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

WORLDWIDE FEDERAL SUPPLY SCHEDULE CONTRACT

SCHEDULE TITLE: MAS

Large Category A - Office Management

CONTRACT NUMBER:
GS-03F-112AA

PERIOD COVERED BY CONTRACT:
September 27, 2013 – September 26, 2023

Management Resource Services, LLC
1625 Knecht Ave
Baltimore, MD 21227-1509
(P) 410-501-1100
(F) 410-558-6503
http://whycms.com

Contractor’s Administration Source: michellea@mrs-fm.com

General Services Administration
Management Services Center Acquisition Division
Modification #PA-0018, dated 5/25/2022

Business Size: Small
UEI: MJ1CJLHRFLJ5

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at http://www.fss.gsa.gov.
GSA AWARDED TERMS AND CONDITIONS
MANAGEMENT RESOURCE SERVICES, LLC

1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)
   SIN 561439: Document Production On-site and Off-site Services
   SIN OLM: Order-Level Materials

1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:
    Refer to Pricelist

1c. HOURLY RATES (Services Only)
    Refer to Pricelist

2. MAXIMUM ORDER:
   SIN 561439: $1,000,000
   SIN OLM: $250,000

3. MINIMUM ORDER: $100

4. GEOGRAPHIC COVERAGE: Domestic, 48-Contiguous States including Washington, DC

5. POINT(S) OF PRODUCTION: USA

6. DISCOUNT FROM LIST PRICES: Net GSA pricing is listed in the attached pricing table

7. QUANTITY DISCOUNT(S): None

8. PROMPT PAYMENT TERMS: 0%, Net 30 Days

9. FOREIGN ITEMS: None

10a. TIME OF DELIVERY: To be determined at the task order level

10b. EXPEDITED DELIVERY: To be determined at the task order level

10c. OVERNIGHT AND 2-DAY DELIVERY: To be determined at the task order level

10d. URGENT REQUIREMENTS: To be determined at the task order level

11. FOB POINT: Destination
12a. ORDERING ADDRESS:
Management Resource Services, LLC
1625 Knecht Ave
Baltimore, MD 21227-1509
P: 410-501-1100
F: 410-558-6503

12b. ORDERING PROCEDURES: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in FAR 8.405-3

13. PAYMENT ADDRESS:
Management Resource Services, LLC
Attn: Accounts Receivable
P.O. Box 24255
Baltimore, MD 21227-1509

14. WARRANTY PROVISION: N/A

15. EXPORT PACKING CHARGES: 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

18a. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE): N/A

18b. 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. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants): N/A

