



## CMI GSA Schedule

### & Rates

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CMI Management, Inc.  
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Alexandria, VA 22312  
(703) 738-5300  
(703) 256-9332 (Fax)  
[www.cmimgmt.com](http://www.cmimgmt.com)

Federal Supply Service  
Authorized 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: [www.fss.gsa.gov](http://www.fss.gsa.gov).

Mail Management Services  
Contract Number: GS-10F-0138L  
FSC 36; SINS 733-1, 733-3, and 733-4  
February 2, 2001 through January 31, 2011  
Revised

Business Size: 8(a) Small Disadvantaged  
DUNS Number: 60-261-9223  
Contract Administrator: David Smith  
Phone Number: (703) 738-5300  
E-mail Address: [contracts@cmimgmt.com](mailto:contracts@cmimgmt.com)

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## **Amendments to Federal Supply Schedule (GSA Price List):**

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Amendment Number	Effective Date	Date Incorporated	Comments
01	Feb. 10, 1999	May 22, 2000	Updates reporting requirements and modifies terms and conditions
02	Undated	March 22, 2002	
03	May 13, 2003	May 13, 2003	Adds labor categories
Letter to all GSA Schedule Holders	July 1, 2003	Sept 20, 2003	Reduces IFF to 0.75% effective 1 Jan 2004
04	March 11, 2004	May 11, 2004	Adds labor category and SCA clause.
Modification 2005 Extension	Feb 1, 2006	Oct 28, 2005	Extension of period of performance for an additional five year period, from 2/1/06 to 1/31/2011
Modification 2005 Extension (1)	Feb 1, 2006 based on CSA	March 28, 2006	Correction of rates submitted to GSA and increase of additional 1% for labor categories based on SCA increases

## Information for Ordering Agencies and Commercial Vendors

### 1. Table of Awarded Special Item Numbers (SINs):

Item or SIN #	Service
SIN 733-1	MAILROOM ADMINISTRATIVE SUPPORT
SIN 733-3	MISCELLANEOUS MAIL SERVICES
SIN 733-4	LIST MANAGEMENT SERVICES

## Terms and Conditions

### 2. Maximum Orders:

The maximum order amount per SIN is \$1,000,000. The contractor shall honor any order exceeding the maximum order amount, unless that order (or orders) is returned to the ordering office within 5 workdays after receipt, with written notice stating the Contractor's intent not to ship the item (or items) called for and the reasons. Upon receiving this notice, the Government may acquire the supplies or services from another source. Notwithstanding the above, the Contractor shall honor any purchase card orders exceeding the maximum order, unless that order (or orders) is returned to the ordering office within 24 hours after receipt, with written notice stating the contractor's intent not to ship the item (or items) called for and the reasons. Upon receiving this notice, the Government may acquire the supplies or services from another source.

### 3. Minimum Orders:

The minimum dollar value of orders to be issued is \$100.00

### 4. Geographic Scope of the Contract:

The geographic scope of the CMI contract to service customers with Mailroom Administrative Support, Miscellaneous Mail Services and List Management Services is the 48 Contiguous States and the District of Columbia (CONUS); and US Government sites outside the Continental United States (OCONUS).

### 5. Points of Production (City, County, and State or Foreign Country):

All services will be provided from CMI Corporate Headquarters, 5285 Shawnee Road, Suite 401 Alexandria, VA 22312

### 6. Discounts from Established Price List or Statement of Net Price:

(See price list on page 9)

**7. Quantity discounts:**

None offered.

**8. Prompt Payment Terms:**

Net 30 days

**9a. Notification That Government Purchase Cards are Accepted Below the Micro-Purchase Threshold:**

Yes

**9b. Notification that Government Purchase Cards are Accepted or Not Accepted Above the Micro-Purchase Threshold:**

Accepted.

**10. Foreign Items:**

NA

**11a. Time of Delivery:**

30 days or as specified in the Task Order

**11b. Expedited Delivery:**

As negotiated with ordering agency

**11c. Overnight and 2-Day Delivery:**

(Same as 11a)

**11d. Urgent Requirement:**

(Same as 11a)

**12. FOB Point:**

All services provided by CMI Management, Inc. under this contract will be provided FOB Destination.

**13. Ordering address:**

CMI Management, Inc. 5285 Shawnee Road, Suite 401 Alexandria, VA 22312

## Placement of Orders

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(a) The organizations listed below may place orders under this contract. Questions regarding organizations authorized to use this schedule should be directed to the Contracting Officer.

- (1) Executive agencies
- (2) Other Federal Agencies
- (3) Mixed-ownership Government corporations
- (4) The District of Columbia
- (5) Government Contractors authorized in writing by a Federal agency pursuant to 48 CFR 51.1
- (6) Other activities and organizations authorized by statute or regulation to use GSA as a source of supply.

(b) Orders may be placed through Electronic Data Interchange (EDI) or mailed in paper form. EDI orders shall be placed using the American National Standards Institute (ANSI) X12 Standard for Electronic Data Interchange (EDI) format.

CMI Management, Inc. will accept orders placed by EDI. If EDI is not possible, an alternative method will be used, allowing the Contractor to receive orders by facsimile transmission. Subject to the Contractor's agreement, other agencies may place orders by EDI.

Below are the telephone number and Fax number that can be used by Ordering Agencies/Offices to obtain technical and/or ordering information and other assistance:

Commercial Telephone #: 703-738-5300

Fax #: 703-256-9332

e-mail: [cmimgmt@cmimgmt.com](mailto:cmimgmt@cmimgmt.com)

**14. Payment Address:**

The payment address to which Government checks should be mailed for payment of proper invoices is as follows: CMI Management, Inc. 5285 Shawnee Road, Suite 401 Alexandria, VA 22312

**14a. Contract Administration:**

David Smith 703-738-5300 e-mail: [contracts@cmimgmt.com](mailto:contracts@cmimgmt.com)

**15. Warranty Provisions:**

Contractor's Standard Commercial Warranty applies.

