

GENERAL SERVICES ADMINISTRATION FEDERAL SUPPLY SERVICE

Authorized Federal Supply Schedule Price List

Federal Supply Group 36
Mail Products & Services

Contract Number: GS-10F-0067J

Contract Period: 04/01/1999 through 03/31/2009

733-1 – Mailroom Management Services

733-3 – Miscellaneous Mail Services

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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>. For more information on ordering from Federal Supply Schedules, click on the FSS Schedules button at <http://www.fss.gsa.gov>.

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INFORMATION FOR ORDERING OFFICES

- 1a. Table of Awarded Special Item Numbers (SINs):
733-1 Mailroom Management Services
733-3 Miscellaneous Mail Services
- 1b. Lowest Price Model Number: Not applicable
2. Maximum Order Limitation: None
3. Minimum Order: \$100.00
4. Geographic Coverage (Delivery Area): Domestic
Travel: Contractor travel will be in accordance with the Federal Travel Regulation 31.205-46
5. Point(s) of Production: Same as contractor
6. Discount from list prices or statement of net price: Government net prices (discounts already deducted)
7. Quantity discounts: None
8. Prompt payment terms: 2% - 10 days; 1% - 30 days; Net - 31 days
- 9a. Government purchase cards are accepted: Yes
- 9b. Government purchase cards are accepted above micropurchase threshold: Yes
10. Foreign items (list items by country of origin): None
- 11a. Time of Delivery (Contractor insert number of days): Specified on each Task Order
- 11b. Expedited Delivery: Contact the contractor's representative to effect a faster delivery
- 11c. Overnight and 2-day delivery: None
- 11d. Urgent Requirements: Contact the contractor's representative to effect a faster delivery
12. FOB Points: Destination/Domestic
13. Ordering address: Same as contractor
14. Payment address: Pitney Bowes Government Solutions, 4200 Parliament Place, Suite 204, Lanham, MD 20706-1866
15. Warranty provision: Contractor's standard commercial warranty
16. Export Packing Charges: Not applicable
17. Terms and conditions of Government purchase card acceptance (if applicable): None (see items 9a, 9b)
18. Terms and conditions or rental, maintenance, and repair: Not applicable
19. Terms and conditions of installation: Not applicable
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: Not applicable
- 20a. Terms and conditions for any other services: Not applicable
21. List of service and distribution points: Not applicable
22. List of participating dealers: Not applicable
23. Preventive maintenance: Not applicable
24. Environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): Not applicable
25. Data Universal Numbering System (DUNS) Number: 049610942
26. Central Contractor Registration (CCR) Database: Yes

PITNEY BOWES GOVERNMENT SOLUTIONS COMPANY OVERVIEW

Since Arthur Pitney and Walter Bowes invented the postage meter more than 80 years ago, Pitney Bowes has been at the forefront of the evolution of business communications. Pitney Bowes' products and services cover a wide range of physical and electronic messaging technologies and web-based services, including electronic document management, advanced shipping and logistics, and business recovery services.

Pitney Bowes Government Solutions (PBGS), a division of Pitney Bowes based in Lanham, MD, provides Mailroom Management Services, Miscellaneous Mail Services, Records Management Services, and Litigation Support Services under GSA Group Schedule 36.

PBGS' Mailroom Management Services speed delivery, improve accuracy, and cut costs. Our approach is based on the research, workflow analyses, and mail processing experience of the industry leader. With the best in people, processes, and technology, PBGS offers the confidence and quality that come from managing more than six million pieces of mail every business day. PBGS has established key metrics and identified best practices that yield operational efficiencies, lower costs, increase customer satisfaction and pave the way for new revenue streams. As your one-stop mail processing solution, the full range of Pitney Bowes' service expertise will be at your disposal, including:

- Incoming mail receiving and sorting
- Registered, Certified, and Express mail processing
- Outgoing mail processing
- Onsite mailroom management
- Digital mail capture and delivery
- Interoffice mail pickup and delivery

PBGS centralizes mail operations, streamlines and standardizes processes, and works to manage costs more effectively. Our end-to-end management services integrate the staff, expertise, hardware, and software our Government clients require to optimize savings and service, from pickup to delivery confirmation. Unlike many carrier-supplied systems, our approach is customized to your agency's operational needs—based on criteria established by you.

