



GSA CONTRACT #: GS-25F-0023T



GSA FEDERAL SUPPLY SCHEDULE 36 AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

**SIN 51-409 NETWORK, OPTICAL IMAGING SYSTEM AND SOLUTION
SIN 51-501 NEEDS ASSESSMENT AND ANALYSIS SERVICES
SIN 51-503 EDUCATION AND TRAINING SERVICES
SIN 51-504 RECORDS MANAGEMENT SERVICES
SIN 51-506 DOCUMENT CONVERSION SERVICES
SIN 51-507 DESTRUCTION SERVICES
SIN 51-509 NETWORK CONNECTIVITY SUPPORT SERVICES**

CONTRACT PERIOD: MAY 2007 – MAY 2012

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-drive database system. The internet address for GSA Advantage is: <http://www.gsaadvantage.gov>.

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DOMA Technologies Corporate Overview

DOMA Technologies, a Virginia Limited Liability Corporation, was founded and formed in 2000 as a Minority Business Enterprise and Woman Owned Business (MBE/WBE), Service Disabled Veteran Owned Small Business (SDVOSB), HUB Zone Small Business and certified as an Small Business Administration 8(a) Federal Government contractor. DOMA Technologies is a “Turnkey Solutions” Information Technology company currently providing imaging, electronic document/records management, engineering, installation, integration, software development, operations and training support services to Federal and State Government clients and numerous private sector customers. As shown by our continued growth and expanding customer base our management continually seeks new business opportunities to add depth and diversity to our core competencies and business base. Our corporate office is located in Virginia Beach, Virginia, with affiliate offices located in Richmond, Virginia, Lorton, Virginia Stillwater, Oklahoma, and San Antonio, Texas. Our Key Management Staff possesses over 70 years of combined experience managing government and commercial contracts as a prime and sub-contractor performing secure document and records management; network installation and operations; systems design; help desk support; hardware and software maintenance; implementation and life cycle support, and administrative and clerical support for electronic records management and imaging systems; software development; design/installation/integration of document management technology, Application Service Provider (ASP) services; and information technology training services. DOMA Technologies currently supports numerous Federal and private sector customers including Cox Communications (Nationwide); Thomas Nelson Community College; SENTARA Hospitals and Clinics; HealthNet Federal Services; Bon Secours hospitals; Children’s Hospital of the Kings Daughter; the U.S. Navy; the US Army AMEDD Command and the US Air Force Pacific Medical Command; U.S. Department of Veterans Affairs; INOVA Health Systems; Franklin Financial and Janus Capital Group. As a certified Microsoft Solutions Provider, Canon USA Partner, Checkpoint Software Technologies Certified Partner, Watch Guard partner, **and the original eDOMA Records Management Software Developer and Manufacturer**, we offer an extensive suite of solutions and services:

- Electronic Document/Records Management
- Coding/Scanning/Imaging/Data Entry
- Software Development/Maintenance
- Administrative Support
- Computer Integrated Services
- Enterprise Management and Communication Systems
- Systems Integration
- Computer Based Training/Curriculum Development/Distance Learning/On-Line Training
- Help Desk Operations (onsite & remote)
- Database Design and Life-Cycle Support Services
- Network Design, Implementation, and Maintenance
- Systems Analysis
- Web Site Design and Portal Management

DOMA Technologies success is due to several factors:

- Reviewing project requirements to ensure that each project is provided the necessary human, financial, technical, and administrative resources necessary to succeed
- Recruiting highly qualified, experienced personnel and providing them with the training, equipment, and supplies, as well as the administrative, financial, technical, and management support they need to succeed.
- Focusing on Teamwork: All employees know their responsibilities and duties and how their actions reinforce our principles. DOMA employees are granted the authority needed to fulfill their duties and know that any support they require is readily available. The DOMA workforce is an empowered workforce with a strong work, quality, and customer service ethic.
- Approaching projects and performance challenges in a proactive manner, applying a “win-win” strategy.
- Implementing effective quality control, customer service, and safety programs.

DOMA fully understands the necessity of a properly directed and efficiently managed contract as well as diligently managing the daily direction of the supporting work force. Our previously successful contract efforts have taught us to appreciate the value of a well-organized and well-directed project. We recognize that an effective contract management control system orients project operation to be as streamlined from unnecessary interference as possible. DOMA employs a simple but effective management structure which emphasizes corporate commitment and planning and establishes responsive lines of authority, full accountability, tight control of costs, and open, productive relationships with the customer. Based on these guidelines we will implement an organizational structure which utilizes an efficient and unencumbered administrative and management support infrastructure in support of all GSA contract efforts.

Meeting the challenge of change has always been a highly visible focus of attention throughout the DOMA organization. In spite of continued evolution’s in networking systems and rapidly changing information systems technology, the company has remained both exceptional and diversified – whether developing turn-key electronic records management solutions or enhancing the performance and quality of products and services to our customers – quality standards, responsiveness, and flexibility to meet requirements are never lowered. DOMA Technologies understand the details of successful systems support and maintainability and is fully capable of providing a broad spectrum of technical expertise with a diversified professional IT staff possessing in-depth experience in a variety of technical disciplines.