**16. Export packing charges, if applicable:**

NA

**17. Terms and Conditions of Government Purchase Card Acceptance:**

None.

**18. Terms and Conditions of Rental, Maintenance, and Repair (if applicable):**

NA

**19. Terms and Conditions of Installation, (if applicable):**

NA

**20. Terms and Conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):**

NA

**20a. Terms and Conditions for Any Other Services (if applicable):**

NA

**21. List of Service and Distribution Points (if applicable):**

All Mail Management and List Management Services provided by CMI Management, Inc. will be provided at the Customer's (Federal Agency) Site, unless specifically directed to provide Contractor facility(s).

**22. List of participating dealers (if applicable):**

NA

**23. Preventive Maintenance (if applicable):**

NA

**24. Year 2000 (Y2K) compliant:**

Yes.

**25. Environmental Attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants:**

NA

**26. Data Universal Number System (DUNS) Number:**

602619223

**27. Registration in the Central Contractor Registration (CCR) Database:**

Yes.

**28. Industrial Funding Fee and Sales Reporting:**

This Price List reflects the new contract prices in accordance with Clause I-FSS-600, Contract Price Lists (SEP2000), 552.243-72 Modifications (Multiple Award Schedule) (Jul 2000) and other applicable Schedule clauses. Sales will be reported and the IFF of 0.75% will be remitted beginning Jan. 1, 2004

## **CMI CORPORATE OVERVIEW**

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CMI Management, Inc. is a proven provider of efficient business, technology and facilities management solutions designed to help government and commercial clients reduce operational costs, operate at optimum performance and access the information needed for daily and long-term productivity.

### **CMI's clients recognize proven key advantages of CMI:**

- Experience managing large, geographically dispersed projects
- Experience handling high volumes of critical information
- Collaboration with variety of top notch business partners to provide the right combination of experience and talent for each project
- Highly experienced management and staff with integrity
- Exceptional continuity of staff over the life of long-term projects (95%)
- CMI is qualified to work on mission critical national security projects

We strive for long-term relationships with our clients by tailoring our services and developing specialized support programs that specifically address our customers' critical business needs while maintaining the strictest principles of conduct, high standards of performance, fair pricing and individual accountability.

### **CMI is recognized for its growth and successes:**

- Ranked as the 11th fastest growing in Washington Technology Fast 50, 2005
- Profiled in Washington Smart CEO Future 50
- Profiled in Entrepreneur Magazine, 2006
- Profiled in Minority Enterprise Advocate

### **CMI's values drive our commitment to our customers, partners, employees and community:**

- Passion for customer satisfaction, reliability and measurable quality
- Innovation and efficiency to ultimately help our customers improve their operational performance
- Highest standards of integrity, delivering expected results

CMI was established in 1989 and is headquartered in Alexandria, Virginia. CMI supports over 70 sites nationwide.

## Services Offered

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CMI Management, Inc. offers the following Mail and List Management Services under the approved SINs. Resumes will be provided to the user Agency upon request. Commercial job titles, requirements, and responsibilities for each service agency are provided on the following pages.

## Ordering Procedure for Services

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The following ordering procedures were developed to assist our customer agencies in the purchase of services that are priced at hourly rates. These procedures will be included in each Federal Supply Schedule, as appropriate. They are included in this contract for the information of prospective offerors.

## Procedures for services priced on GSA Schedules at hourly rates:

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FAR 8.402 contemplates that GSA may occasionally find it necessary to establish special ordering procedures for individual Federal Supply Schedules or for some Special Item Numbers (SINs) within a Schedule. GSA has established special ordering procedures for services that are priced on Schedule at hourly rates. These special ordering procedures take precedence over the procedures in FAR 8.404.

The GSA has determined that the rates for services contained in the contractor's price list applicable to this schedule are fair and reasonable. However, the ordering office using this contract is responsible for considering the level of effort and mix of labor proposed to perform specific task being ordered and for making a determination that the total firm-fixed price or ceiling price is fair and reasonable.

(Added by Mod 4) Pursuant to the Services Contract Act, Wage Determination Number 1994-2103 applies to this modification and is made a material part of this contract.

When ordering services, ordering offices shall:

### 1. Prepare a Request for Quotes:

**a.**

A performance-based statement of work that outlines, at a minimum, the work to be performed, location of work, period of performance, deliverable schedule, applicable standards, acceptance criteria, and any special requirements (i.e., security clearances, travel, special knowledge, etc.) should be prepared.

**b.**

A request for quotes should be prepared which includes the performance-based statement of work and requests the contractors to submit either a firm-fixed price or a ceiling price to provide the services outlined in the statement of work. A firm-fixed price order shall be requested, unless the ordering office makes a determination that it is not possible at the time of placing the order to estimate accurately the extent or duration of the work or to anticipate cost with any reasonable degree of confidence. When such a determination is made, a labor hour or time-and-materials quote may be requested. The firm-fixed price shall be based on the hourly rates in the schedule price contract and shall consider the mix of labor categories and level of effort required to perform the services described in the statement of work. The firm-fixed price of the order should also include any other incidental costs related to performance of the services ordered. The order may provide for reimbursement of travel costs at the rates provided in the Federal Travel or Joint Travel Regulations, or as a fixed-price incidental item. A ceiling price must be established for labor-hour and time-and-materials orders.

**c.**

The request for quotes may request the contractor, if necessary or appropriate, to submit a project plan for performing the task and information on the contractor's experience and/or past performance performing similar tasks.

**d.**

The request for quotes shall notify the contractors what basis will be used for selecting the contractor to receive the order. The notice shall

include the best value selection criteria including the intended use of past performance factors.

## 2. Transmit the Request for Quotes to Contractors:

**a.**

Based upon an initial evaluation of catalogs and price lists, the ordering office should identify the contractor that appear to offer the best value (considering the scope of services offered, hourly rates and other factors such as contractors' locations, as appropriate).