FEDERAL SUPPLY GROUP 36

SIN 733-1 – MAILROOM MANAGEMENT SERVICES

Description of SIN

As specified in a task order, contractor shall provide daily mailroom administrative services consisting of, but not limited to: accepting incoming mail from USPS and courier services such as UPS and FEDEX; accepting and signing for certified mail, registered mail and overnight mail; distributing all mail using an office roster; processing outgoing mail; and metering flats, letters, packages, etc.

Company Experience

PBGS provides Mailroom Management Services for many government agencies and has provided a wide range of mail processing support services to Federal customers for decades. These services include receiving, screening for hazardous materials, sorting, delivering, tracking, metering, permitting, presorting, inserting, and many other mail-related services. PBGS operates a fleet of more than 80 delivery vehicles in the Maryland-Virginia-Washington, D.C. area, providing delivery services to the Federal Government facilities within the District and in outlying areas. Delivery services are often integrated with mailroom contracts, where PBGS is responsible for all mail processing and subsequent intra-building and remote deliveries. PBGS guarantees reliable pickup and delivery anywhere in the Washington, D.C. metropolitan area.

FEDERAL SUPPLY GROUP 36

SIN 733-3 – MISCELLANEOUS MAIL SERVICES

Description of SIN

Provides management, supervision, labor, equipment, and software services. Plans, schedules, coordinates, and ensures effective performance of all services described. Consists of preparing, packaging, addressing, labeling, folding, inserting, bursting, collating, matching, wrapping, metering, and stamping mail.

PBGS Experience

In October 2003, Pitney Bowes, Inc. acquired DDD Company, a well-known and highly-respected mail/messenger services provider to the Federal Government since 1980. Now operating as Pitney Bowes Government Solutions (PBGS), we provide customized Mailroom Management Services, Miscellaneous Mail Services, Records Management Services, and Litigation Support Services to more than 125 customer locations in the Maryland-Virginia-D.C. area. Following are a few examples of current Federal Government client projects that PBGS operates involving Federal Supply Group 36 Mail Products and Services.

Examples of Work/Clients

Veterans Administration. PBGS manages and operates the headquarters mailroom of the Veterans Administration. In addition to providing mail processing services, PBGS provides messenger services between the Vermont Avenue Central Office, satellite offices, and other Federal and commercial locations in the Washington, D.C. metropolitan area.

Library of Congress. PBGS provides mail processing and messenger services to the Congressional Research Services (CRS) of the Library of Congress. The CRS Mailroom is located in the Library's James Madison Memorial Building. PBGS staff receives, sorts, and distributes mail in the Madison Building and to members of Congress in five House office buildings (Cannon, Longworth, Rayburn, Ford and O'Neill); three Senate office buildings (Russell, Dirksen and Hart) and the U.S. Capitol Building.

Additional Clients

- General Services Administration
- National Institute of Health
- Veterans Administration
- Maryland State Department of Education
- U.S. Postal Service

SCHEDULE PRICE LIST

EFFECTIVE February 26, 2008

Please contact the Contract Administrator for current pricing information.

GSA MAIL PRODUCTS AND SERVICES

CONTRACT NUMBER: GS-10F-0067J

SPECIAL ITEM NUMBERS: 733-1 and 733-3

PERIOD OF PERFORMANCE: 04/01/1999 through 03/31/2009

<u>Labor Category Washington, D.C. Area</u>	<u>Rate</u>
SIN 733-1 Mailroom Management Services	
Mail Clerk	\$28.93
Messenger	\$28.93
Driver	\$26.83
Supervisor	\$33.73
Secretary	\$31.60
Data Entry Clerk	\$24.78
Laborer	\$24.75
Warehouseman	\$31.96
Truck Driver	\$31.70
Budget Analyst	\$33.80
General Clerk I	\$26.42
Mail Clerk (Night Differential)	\$31.51
General Clerk II	\$31.51
General Clerk III	\$34.28
General Clerk IV	\$33.31
Dispatcher	\$30.78
Forklift Operator	\$31.96
Truck Driver, Heavy	\$38.27
Material Expediter	\$36.04
Word Processor II	\$29.37
Word Processor III	\$33.80
Digital Image Processor	\$28.93
Support Services Supervisor II	\$48.18
Production Control Clerk	\$38.27
Operations Director II	\$105.32
Operations Director I	\$90.29
Project Manager II	\$75.23
Project Manager I	\$60.19
SIN 733-3 Miscellaneous Mail Services	
Photocopy Operator	\$25.75
Outgoing Mail Processor	\$28.93
Shipping/Receiving Clerk	\$27.58