DOMA TECHNOLOGIES, LLC
GSA Federal Supply Schedule 36 Catalog Price Listings (April 2007)

DOCUMENT MANAGEMENT PRODUCTS/SERVICES

SIN 51 409 NETWORK, OPTICAL IMAGING SYSTEM AND SOLUTION

The contractor will provide hardware and software to enable the user to migrate unstructured paper and electronic data into an electronic document. The user will have the capability to search for documents from a variety of sources such as desktop personal computer, intranet/internet, LAN/WAN. The software will support the user's needs in capturing data in typed print, handprint, mark sense and barcode, electronic data and paper documents into an electronic format and media of choice, in a reliable, secured operating environment. The contractor will provide one or more of the following software/hardware components into medium of choice: Data & Document Capture, Document Imaging, COLD, Document Management, Storage Management, Document Management Scanner, and other related equipment. Additionally, this SIN includes equipment that provides solutions for small to medium size offices to allow the user to capture documents, file documents and retrieve data in seconds. This gives the user the ability to find documents anytime and does not require software installation. This information can be retrieved from the Web browser.

Document Storage Solutions are designed to deliver and maintain on/off line storage solutions for users who need to present, share, archive and distribute information on CD, DVD, DVRAM and other related mediums. Network protocols are widely used to obtain stored data. This SIN includes directly related accessories, attachments, software and supplies.

eDOMA ASP DOCUMENT MANAGEMENT PRODUCT

Unlimited User licenses, unlimited technical support during normal business hours (8:00-5pm EST), 24/7 access to data, 5 customized index fields; installation and configuration; user training for core user group.

P/N	eDOMA ASP Document Management Product	Number of Monthly Uploads	GSA Discount Price
EP0001	eDOMA ASP Document Management P-250 Product	250	\$ 284.05
EP0002	eDOMA ASP Document Management P-500 Product	500	\$ 562.25
EP0003	eDOMA ASP Document Management P-1000 Product	1000	\$ 945.25
EP0004	eDOMA ASP Document Management P-2000 Product	2000	\$1,515.25
EP0005	eDOMA ASP Document Management P-4000 Product	4000	\$2,085.25
EP0006	eDOMA ASP Document Management P-6000 Product	6000	\$2,750.25
EP0007	eDOMA ASP Document Management P-8000 Product	10,000	\$3,510.25
EP0008	eDOMA ASP Document Management P-10000 Product	16,000	\$4,365.25
EE0001	eDOMA Electronic Document Storage (Free for First 6 Months)		\$14.25 per GB
EP0001	eDOMA Premiere Technical Support (24/7/365 days per year)		\$11,400.00 annually

SCHEDULE OF SERVICES

SIN 51 501 NEEDS ASSESSMENT AND ANALYSIS SERVICES (NAAS)

Description - Needs Assessment and Analysis Services consist of a comprehensive assessment of the customer's existing objectives, capabilities and most importantly, funding obligations which will provide agency's recommendation(s) how to meet or exceed organization's overall performance by providing "total office solutions.

Geographic Service Location(s) **Worldwide**

NAAS provides for professional support in analyzing and developing customer requirements. Regardless of the specific approach and strategies described in the technical proposal for each work segment, the work in general shall include consulting services, and other related services.

THIS SIN MAY INCLUDE ASSESSMENT SERVICES FOR COMPLIANCE WITH THE REQUIREMENTS OF SECTION 508 OF THE REHABILITATION ACT, WHICH IS AN INITIATIVE TO ENSURE THE ACCESSIBILITY OF ELECTRONIC AND INFORMATION TECHNOLOGY TO INDIVIDUALS WITH DISABILITIES AND MAY ALSO INCLUDE SPECIAL SECURITY REQUIREMENTS TO MEET AGENCY'S NEEDS.

- **Consultation Services**- DOMA Technologies will specify the Labor Category (ies) proposed and the hourly and daily rates for each. The total price for consultation services will be established at the time the Task/Delivery Order is placed and will be based on the prices offered herein. The estimated number of hours negotiated with the agency and the labor category (ies) provided will be shown on the resultant Task/Delivery Order. DOMA Technologies shall provide expert advise, assistance, guidance or counseling in support of agencies' management, organizational and business improvement efforts. They may also include studies, analyses and reports documenting any proposed developmental, consultative, or implementation efforts.

SIN 51 503 EDUCATION AND TRAINING SERVICES (ETSS)

Description - Educational and Training Support Services provide the customer with operational knowledge of products and/or services offered under this schedule. Training is offered on site/off site, and through video conferencing, or CD ROM base training.

Geographic Service Location(s): **Worldwide**

Schedule of Training: #1 Course Price Data Sheet

Title of Course: **eDOMA Application Training for View/Print Web Group**

Length of Course (Number of Hrs/Days): **Two (2) Hours**

Total Price of Course for Minimum Number of Participants: \$495.00

Minimum Number of Participants: 1 TO 4

Price per Each Additional Participant in Excess of the Minimum: \$123.00

Maximum Number of Participants: 8 Persons On-Line Training-20 Persons at Customer Site for Training

Schedule of Training: #2 Course Price Data Sheet

Title of Course: **eDOMA Application Training for Scanning and Indexing Technicians/User Groups**

Length of Course (Number of Hrs/Days): Two (2) Hours

Total Price of Course for

Minimum Number of Participants: \$795.00 Minimum Number of Participants: 1 TO 4

Price per Each Additional Participant in Excess of the Minimum: \$198.00

Maximum Number of Participants: 8 Persons On-Line Training-20 Persons at Customer Site for Training

Schedule of Training: #3 Course Price Data Sheet

Title of Course: **eDOMA Application Training for Database/Software Administrative User Group**

Length of Course (Number of Hrs/Days): Four (4) Hours

Total Price of Course for

Minimum Number of Participants: \$995.00 Minimum Number of Participants: 1 TO 4

Price per Each Additional Participant in Excess of the Minimum: \$248.00

Maximum Number of Participants: 8 Persons On-Line Training-20 Persons at Customer Site for Training

**SIN 51 504 RECORDS MANAGEMENT SERVICES (RMS) includes:
FILE ORGANIZATION AND FILE MAINTENANCE SERVICES**

Description - these services includes on-site services but are not limited to: organize paper or electronic files in any work area and track them electronically, information and document indexing, scanning, labeling, bar coding, and filing.