**b.**

The request for quotes should be provided to at least three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not exceed the maximum order threshold. For proposed orders exceeding the maximum order threshold, the request for quotes should be provided to additional contractors that offer services that will meet the agency's needs. Ordering offices should strive to minimize the contractor's costs associated with responding to requests for quotes for specific orders. Requests should be tailored to the minimum level necessary for adequate evaluation and selection for order placement. Oral presentations should be considered, whenever practical.

## 3. Evaluate quotes and select the contractor to receive the order:

After responses have been evaluated against the factors identified in the request for quotes, the order should be placed with the schedule contractor that represents the best value and results in the lowest overall cost alternative (considering price, special qualifications, administrative costs, etc.) to meet the Government's needs. The establishment of Federal Supply Schedule Blanket Purchase Agreements (BPAs) for recurring services is permitted when the procedures outlined herein are followed. All BPAs for services must define the services that may be ordered under the BPA, along with delivery or performance time frames, billing procedures, etc. The potential volume of orders under BPAs, regardless of the size of individual orders, may offer the ordering office the opportunity to secure volume discounts. When establishing BPAs, ordering offices shall inform contractors in the request for quotes (based on the agency's requirement) if a single BPA or multiple BPAs will be established, and indicate the basis that will be used for selecting the contractors to be awarded the BPAs.

**a. Single BPA:**

Generally, a single BPA should be established when the ordering office can define the tasks to be ordered under the BPA and establish a firm-fixed price or ceiling price for individual tasks or services to be ordered. When this occurs, authorized users may place the order directly under the established BPA when the need for service arises. The schedule contractor that represents the best value and results in the lowest overall cost alternative to meet the agency's needs should be awarded the BPA.

**b. Multiple BPAs:**

When the ordering office determines multiple BPAs are needed to meet its requirements, the ordering office should determine which contractors can meet any technical qualifications before establishing the BPAs. When multiple BPAs are established, the authorized users must follow the procedures in 11.13 above, and then place the order with the Schedule contractor that represents the best value and results in the lowest overall cost alternative to meet the agency's needs.

## Mail Management Services Hourly Price List

Position ID	Labor Category	Year 9 Hourly Rate 2/1/09 - 1/31/10	Year 10 Hourly Rate 2/1/10 - 1/31/11
001	<a href="#">Principal Program Manager</a>	\$115.40	\$120.02
002	<a href="#">Project Manager III</a>	\$104.75	\$108.94
003	<a href="#">Project Manager II</a>	\$90.48	\$94.10
004	<a href="#">Project Manager I</a>	\$82.85	\$86.16
005	<a href="#">Project Lead II</a>	\$73.33	\$76.26
006	<a href="#">Project Lead I</a>	\$63.80	\$66.35
007	<a href="#">Administrative Services Manager</a>	\$62.04	\$64.52

008	<a href="#">Logistics Manager</a>	\$66.67	\$69.34
009	<a href="#">Sr. Management Analyst</a>	\$66.67	\$69.34
010	<a href="#">Management Analyst</a>	\$61.91	\$64.39
011	<a href="#">Applications Systems Analyst</a>	\$61.91	\$64.39
012	<a href="#">Operation Analyst</a>	\$57.14	\$59.43
013	<a href="#">Bookkeeper</a>	\$61.91	\$64.39
014	<a href="#">Cashier</a>	\$53.71	\$55.86
015	<a href="#">Info Systems Support Manager</a>	\$61.91	\$64.39
016	<a href="#">Info Systems Administrator</a>	\$61.91	\$64.39
017	<a href="#">Information Systems Support Specialist III</a>	\$57.14	\$59.43
018	<a href="#">Information Systems Support Specialist II</a>	\$52.38	\$54.48
019	<a href="#">Information Systems Support Specialist I</a>	\$38.10	\$39.62
020	<a href="#">Information Analyst</a>	\$47.61	\$49.51
021	<a href="#">Records Mgmt/Information Flow Analyst</a>	\$52.38	\$54.48
022	<a href="#">Senior Instructor</a>	\$71.42	\$74.28
023	<a href="#">Training Specialist</a>	\$61.91	\$64.39
024	<a href="#">General Clerk IV</a>	\$42.31	\$44.00
025	<a href="#">General Clerk III</a>	\$38.10	\$39.62
026	<a href="#">General Clerk II</a>	\$33.33	\$34.66
027	<a href="#">General Clerk I</a>	\$31.43	\$32.69
028	<a href="#">File Clerk II</a>	\$28.19	\$29.32
029	<a href="#">File Clerk I</a>	\$23.16	\$24.09
030	<a href="#">Data Entry Operation II</a>	\$34.61	\$35.99
031	<a href="#">Quality Assurance Specialist</a>	\$66.67	\$69.34
032	<a href="#">Quality Control Specialist</a>	\$57.14	\$59.43
033	<a href="#">Supervisor</a>	\$57.14	\$59.43
034	<a href="#">Project Manager</a>	\$51.05	\$53.09
035	<a href="#">Vehicle Operator</a>	\$30.41	\$31.63
036	<a href="#">Dispatcher</a>	\$26.99	\$28.07
037	<a href="#">Distribution Clerk</a>	\$29.40	\$30.58
038	<a href="#">Lead Clerk</a>	\$34.11	\$35.47
039	<a href="#">Control Clerk</a>	\$33.74	\$35.09
040	<a href="#">Receptionist</a>	\$29.81	\$31.00
041	<a href="#">Guard II</a>	\$29.24	\$30.41
042	<a href="#">Guard I</a>	\$24.56	\$25.54

043

[Audio-Visual Tech](#)

\$42.31

\$44.00

## Occupational Classification and Position Description

### 001 Principal Program Manager

**Minimum/General Experience:**

15 years of progressively responsible experience to include a minimum of 8 years of specialized experience as a line manager and/or program manager/project manager supervising major projects.