LABOR CATEGORY DESCRIPTIONS

733-1 MAILROOM MANAGEMENT SERVICES

The following labor categories will be used to perform work on orders under this contract. The category descriptions provide the minimum requirements for personnel provided in a particular labor category. Resumes will be provided to the Contracting Officer and/or Contracting Officer's Technical Representative upon request.

MAIL CLERK I

Minimum/General Experience: One year of general experience performing function at a General Clerk level.

Functional Responsibility: Follows a number of specific procedures in completing several repetitive clerical steps performed in a prescribed or slightly varied sequence, such as coding and filing documents in an alphabetical file, simple posting to individual accounts, opening mail, running mail through metering machines, and calculating and posting charges to departmental accounts. Little or no subject matter knowledge is required, but the clerk needs to choose the proper procedure for each task.

Minimum Education: High School Diploma or GED equivalent.

MESSENGER

Minimum/General Experience: Must have at least one (1) year of general work experience, preferably in a similar position of responsibility. Valid driver's license with no violations required.

Functional Responsibility: Drives automobile or light truck to deliver messages, documents, packages, and mail to various business concerns or governmental agencies. May transport office personnel and visitors, and perform miscellaneous errands, such as carrying mail to and from the post office and sorting or opening incoming and outgoing mail.

Minimum Education: Minimum high school education or equivalent.

DRIVER/COURIER

Minimum/General Experience: Must have at least one (1) year of general work experience, preferably in a similar position of responsibility. Valid driver's license with no violations required.

Functional Responsibility: Drives automobile or light truck to deliver messages, documents, packages, and mail to various business concerns or governmental agencies. May transport office personnel and visitors, and perform miscellaneous errands, such as carrying mail to and from the post office and sorting or opening incoming and outgoing mail.

Minimum Education: Minimum high school education or equivalent.

SUPERVISOR

Minimum/General Experience: Five (5) years' related supervisory experience on projects of similar size and scope.

Functional Responsibility: Supervises team of frontline personnel such as: drivers, couriers, mailroom personnel, floor messengers, mail machine operators, customer service personnel, and others. Responsible for drafting daily work schedules, reporting to management, and supervising all aspects of daily mailroom operations.

Minimum Education: High school education or equivalent. Bachelors preferred.

SECRETARY I

Minimum/General Experience: One (1) year of experience. Working knowledge of automated data processing hardware and software.

Functional Responsibility: Provides principal secretarial support in an office, usually to one individual, and, in some cases, also to the subordinate staff of that individual. Maintains a close and highly responsive relationship to the day-to-day activities of the supervisor and staff. Works fairly independently, receiving a minimum of detailed supervision and guidance. Performs varied clerical and secretarial duties requiring a knowledge of office routine and an understanding of the organization, programs, and procedures related to the work of the office.

Minimum Education: High school education or equivalent.

DATA ENTRY CLERK I

Minimum/General Experience: Must have at least one (1) year of experience. Minimum 8,000 keystrokes per hour required.

Functional Responsibility: Performs routine data entry work. Work involves entering data, lists of items, numbers, or other data into computers or complete forms that appear on a computer screen. May manipulate existing data, edit current information, or proofread new entries to a database for accuracy. Examples of data include customers' personal information, medical records, and membership lists.

Minimum Education: Minimum high school education or equivalent required.

DATA ENTRY CLERK II

Minimum/General Experience: Must have at least two (2) years of experience. Minimum 12,000 keystrokes per hour required.

Functional Responsibility: Operates a personal computer and/or network station to input a variety of data. Compiles and ensures information is complete and accurate. Generates reports and other information. May manipulate existing data, edit current information, or proofread new entries to a database for accuracy. Examples of data include customers' personal information, medical records, and membership lists.

Minimum Education: Minimum high school education or equivalent required.

DATA ENTRY CLERK III

Minimum/General Experience: Must have at least five (5) years of experience.