Geographic Service Location(s): Worldwide

STORAGE SERVICES:

Description - (Generally preparation of files for media preparation for storage, archive, retrieval and pick-up services, managing records throughout the life cycle, 24 X 7 access and accountability.

Geographic Service Location(s): Worldwide

SIN 51 506 DOCUMENT CONVERSION SERVICES (DCS)

Description - Document Conversion Services basically convert from an original paper document, data, or graphics into digital data, and transferred to a new media and format for use in a document imaging and storage system. This service may include:

- Back file and Day Forward Conversion, Data Entry, State-of-the Art Scanning,
- Indexing, Hyper link, Web Hosting, Media of Choice, Blowback, Classified and Non-classified documents

Geographic Service Location(s): Worldwide

SIN 51 507 DESTRUCTION SERVICES (DS)

Description – Destruction Services offer a full range of services:

- Shredding of classified and unclassified materials, Incineration of paper documents, maps, blueprints, catalogs, Disintegration of microfilm, microfiche, ID cards, VHS tapes, Support DOD Approved requirements

Geographic Service Location(s):Nationally

SIN 51 509 NETWORK CONNECTIVITY SUPPORT SERVICES (NCSS)

Description -Network Connectivity Support Services is designed to manage and support customer’s software applications, network operating systems as it relate to your digital equipment. With this solution, the customer has the ability to search, view, access, print and communicate right from your desktop.

Geographic Service Location(s):**Worldwide**

**DOMA TECHNOLOGIES LABOR CATEGORY PRICING
Special Item No. 51-501, 51-503, 51-504, 51-506, 51-507, 51-509**

Labor Code	Labor Category Description	Calendar Year 1
51.1	Program Director	\$99.15
51.2	Project Manager	\$84.88
51.3	Senior Subject Matter Expert	\$114.76
51.4	Subject Matter Expert	\$98.68
51.5	Senior Systems Engineer	\$85.99
51.6	Information Systems Engineer	\$69.50
51.7	Network Engineer	\$64.01
51.8	Senior Analyst	\$58.20
51.9	Mid Level Analyst	\$45.03
51.10	Analyst	\$36.78
51.11	Programmer Analyst III	\$65.06
51.12	Programmer Analyst II	\$56.37
51.13	Programmer Analyst I	\$47.69
51.14	Senior Database Administrator	\$63.10
51.15	Database Analyst	\$55.14
51.16	Configuration Management Specialist	\$47.69
51.17	Quality Assurance/Control Specialist	\$45.85
51.18	Security Specialist	\$68.17

51.19	Multimedia Training Manager	\$82.39
51.20	Multimedia Training Specialist	\$56.37
51.21	Senior Technical Writer	\$41.72
51.22	Technical Writer	\$34.08
51.23	Documentation Specialist	\$22.71
51.24	Senior Web/Internet Developer	\$108.53
51.25	Web/Internet Developer	\$81.67
51.26	Senior Technical/Data Librarian	\$53.15
51.27	Senior Functional Analyst	\$88.59
51.28	Functional Analyst	\$71.52
51.29	Instructional Designer	\$79.04
51.30	Task Supervisor	\$69.35
51.31	Senior Technician	\$48.50
51.32	Technician	\$29.04
51.33	Network Administrator	\$68.30
51.34	Help Desk Manager	\$43.55
51.35	Help Desk Technician	\$35.41
51.36	Records Supervisor	\$61.69
51.37	Records Analyst 1	\$52.46
51.38	Records Analyst 2	\$55.31
51.39	Testing Specialist	\$58.83
51.40	Data Technician	\$25.89
51.41	Data Entry Operator	\$27.22
51.42	Scanning Supervisor	\$42.87
51.43	Scanning/Microfilm Specialist 1	\$31.87
51.44	Scanning/Microfilm Specialist 2	\$34.43
51.45	Document Control Specialist	\$33.42
51.46	Warehouse Specialist	\$31.44
51.47	Administrative Support Specialist	\$29.10

1. Program Director

Functional Responsibility: Serves as the counterpart to the client project/technical manager for intermediate to complex IT or telecommunications-related programs. Manages project support operations involving multiple tasks/projects and personnel at diverse locations. Organizes, directs and coordinates planning and execution of all program/technical support activities. Shall have demonstrated information technology expertise and communication skills to be able to interface with various levels of management. Assigns duties and reviews work of subordinates. Meets and confers with client management regarding the status of specific Contractor project and progress. Resolves problems, issues or conflicts as required. Ensures that program schedule, performance, and deliverables are met.

Minimum Education and Experience Requirements: Bachelor's Degree (With an emphasis in Records Management, Library Science, Business Administration, or Information Management) PLUS a minimum of 6 years intensive and progressive experience in the design and management of electronic records management systems and applications and/or related IT programs. At least 2 years experience supervising document management and/or records management projects of at least 8 personnel.

2. Project Manager

Functional Responsibility: Serves as the counterpart to the client program/technical manager for intermediate to complex IT or telecommunications-related programs. Manages program support operations involving multiple tasks and personnel. Organizes, directs and coordinates planning and execution of all program support activities. Shall have demonstrated information technology expertise and communication skills to be able to interface with all levels of management. Assigns duties and reviews work of subordinates. Meets and confers with client management officials regarding the status of specific Contractor program activities and progress. Resolves problems, issues or conflicts as required. Ensures that program schedule, performance, and deliverables are met.

