

**GENERAL SERVICES ADMINISTRATION  
Federal Supply Service  
Authorized Federal Supply Schedule Price List**

**OFFICE IMAGING AND DOCUMENT SOLUTIONS SCHEDULE  
FSC GROUP 36**

**CONTRACT NUMBER: GS-25F-0026N**

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

Period Covered by Contract:

**JANUARY 29, 2003 THROUGH JANUARY 28, 2018**



**SERCO SERVICES, INC.  
1818 LIBRARY ST., SUITE 1000  
RESTON, VA 20190  
PHONE: (703) 939-6671  
FAX: (703) 234-7510  
[WWW.SERCO-NA.COM](http://WWW.SERCO-NA.COM)  
David.Cornell@serco-na.com**

Business Size: Large

Updated through Mod 13 Dated 11/30/12

*On-line access to contracting ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through **GSA Advantage!**, a menu-driven database system. The INTERNET address for GSA Advantage! is: <http://www.gsa.gov>.*



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**INFORMATION FOR ORDERING OFFICES**

- 1a. Authorized Special Item Numbers (SIN's)
  - Special Item No. 51-501 Needs Assessment and Analysis Services*
  - Special Item No. 51-504 Records Management Services*
  - Special Item No. 51-506 Document Conversion Services*
  - Special Item No. 51-507 Destruction Services*
  - Special Item No. 51-509 Network Connectivity Support Services*
  - Special Item No. 733-1 Mail Room Management Services*
  - Special Item No. 733-2 Presort Mail*
  - Special Item No. 733-3 Miscellaneous Mail Services*
  - Special Item No. 733-6 Mail Screening and Inspection Services*
- 1b. **Lowest Price:** Please See Page 26
- 1c. **Labor Category Descriptions:** Please See Page 15
- 2. **Maximum order: \$1,000,000.00**
- 3. **Minimum order: \$100.00**
- 4. **Geographic coverage (delivery area): Continental US, Alaska, Hawaii and Puerto Rico**
- 5. **Point(s) of production (city, county, and state or foreign country): None**
- 6. **Discount from list prices or statement of net price: Prices shown herein are Net (discount deducted).**
- 7. **Quantity discounts:** Serco Services, Inc. offers discounts for orders in excess of \$1,000,000.00. Because the scope character and terms and conditions of services task orders vary greatly, discounts will be negotiated the respective agencies on a per task order bases.
- 8. **Prompt payment terms: Net 30 days**
- 9a. **Government purchase cards are accepted below the micro-purchase threshold.**
- 9b. **Government purchase cards are accepted above the micro-purchase threshold.**
- 10. Foreign items (list items by country of origin). **Not Available**
- 11a. **Time of delivery. Negotiated with the ordering agency for each task order.**
- 11b. **Expedited Delivery. Negotiated with the ordering agency for each task order.**
- 11c. **Overnight and 2-day delivery. Not Available**
- 11d. **Urgent Requirements. Negotiated with the ordering agency for each task order.**
- 12. **F.O.B. point(s). Negotiated per task order.**

**13a. Ordering address(es):**

**Serco Services, Inc**  
**1818 Library St., Suite 1000**  
**Reston, VA 20190-5869**  
**(p) (703) 939-6671**  
**(f) (703) 234-7510**

**13b. Ordering procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.

**14. Payment address(es):**

**Serco Inc.**  
c/o Citizens Bank  
Lockbox 512296  
701 Market St. 199-3490  
Philadelphia, PA 19106-1532

**15. Warranty provision. None**

**16. Export packing charges, if applicable. None**

**17. Terms and conditions of Government purchase card acceptance: None**

**18. Terms and conditions of rental, maintenance, and repair (if applicable). None**

**19. Terms and conditions of installation (if applicable). None**

**20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). None**

**20a. Terms and conditions for any other services (if applicable) Negotiated per task order.**

**21. List of service and distribution points (if applicable). Negotiated per task order.**

**22. List of participating dealers (if applicable). None**

**23. Preventive maintenance (if applicable). None**

**24. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants.  
None**

**24b. Section 508 compliance does not apply.**

**25. Data Universal Number System (DUNS) number. 014387489**

**26. Serco Services, Inc. is registered in the Central Contractor Registration (CCR) database.**

## DESCRIPTION OF SERVICES

### Document Management Services

Since 1987, Serco Services, Inc. has provided Document Management and related services to the Federal Government. Serco Services core competencies that are crucial to providing professional, state-of-the-art Document Management Services include:

- Records Management,
- Document Conversion and Destruction,
- Consulting and Needs Assessment,
- Network Administration and Maintenance,
- Card Production,
- Programming Services, and
- LAN/WAN Planning and Installation.

