership and support during implementation of the solution.

Minimum Education: Bachelor's degree in Computer Science or related field or equivalent experience. Appropriate certifications relevant to software product(s).

Services Pricelist

| Labor Category | Hourly Rate (effective 05/14/2020) |
|--|---|
| Administrative Support | \$36.23 |
| Consultant 1 | \$69.09 |
| Consultant 2 | \$84.66 |
| Consultant 3 | \$96.95 |
| Consultant 5 | \$134.43 |
| Managing Consultant 1 | \$100.77 |
| Managing Consultant 2 | \$120.66 |
| Managing Consultant 3 | \$145.10 |
| Records Clerk 1 | \$24.92 |
| Records Clerk 2 | \$33.79 |
| RIM Analyst 1 | \$41.61 |
| RIM Analyst 2 | \$48.06 |
| RIM Analyst 3 | \$51.89 |
| RIM Analyst-Electronic | \$55.56 |
| RIM Specialist 1 | \$29.75 |
| RIM Specialist 2 | \$34.49 |
| Senior RIM Analyst | \$64.97 |
| Senior Software Architect | \$185.72 |
| Senior Software/Business Implementation Expert | \$119.86 |
| Software Product Specialist | \$167.76 |
| Systems Consultant 1 | \$79.15 |
| Systems Consultant 3 | \$120.66 |