Minimum Education and Experience Requirements: Bachelor's Degree (With an emphasis in Records Management, Library Science, Business Administration, or Information Management) PLUS a minimum of 4 years intensive/progressive experience in the design and management of electronic records management systems/applications or related IT programs. 2 years supervising document management and/or records management projects of at least 5 personnel.

3. Senior Subject Matter Expert

Functional Responsibility: Provides high-level subject matter expertise for both electronic and paper based document/records management policy, procedures, software and systems described in the IT or system related customer program or task. Provides advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and/or implementation advice on complex problems which require a high level knowledge of the subject matter for effective implementation. Participates as needed in all phases of software and hardware application design and development with emphasis on the planning, analysis, testing, integration, documentation, training, and presentation phases. From a business process standpoint, provides technical advice, guidance and direction for the improvement, modification, and re-engineering of business processes, policies and procedures for any functional area under consideration or review. Applies principles, methods, and knowledge of specific functional areas of expertise to specific task order/program. Directs the composition or composes and finalizes documentation.

Minimum Education and Experience Requirements: Bachelor's Degree (With an emphasis in Records Management, Library Science, Business Administration, or Information Management) PLUS a minimum of 8 years related experience.

4. Subject Matter Expert

Functional Responsibility: Provides subject matter expertise for both electronic and paper based document/records management policy, procedures, software and systems described in the IT or system related customer program or task. Provides advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and/or implementation advice on complex problems which require a high level knowledge of the subject matter for effective implementation. From a document management systems standpoint, participates as needed in all phases of software and hardware application design and development with emphasis on the planning, analysis, testing, integration, documentation, training, and presentation phases. Provides technical advice, guidance and direction for the improvement, modification, and re-engineering of business processes, policies and procedures for any functional area under consideration or review. Applies principles, methods, and knowledge of specific functional areas of expertise to specific task order/program. Directs the composition or composes and finalizes documentation. **Minimum Education and Experience Requirements:** Bachelor's Degree (With an emphasis in Records Management, Library Science, Business Administration, or Information Management) PLUS a minimum of 5 years experience.

5. Senior Systems Engineer

Functional Responsibility: Works from specifications to design, develop or modify complex operating systems applications and/or hardware configurations. Assists with the design, coding, benchmark testing, debugging and documentation of programs. Supports the development of Document Management and Imaging systems and applications dealing with the overall operating system, such as sophisticated file maintenance routines and computer interfaces. Works on most phases of software systems programming applications. Performs a variety of tasks, which are broad in nature and are concerned with the design and implementation of integrated systems, including personnel, hardware, software and support facilities and/or equipment. Works independently. May train subordinate engineers. May be task leader.

Minimum Education and Experience Requirements: Bachelor's Degree in engineering or computer science or related field of study, PLUS 4 year's experience.

6. Information Systems Engineer

Functional Responsibility: Works from specifications to develop or modify operating systems applications and/or network/desktop hardware configurations. Assists with design, coding, benchmark testing, debugging and documentation of document management and imaging programs. Supports applications dealing with the overall operating system and file maintenance routines. Supports web based/internet interface and other less complicated software packages. Works on most phases of software programming applications. **Minimum Education and Experience Requirements:** Bachelor's Degree PLUS 2 years related experience.

7. Network Engineer

Functional Responsibility: Performs a variety of network management functions in support of Document Management and Imaging systems related to operation, performance or availability of data communications networks. Modifies command language programs, network start up files, assigns/re-assigns network device logical, analyzes network performance and recommends adjustments to wide variety of complex network management functions with responsibility for overall performance and availability of networks. LAN/WAN consultant skilled in network analysis, integration and tuning. Analyze client LANs/WANs, and recommend reconfiguration and implementation of network hardware to increase performance or to meet new requirements. Working knowledge of network operating systems. Conducts load balancing efforts to achieve optimum scanning and imaging device utilization and network performance. May serve as task leader on projects. **Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent certification and 4 years experience.

8. Senior Analyst

Functional Responsibility: Performs detailed systems analysis, design, programming, documentation or implementation of large to mid-sized document management and/or imaging systems and applications with customers existing systems for effective implementation. Studies customer's information/records/document processing procedures/capabilities to improve production or workflow. Prepares workflow charts and diagrams to specify operations to be performed by computers and operations to be performed by personnel working with the electronic document management system. Plans and prepares technical reports, instructional manuals and assists in the documentation of applications development.

Minimum Education and Experience Requirements: A Bachelor's Degree or a project-related IT or telecommunications certification, PLUS 5 years of related experience.

9. Mid Level Analyst

Functional Responsibility: May perform systems analysis, design, programming, documentation or implementation of small to mid-sized systems applications. Confers with supervisors on unusual matters. May review capabilities, workflow, and limitations to determine if requested capability or modification is possible, also studies records/document management workflow processing. **Minimum Education and Experience Requirements:** A Bachelor's Degree or equivalent, or a project-related IT or telecommunications certification, PLUS 3 year related experience.

10. Analyst

Functional Responsibility: Performs varied tasks under minimum supervision, conferring with supervisor on unusual matters. May be assisted by more junior personnel in the analysis, design, programming, documentation or implementation of systems applications. May review capabilities, workflow, and limitations, also studies information-processing. Works under supervision of a Senior Analyst. **Minimum Education and Experience Requirements:** A Bachelor's Degree or equivalent, or a project-related IT or telecommunications certification, PLUS 1 year related experience.