The SINs for Document Management Services are discussed individually below.

### SIN 51 501 Needs Assessment and Analysis Services

Needs Assessment and Analysis Services (NAAS) consists of a comprehensive assessment of the customer's existing objectives, capabilities, and projected funding in order to provide recommendations that will enable the customer to meet or exceed overall performance goals based on current and/or projected funding.

Serco Services, Inc. provides its customers with consulting, program management, strategic planning, surveying, and other related services. To better assist the customer in meeting its institutional goals, Serco Services, Inc. comprehensively analyzes and assesses customer requirements to:

- Determine the most efficient use of existing office equipment.
- Recommend the optimal type and kind of equipment to accommodate growth.
- Reengineer office and management processes.
- Provide innovative solutions for records management, document conversion, and document production services.

Serco Services, Inc. provides:

- Analysis and documentation of current practices, changes in progress, and concepts for future change.
- Advice, assistance, and counseling to support improvements in management, organizational, and business efforts.
- Development of deliverables associated with Needs Assessment and Analysis Services.
- Planning, design, and development of surveys, sampling, and pilot programs.
- Administration of surveys and pilot programs.
- Assessment of the reliability and validity of surveys and pilot programs.
- Collection of data (e.g., computer-assisted surveys, focus groups, written questionnaires, and in-person and telephone interviews), database administration, and analysis of quantitative and qualitative survey data.
- Generation of reports, including: oral presentations, narratives, summary results, graphs, charts, tables, project plans, descriptions of data collection and survey administration methods, discussions of sample characteristics and representative data, analysis of non-responses, debriefings, and recommendations.

Serco Services is capable of providing comprehensive, turnkey solutions by:

- Defining the customer's immediate requirements.
- Understanding the customer's long-term, strategic goals.
- Collecting and maintaining current and accurate data to protect the integrity of the customer's investment.
- Prioritizing the customer's requirements to develop a strategy that will help the customer to meet its long-term goals.
- Proposing high quality, cost-effective solutions for the customer's problems.
- Maintaining an on-going dialogue with the customer throughout the life-cycle of the project to discuss the project's progress and milestones, modify the work schedule, and include new issues, enhancements, and revisions.
- Implementing solutions, consistent with the agency's requirements, that are logically planned, sufficiently secured, and easy to apply, administer, and manage.

## **SIN 51 504 Records Management Services (File Organization and Maintenance Services)**

Serco Services, Inc. provides Records Management Services (RMS) that ensure the control and care of records, including electronic files and hard copy documents. By using state-of-the-art management and information tools, Serco Services, Inc. enables the customer to track, access, and retrieve documents and information in a timely manner throughout the life-cycle of the record.

Serco Services, Inc. provides Records Management Services for the Federal Government throughout the continental United States.

Also, Serco Services, Inc. has past experience in the planning, build out, and start up of government file maintenance facilities that process information on hard copy and electronic media.

The File Organization and Maintenance Services provided by Serco Services, Inc. include but are not limited to:

- Bulk shipments of files.
- Receiving and shipping of individual files and small batches of files.
- Storage of records.
- Indexing, labeling, bar coding, and tracking with electronic inventory systems.
- Filing/interleaving of loose material.
- Maintenance and repair of records.
- Retrieval of records.
- Provision of access to records.
- Intellectual and physical support that enable the customer to control its documents or information.
- Organization of documents and information in a logical filing system in accordance with the customer's requirements.
- Collection and organization of documents for scanning and indexing in a digital format.
- Updating of existing filing systems.
- Maintenance of electronic records in accordance with DOD 5015.2 STD.
- Disposal (see SIN 51 507 Destruction Services below).

All records under Serco Services, Inc.'s care remain the sole property of the Government and in the legal custody of the Government, and Serco Services manages these records in accordance with records management legislation:

- 44 U.S.C. chapters 21, 29, 31 and 33
- Freedom of Information Act (5 U.S.C. 552) and the Privacy Act (5 U.S.C. 552a)
- Disposition in accordance with 36 CF 1228

Due to the nature and sensitivity of government documents, Serco Services, Inc. takes every reasonable precaution to physically safeguard records at all times and to maintain the confidentiality of the information. All classified material will be handled, distributed, and stored in accordance with all applicable security regulations and laws.

Serco Services, Inc. personnel with access to Government records are required to sign non-disclosure agreements and to carry a valid security clearance. Serco Services, Inc. obtains security clearances, as required, on individual orders.