**Functional Responsibility:**

Senior corporate manager responsible for overall direction, coordination, and evaluation of major business units. Provides high-level expert guidance and expertise in support of single or multiple projects. Serves as Senior Corporate Interface between Program Managers and the corporation. May be designated Corporate Monitor. Manages complex organizations and teams by integrating skills into client-focused, consulting solutions, e.g., change management, object-oriented system design, etc. Integrates technical solutions into business process requirements. Translates concepts into operational improvements and systems. Manages substantial program/technical support operations involving multiple projects/task orders and personnel at diverse locations. Organizes, directs, and coordinates the planning and execution of all program/technical support activities. Establishes and alters (as necessary) management structure to effectively direct program/technical support activities. Meets and confers with senior Government management officials regarding the status of specific program/technical activities as well as problems, issues, or conflicts requiring resolution. Serves as the contractor counterpart for the Government's program/technical managers.

**Minimum Education:**

Bachelor's degree from an accredited college or university. Six years of specialized experience as a Program Manager/Project Manager with certification as a Project Manager may be substituted for the degree requirement

### 002 Project Manager III

**Minimum/General Experience:**

10 years or more of directly related and progressively more responsible work experience to include 6 years of management experience or equivalent combination.

**Functional Responsibility:**

Plans, directs and coordinates activities of designated project to ensure that goals or objectives of project are accomplished within prescribed timeframe and funding parameters. Reviews project proposal or plan to determine time frame, funding limitations, procedures for accomplishing project, staffing requirements, and allotment of available resources to various phases of project. Establishes work plan and staffing for each phase of project, and arranges for recruitment or assignment of project personnel. Confers with project staff to outline work plan and to assign duties, responsibilities, and scope of authority. Directs and coordinates activities of project personnel to ensure project progresses on schedule and within prescribed budget. Reviews status reports prepared by project personnel and modify schedules or plans as required. Prepares project reports for management, client, or others. Confers with project personnel to provide technical advice and to resolve problems. May coordinate project activities with activities of government regulatory or other governmental agencies.

**Minimum Education:**

Master's Degree in a related field or a Bachelor Degree and 15 years of experience.

### 003 Project Manager II

**Minimum/General Experience:**

5 years or more of directly related and progressively more responsible work experience to include 3 years of management experience or equivalent combination.

**Functional Responsibility:**

Plans, directs, and coordinates activities of designated project to ensure that goals or objectives for project area or Region are accomplished within prescribed time frame and funding parameters: Reviews project proposal or plan to determine time frame, funding limitations, procedures for accomplishing project, staffing requirements, and allotment of available resources to various phases of project. Establishes work plan and staffing for each phase of project, and arranges for recruitment or assignment of project personnel. Confers with project staff to outline work plan and to assign duties, responsibilities, and scope of authority. Directs and coordinates activities of project personnel to ensure

project progresses on schedule and within prescribed budget. Collects, analyzes and submits various reports from offices under his or her purview. Reviews status reports prepared by project personnel and modifies schedules or plans as required. Prepares project reports for management, client, or others. Confers with project personnel to provide technical advice and to resolve problems. May coordinate project activities with activities of government regulatory or other governmental agencies. If responsible for a specific area or region, conducts visits and ensures assigned offices are staffed and personnel are trained. Maintains liaison with designated government representatives.

**Minimum Education:**

Master's Degree in Business Administration or related field or a Bachelor's Degree and 10 years of experience.

## 004 Project Manager I

**Minimum/General Experience:**

3 years or more of directly related and progressively more responsible work experience to include 2 years of management experience or equivalent combination.

**Functional Responsibility:**

Plans, directs, and coordinates activities of designated project to ensure that goals or objectives of project are accomplished within prescribed time frame and funding parameters: Reviews project proposals or plans to determine time frame, funding limitations, procedures for accomplishing project, staffing requirements, and allotment of available resources to various phases of project. Establishes work plan and staffing for each phase of project, and arranges for recruitment or assignment of project personnel. Confers with project staff to outline work plan and to assign duties, responsibilities, and scope of authority. Directs and coordinates activities of project personnel to ensure project progresses on schedule and within prescribed budget. Reviews status reports prepared by project personnel and modifies schedules or plans as required. Prepares project reports for management, client, or others. Confers with project personnel to provide technical advice and to resolve problems. May coordinate project activities with activities of government regulatory or other governmental agencies.

**Minimum Education:**

Bachelor's Degree or Associate's Degree and 5 years of experience.

## 005 Project Lead II

**Minimum/General Experience:**

Minimum of 4 years of directly related and progressively more responsible experience in developing business systems including the ability to provide consultation on technical matters.

**Functional Responsibility:**

Provides support to the overall project effort by providing expertise in developing business systems to include technical advice. Investigates, analyzes, designs, develops and implements cost effective solutions to business issues. Investigates, plans, analyzes, designs, codes, tests, implements, trains, and supports solutions to business sponsored initiatives. Supervises a technical support team and provides technical support to project team members.

**Minimum Education:**

Bachelor's Degree in Business Management, Information Resources, or related subject.

## 006 Project Lead I

**Minimum/General Experience:**

Minimum of 2 years of directly related and progressive experience in leading tasks, especially in application systems and programming.

**Functional Responsibility:**

Provides expertise in application systems and programming in support of organizational project goals. Designs, plans, and coordinates work teams. Provides technical support to project team members. Handles complex application features and technical designs. Designs and implements the components required for complex application or business features. May manage a staff of management or applications systems analysts.

**Minimum Education:**

Bachelor's Degree in Business Management, Information Resources, or related subject. Associate's degree and 6 years of directly related experience may be substituted.

## 007 Administrative Services Manager

**Minimum/General Experience:**

Minimum of 7 years of directly related and progressively more responsible experience in administrative services.