Functional Responsibility: Work requires the application of experience in judgment in selecting procedures to be followed and in searching for, interpreting, selecting, or coding items to be entered from a variety of source documents. May use key entry controls to access, read, and evaluate the substance of specific records to take substantive actions, or to make entries requiring a similar level of knowledge.

Minimum Education: Minimum high school education or equivalent required.

LABORER

Minimum/General experience: None required.

Functional Responsibility: Performs tasks which require mainly physical abilities and effort involving little or no specialized skill or prior work experience. The following tasks are typical of this occupation: Loads and unloads trucks, and other conveyances; moves supplies and materials to proper location by wheelbarrows or hand trucks; stacks materials for storage or binning; collects refuse and salvageable materials. Digs, fills, and tamps earth excavations; levels ground using pick, shovel, tamper and rake; shovels concrete and snow; cleans culverts and ditches; cuts tree and brush; operates power lawnmowers. Moves and arranges heavy pieces of office and household furniture, equipment, and appliances; moves heavy pieces of automotive, medical engineering, and other types of machinery and equipment. Spreads sand and salt on icy roads and walkways; picks up leaves and trash.

Minimum Education: No minimum requirements. High school education or equivalent preferred.

WAREHOUSEMAN

Minimum/General experience: One (1) year of experience.

Functional Responsibility: Performs a variety of warehousing duties which require an understanding of the establishment's storage plan. Work involves most of the following: verifying materials or merchandise against receiving documents; noting and reporting discrepancies and obvious damages; routing materials to prescribed storage locations; storing, stacking, or palletizing materials in accordance with prescribed storage methods; rearranging and taking inventory of stored materials; examining stored materials and reporting deterioration and damage; removing material from storage and preparing it for shipment. May operate hand or power trucks in performing warehousing duties. Exclude workers whose primary duties involve shipping and receiving work (see Shipping/Receiving Clerk), order filling (see Order Filler), or operating forklifts (see Forklift Operator).

Minimum Education: High school education or equivalent.

TRUCK DRIVER-LIGHT

Minimum/General Experience: Three (3) to five (5) years' related experience. Must have valid driver's license with no pending violations.

Functional Responsibility: Operates a truck, usually 4-wheel and no more than 1 – 1 ½ ton, to deliver finished goods to customers. Loads or assists in loading truck with materials. May use hand-truck or forklift in performing loading or unloading duties only.

Minimum Education: High school education or equivalent.

TRUCK DRIVER-HEAVY

Minimum/General experience: Three (3) to five (5) years' related experience. Must have valid driver's license with no pending violations.

Functional Responsibility: Responsible for operating a straight truck, over 4 tons, usually 10 wheels. Heavy truck and tractor-trailer drivers operate trucks or vans with a capacity of at least 26,000 pounds Gross Vehicle Weight (GVW). Transport goods and other materials in packaged form. Many routes are from city to city and cover long distances.

Minimum Education: High school education or equivalent. A commercial driver's license (CDL) is required to drive large trucks and a regular driver's license is required to drive all other trucks.

BUDGET ANALYST

Minimum/General Experience: Two (2) years of financial/budget experience. Solid mathematical and analytical skills. Proficiency in use of Excel required. Experience with any of the following additional applications preferred: SAP/R3 (including CATS), Oracle, Cognos, EBP, GR/IR, Workflow, and/or Expense Express.

Functional Responsibility: Provides assistance with budgeting and expenditure reporting activities. Compares actual spend to budget, determine cause of the variance, and recommend appropriate action. Ensure expenses are codes to correct departments. Prepares correcting journal entries. Work with various departments to help them understand their expenditure levels and the budgetary impact. Develops ad hoc financial models. Queries existing database systems to develop reports for budgetary analyses.

Minimum Education: Bachelor of Science in Business, Finance, Accounting, or related discipline.

GENERAL CLERK I *

Minimum/General Experience: Must have at least six (6) months of experience in the workforce, preferably as a general clerk performing work similar to the work required for the assigned Schedule 36 tasks.

Functional Responsibility: Follows a few clearly detailed procedures in performing simple repetitive tasks in the same sequence, such as filing precoded documents in a chronological file or operating office equipment.

Minimum Education: Must have a high school education or equivalent.