Serco Services, Inc. is able to:

- Ship records to a designated storage facility.
- Pick-up and transport records to a designated facility.
- Upon receipt of a properly issued request, retrieve and ship the appropriate document(s) to the requesting party.
- Provide emergency retrieval and shipping services 24/7.
- Receive records in a variety of containers, media, and formats (e.g., photographs, posters, audio recordings, x-rays).
- Maintain the arrangement of each accession and verify that the contents of the accession match the accompanying transfer documentation.
- Perform periodic inventories or audits of agency records.
- Perform required travel to support the task order in accordance with the Joint Travel Regulations.
- Utilize an automated system to track the location of holdings (i.e., bar code system), provide the customer with access to the tracking system, and maintain the system per the requirements of the task order.
- Employ a quality control/quality assurance plan that meets the customer's requirements.
- Maintain and submit reports throughout the contract period concerning the results of inspections and monitoring procedures.
- Provide the Contracting Officer or his designee with copies of these reports upon request.
- Provide access to the site for the customer at any time.
- Provide access to the records for the customer.
- Provide a reference room, as required by individual task orders (office environment, telephone, facsimile, and electrostatic reproduction services), where only authorized personnel will be granted access to records. (Serco Services, Inc. will verify the identity of the agency's personnel and maintain constant surveillance of the reference room when the individual is not an agent of that Government office.)
- Provide monthly reports, as required by individual task orders, to the agency including, but not limited to, reports on holdings, accessions, disposals, records eligible for disposal, transfers in, transfers out, reference use, filing, and photocopying.
- Prepare User Manuals and Standard Operating Procedures to support the operations described above as required per task orders. (Serco Services, Inc. takes exception to the requirement to prepare the same at no additional cost. Related costs may be charged to the government according to the terms and conditions of the task order agreement.)
- Provide a point of contact at each facility as well as a single point of contact for nationwide coordination.

## SIN 51 506 Document Conversion Services

Document Conversion Services (DCS) provide:

- Scanning of an original document's text and graphics into digital data.
- Transfer of the digital data to electronic media formatted for use in document imaging and storage.

The original document may include correspondence, paper files, technical manuals, land records, charts, engineering drawings, legal instruments, etc. The original document may exist on paper, aperture cards, microfiche, microfilm, roll film, etc.

The format of the electronic media may include:

- Raster images
- ASCII (American Standard Code for Information Interchange) text
- SGML (Standard Generalized Markup Language) tagged for electronic distribution or publishing
- PDF (Portable Document Format)

Serco Services, Inc. can provide document conversion services as follows:

- Scan and convert documents into digital data.
- Transfer the data into a new electronic format.
- Store and retrieve digital documents.
- Index the data migration.
- Evaluate the project and perform asset discovery.
- Perform OMR (optical mark reader) scanning.
- Provide data in PDF format.
- Provide web-hosting services and support.
- Scan source documents using character recognition into compressed digital files.
- Label and deliver the digital files in specified output formats (e.g., PDF, SGML, HTML [Hypertext Markup Language], XML [Extensible Markup Language], CAD [Computer-Aided Design], word processing) on specified output media (e.g., optical disks, magnetic tape, or CD-ROM).
- Perform image enhancement.
- Provide an index for converted data.
- Perform data entry, as required.
- Inspect source documents and notify the Contracting Officer of any condition that will likely prevent successful performance of the work required.
- Perform 100% quality assurance of the scanned images to ensure that an image is produced for each page or microform frame.

Per the specifications of the task order, Serco Services, Inc. will:

- Furnish equipment or other items required to perform the services, unless government furnished equipment is specified or approved by the customer.
- Act independently and not as an agent of the Government.
- Correct errors caused by Serco Services, Inc. with no charge to the ordering agency.
- Provide services that conform to the standard commercial practice in document scanning and conversion.
- Ensure that services are rendered by qualified individuals.
- Perform basic document preparation, handling, and reassembly during all phases of the conversion process.
- Provide the agency with periodic and final Production Reports (in hardcopy and digital format).
- Maintain a backup copy of all data generated.
- Return all original material to the ordering agency.
- Comply with the agency requirements for disposal.
- Appropriately handle, distribute, and store classified documents in accordance with all applicable security regulations and laws.

The place of performance will be determined by each task order. If the ordering agency requires scanning of the documents at a designated government facility, Serco Services, Inc. will provide all the necessary resources (e.g., personnel, equipment, material, and supplies) required to accomplish the work, unless otherwise specified by the ordering agency. However, the ordering agency will be responsible for providing adequate space and electrical power at the designated facility.