**Functional Responsibility:**

Has overall responsibility for the delivery of a variety of services. Plans, directs, supervises, and coordinates the delivery of services which may include, but is not limited to: office support services, information processing, information transfer, mail distribution, messenger services, telecommunications support, maintenance oversight, purchasing and security. Typically reports to a senior manager or project manager.

**Minimum Education:**

Bachelor's Degree in Administrative Management, Business Administration, Management or related subject. Associate's degree and 4 years or no degree and 10 years of directly related experience may be substituted.

## 008 Logistics Manager

**Minimum/General Experience:**

6 years of experience in managing distribution of goods, services, and personnel.

**Functional Responsibility:**

Plan, organize, direct, control, or coordinate activities related to: worldwide or multiple distribution points for products, telephone, telegraph, radio, or television; transporting people or goods by air, highway, railway, water, or pipeline; managing warehousing and storage facilities; managing implementation and office inventories worldwide.

**Minimum Education:**

Bachelor's degree in a related field. Associate's degree and 4 years or no degree and 10 years of directly related experience may be substituted.

## 009 Sr. Management Analyst

**Minimum/General Experience:**

7 years or more of progressively more responsible experience in reviewing, analyzing, and suggesting improvements to business and organizational systems.

**Functional Responsibility:**

Reviews, analyzes, and suggests improvements to business and organizational systems. Conducts organizational studies and evaluations, designs efficient and effective systems and procedures, conducts work simplification and measurement studies, and prepares operations and procedures manuals. Also establishes the overall objectives and initiatives of the quality management department.

**Minimum Education:**

Master's Degree in Business, Management, or a related field or a bachelor degree and 10 years experience.

## 010 Management Analyst

**Minimum/General Experience:**

2 years of experience in reviewing, analyzing, and suggesting improvements to business and organizational systems.

**Functional Responsibility:**

Review, analyze, and suggest improvements to business and organizational systems. Conduct organizational studies and evaluations, design efficient and effective systems and procedures, conduct work simplification and measurement studies, and prepare operations and procedures manuals.

**Minimum Education:**

Bachelor's Degree in Business, Management, or a related field or an Associate's Degree and 2 years experience.

## 011 Applications Systems Analyst

**Minimum/General Experience:**

Minimum of 4 years directly related and progressively more responsible experience in performing systems analysis. Must have a working knowledge of information systems and client-server concepts.

**Functional Responsibility:**

Reviews, analyzes and modifies instructional sets within information systems including encoding, testing, debugging, and installing in support of project application systems. Consults with the customer to identify current operating procedures and to clarify program objectives. Ability to

write documentation to describe program development, logic, coding and corrections. Writes manuals for users to describe installation and operating procedures. Relies on experience and judgment to plan and accomplish goals. Reports to a project leader or manager.

**Minimum Education:**

Bachelor's degree in Information Resources, Computer Science, Business Administration or related subject or Associate's Degree and 6 years of related experience.

## 012 Operations Analyst

**Minimum/General Experience:**

4 years or more of directly related and progressively more responsible experience in data collection analyses.

**Functional Responsibility:**

Conduct analyses of management and operational problems in terms of management information and concepts. Formulate mathematical or simulation models of the problem for solution by computer or other method. May develop and supply time and cost networks such as program evaluation and review techniques.

**Minimum Education:**

Master's degree in Business, Management or a related field, a bachelor's degree and 6 years experience, or 10 years of progressively responsible experience directly related to the subject matter.

## 013 Bookkeeper

**Minimum/General Experience:**

Minimum of 2 years experience providing bookkeeping or accounting services.

**Functional Responsibility:**

Keeps records of financial transactions for establishment, using calculator and computer. Verifies, allocates, and posts details of business transactions to subsidiary accounts in journals or computer files from documents, such as sales slips, invoices, receipts, check stubs, and computer printouts. Compiles statistical reports such as cash receipts and expenditures, accounts payable and receivable, profit and loss, and other items pertinent to operation of business. Calculates employee wages, prepares summaries of earnings, and compiles withholding, Social Security, and other tax reports. May compute, type and mail monthly statements to customers.

**Minimum Education:**

Bachelor's Degree in Accounting or a related field, or Associate's Degree and 2 years of experience, or a combination of experience and technical training certificate from an accredited institution.

## 014 Cashier

**Minimum/General Experience:**

Minimum of 2 years experience as a cashier in industry or government.

**Functional Responsibility:**

Calculates amounts due for established fees. Receives payments either in person or in the mail in the form of currency and acceptable negotiable instruments and credit cards, accepts or rejects payments; accounts for rejected transactions; verifies accuracy of the payment; verifies the completeness, readability and signature on instruments; makes change; prepares customer receipts; maintains accountability of all funds collected; and interfaces with customers. Keeps records of financial transactions for establishment using calculator and computer. Verifies and accounts for all transactions at least daily. Prepares documentation to forward funds to the designated repository or to return funds from rejected transactions; deposits funds in the designated repository or armored vehicle; verifies proper crediting of accounts and reconciles errors and disputes in accordance with established policies. Compiles reports of cash receipts and expenditures in accordance with generally accepted accounting procedures and turns over receipts and reports to appropriate supervisor. Normally requires bonding of individuals assigned.

**Minimum Education:**

High School diploma and 2 years of experience.

## 015 Information Systems Support Manager

**Minimum/General Experience:**

Minimum of 4 years directly related experience in the deployment, maintenance, support, and upgrade of computers, software and

operating systems.

**Functional Responsibility:**

Directs, establishes, plans and implements the policies and procedures to support the customer's information services. Manages the deployment, maintenance, support and upgrade of servers, desktop PCs, hardware, software, operating systems, and distributed printers. Relies on experience and judgment to plan and accomplish goals. Supervised support personnel.

**Minimum Education:**

Bachelor's degree in Computer Science, Business, Engineering or related subject or Associate's Degree or Technical Certification and 6 years of related experience.

