



**Auditel, Inc.**

**FINANCIAL AND BUSINESS SOLUTIONS (FABS)  
FSC GROUP 520**

**Federal Supply Service  
Authorized Federal Supply Schedule  
Price List & Catalogue**

**General Services Administration  
Contract Number: GS-23F-0044U  
July 12, 2010  
520-14 Audit & Financial Training Services**

**Business Size  
Small Business**

**Business Type  
Women Owned**

**Contact  
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President**

**Contractor  
Auditel Inc.  
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<http://www.auditelinc.com>**

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.fss.gsa.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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# Auditel Inc. Corporate Profile

Auditel provides telecom audit trainings and a range of services for telecom audit, recoveries/refunds and other related services covering order processing, analytics and reporting to meet all telecom expense management needs of our clients.

Auditel's headquarters is based in Florida, USA, with offices in Orlando, Florida, Colorado Springs, Colorado, and Delhi, India. Auditel was founded by Barbara Clements in 1990. Auditel has focused exclusively on telecom expense management trainings and audits for American Corporations and Government agencies.

Over the last 18 years, Auditel trained, consulted and provided telecom auditing services. With an offshore operation in India, the Company is also providing telecom analytics and other value added services using teams of trained experts.

Auditel has one of the longest track records in the telecom expense management industry. The Company researches and investigates the rules, laws, taxes, tariffs and surcharges of all the US telecom companies and other global service providers.

Compared to OCR based auditing software tools, Auditel follows an extensive research based process examining every minute detail within telecom bills. This has been a successful model saving some clients \$10 million cumulative and over \$100 million pro forma savings on telecom spend

Auditel serves a broad range of clients including Fortune 500 corporations, local, state, and federal government/agencies, defense, hospitals, and mid size companies.

Auditel has a global presence with experienced CPAs, auditors and analysts. Each member of the Leadership Team has 15 to 30 years experience in telecom expense management, auditing training, and IT services.

# Auditel Inc. Services

**Financial and Business Solutions (FABS) FSC Group 520  
Special Item Numbers  
520-14 Audit & Financial Training Services**

## **Telecommunications Audit & Financial Training Services - GSA Schedule 520-14**

Auditel telecommunications training courses are workshops not lectures or seminars. Our telecom training workshops are taught either in single day courses or five day Auditel phase workshops for professionals. These telecom audit workshops are hands-on, in-depth training sessions using actual bills and real-life situations. Whether conducted at your site or one of ours, we teach your staff to ferret out errors, communicate with providers and get the savings and reimbursements you deserve. These workshops are designed for: Telecom Manager, Telecom Staff, Telecom Analyst, IT Dept., MIS Dept., Finance Dept., and Purchasing Dept.

Our Telecom Expense Management Training will put your staff in control of your telecom expenses. Learn the various telecom contract skills from our Basic, Intermediate, and Expert level courses. Learn how to audit then compare all your carriers' rates and features. Step by step procedures for accurate recordkeeping. Learn how to recover savings overlooked monthly by understanding the various telecom services listed:

### **1. Wired Services**

- Data Circuits
- Local Telephone Bills
- Long Distance Invoices
- Frame Relay Invoices
- Managed Data Service Invoices
- Managed Information Services (MIS)

### **2. Wireless Invoices**

- Cellular/wireless/mobile invoices
- Internet (IP)
- VOIP bills

### **3. Invoice and Bill Dispute Resolution**

#### **4. Telecom solutions with emphasis on telecom recovery strategies through credits and refunds**

#### **5. Tariff Investigations on billing errors, and overcharges with highest recoveries and refunds.**

Auditel Inc. telecom professional workshops are held at your site or at a centralized location. These five day workshops are broken into phases.

[Phase 1 \(http://www.auditelinc.com/Telecommunications\\_Training\\_Phase\\_I.aspx\)](http://www.auditelinc.com/Telecommunications_Training_Phase_I.aspx),

[Phase 2 \(http://www.auditelinc.com/Telecommunications\\_Training\\_Phase\\_II.aspx\)](http://www.auditelinc.com/Telecommunications_Training_Phase_II.aspx)

[Phase 3 \(http://www.auditelinc.com/Telecommunications\\_Training\\_Phase\\_III.aspx\)](http://www.auditelinc.com/Telecommunications_Training_Phase_III.aspx).