GENERAL CLERK II *

Minimum/General Experience: Must have at least six (6) months of experience in the workforce, preferably as a general clerk performing work similar to the work required for the assigned Schedule 36 tasks.

Functional Responsibility: Follows a number of specific procedures in completing several repetitive clerical steps performed in a prescribed or slightly varied sequence, such as coding and filing documents in an extensive alphabetical file, simple posting to individual accounts, opening mail, running mail through metering machines, and calculating and posting charges to departmental accounts. Little or no subject-matter knowledge is required, but the clerk needs to choose the proper procedure for each task.

Minimum Education: Must have a high school education or equivalent.

GENERAL CLERK III *

Minimum/General Experience: Must have at least one (1) year of experience in the workforce.

Functional Responsibility: Work requires a familiarity with the terminology of the office unit. Selects appropriate methods from a wide variety of procedures or makes simple adaptations and interpretations of a limited number of substantive guides and manuals. The clerical steps often vary in type or sequence, depending on the task. Recognized problems are referred to others.

Minimum Education: Must have a high school education or equivalent.

GENERAL CLERK IV *

Minimum/General Experience: Must have at least one (1) year of experience in the workforce.

Functional Responsibility: Work requires a familiarity with the terminology of the office unit. Selects appropriate methods from a wide variety of procedures or makes simple adaptations and interpretations of a limited number of substantive guides and manuals. The clerical steps often vary in type or sequence, depending on the task. Recognized problems are referred to others.

Minimum Education: Must have a high school education or equivalent.

**The duties of the General Clerk I and II were combined to create the new General Clerk I. The duties of the old General Clerk III and IV have been reclassified General Clerk II and III respectively. General Clerk IV-now reclassified to a General Clerk III, General Clerk III-now a General Clerk II, and a General Clerk II-now a General Clerk I.*

DISPATCHER

Minimum/General Experience: One year of full-time employment in a warehouse or production environment. Experience with a Microsoft Windows based inventory control system. Knowledge and experience in inventory control.

Functional Responsibility: Assigns motor vehicles and drivers for conveyance of freight or passengers. Compiles list of available vehicles. Assigns vehicles according to factors, such as length and purpose of trip, freight or passenger requirements and preference of user. Issues keys, record sheets, and credential to drivers. Records time of departure, destination, cargo, and expected time of

return. Investigates overdue vehicles. May confer with customers to expedite or locate missing, misrouted, delayed or damaged merchandise. May maintain record of mileage, fuel used, repairs made and other expenses. May establish service or delivery routes. May supervise loading and unloading. May issue equipment to drivers, such as hand trucks, dollies, and blankets. May direct activities of drivers, using two-way radio. May assign helpers to drivers. May work at vehicle distribution center and assign vehicles to customer agencies.

Minimum Education: No minimum requirements. High school education or equivalent preferred.

FORKLIFT OPERATOR

Minimum/General Experience: Prior experience using a forklift, electronic and manual pallet jack. Prior warehouse experience moving materials and objects. Willingness to lift up to 50 lbs. and push/pull objects up to 70 lbs.

Functional Responsibility: Operates a manually controlled gasoline, electric or liquid propane gas powered forklift to transport goods and materials of all kinds about a warehouse, manufacturing plant, or other establishment. Operator uses machinery to move large or palletized materials over short distances around site. Move materials onto or off of trucks for shipment/receipt. Operator controls equipment by moving levers, wheels, and/or foot pedals; operating switches; or turning dials. They also may set up and inspect equipment, make adjustments, and perform minor maintenance or repairs.

Minimum Education: High school education or equivalent.

MATERIAL EXPEDITER

Minimum/General Experience: One (1) year of experience.

Functional Responsibility: Locates and moves materials and parts between work areas of plant to expedite processing of goods, according to predetermined schedules and priorities, and keeps related records: Reviews production schedules inventory reports, and work orders to determine types, quantities, and availability of required material and priorities of customer orders. Confers with department supervisors to determine materials overdue and to inform them of location, availability, and condition of materials. Locates and moves materials to specified production areas, using cart or hand truck. Records quantity and type of materials distributed and on hand. May direct power-truck operator or Material Handling Laborer to expedite movement of materials between storage and production areas. May compare work ticket specifications with material at work stations to verify appropriateness of material in use. May prepare worker production records and timecards. May update and maintain inventory records, using computer terminal. May operate hand or power trucks in performing warehousing duties. Exclude workers whose primary duties involve shipping and receiving work (see Shipping/Receiving Clerk), order filling (see Order Filler), or operating forklifts (see Forklift Operator).