## 016 Information Systems Administrator

**Minimum/General Experience:**

Minimum of 4 years of directly related and progressively more responsible experience in administering information resources and information systems.

**Functional Responsibility:**

Provides functional expertise to the management team in the installation, configuration, and maintenance of the organization's information systems. Builds systems and maintains external and internal web presence. Responsible for maintaining system backups on internal and external web network servers. Familiar with state of the art concepts, practices, and procedures within the information exchange and transfer arena. Ability to work independently or under general supervision. Typically reports to a project leader or manager.

**Minimum Education:**

Bachelor's degree in Information Resources, Computer Science, Business Administration or related subject. Associate's degree or related information systems certification and 6 years of experience may be substituted for the degree.

## 017 Information Systems Support Specialist III

**Minimum/General Experience:**

Minimum of 6 years of related and progressively more responsible and complex experience in Information Systems support.

**Functional Responsibility:**

Supports, monitors, tests, and troubleshoots problems pertaining to an organizational or program related information system. Provides end user support for all organization-wide applications. Recommends, plans, and supervises the installation and configuration of information workstations. Familiar with a variety of concepts practices, and procedures related to information technology. May lead and direct work of others. Typically reports to a project leader or manager.

**Minimum Education:**

Bachelor's degree or Associate's Degree and 8 years directly related experience or 8 years experience and certification or specialized training from a recognized technical training source.

## 018 Information Systems Support Specialist II

**Minimum/General Experience:**

Minimum of 4 years of related experience in supporting organizational and program level information systems.

**Functional Responsibility:**

Monitors, tests, and troubleshoots problems pertaining to organizational or program related information systems in support of program objectives. Performs schedule maintenance and upgrades. Provides end user support. Works under general supervision.

**Minimum Education:**

Bachelor's degree, associate's degree or certification or specialized training from a recognized technical training source.

## 019 Information Systems Support Specialist I

**Minimum/General Experience:**

Minimum of 2 years of related experience in supporting organizational and program level information systems.

**Functional Responsibility:**

Provides assistance and support to senior information systems support personnel. Has working knowledge of commonly used concepts, practices, and procedures relating to information technology. Works under immediate supervision.

**Minimum Education:**

Associate's Degree or certification or specialized training from a recognized technical training source.

## 020 Information Analyst

**Minimum/General Experience:**

Minimum of 8 years of directly related and progressive experience in network planning.

**Functional Responsibility:**

Provides expert analysis on the flow of project information. Consults with customer personnel to minimize costs and maximize efficiency in achieving the stated requirements to develop, plan, and implement the overall strategic goals of network systems. Evaluates and recommends changes for current and future network requirements in order to meet the organization's needs. Manages network analysts and other key project personnel. Relies on experience and judgment to plan and accomplish goals. Reports to and supports senior personnel.

**Minimum Education:**

Bachelor's degree in Information Technology, Business, Management or related subject. Associate's degree and 12 years of directly related experience may be substituted.

## 021 Records Management/Information Flow Analyst

**Minimum/General Experience:**

Minimum of 5 years directly related experience in information systems, records management and organizational information resource planning.

**Functional Responsibility:**

Supports the customer by reviewing, planning, and evaluating record management systems and or information systems in support of project goals. May troubleshoot systems and recommend improvements on information systems to the customer and contract senior management. Prepares documentation/project tracking and management reporting. Provides tactical and strategic input on overall records management and/or information systems planning and related projects. May lead and direct the work of others.

**Minimum Education:**

Bachelor's Degree in Information Resources, Computer Science or related subject or Associate's degree and 6 years of related experience may be substituted.

## 022 Senior Instructor

**Minimum/General Experience:**

Minimum of 7 years of directly related and progressively more responsible experience in the delivery of training instruction and services.

**Functional Responsibility:**

Works collaboratively with other members of the training support staff, prepares lesson plans, handouts and syllabi to support training for new and improved processes. Performs general technical classroom instruction. Instructs students in various subject matter, utilizing various methods of lecture and demonstration; uses audiovisual aids and other materials to supplement presentations.

**Minimum Education:**

Bachelor's degree in Education, Business, Management or related subject. Associate's degree and 8 years of directly related experience or 12 years of directly related training experience may be substituted.

## 023 Training Specialist

**Minimum/General Experience:**

Minimum of 4 years experience in a training or classroom instructional setting.

**Functional Responsibility:**

Provides project support by designing and conducting training programs in support of the client. Familiar with a variety of concepts, practices, and procedures in the field of study. Creates and distributes approved training aids and ensures standard operating procedures are followed. Relies on experience and judgment to plan and accomplish goals. Must have strong leadership and communication skills and be able to motivate trainees. Must have an understanding of adult learning theory and adult training techniques. May lead and direct the work of others. Reports directly to an executive or head of a unit/department

**Minimum Education:**

Bachelor's degree in Education, Business, Management or related subject. Associate's degree and 6 years of directly related experience

may be substituted.

## 024 General Clerk IV

**Minimum/General Experience:**

Minimum of 5 years experience providing general and technical assistance to senior technical and management personnel.

**Functional Responsibility:**

Performs daily office tasks such as filing, recording, maintaining records, copying, posting, and other similar duties. Uses a computer terminal, typewriter, word processor, digital camera, electronic fingerprint equipment, and other similar equipment. Familiar with a variety of office procedures and standard operating procedures. May direct and lead the work of others. Typically reports to a manager.

**Minimum Education:**

High School Diploma or equivalent plus additional education or technical certification.

## 025 General Clerk III

**Minimum/General Experience:**

Minimum of 4 years experience providing general and technical assistance to senior technical and management personnel.

**Functional Responsibility:**

Performs daily office tasks such as filing, recording, maintaining records, copying, posting, and other similar duties. Uses a computer terminal typewriter, and other word processors. Familiar with a variety of office procedures. May direct and lead the work of others. Typically reports to a manager.