11. Programmer-Analyst III

Functional Responsibility: Works independently, with management review of end results or acts as lead programmer. Interprets, implements, and maintains complex operating systems and subsystems from specifications prepared by vendors and engineers. Directs or fine-tunes document management and imaging applications to maximize throughput on various computing platforms and equipment configurations. Responsible for integrating equipment and systems from multiple vendors into the overall organizational configuration to maximize data communications and resource sharing. Designs, codes, installs, and maintains appropriate systems software program; identifies, evaluates, tailors, and directs the implementation of vendor-supplied software. Performs systems re-generations where applicable to reflect changes in peripheral configuration; ensures the maintenance of adequate software systems documentation; recommends to management the purchase or lease of systems software personnel in the resolution of complex systems-related problems. Has prime accountability for the maintenance and operating efficiency of a major subsystem. Continually assesses the performance of appropriate software systems to identify and correct problems that impact operation efficiency and work quality.

Minimum Education and Experience Requirements: A Bachelor's Degree or equivalent, PLUS 5 years of related work experience.

12. Programmer-Analyst II

Functional Responsibility: Interprets, implements, and maintains operating systems and subsystems from specifications prepared by vendors and engineers. May fine-tune document management and imaging applications to maximize throughput on various computing platforms and equipment configurations. Supports integrating equipment and systems from multiple vendors into the overall organizational configuration to maximize data communications and resource sharing. Supports design, code, installation, and maintenance of appropriate systems software program. Identifies, evaluates, tailors, and directs the implementation of vendor-supplied software packages. Performs re-generations where applicable to reflect changes in peripheral configuration; ensures the maintenance of adequate software systems documentation; prepares alterations to management the purchase or lease of systems software personnel in the resolution of complex systems-related problems.

Minimum Education and Experience Requirements: A Bachelor's Degree or equivalent PLUS 2 years related work experience.

13. Programmer-Analyst I

Functional Responsibility: Interprets, implements, and maintains simple operating systems and subsystems from specifications prepared by vendors and engineers. May fine-tune simple applications to maximize throughput on various computing platforms and equipment configurations. Support efforts for integrating equipment and systems from multiple vendors into the overall organizational configuration to maximize data communications and resource sharing. Supports design, code, installation, and maintenance of appropriate systems software program. Performs simplistic systems re-generations where applicable to reflect changes in peripheral configuration; ensures the maintenance of adequate software systems documentation; supports gathering of information to management the purchase or lease of systems software personnel in the resolution of complex systems-related problems. **Minimum Education and Experience Requirements:** Associate's Degree PLUS 1 year related experience.

14. Senior Database Administrator

Functional Responsibility: Designs and establishes data files and control procedures for mid to complex systems of networked systems for the document management and/or imaging systems being installed. Responsible for data integrity. May assign passwords and monitors use of resources. Backs up files as required. May produce complex periodic business reports; generate output such as labels, letters, and forms. Responds to frequent management requests for information. Sometimes is the Task Leader or supervisor of junior and/or entry level database administrators. **Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent and 3 years experience.

15. Database Analyst

Functional Responsibility: Analyzes complex organizational and computer database system(s); designs and implements client document management/records management/imaging systems in both stand-alone and network configurations; is very knowledgeable in both commercially-available off-the-shelf (COTS) and custom database software platforms; develops technical documentation detailing the installation procedures. Performs analyses of organizational and computer database system(s). Designs and implements database systems in both stand-alone and networks configurations using commercially available and customized software platforms. Requires very little supervision. Performs training of lower-level database analysts. **Minimum Education and Experience Requirements:** Bachelor's Degree and 3 years of experience.

16. Configuration Management Specialist

Functional Responsibility: Develops and maintains complex configuration management plans, implementation scheduling and software documentation for all Document/Records Management Software Systems and life-cycle reviews. Shall be capable of monitoring the configuration control process and ensuring that procedures comply with client and/or applicable software specifications. Acts as lead when required, reports to the Project Manager/Program Manager. Knowledgeable of software development techniques, configuration audits and client/government regulations, manuals, standards and industry publications related to configuration/data management required to perform the task. Trains lower level configuration management specialist. **Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent in a related field and 3 years experience.

17. Quality Assurance/Control Specialist

Functional Responsibility: Supports the development and implementation of quality control methodologies to ensure compliance with document imaging/scanning/retention quality assurance standards, guidelines and procedures IAW Federal and DoD policy and procedures. Supports the development and definition efforts of major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual effort. 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 cycle. **Minimum Education and Experience Requirements:** Associate's Degree or equivalent and 4 year experience.

18. Security Specialist

Functional Responsibility: Analyze and design small to complex security requirements for Multilevel Security (MLS) issues for electronic document management, scanning/indexing system applications and web portal requirements. Design, develops, engineers, and implements solutions to MLS requirements. Gather and organize technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Perform risk analysis and risk assessments as required. **Minimum Education and Experience Requirements:** Bachelor's degree or equivalent and 4 years experience.

19. Multimedia Training Manager

Functional Responsibility: Manages and is responsible for all operations within the training organization for all customer training requirements as they relate to document management, imaging, and scanning software, systems and applications. Supervises, schedules, plans, develops and performs training courses that are up to date and applicable. Ensures that all training courses are appropriate and effective. Responsible for major training projects with training data of a higher complexity and importance than those normally assigned to lower level trainers. Responsible for development and generation of user manuals, training manuals and other documentation required. Responsible for the coordination of training activities, classroom space is adequate. Ensures that all training materials, media and manuals are provided to students. Responsible for supervising and training subordinate training specialist. **Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent and 6 years experience.

20. Multimedia Training Specialist

Functional Responsibility: Supports efforts associated with scheduling, planning, developing and performing training courses to end users and systems support personnel for all document/records/scanning/indexing system applications. Supports efforts that ensure all training courses are current, appropriate and effective. Performs coordination of training activities including distance learning and online training classes. Supports the development and production of training manuals, user manuals and other documentation as required. Ensures that all training materials, media and manuals are available to students. **Minimum Education and Experience Requirements:** Bachelor's Degree or equivalent and 3 years experience.