##### **Improvement**

- Need refresher course to ensure expertise in identifying and recovering all overcharges and errors
- Want to increase knowledge of telecom tariff auditing, bill reconciliation and analysis. Increase proficiency with order placement, contract review and contract suitability

##### **Testing**

- Testing your existing telecom departments skills with in-depth reviews to measure employee's proficiency

##### **Software**

- Need accurate recordkeeping software - our proprietary and proven software is included with Telecom Training for Telecommunications Professionals (phase training)

#### **Financial and Business Solutions (FABS) FSC Group 520**

##### **Special Item Numbers**

##### **520 – 9 Recovery Audits**

We use our expertise to correct inaccurate invoices, identify inadvertent overpayments and recover credits and refunds from service providers where documented overpayment has occurred.

Involuntary overpayments made to telecommunications service providers may result from incorrect rates based upon established tariffs (tariff violations), duplicate payments, pricing errors, erroneous payments (invoices paid to incorrect vendor), overlooked rebates and discounts, unclaimed recovery of refunds, overpayment of taxes, and other surcharges.

Further details can be obtained by visiting [http://www.auditelinc.com/recovery\\_auditing.html](http://www.auditelinc.com/recovery_auditing.html)

## Auditel – Training Options

<p><b>Option 1 Includes:</b></p> <ul style="list-style-type: none"> <li>• 8 hour Telecom Basics Workshop (8AM-4PM or 9AM – 5PM)</li> <li>• 30 student maximum.</li> <li>• Basic Telecommunications training for those with little or no telecommunications background. This training teaches basic telecommunications terminology and history.</li> </ul>	<p>\$1,140.00 Per 2 Students</p>
<p><b>Option 2 Includes:</b></p> <ul style="list-style-type: none"> <li>• 8 hours Phone Bill Auditing Basics Workshop (8AM-4PM or 9AM-5PM)</li> <li>• 2 student Minimum, 30 students maximum</li> <li>• Student learn how to audit and complete a local telephone bill analysis by understanding the service records and monthly recurring charges applied to the local phone bill monthly along with tariffs.</li> </ul>	<p>\$1,140.00 Per 2 Students</p>
<p><b>Option 3 Includes:</b></p> <ul style="list-style-type: none"> <li>• 8 hour Workshop Long Distance Auditing (8AM – 5PM)</li> <li>• 2 student minimum, 30 student maximum</li> <li>• Auditing long distance teaches students to determine long distance contract rate compared with charges not requested, lines no longer needed, usages not billing on contracted rates and overcharges or billing errors located on the long distance bill.</li> </ul>	<p>\$1,140.00 Per 2 Students</p>
<p><b>Option 4 Includes:</b></p> <ul style="list-style-type: none"> <li>• 8 hour Telecom Manager Basics Workshop (8AM-4AM or 9AM - 5PM)</li> <li>• 30 student maximum.</li> <li>• Understand basic telecom bill auditing, and long distance basics included in this course. What to look for in an auditing or outsourcing company. What you should expect and how to check those results. Make sure you get exactly what you need when you outsource telecom.</li> </ul>	<p>\$1,140.00 Per 2 Students</p>

<p><b>Option 5 Includes:</b></p> <ul style="list-style-type: none"> <li>• 4 hour Workshop Order Processing &amp; Provisioning (8AM -12PM or 1PM – 5PM)</li> <li>• 4 hours: Telecom Contracts:( 8AM – 12AM or 1PM – 5PM)</li> <li>• 30 students maximum</li> <li>• Review of your Order Processing, Procedures &amp; Provisioning – This course is only available with options 1, 2, 3 or 4.</li> <li>• We can train your staff in the correct order processing skill and teach them the steps necessary to place your telecom orders accurately and efficiently. We find any loopholes in your order processing; we then provide money savings recommendations. We hardly ever find perfect order provisioning process. There are always small items overlooked that take little time to correct.</li> <li>• Understand telecommunication contracts, contract negotiation and procurement LEC (Local Exchange Carrier) contract discussions will save your company money. Long Distance Contract skills and basics are taught in this course. Frame Relay contract basics, and internet contract with bill review. We will train student using our contract and telecom bills.</li> </ul>	<p>\$1,140.00 Per 2 Students</p>
<p><b>Option 6 includes:</b></p> <ul style="list-style-type: none"> <li>• 8 hour One Day Auditing Review Workshop (8AM-4PM or 9AM-5PM)</li> <li>• 2 Student Minimum, 30 students maximum</li> <li>• Students learn how to recognize billing errors on their own bills. A small amount of bills are reviewed prior to training students are taught how to recognize and identify telephone bill auditing basics.</li> </ul>	<p>\$1,140.00 Per 2 Students</p>