**Minimum Education:**

High School Diploma or equivalent plus additional education or technical certification.

## 026 General Clerk II

**Minimum/General Experience:**

Minimum of 2 years experience providing general and technical assistance to senior technical and management personnel

**Functional Responsibility:**

Supports program efforts by performing daily office tasks such as sorting internal mail and delivering it to its destination, often using a cart to carry the mail between offices. Serves as the US Postal Service link to individual offices and workers. Prepares outgoing mail for delivery to the post office; determines if mail is to be sent registered, certified, special delivery or first, second, third, or fourth class and groups mailings by ZIP code. Performs other office tasks such as filing, recording, maintaining records, copying, collating, folding and inserting material to be mailed into envelopes, posting, and other similar duties. Uses a computer terminal, typewriter, postage meter, and word processors. Familiar with standard administrative procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a supervisor or manager.

**Minimum Education:**

High School diploma or equivalent.

## 027 General Clerk I

**Minimum/General Experience:**

Familiar with performing clerical services in a professional office setting.

**Functional Responsibility:**

Performs daily office tasks such as filing, recording, maintaining records, copying, posting, and other similar duties, using a computer terminal, typewriter, and other word processors. Has knowledge of common office procedures. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Reports to a supervisor or manager.

**Minimum Education:**

High School diploma or equivalent.

## 028 File Clerk II

**Minimum/General Experience:**

6 months experience in performing routine filing functions.

**Functional Responsibility:**

Performs routine to moderately complex filing in an office environment. Does not require typing.

**Minimum Education:**

High School diploma or equivalent.

## 029 File Clerk I

**Minimum/General Experience:**

Entry level position.

**Functional Responsibility:**

Performs routine filing in an office environment. Does not require typing.

**Minimum Education:**

High School diploma or equivalent.

## 030 Data Entry Operation II

**Minimum/General Experience:**

12 months or more of experience.

**Functional Responsibility:**

Operates data entry equipment for various automated systems using formatted input screens. Transcribes, deciphers and codes more complex alpha numeric data. May instruct new operators on procedures. Performs data inquiries and searches on automated systems and generates records and reports from these systems. Requires judgment in selecting procedures to be followed in searching for, interpreting, selecting, or coding items to be entered.

**Minimum Education:**

High School diploma or equivalent.

## 031 Quality Assurance Specialist

**Minimum/General Experience:**

6 years of progressively responsible quality management/quality control experience.

**Functional Responsibility:**

Responsible for organizing highly complex activities for the development, implementation, and maintenance of quality control projects and plans. Develops and defines major and minor characteristics of quality, including metrics and scoring parameters, and determines requisite quality control resources for specific task orders. Establishes and maintains a process for evaluating hardware, software, and associated documentation and/or assists in the evaluation. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development life cycle. Develops and implements quality control methodologies to ensure compliance with quality assurance concepts, standards, guidelines, practices, and procedures.

**Minimum Education:**

Bachelor's degree in Management, Computer Science, Business Administration or other appropriate area.

## 032 Quality Control Specialist

**Minimum/General Experience:**

2 years experience in quality control activities and at least one year conducting quality control activities in a records management, information management, or administrative services environment.

**Functional Responsibility:**

Verifies compliance with work standards, paying particular attention to timeliness and accuracy of the work performed; screens problem documents for corrective action; maintains various logs; and uses random sampling to evaluate process efficiency. Responsible for recognizing data problems, investigating complaints and violations, preparing reports of findings and action taken or recommended and recommending changes in standards, administrative procedures, methods, and standards.

**Minimum Education:**

High School diploma or equivalent.

## 033 Supervisor

**Minimum/General Experience:**

2 years experience in direct records management or administrative services.

**Functional Responsibility:**

Directs, assists, and supervises staff in performing the applicable support function such as mail operations, file operations, data entry, fee collection/processing, courier operations, etc. Performs random quality control checks and ensures timely delivery of all deliverables related to the functional area. Tracks the progress of all functional area activities and reports the status to the Project Manager.

**Minimum Education:**

High School diploma or equivalent.

## 034 Project Manager

**Minimum/General Experience:**

2 years or more of directly related and progressively more responsible work experience to include 1 year of management experience or equivalent combination.

**Functional Responsibility:**

Plans, directs, and coordinates activities of designated project to ensure that goals or objectives of project are accomplished within prescribed time frame and funding parameters. Reviews project proposal or plan to determine time frame, funding limitations, procedures for accomplishing project, staffing requirements, and allotment of available resources to various phases of project. Establishes work plan and staffing for each phase of project and arranges for recruitment or assignment of project personnel. Confers with project staff to outline work plan and to assign duties, responsibilities, and scope of authority. Directs and coordinates activities of project personnel to ensure project progresses on schedule and within prescribed budget. Reviews status reports prepared by project personnel and modifies schedules or plans as required. Prepares project reports for management, client, or others. Confers with project personnel to provide technical advice and to resolve problems. May coordinate project activities with activities of government regulatory or other governmental agencies.

**Minimum Education:**

High school or equivalent.

## 035 Vehicle Operator

**Minimum/General Experience:**

Must possess 1-3 years of driving and/or messenger experience with a good driving record. Knowledgeable of the general area.

**Functional Responsibility:**

Will be responsible for the pickup and delivery of US Government mail including regular, bulk, Classified, Pouch, and Guardmail. At the direction of the mailroom supervisor, project manager, or dispatcher proceeds to the location(s), as instructed to pick up or deliver bulk or other materials. Ensures that materials are delivered to location designated by instructions and follows all additional written instructions associated with the delivery of the materials. Obtains signatures and date/time information as required for a proper receipt. Prepares a daily log with appropriate receipts. Coordinates and prioritizes all work requests. Ensures necessary follow-up steps are used to institute an effective quality control procedure for assigned work. Must be familiar with automated mail equipment, USPS rules and regulations, and UPS and Federal Express procedures; knowledgeable in packing requirements and Government mail regulations. Must have strong interpersonal and problem-solving skills and the ability to work independently and be

**Minimum Education:**

High School or equivalent.