All data produced in performance will be the sole property of the Government. Serco Services, Inc. agrees not to assert rights at common law or equity and not to establish any claim to statutory copyright in such data in whole or in part in any manner or form nor authorize others to do so, without prior written consent of the Contracting Officer. This does not restrict the use or publication of such data by Serco Services, Inc. or its employees.

Serco Services, Inc. follows industry standards for document conversion, as well as those standards required for individual task orders.

## **SIN 51 507 Destruction Services**

Serco Services, Inc. can assist Federal agencies with destruction of government documents and records. Destruction Services entail a customized plan to destroy government documents that is cost effective and tailored to the needs of the customer.

Based on the requirements of the Task Order, Serco Services, Inc. can provide the following services:

- Shredding
- Incineration
- Disintegration

These services will ensure the convenient, safe, and secure destruction of paper documents or files, magnetic tape, microfilm, microfiche, cassette tapes, diskettes, and other media designated by the task order.

Serco Services, Inc. can provide a variety of resources related to these services, including:

- Personnel
- Equipment
- Facilities
- Containers
- Transportation

Per the task order, Serco Services, Inc. is able to:

- Perform destruction services at a location designated by the customer.
- Destroy material in accordance with record disposition schedules established by the customer.
- Destroy material in the manner prescribed and in accordance with the specifications provided by the customer.
- Provide appropriate measures to ensure the security and confidentiality of the documents, whether confidential, secret, or top secret.
- Provide a certificate of destruction to the customer that indicates the date of destruction, identity of the material destroyed, method of destruction, and signature of authorized witnesses.

Serco Services, Inc. will not destroy any documents without written customer approval.

Serco Services, Inc.'s destruction staff will possess appropriate, valid security clearances, licenses, and/or bonding.

## SIN 51 509 Network Connectivity

Serco Services, Inc. provides Network Connectivity services related to:

- Infrastructure Cable Plant Installation
- Network Management and Operations

Since 1988 Serco Services, Inc. has provided LAN and WAN systems for the federal government, supported and maintained operating systems and office applications, and installed and maintained workstations and related peripherals. To ensure the completion of Network Connectivity projects on time and on budget, Serco Services, Inc. practices the following management concepts:

1. Maintains well-trained teams, prepared for deployment.
2. As required, complies with all Government ADP Security Clearance requirements for Serco Services, Inc. personnel.
3. Accommodates the internal needs of the customer's office and work flow, scheduling the work in the least disruptive hours.
4. Communicates in a regular and timely manner with the customer, inviting questions and feedback.
5. Provides management support that oversees design, research and development, logistics, implementation, maintenance, and support for cable plant installations, network maintenance, and other software and hardware systems.
6. Develops and supports all custom/proprietary applications in accordance with accepted Government Systems Development Life-Cycle standards.

### Infrastructure Cable Plant Installation

Serco Services, Inc. Infrastructure Cable Plant managers, installation teams, and documentation specialists design, install, test, certify, and document Cable Plant systems nation-wide. To provide such services, Serco Services, Inc. is prepared to:

1. Conduct on-site surveys. Besides anticipating problems, these surveys produce working documents useful in planning and design of the infrastructure.
2. Order all hardware and consumable materials to implement the installation of cable plant infrastructure and related major LAN components. Serco Services, Inc. relies on long experience working with reliable and capable hardware vendors to provide the best value.
3. Perform standard and special modifications to facilities during installation, such as installing plywood backboard, cutting wallboard for faceplates, core-hole drilling, and installing cable plant anchoring/suspension systems. These will be addressed as needed through appropriate consultation with the customer.
4. Acquire the proper local permits to perform special (non-structural) modifications to facilities in support of cable plant implementation.
5. Test, certify, and guarantee every wire installed. All installations exceed industry specifications, with written test results delivered to the customer. Serco Services, Inc. provides all personnel, equipment, instrumentation, and supplies that are necessary to perform the required testing.
6. Provide precise and complete documentation of what was installed, when it was installed, and how and where connections were made. Documentation includes paper and electronic summaries of the finished job, with detailed lists of all items and equipment, graphical depictions of floor plans, cross-connections, and wiring closets, as well as tabular reports of certifications for copper and fiber-optic infrastructure cabling.
7. Maintain configuration plans to record installed items (including connectors, jacks, etc.), serial numbers of electronic components, and the start of the warranty period for each project.
8. Deliver management and quality control reports on cable plant infrastructure services. These reports are provided as needed and might include Service Problem Reports, Weekly (bulleted) Status Reports, Bi-weekly Reports (with schedule, technical, and financial data), Monthly Reports (detailing the cable plant services provided and any problems encountered with possible strategies to resolve these problems), and Site Installation Daily Progress Reports (typically delivered telephonically).
9. Train customer staff in basic operational capabilities, maintenance procedures, and simple repairs. Such training is based on a skills assessment of the customer staff.