21. Senior Technical Writer

Functional Responsibility: Gathers, analyzes, and composes technical information for technical documents, manuals, instructions, policy and procedures guides, systems specifications, and systems operating requirements. Conducts research and ensures the use of proper technical terminology for IT/Communications systems for operators and end users. Ensures a level of understanding for written text for end users. Interfaces with systems developers, analysts, programmers, computer operators and end users in ensuring technical accuracy and completeness. May be required to develop output in HTML, PDF, web-based, and other multi-media formats. **Minimum Education and Experience Requirements:** Bachelors Degree or equivalent (preferably English, Literature, or other related discipline) and 5 years of experience writing and editing technical reports and documents.

22. Technical Writer

Functional Responsibility: Collect, analyze, and organize information required for technical documentation and for the preparation of manuals, materials, and reports. Reviews existing technical literature, develops descriptive copy, and verifies documentation with related departments. May coordinate the production and distribution of finished materials. Develops written technical materials and methodology with regard to information systems and end user requirements. Must have experience in multiple types of word processing systems, and have the capability to develop online technical documentation. May be required to develop output in HTML, PDF, web-based, and other multi-media formats. **Minimum Education and Experience Requirements:** Bachelors Degree or equivalent (preferably English, Literature, or other related discipline) and 2 years of experience writing and editing technical reports and documents.

23. Documentation Specialist

Functional Responsibility: Responsible for preparing and/or end users documentation, maintenance documentation, systems specifications, procedures and methods, including user reference manuals. Provides or coordinates documentation services as required. Composes and finalizes both functional and IT documentation, including specifications and user manuals, in the style and format required by individual task. Receives initial functional specifications and transform that data into end user documentation. May be required to develop output in HTML, PDF, web-based, and other multi-media formats. **Minimum Education and Experience Requirements:** Bachelors Degree or equivalent (preferably English, Literature, or other related discipline) and 3 years of experience writing and editing technical reports and documents.

24. Senior WEB/Internet Developer

Functional Responsibility: Assigned as a Webmaster for establishing and maintaining WEB Sites and the creation/design of WEB pages in support of ASP Document/Records/Imaging/Scanning software and System Applications. Provides support in software development/engineering, specification development, system design, programming, and testing using software applications including JAVA, JDBC, HTML, PERL, SML, FoxPro, Front Page, Visual Basic, FLASH, C//C++ and other Internetworking protocols/development languages. Manages and configures Web Servers and Web Content Document Management Systems. Also documents, designs, and prepares technical reports, presentations, and briefs as required. Develops customer specific reports and databases for web based ASP requirements. **Minimum Education and Experience Requirements:** Bachelors Degree or equivalent and 4 years of experience.

25. WEB Internet Developer

Functional Responsibility: Assists in the development and maintenance of WEB Sites and the creation/design of WEB pages in support of ASP Document/Records/Imaging/Scanning software and System Applications. Translates applications requirements into the design of complex web sites, including integrating web pages and applications to serve as either stand alone sites or as the front end to web-based applications. Provides configuration, installation, maintenance, and site policy development. Formulates, defines system scope, prepares specifications, and develops coding, testing, implementation and life-cycle support of customer web sites. Utilizes multiple types of software applications and languages/protocols including: JAVA, JDBC, HTML, PERL, SML, FoxPro, Front Page, Visual Basic, FLASH, C//C++, XML, and PowerBuilder. **Minimum Education and Experience Requirements:** Bachelors Degree or equivalent and 1 years of experience.

26. Senior Technical/Data Librarian

Functional Responsibility: Participates in the system applications and database design, classification, indexing, cataloging, updating, and control of manuals, papers, records, documents, instructions, specifications, reports, multimedia, and electronic data. Maintains the electronic databases for the conversion of manual records for configuration control of all paper based documentation. Maintains electronic records databases including troubleshooting, managing automated records/document management systems, developing/maintaining document web sites, and tracking changes to the electronic system as to existing databases.. Stays current with and shares knowledge of new technologies that contribute to access, creation and use of electronic data files. **Minimum Education and Experience Requirements:** Bachelors Degree (With an emphasis in Records Management, Library Science, Business Administration, or Information Management) or equivalent and 4 years of experience.

27. Senior Functional Analyst

Functional Responsibility: Analyzes end user requirements to determine functional and cross-functional operating requirements for document/records workflow procedures and processes. Conducts functional distribution to identify specific job tasks and their interrelationships. Develops and maintains DBMS, including designing and analyzing systems, using current operating systems and performs data manipulation. Identifies system requirements for each functional task area. Provides daily supervision and direction to support staff. **Minimum Education and Experience Requirements:** Six years of current experience directly related to the use of structured analysis; design methodologies, and experience with the logical and physical functional, operational, and technical architecture of large and complex information systems and or records management systems. Bachelors Degree in Engineering, Computer Science, Information Systems, or other related technical discipline.

28. Functional Analyst

Functional Responsibility: Participates in the collection and analyzing of organizational requirements and develops functional requirements for systems operations. Provides input for computer software and system design, documentation development/changes, conducts functional testing of specific software applications, and assists in designing interfaces necessary for software modifications. Provides database and system input. Develops reports, charts, presentations, drawings, and provides input for new end user training requirements. **Minimum Education and Experience Requirements:** Shall have three years extensive hands-on experience in a functional and/or technical position supporting multiple types of operating systems and software applications. Should have experience in developing, testing and/or implementing application software. Bachelors Degree in Engineering, Computer Science, Information Systems, or other related technical discipline.