Minimum Education: High school education or equivalent.

WORD PROCESSOR II

Minimum/General Experience: Requires both a comprehensive knowledge of word processing software applications and office practices.

Functional Responsibility: Uses knowledge of varied and advanced functions of one software type, knowledge of varied functions of different types of software, or a knowledge of specialized or technical terminology to perform such typical duties as: Editing and reformatting written or electronic drafts. Examples include: Correcting function codes; adjusting spacing and formatting; and standardizing headings, margins, and indentations. Transcribing scientific reports, lab analyses, legal proceedings, or similar material from voice tapes or handwritten drafts. Work requires knowledge of specialized, technical, or scientific terminology. Work requires familiarity with office terminology and practices; incumbent corrects copy and questions originator of document concerning missing information, improper formatting, or discrepancies in instructions. Supervisor sets priorities and deadlines on continuing assignments, furnishes general instructions for recurring work, and provides specific instructions for new or unique projects. May lead lower level word processors.

Minimum Education: High school education or equivalent.

WORD PROCESSOR III

Minimum/General Experience: Requires both a comprehensive knowledge of word processing software applications and office practices.

Functional Responsibility: Responsible for possessing a high degree of skill in applying software functions to prepare complex and detailed documents. For example, processes complex and lengthy technical reports which include tables, graphs, charts, or multiple columns. Uses either different word processing packages or many different style macros or special command functions. Independently completes assignments and resolves problems.

Minimum Education: High school education or equivalent.

DIGITAL IMAGE PROCESSOR

Minimum/General Experience: Experience in operating digital, and/or networked copiers preferred.

Functional Responsibility: Load computer equipment with disks and paper, as needed to convert paper to digital image. While the computer is running, monitor the control console and respond to operating and computer messages. Messages indicate the individual specifications of each job being run. If an error message occurs, operators must locate and solve the problem or terminate the program. Maintain logbooks or operating records that list each job run and events that occur during their shift, such as machine malfunctions.

Minimum Education: High school education or equivalent.

SUPPORT SERVICES SUPERVISOR II **

***PB utilizes the position of Area Operations Director I and II in lieu of Operations Director I and II or Support Services Supervisor, as applicable.*

PRODUCTION CONTROL CLERK***

Minimum/General Experience: n/a

Functional Responsibility: Coordinate the production activities required to produce the array of goods ensuring that production meets output and quality goals. They monitor the production run to make sure that it stays on schedule and correct any problems that may arise.

Minimum Education: High school education or equivalent.

*** *Position no longer exists in PB.*

OPERATIONS DIRECTOR II

Minimum/General experience: Minimum 7 years proven leadership managing a minimum of 250 employees. Minimum 7 years management experience in multi-service environment. Minimum 3-5 years experience working in a senior management role.

Functional Responsibility: As an Area Operations Director, responsibilities include developing relationships with customers to understand their perception of our services and their needs; identify and correct deficiencies. Provide operating expertise and guidance to site managers on matters regarding staffing, operations, quality, and customer care. Maximize potential for contract renewals by addressing service and pricing issues. Capitalize on new or expanded services opportunities. Achieve account(s) revenue and profitable budgets. Function in a leadership role that helps identify and secure growth opportunities both with our existing customers and working with our sales organization in developing new business opportunities.

Minimum Education: Undergraduate degree preferred; MBA a plus.

OPERATIONS DIRECTOR I

Minimum/General experience: Minimum 5 years proven leadership managing a minimum of 300 employees in the area required. Minimum 5 years management experience in multi-service environment required.