### **Network Management and Operations**

Serco Services, Inc. has on-staff Network Administrators, Senior Programmers, and Network Technicians able to provide Network Management and Operations services. To provide such services, Serco Services, Inc. is prepared to:

1. Assess the needs of the agency's network environment.
2. Order, install, monitor, and maintain workstations and other office equipment and peripherals such as printers, copiers, Photo ID Systems, Mail Management Systems, Network Optical & Imaging Systems, and Laboratory Systems.
3. Install and support the network operating systems, network interfaces, and software applications necessary for trouble-free operation of an agency's databases, voice connectivity, e-mail, file sharing, internet access, printer sharing, custom/proprietary applications, and other related office operations.
4. Communicate with the agency's users and IT/LAN department and provide 24/7/365 Help Desk customer service.
5. Comply fully with an agency's Software Systems Development Life-Cycle requirements, controlling the concept development, planning, requirements definition, design, development, testing, implementation, operations, and maintenance of all software development and upgrades.
6. Maintain and update an agency's Network Configuration Plan, which includes procedures for monitoring/tracking all network resources, physical and logical topologies, nodes, component descriptors, software versions and licensing records, and image lab/library/archive information.
7. Perform quality control tracking to ensure customer satisfaction.
8. Develop a Training Plan of standard operating procedures describing the approach (one-on-one, Training Manual, or other), skills assessment, and schedule for meeting the agency's training requirements.

### **Infrastructure Cable Plant Installation**

Serco Services, Inc. provides the customer with a reliable and stable voice, video, and data communications infrastructure to support the tools needed now and in the future. We have installed LANs ranging from 10 nodes to 2,000 nodes, in nearly every configuration and topology. Our network designers are qualified in structured wiring systems, Ethernet, Token Ring, Fiber Optics, Wide Area Communications, and Network Operating Systems.

Serco Services, Inc. manages multiple, overlapping, and concurrent tasks at remote locations without any disruption to the customer. We often resolve technical issues before the problems arise and will continue to provide resolution of any technical issues that may arise during or after the installation. Our current services are based on:

- Extensive technical know-how in all relevant practical solutions.
- Ability to respond to simultaneous and stacked assignments.
- Wide contacts with independent contractors and vendors across the nation.

### **Network Management and Operations**

Serco Services, Inc. personnel provide technical support and maintenance of hardware and software components and systems operating on platforms in common use in Government installations. Serco Services, Inc. monitors the performance of the systems and, in the event of problems, responds telephonically within a time period agreed upon with the customer, providing recommendations for corrective action.

In the event local staff cannot fix the problem, Serco Services, Inc. staff response in person under terms agreed upon with the customer. In the event of hardware failure not covered by manufacturer warranty, Serco Services, Inc. provides a cost estimate to repair the defective component, liability for cost to be agreed upon with the customer.

Our personnel develop and maintain Risk Assessment plans and provide recommendations for disaster recovery. The Risk Assessment states risks of failure for all critical system components, redundancies within the existing system, and recommendations for risk prevention and/or mitigation.

Our programming team are familiar with Web application development, Delphi, Microsoft C++, Visual Basic, TCP/IP, and serial communications. They perform database management with Oracle, SQL Server, Sybase, and Access.

## Mail Management Services

Since 1997, Serco Services, Inc. has managed operations in government facilities that include the operation of the Mail Room in each of these facilities. Serco Services, Inc. offers miscellaneous Mail Room management services that include, but are not limited to, administrative support, presorting, and mail screening and inspection services.

Serco Services, Inc. provides services that enable Federal agencies to satisfy their mail requirements. Serco Services, Inc. complies with United States Postal Service (USPS) mailing standards, as well as the standards of private courier and express mail, and employs its own Quality Control plan that clearly identifies procedures for controlling the quality of service and quality control system. This system ensures that we consistently meet and/or exceed the contract requirements.

As part of previous and current federal government contracts, we provide comprehensive Mail Room operations, thereby giving us broad-based experience in Mail Room management. Most of these contracts are at secure sites and require our personnel to handle sensitive information. Serco Services, Inc. will provide all qualified personnel, materials, equipment, facilities, and related services in a timely, efficient, and cost effective manner.