22b. Section 508 Compliance for EIT: N/A

23. Unique Entity Identifier (UEI): MJ1CJLHRFLJ5

24. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE: Active
<table>
<thead>
<tr>
<th>SIN(s)</th>
<th>LABOR CATEGORY</th>
<th>FUNCTIONAL RESPONSIBILITY</th>
<th>MINIMUM EDUCATION/CERTIFICATION LEVEL</th>
<th>MINIMUM YEARS OF EXPERIENCE</th>
<th>UNIT OF ISSUE</th>
<th>NET GSA RATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>561439</td>
<td>Customer Service Associate*</td>
<td>Assists the Customer Service Lead and Customer Service Manager in completing a variety of functions such as fulfilling task requirements; receiving and outsourcing job requisitions; reviewing job specifications; and aiding in resolving customer issues. Organizes paper or electronic files and tracks them electronically. Indexes information and documents; scans, labels, files, and barcodes documents; and methodically stores and retrieves documents. Produces documents using customer requirements. Scans original documents into digital data for use in a document imaging and storage system. Performs daily mail room tasks including preparing mail, distributing office mail, and processing outgoing mail.</td>
<td>HS Degree or GED</td>
<td>1</td>
<td>Hourly</td>
<td>$26.66</td>
</tr>
<tr>
<td>561439</td>
<td>Customer Service Lead</td>
<td>Leads a team of Customer Service Associates in completing a variety of tasks. Operates machines and accessories in accordance with all requirements of the job, ensures quality output, provides prompt courteous distribution throughout the agency, maintains work area including organizing, cleaning and performing related tasks, replenishes supplies as required for optimum machine performance, performs other tasks and duties as assigned, aids in resolving customer issues. Assures standards of practice for organizing and tracking files effectively fulfill requirements. Ensures document production and conversion machinery continuously operate at optimal levels to avoid hindering processes. Supports mail room services by coordinating with office roster and courier services. Plans, schedules, and assures effective performance of all mail services.</td>
<td>HS Degree or GED</td>
<td>2</td>
<td>Hourly</td>
<td>$28.79</td>
</tr>
<tr>
<td>Code</td>
<td>Title</td>
<td>Responsibilities</td>
<td>Education</td>
<td>Experience</td>
<td>Pay Rate</td>
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</tr>
<tr>
<td>561439</td>
<td>Customer Service Manager</td>
<td>Primary responsibilities include managing facility tasks, production, support and management of Management Resource Services, LLC staff and quality control of all tasks. Acts as the primary representative with agency management, oversees and ensures daily duties, schedules, procedures and services are performed in a quality manner by the team, coordinates workflow for maximum efficiency, performs all necessary front end system tasks. Ensures all document production and conversion machines are operating at rated speeds, manages the maintenance process with equipment vendors as needed, and ensures accurate documentation through reporting systems. Implements best cost minimization practices for records management, document production and conversion, mail room administrative, and miscellaneous mail services.</td>
<td>HS Degree or GED</td>
<td>5</td>
<td>$46.92</td>
<td></td>
</tr>
<tr>
<td>561439</td>
<td>Print Procurement Specialist</td>
<td>Performs a variety of functions that include project planning and quality control; utilizes knowledge of Federal printing laws and regulations to fulfill printing requirements; receives and outsources job requisitions; verifies job specifications; recommends alternative production methods and aids in resolving customer issues; resolves billing issues with GPO IPAC invoices; completes all necessary forms and related paperwork for outsourcing; performs press-sheet inspections; acts as primary customer service contact for internal agency customers; monitors project schedule and advises customers of potential delays. Provides document production expertise for effective on-site/off-site document production. Ensures printing services comply with all Federal laws and regulations.</td>
<td>HS Degree or GED</td>
<td>5</td>
<td>$45.86</td>
<td></td>
</tr>
<tr>
<td>561439</td>
<td>Scanning Operator*</td>
<td>Analyzes documents in order to produce the appropriate shades and best resolution in scanned reproductions; inputs appropriate settings; scans documents to reproduce as hard copies to be shipped, or as soft copies to be stored on CDs or secure service for future retrieval by clients; reorganizes original documents to be re-filed at conclusion of job. Organizes scanned documents for ease of retrieval by client. Uses client's requirements to achieve best suited production. Converts original documents into digital data using state of the art scanning. Supports mail room services with reproduction of necessary documents.</td>
<td>HS Degree or GED</td>
<td>1</td>
<td>$28.79</td>
<td></td>
</tr>
</tbody>
</table>

*SCA Applicable Labor Categories*
Management Resource Services, LLC
Service Contract Act Compliance Notification

The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the indicated (*) SCA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCA matrix. The prices offered are based on the preponderance of where work is performed and should the contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.

Wage Determination No.: 2015-4265
Revision No.: 6
Revision Date: 01/10/2018
State: Maryland
Area: Baltimore

SCA Matrix

<table>
<thead>
<tr>
<th>SCA Eligible Contract Labor Category</th>
<th>SCA Equivalent Code – Title</th>
<th>WD Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Service Associate</td>
<td>01111- General Clerk I</td>
<td>2015-4265</td>
</tr>
<tr>
<td>Scanning Operator</td>
<td>01090- Duplicating Machine Operator 2015-4265</td>
<td></td>
</tr>
</tbody>
</table>