Functional Responsibility: The Area Operations Director (AOD) is the primary interface between PB and its customers on all matters by maintaining high levels of client contact, especially at the executive level. AODs are responsible for one or more customers in specific industries or geographic territories. Accountable for all PBMS employees supporting our client and responsible for all elements of the business operation. Examples include: Drive Key Performance Indicators, Service Level Agreements, Metrics, Scorecards and Cost Savings Initiatives, Support, lead and manage client initiatives and requirements throughout the account structure. Develop and lead strategy reviews, business reviews and account reviews. Align organizational structures and strategies. Liaise with client vendors. Perform PO monitoring and budgetary controls. Contract management. Develop relationships with customers to understand and refine their perception of our services and their needs. Provide operating expertise and guidance to site managers on matters regarding staffing, operations, quality, and customer care. Maximize potential for contract renewals by addressing service and pricing issues. Capitalize on new or expanded services opportunities. Achieve account(s) revenue and profitable

budgets. Establish direction and goals: set achievable but demanding goals that are linked to the objectives of the client and PB.

Minimum Education: Undergraduate degree preferred; MBA a plus.

PROJECT MANAGER II

Minimum/General experience: Proven supervisory/leadership experience required; minimum two years required, managing 4 to 12 employees preferred.

Functional Responsibility: AKA Customer Operations Manager II is responsible for all aspects of the contracted site services and the on-site PBMS team. In order to achieve these objectives, the COM is expected to: achieve financial results, enhance customer satisfaction, and increase employee engagement. Creates forecasts and revenue estimates. Reviews monthly P & L statements for accuracy. Manages expenses. Analyzes asset performance and expenditures. Meets regularly with customer contact and other member of the customer's management team. Recommends service enhancements based upon knowledge of customer's business strategy. Maximizes proprietary Quality Management utilization through service quality metrics reviews.

Minimum Education: Minimum of a HS diploma or equivalent required, undergraduate degree preferred.

PROJECT MANAGER I

Minimum/General experience: Proven supervisory/leadership experience required; minimum two years required, managing 3 to 12 employees preferred.

Functional Responsibility: AKA Customer Operations Manager I is responsible for all aspects of the contracted site services and the on-site PBMS team. In order to achieve these objectives, the COM is expected to: achieve financial results, enhance customer satisfaction, and increase employee engagement. Creates forecasts and revenue estimates. Reviews monthly P & L statements for accuracy. Manages expenses. Analyzes asset performance and expenditures. Meets regularly with customer contact and other member of the customer's management team. Recommends service enhancements based upon knowledge of customer's business strategy. Maximizes proprietary Quality Management utilization through service quality metrics reviews.

Minimum Education: Minimum of a HS diploma or equivalent required, undergraduate degree preferred.

LABOR CATEGORY DESCRIPTIONS

733-3 MISCELLANEOUS MAIL SERVICES

The following labor categories will be used to perform work on orders under this contract. The category descriptions provide the minimum requirements for personnel provided in a particular labor category. Resumes will be provided to the Contracting Officer and/or Contracting Officer's Technical Representative upon request.

PHOTOCOPY OPERATOR

Minimum/General Experience: Must have at least six (6) months of experience as a photocopy operator, preferably working with copier equipment similar to that used on the assigned Schedule 36 tasks. Ability to lift 50 lbs.

Functional Responsibility: Sets up and operates various photocopiers to reproduce specific jobs per instructions. Selects and adjusts specified copy as necessary for paper size, staple requirements, etc. Starts machine and observes operation. Clears any jams and maintains log for copier. Examines reproduced documents for defects, missing pages, crooked copy, or example wrinkles and tears.

Minimum Education: High school education or equivalent.

OUTGOING MAIL PROCESSOR

Minimum/General Experience: One year of general experience performing function at a General Clerk level.

Functional Responsibility: Follows a number of specific procedures in completing several repetitive clerical steps performed in a prescribed or slightly varied sequence, such as coding and filing documents in an alphabetical file, simple posting to individual accounts, opening mail, running mail through metering machines, and calculating and posting charges to departmental accounts. Little or no subject matter knowledge is required, but the clerk needs to choose the proper procedure for each task.

Minimum Education: High School Diploma or GED equivalent.

SHIPPING/RECEIVING CLERK

Minimum/General experience: Three (3) years' relevant experience.

Functional Responsibility: Performs clerical and physical tasks in connection with shipping goods and receiving incoming shipments. Verifies that orders are accurately filled; ensures that shipments are properly packaged, identified with shipping information, and loaded into transporting vehicles; verifies accuracy of incoming shipments by comparing items and quantities unloaded against bills of lading or other records; ensures that goods are appropriately identified for routing to departments within the establishment; prepares and keeps records of goods received.

Minimum Education: High school education or equivalent.