Serco Services, Inc.'s Mail Management Services include but are not limited to:

- Accept incoming mail from the United States Postal Service.
- Accept and sign for packages from courier services, such as UPS and FedEx.
- Accept and sign for certified mail, registered mail, and overnight mail.
- Create a log sheet of incoming mail and packages that contains the date and number of pieces to be mailed.
- Maintain Fee Collection logs and chain of custody per commercial practices, agency requirements, and as defined in individual task orders.
- Slit and peek
- Distribute mail according to the Office Roster.
- Process outgoing mail.
- Sort mail according to size and weight.
- Collect and maintain receipt information, which includes pickup date and exact number of pieces received. (This information is made available upon request to the Contracting Officer or a Contracting Officer's representative.)
- Perform miscellaneous mail functions such as addressing, labeling, folding, inserting, collating, mail match, wrapping, metering, and stamping according to standard commercial practices and United States Postal Service (USPS) regulations.
- Execute software services such as Total Asset Visibility (TAV), which traces courier packages.

Serco Services, Inc. also performs mail screening and hazard identification services that include but are not limited to:

- Screen all mail using X-ray machines.
- Reject mail/packages from unknown vendors.
- Utilize glove box for suspicious mail items.
- Take basic and common safeguards to detect contamination (e.g., hazardous chemicals, anthrax, or explosives).
- Provide key personnel, specialized equipment, and supervision to properly screen and inspect incoming mail.
- Create a Standard Operating Procedure for handling suspicious mail.
- Report hazardous or suspicious mail to the on-site customer representatives.

### **SIN 733 1 Mail Room Administrative Support**

Serco Services, Inc.'s Mail Room Administrative Support Services include the following and any other mail management tasks as may be required by individual task orders:

- Accept and sign for certified mail, registered mail, and overnight mail.
- Distribute mail using an Office Roster.
- Process outgoing mail.
- Meter flats, letters, and packages.

### **SIN 733 2 Mail Presort**

Serco Services, Inc.'s Mail Presort Services include the following and any other mail management tasks as may be required by individual task orders:

- Presort mail according to size, weight, or other criteria.
- Perform barcode services.
- Clean-up below-standard address formats.
- Ensure all mail meets standard address format.
- Sign a receipt that lists pickup date and exact number of pieces of mail consigned.
- Collect and maintain receipt information, which includes pickup date and exact number of pieces received. (This information is made available upon request to the Contracting Officer or a Contracting Officer's representative.)

### **SIN 733 3 Miscellaneous Mail Services**

Serco Services, Inc. is able to perform the following and any other mail management tasks as may be required by individual task orders, in accordance with standard commercial practices and all United States Postal Service (USPS) regulations:

- Accept incoming mail from the United States Postal Service
- Accept and sign for packages from courier services, such as UPS and FedEx
- Fee collection
- Maintain Fee Collection logs and chain of custody per commercial practices, agency requirements, and as defined in individual task orders
- Slit and peek
- Prepare/package
- Address
- Label
- Fold
- Insert
- Burst
- Collate
- Mail match
- Wrap
- Perform software services
- Meter and stamp

## **SIN 733 6 Mail Screening and Inspection Services**

Serco Services, Inc. is able to:

- Examine incoming mail.
- Take basic and common safeguards to detect contamination (e.g., hazardous chemicals, anthrax, or explosives).
- Provide key personnel, specialized equipment, and supervision to properly screen and inspect incoming mail.

## LABOR CATEGORY DESCRIPTIONS

### DEFINITIONS:

**General Experience:** Work experience of any kind.

**Related or Relevant:** Work experience in the subject field or a related field.

**Specialized Experience:** Work experience must be in the subject field and include the specific skill sets and responsibilities.

### **Serco Services, Inc. Educational/Experience Equivalency Policies**

- When specific education levels are required, one year of additional, relevant experience may be substituted for each year of required education. For example: Four years additional experience may be substituted for a HS diploma, GED or required vocational training, and two more years of relevant experience for a total of six, would be equivalent to an Associates Degree. A HS diploma plus 2 years additional experience is equivalent to an Associates Degree. A HS diploma plus 4 years additional experience is equivalent to a Bachelor's Degree.
- Each year of education or training beyond High School may be substituted for one year of general experience. Each year of specialized, relevant education or training may be substituted for a year of specific or related experience.

### **CONSULTANT, PRINCIPAL**

**Minimum Work Experience:** Ten (10) years of specialized experience.

**Functional Responsibility:** In close consultation with the customer, suggests overall goals and strategies for the organization. Is expert in the application of conventional and leading-edge organizational theories, techniques, and/or technologies. Is able to provide the customer with options for improving the business plans of the organization, given the constraints of budget and schedule. Typically leads a team of other consultants and top-level management to solve major problems for the organization, assess needs, develop strategies, and enhance procedures.