## 036 Dispatcher

**Minimum/General Experience:**

Must possess 1-3 years of experience in directing team of drivers to satisfy project requirements. Knowledgeable of the general area.

**Functional Responsibility:**

Directs drivers to location(s) to pick up or deliver bulk or other materials to appropriate destinations. Develops and maintains logs of all requests and action taken to dispatch drivers to destinations and timeframes in which actions were completed.

**Minimum Education:**

High School or equivalent.

## 037 Distribution Clerk

**Minimum/General Experience:**

Must possess 1-3 years of mail or general clerk experience working for a federal agency or commercial entity.

**Functional Responsibility:**

Opens and reads incoming mail that is addressed only to the Agency or only to street address with no name or pertinent office specified. Makes decision to determine the correct forwarding address after reviewing correspondence that has been determined to be improperly or inadequately addressed. Logs in and re-routes checks and incoming accountable mail received from outside courier services and disseminates to the proper destination. Prepares a messenger receipt for all checks and accountable mail that are to be signed by both the delivery clerk and the person receiving the item(s). Opens and re-routes certified mail that is deemed undeliverable due to lack of proper address as soon as they are received and re-routes them immediately per the acceptable mail guidelines. Returns mail that does not have enough information to determine the proper forwarding address to the sender with an enclosed standard form letter. Must be computer literate to use the Department's computerized locator directory as a locator tool. Assures that backlog of no more than 3 days for processing and reading mail. Retrieves mail from the guard desk, upon notification from guard. Will be responsible for the receipt, sorting, preparing/packaging mail, addressing, labeling, folding, inserting, bursting, collating, mail match, wrapping, software services, metering and stamping in accordance with standard commercial practices and the US Postal Services (USPS) regulations.

**Minimum Education:**

High School or equivalent.

## 038 Lead Clerk

**Minimum/General Experience:**

Requires a minimum of 5-7 years experience including over 3 years of progressively more responsible specialized experience working as a Mail or General Clerk in a Mail Room environment.

**Functional Responsibility:**

Responsible for organizing, metering, and final processing of Agency's and/or satellite mailrooms outgoing mail. Performs preventive maintenance and minor trouble shooting of metering equipment and assures that sufficient supplies related to this equipment are stocked and maintained. Keeps the COTR regularly apprised of postage used and postage balances so that the meter can be reset in a timely and orderly fashion. Assists the supervisor in preparing special reports and procedures related to outgoing mail. Must possess mathematical and analytical skills. Prepares and bags outgoing pouch mail. Stocks and maintains supplies, related to metering equipment. Ensures computer data is formatted so that it may be retrieved as required for weekly, monthly, quarterly, annual, etc. reports. Maintains computer printout of daily usage from each mail machines and provides to the COTR for backup in case of machine failure. Must be familiar with the ZIP plus 4 system, USPS rules and regulations, and UPS and Commercial Overnight Services procedures. Must be able to demonstrate knowledge of mail distribution and their different classes and limitations.

**Minimum Education:**

High School or equivalent.

## 039 Control Clerk

**Minimum/General Experience:**

Requires a minimum of 4-6 years experience including over 3 years of progressively more responsible specialized experience working as a quality and/or classified document control clerk.

**Functional Responsibility:**

Responsible for receiving, logging in/out all types of classified documents and maintenance of records of copies of documents and their distribution both internally and externally. Apprises the COTR of any security breaches in documents either received or distributed. Must be able to demonstrate knowledge of appropriate packaging and controls for classified mail. May also be required to develop/maintain quality standards for the mailroom and all facets of its operations.

**Minimum Education:**

Associates degree plus 4 years of experience or high school plus 6 years experience.

## 040 Receptionist

**Minimum/General Experience:**

Entry level position.

**Functional Responsibility:**

Receives callers at establishment, determines nature of business and directs callers to destination. Obtains caller's name and arranges for appointment with person called upon. Records name, time of call, nature of business and person called upon. Operates PBX telephone console to receive incoming messages. Types memos, correspondence, reports, and other documents. Issues visitor's pass when required.

**Minimum Education:**

High school diploma or equivalent.

## 041 Guard II

**Minimum/General Experience:**

Minimum of 2 years law enforcement, security, military police, or other similar experience.

**Functional Responsibility:**

Serves as security guard for pick up and delivery of mail, or provides security guard services for facilities in which classified, sensitive or privacy information is collected and/or stored. May direct and lead the work of others performing similar work. Typically reports to a manager.

**Minimum Education:**

High School diploma or equivalent plus all required state and/or federal licenses.

## 042 Guard I

**Minimum/General Experience:**

Entry level position with familiarity to security guard functions. Personal traits of responsibility and reliability are highly important.

**Functional Responsibility:**

Serves as security guard for pick up and delivery of mail, or provides security guard services for facilities in which classified, sensitive or privacy information is collected and/or stored. Typically reports to a Guard II or manager.

**Minimum Education:**

High School diploma or equivalent plus all required state and/or federal licenses.

## 043 Audio-Visual Tech

**Minimum/General Experience:**

Minimum of 2 years experience in assembling and operating audio visual and teleconferencing systems of all types.

**Functional Responsibility:**

Sets up teleconferences and/or audio visual equipment for meetings and conferences at customer sites or off-site conference facilities arranged by customers. Operates equipment during meetings and disassembles equipment upon completion. May also hold responsibility for maintaining and inventorying such equipment to ensure that it is in working condition at all times.

**Minimum Education:**

High School diploma or equivalent plus basic computer and telecommunications knowledge.

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.

Contract Number: GS-10F-0138L CMI Management, Inc., 5285 Shawnee Road, Suite 401, Alexandria, VA 22312