29. Instructional Designer

Functional Responsibility: Responsible for hands-on development and production of computer based/paper based/web based curriculum/educational/training materials and study guides in accordance with the principals and processes of formal Instructional Systems Design. Task includes developing and following project schedules, composing course designs, outlines, lesson guides, test questions, graphics, student applications and study materials. Performs review of curriculum drafts and curriculum-related documentation for content, consistency, spelling, grammar, punctuation and style. **Minimum Education and Experience Requirements:** Shall have five years experience in curriculum development, Education, Technical Writing, Training, or have filled a position as a subject matter specialist in a functional and/or technical position related to the curriculum being developed. Bachelors Degree in Education, English, Instruction Systems, or a related field.

30. Task Supervisor

Functional Responsibility: Responsible for the coordination and supervision of a specific task or function. Ensures all activities are carried out in accordance with project requirements and objectives. Typically supervises between 10 and 30 employees. Responsible for day-to-day coordination and administration of task efforts, quality and productivity. Works closely with project manager and/or customer personnel. Ensures completion of administrative reporting, training, timecards, daily reports, logs and narratives. Sets up and manages project facilities as required by workload requirements. **Minimum Education and Experience Requirements:** Bachelors Degree in a related field or equivalent and three to five years of work experience.

31. Senior Technician

Functional Responsibility: Serves as lead or expert field engineer. Possess expert knowledge and understanding of and performs work in structured premise cabling systems, grounding, bonding and electrical protection, pulling cable, cable termination, retrofits and system upgrades, LAN cabling systems, media, preparation for installation of hardware and software, cable testing, cable troubleshooting. As it relates to Hardware/Software support, oversees efforts or provides maintenance support for customer-owned or leased equipment and products. May perform administrative tasks such as, documenting results, “as-builts”, completing daily reports, inventory of materials and supplies. **Minimum Education and Experience Requirements:** Associate’s Degree (or equivalent), or a project-related IT or telecommunications technical certification PLUS 4 years experience.

32. Technician

Functional Responsibility: Serves as field engineer. Performs varied and difficult tasks under minimum supervision. Possess knowledge and understanding of and performs work in structured premise cabling systems, grounding, bonding and electrical protection, pulling cable, cable termination, retrofits and system upgrades, LAN cabling systems, media, preparation for installation of hardware and software, cable testing, cable troubleshooting. As it relates to Hardware/Software support, oversees efforts or provides maintenance support for customer-owned or leased equipment and products. May perform administrative tasks such as, documenting results, “as-builts”, completing daily reports, inventory of materials and supplies. **Minimum Education and Experience Requirements:** Associate’s Degree (or equivalent), or a project-related IT or telecommunications technical certification PLUS up to 3 years experience.

33. Network Administrator

Functional Responsibility: Designs, installs, and maintains complex networks that typically link numerous computing platforms, operating systems, and network topologies across widely dispersed geographic areas. Evaluates hardware and software suitable for large, complex networks, Designs, test, and implements interface programs. Develops security procedures. Manages network performance. Troubleshoots and resolves complex problems to ensure no disruption of mission-critical applications. Designs and maintains fault-tolerant systems and manages systems backups. Generally has supervisory responsibility for subordinate network analyst. May serve as task leader. **Minimum Education and Experience Requirements:** Bachelor’s Degree or equivalent certification and 2 years experience.

34. Help Desk Manager

Functional Responsibility: Provides specialized management of help desks in a multi-server environment. Provides detailed knowledge of PC/Desktop operating systems, networks, and mail standards. Assists in information system development and network support in a client/server environment. Works with hardware and software vendors for warranty and non-warranty repair issues. Monitors all help desk activity, reviews daily reports from the HD tracking system and coordinates support and training of end users. **Minimum Education and Experience Requirements:** Bachelor’s Degree or equivalent and 5 years experience.

35. Help Desk Technician

Functional Responsibility: Provides telephone and in-person support to end users in the areas of E-mail, directories, desktop applications, hardware and software issues, and network troubleshooting problems. Serves as the initial point of contact for troubleshooting network applications and hardware, software, and printer problems. Enters data into the help desk software database to identify, escalate, and fix /repair individual support issues. **Minimum Education and Experience Requirements:** Associates Degree or equivalent and 2 years IT experience.

36. Records Supervisor

Functional Responsibility: Supervises the operation of a document/records division of a facility or a unit within a facility. Coordinates the work of records technicians and clerks. Plans and organizes the work of the contractor staff. Investigates problems, determines causes, and designs and conducts task and changes necessary to correct problems and prevent reoccurrence. Makes arrangements for urgently required responses. Coordinates review of materials, pending requests, collection and compilation of reports, and conducts quality reviews. **Minimum Education and Experience Requirements:** Requires Associates Degree and at least four years working in an office or records management environment.

37. Records Analyst 1

Functional Responsibility: Assists others in performing analysis and inventory of documents/records in general office, field offices, plants, hospitals, and any remote records centers. Develops retention schedules, incorporates data, prepares records for retention, and ensures consistency in records content. Stores, maintains, researches and retrieves records maintained by an organization in paper, microform and electronic format. Organizes files by category and chronological date and determines disposition. Develops and maintains records management databases as required. **Minimum Education and Experience Requirements:** Requires Associates Degree and one to three years working in an office or records management environment.

38. Records Analyst 2

Functional Responsibility: Responsible for performing analysis and inventory of documents/records in general office, field offices, plants, hospitals, and any remote records centers. Develops retention schedules, incorporates data, prepares records for retention, and ensures consistency in records content. Stores, maintains, researches and retrieves records maintained by an organization in paper, microform and electronic format. Organizes files by category and chronological date and determines disposition. Develops and maintains records management databases as required. Oversees work of junior personnel. Reviews and incorporates regulatory and operational policy and procedures. Recommends media formats and storage requirements of specific records. **Minimum Education and Experience Requirements:** Requires Associates Degree and at least four years working in a records management program or library environment.