**Minimum Education:** Master's degree from an accredited university.

### **CONSULTANT, SENIOR**

**Minimum Work Experience:** Five (5) years of specialized experience.

**Functional Responsibility:** In close consultation with the customer, suggests overall goals and strategies for the organization. May specialize in administration, management, communications, Information Technology, document conversion, records management, accounting requirements of the organization and more. Is conversant with and expert in the application of conventional and leading-edge theories, techniques, and/or technologies. Is able to provide the customer with options for improving the projects and programs of the organization, given the constraints of budget and schedule. Typically leads a team of subject-matter specialists, Project and Program Managers, and other technical personnel to solve problems and enhance procedures.

**Minimum Education:** Bachelor's degree from an accredited university.

## **CONSULTANT**

**Minimum Work Experience:** Three (3) years of specialized experience.

**Functional Responsibility:** Provides oversight and guidance for the development and implementation of enterprise-wide policies and procedures. May specialize in administration, management, communications, Information Technology, document conversion, records management, accounting requirements of the organization and more. Assesses needs and advises on administrative assignments and on how to develop solutions and procedures to improve departmental policies or work flow. Oversees the analysis of program goals and resource requirements. Gives expert advice on resolving problems in departmental and field operations and procedures, generating feasible alternatives based on thorough research and analysis. Ensures that all major issues of organization-wide effect are studied and communicated to those with a need to know. Suggests the establishment of ongoing channels of communication and confirms that essential information is made available to management through these channels. Ensures that all management-level personnel understand the duties of their positions and carry out their individual mandates for action.

**Minimum Education:** Bachelor's degree from an accredited university.

## **PROGRAM MANAGER, PRINCIPAL**

**Minimum Work Experience:** Ten (10) years of specialized experience planning and managing commercial or government programs.

**Functional Responsibility:** In close consultation with the customer and senior management, ensures the success of the goals and objectives of the program. Is expert in the application of both conventional and leading-edge theories and techniques related to Program Management. Is able to provide the customer with options for managing and controlling the outputs of the program, given the constraints of budget and schedule. Typically leads a team of other managers to solve major problems for the program and to optimize program quality. Is expert in the application of knowledge, skills, tools, and techniques to meet program requirements. Combines solid grounding in accepted Program Management methodology with experience in both private and Government programs.

**Minimum Education:** Master's degree from an accredited university.

## **PROGRAM MANAGER, SENIOR**

**Minimum Work Experience:** Five (5) years of specialized experience planning and managing commercial or government programs.

**Functional Responsibility:** Is responsible for the success of the goals and objectives of the program. Is expert in the application of both conventional and leading-edge theories and techniques related to Program Management. Is able to provide the customer with options for managing and controlling the outputs of the program, given the constraints of budget and schedule. May consult with a team of other managers to solve major problems for the program and to optimize program quality. Is expert in the application of knowledge, skills, tools, and techniques to meet program requirements. Combines solid grounding in accepted Program Management methodology with experience in both private and Government programs.

**Minimum Education:** Bachelor's degree from an accredited university.

## **PROGRAM MANAGER**

**Minimum Work Experience:** Three (3) years of specialized experience planning and managing commercial or government programs.

**Functional Responsibility:** Works independently or under supervision of the Senior Program Manager or Principal Program Manager. Responsible for the success of the goals and objectives of the program. Familiar with the application of both conventional and leading-edge theories and techniques related to Program Management. Able to provide the customer with options for managing and controlling the outputs of the program, given the constraints of budget and schedule. May consult with a team of other managers to solve major problems for the program and to optimize program quality. Expert in the application of knowledge, skills, tools, and techniques to meet program requirements.

**Minimum Education:** Bachelor's degree from an accredited university.

**PROJECT MANAGER, PRINCIPAL**

**Minimum Work Experience:** Ten (10) years of specialized experience planning and managing commercial or government projects.

**Functional Responsibility:** In close consultation with the customer and senior management, ensures the success of the goals and objectives of the project. Is expert in the application of both conventional and leading-edge Project Management theories and techniques.. Is able to provide the customer with options for managing and controlling the outputs of the project, given the constraints of budget and schedule. Typically leads a team of other managers to solve major problems for the project and to optimize quality. Is expert in the application of knowledge and skills to meet project requirements. Combines solid grounding in accepted Project Management methodology with experience in both private and Government projects.

**Minimum Education:** Master's degree from an accredited university.

**PROJECT MANAGER, SENIOR**

**Minimum Work Experience:** Five (5) years of specialized experience planning and managing commercial or government projects.