**GROUP TRAINING**

<p><b>Option 1 includes:</b></p> <ul style="list-style-type: none"> <li>• 40 hours in-house (4 students minimum)</li> <li>• In house training one week Monday through Friday 9AM-5PM</li> <li>• Choose One Phase: Phase 1 or Phase 2 or Phase 3 Training. (\$5525 price per student)</li> </ul>	<p>\$20,900.00 per 4 Student minimum</p>
<p><b>Option 2 Includes:</b></p> <ul style="list-style-type: none"> <li>• 64 hours in-house Combined Fast Paced Training, 6 Students minimum</li> <li>• In-house training one week Monday through Friday 9am-5pm following week. Phase 1 and Phase 3 combined.</li> </ul>	<p>\$8,360.00 per Student</p>

## INDIVIDUAL TRAINING

<p><b>Phase 1 Includes:</b></p> <ul style="list-style-type: none"> <li>• 40 hours In-house</li> <li>• In-house training five days-Monday through Friday 9AM-5PM</li> <li>• Phase 1 Training-Telephone Invoice Auditing</li> </ul>	<p>\$6,650.00 per student</p>
<p><b>Phase 2 Includes:</b></p> <ul style="list-style-type: none"> <li>• 40 hours In-house</li> <li>• In-house training five days-Monday through Friday 9AM-5PM</li> <li>• Phase 2 Training-Traffic Studies</li> </ul>	<p>\$6,650.00 per student</p>
<p><b>Phase 3 Includes:</b></p> <ul style="list-style-type: none"> <li>• 40 hours In-house</li> <li>• In-house training five days-Monday through Friday 9AM-5PM</li> <li>• Phase 3 Training-Telecom Invoice expense auditing: Long distance, Frame Relay, Wireless, Internet. Maintenance, Monthly Telecom Log</li> </ul>	<p>\$6,650.00 per student</p>
<p><b>Option A Includes:</b></p> <ul style="list-style-type: none"> <li>• 24 hour Workshop Phase 1 without Software (8AM-5PM)</li> <li>• In-house training 3 business days Phase I, II, or III Training, Without software.</li> </ul>	<p>\$3,135.00 per student</p>
<p><b>Option B Includes:</b></p> <ul style="list-style-type: none"> <li>• 64 hours in-house Combined Fast Paced Training</li> <li>• In-house training eight days-Monday through Friday 9AM-5PM plus-Wednesday 9AM-5PM following week</li> <li>• Phase I, II, or III combined</li> </ul>	<p>\$10,640.00 per student</p>

# Contractor Description

1. **Authorized Special Item Number (SIN)**  
520-14 Audit & Financial Training Services
2. **Maximum order:** \$1,000,000 per SIN
3. **Minimum order:** \$300.00
4. **Geographic coverage (delivery area):** Nationwide
5. **Point of production (city, county, and state or foreign country):**  
Florissant, CO
6. **Discount from list prices or statement of net price:** Government prices are net.
7. **Quantity discounts:** None
8. **Prompt payment terms:** Net 30 Days
- 9a. Notification that Government purchase cards are accepted below the micropurchase threshold (\$2,500).
- 9b. Notification that Government purchase cards are not accepted above the micropurchase threshold (\$2,500).
10. **Foreign items:** NA
- 11a. **Time of Delivery:** As negotiated between Contractor and Ordering Agency.
- 11b. **Expedited Delivery:** As negotiated between Contractor and Ordering Agency.
- 11c. **Overnight and 2-day Delivery:** As negotiated between Contractor and Ordering Agency.
- 11d. **Urgent Requirements:** As negotiated between Contractor and Ordering Agency.
12. **F.O.B. Point:** Destination.

- 13a. **Ordering Address:**
- AUDITEL INC.  
283 Cranes Roost Blvd., Suite 111,  
Altamonte Springs, FL 32701
- 13b. **Ordering Procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample BPA can be found at the GSA/FSS Schedule homepage ([fss.gsa.gov/schedules](http://fss.gsa.gov/schedules)).
14. **Payment Address:**
- AUDITEL INC.  
P. O. Box 916502  
Longwood, FL 32791
15. **Warranty Provision:** NA
16. **Export Packing Charges:** NA
17. **Terms and Conditions of Government Purchase Card Acceptance (any thresholds above the micro-purchase level):** NA
18. **Terms and Conditions of Rental, Maintenance, and Repair:** NA
19. **Terms and Conditions of Installation:** NA
20. **Terms and Conditions of Repair Parts:** NA
- 20a. **Terms and Conditions for any Other Services:** NA
21. **List of Service and Distribution Points:** NA
22. **List of Participating Dealers:** NA
23. **Preventive Maintenance:** NA
- 24a. **Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants:** N/A
- 24b. **Section 508 Compliance Information:** NA
25. **Data Universal Number System (DUNS) number:** 363059119
26. **Contractor has registered in Central Contractor Registration (CCR) database.**  
Cage Code: 48F40