39. Testing Specialist

Functional Responsibility: Develops test plans, designs test scenarios, develops test programs and documents test results to ensure Electronic Records Management and Scanning/Imaging systems and software perform as designed and required. Develops software QA plans. Develops and maintains processes for evaluating software and associated documentation in a customers operating environment. Participates in formal and informal reviews throughout the development life cycle. Responsible for developing and integrating testing into the full software development process. Reviews system requirements and functional specifications for early defect detection and develops high level plans as well as detailed test scenarios. Analyzes internal security within software and systems. **Minimum Education and Experience Requirements:** Bachelors Degree or equivalent IT Certifications and 4 years of experience.

40. Data Technician

Functional Responsibility: Provides repository related support functions and customer service functions using existing databases. Performs repository and technical library functions, using reproduction equipment, and performs data entry functions. Classifies, indexes, stores, and circulates documents, books, records, periodicals, papers, microfiche, and technical documentation stored on various electronic media. Performs manual data collection, data entry, word processing, or computer application software to update indices and technical documents. Performs routine cataloging functions. Coordinates lower level Data Entry Operators and assigns data entry task assignments. **Minimum Education and Experience Requirements:** High School Diploma or equivalent, and three to five years of related office experience.

41. Data Entry Operator

Functional Responsibility: Performs data entry via on-line data terminal, key-to-tape, PC, key-to-disk, or similar electronic device. Reviews documentation and manual records prior to input and verifies data entered as required. Maintains files, records, and chronologies of entry activities. Produces output of magnetic tape, diskettes, or other media. **Minimum Education and Experience Requirements:** High School Diploma or equivalent.

42. Scanning Supervisor

Functional Responsibility: Supervises and directs the scanning and microfilm staff to accomplish records retention requirements. Troubleshoots, performs quality control, ensures quality and delivery schedule compliance, and schedules all scanning efforts. Functions as expert operative on all utilized equipment and processes. Determines scanner and scanner settings based on document type, planned processing, and document characteristics. Performs image, text, and content reviews to confirm loading, quality, and storage requirements of the Document Management System. Trains junior staff personnel. **Minimum Education and Experience Requirements:** High School Diploma or equivalent and at least four years of related experience.

43. Scanning/Microfilm Specialist 1

Functional Responsibility: Operates microfilm and scanning equipment to perform efficient storage and retrieval of records, documents, and drawings. Functions as trainee operative on equipment and processes. Prepares internal and external documents including fastener removal, repair of damage, and legibility enhancement. Determines scanner and filming settings based on document type. Store image and text files within the Document Management System file structure and create/update properties to provide client retrieval. Maintains catalogs of materials. Maintains files and storage retention. **Minimum Education and Experience Requirements:** High School Diploma or equivalent and one to two years of related experience.

44. Scanning/Microfilm Specialist 2

Functional Responsibility: Operates microfilm and scanning equipment to perform efficient storage and retrieval of records, documents, and drawings. Functions as trainee operative on equipment and processes. Prepares internal and external documents including fastener removal, repair of damage, and legibility enhancement. Determines scanner and filming settings based on document type. Store image and text files within the Document Management System file structure and create/update properties to provide client retrieval. Maintains catalogs of materials. Maintains files and storage retention. Perform image, text, and property reviews to confirm loading, quality, and location of documents stored on the system. Performs optical character recognition and text correction on documents requiring content-based retrieval. Sets up indexes and print services and assists with training and guidance of less experienced operators. **Minimum Education and Experience Requirements:** High School Diploma or equivalent and at least three years of related experience.

45. Document Control Specialist

Functional Responsibility: This position is responsible for the assisting in the development, inventory, storage, distribution and destruction of forms, documents, records as required under set policy's and guidelines. May process and fill request for forms, which includes pulling orders, checking quantity, packaging for shipment and delivering records to users. Creates and updates forms by using computer design software. Assists in the administration of the company's Records Retention Management Program. **Minimum Education and Experience Requirements:** High School Diploma or equivalent and two to three years of related experience.

46. Warehouse Specialist

Functional Responsibility: Performs a wide range of material handling and warehousing functions including shipping, receiving, stocking, storing, and inventory of materials. Receives material, verifies quantities and counts against shipping documents and invoices. Processes requests for items; pulls and assembles materials for shipping, destruction, or return to customer. Packs materials for shipping. May assist in loading and unloading vehicles. May pick up materials at customer locations and return them to the warehouse facility. Will be required to enter shipping, receiving, inventory, and material inventory data into computer databases. **Minimum Education and Experience Requirements:** High School Diploma or equivalent and three years of related warehouse experience.

47. Administrative Support Specialist

Functional Responsibility: Provides technical support in general administration using various software packages. Applies general knowledge of standards, concepts, practices, and techniques related to administrative support. Performs a variety of technical support duties for management and customer support. Duties may include preparing end of month contract status/performance reports, maintaining computer based and paper files as required, answering office inquiries by customers for helpdesk or service center requests, and performing administrative tasks as established by management. May perform or supervise junior personnel in duties related to word processing, data management, project library, document control, document production, technical aide, data entry and computer support. **Minimum Education and Experience Requirements:** Associate's Degree (or equivalent), PLUS up to 2 year related experience.

Note: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

Other Direct Costs pertaining to SINs: 51 501, 51 503, 51 504, 51 507, 51 509

Unique Product Customization \$147.75 Hourly
Travel IAW U.S. Government Joint Travel Regulations