**Functional Responsibility:** Provides direct management and leadership of the project. Is the team leader, coordinating tasks, resources, and materials. Is expert in the application of both conventional and leading-edge Project Management theories and techniques. Is responsible to see that the project is finished on time, within the budget, and according to all requirements and specifications. Consults with team members to solve problems for the project and insure quality. Is expert in the application of knowledge and skills to meet project requirements. Combines solid grounding in accepted Project Management methodology with experience in both private and Government projects.

**Minimum Education:** Bachelor's degree from an accredited university.

**TASK LEADER**

**Minimum Work Experience:** Five (5) years of related experience.

**Functional Responsibility:** Provides management and supervision for a specific task or tasks within a program or project. Is a team leader. May serve as a technical expert in a specific area. May be assisted on a project by systems analysts, programmers, or technical personnel.

**Minimum Education:** Bachelor's degree from an accredited university.

**TASK LEADER, ASSISTANT**

**Minimum Work Experience:** Two (2) years of general experience.

**Functional Responsibility:** Under the supervision of a Task Leader, helps to provide management and supervision for a specific task or tasks within a program or project. Duties and responsibilities will be consistent with the customer's statement of work, SI's technical proposal, and as assigned by the Task Leader or Project Manager.

**Minimum Education:** Associate's degree from an accredited university.

**BUSINESS ANALYST, SENIOR**

**Minimum Work Experience:** Five (5) years of specialized experience.

**Functional Responsibility:** Analyzes and develops business components, structures, practices and policies from a total business perspective. Develops, implements strategic plans, policies and procedures. Collects, compiles, and assembles data for financial and analytical documents and reports. May provide Project Management and/or oversight. Establishes appropriate business evaluation criteria and models to insure quality and efficiency.

**Minimum Education:** Bachelor's degree from an accredited university.

### ***BUSINESS ANALYST***

**Minimum Work Experience:** Three (3) years of specialized experience.

**Functional Responsibility:** Works independently or under the direction of the Senior Business Analyst. Analyzes and develops business components, structure, practices and policies from a total business perspective. Also assists in the development and implementation of strategic plans, policies and procedures. Collects, compiles, and assembles data for financial and analytical documents and reports. May supervise support personnel and the Junior Business Analyst. Establishes appropriate business evaluation criteria and systems to insure quality and efficiency. **Minimum Education:** Bachelor's degree from an accredited university.

### ***BUSINESS ANALYST, JUNIOR***

**Minimum Work Experience:** One (1) year of specialized experience.

**Functional Responsibility:** Works under supervision of Sr. Business Analyst, Business Analyst or Project Manager to perform tasks related to business analyses, planning, evaluation or any other activities as directed. May help to conduct interviews to retrieve essential information. May help to collect, compile, and assemble data for financial and analytical documents and reports.

**Minimum Education:** Bachelor's degree from an accredited university.

### ***PROCESS DESIGN ANALYST, SENIOR***

**Minimum Work Experience:** Five (5) years of related experience.

**Functional Responsibility:** Designs, studies, and measures the efficiency of specific processes and procedures. Reviews interdepartmental operational interfaces to insure continuity and avoid sub-optimization. Offers recommendations for improvement. Supervises implementation of improved processes. Designs and performs post implementation assessment to determine the impact and effectiveness of recommendations. Leads a team consisting of other specialists and/or Business Process Analysts.

**Minimum Education:** Bachelor's degree from an accredited university.

### ***PROCESS DESIGN ANALYST***

**Minimum Work Experience:** Three (3) years of related experience.

**Functional Responsibility:** Works independently or under the direction of a Senior Business Design Analyst. Designs, studies, and measures the efficiency of specific processes and procedures. Reviews interdepartmental operational interfaces to insure continuity and avoid sub-optimization. Offers recommendations for improvement. Supervises implementation of improved processes. Designs and performs post implementation assessment to determine the impact and effectiveness of recommendations. May supervise Junior Process Design Analysts and other support personnel.

**Minimum Education:** Bachelor's degree from an accredited university.

### ***PROCESS DESIGN ANALYST, JUNIOR***

**Minimum Work Experience:** One (1) year of related experience.

**Functional Responsibility:** Works under the direction of a Sr. Process Design Analyst, Process Design Analyst or Project Manager to perform tasks related to process design, analysis and other tasks as directed. Assists in studying a client's existing manual and automated work processes. Understands all direction, acts as a go-between to survey user needs, checks the accuracy of all documentation, and reports suggested process improvements to supervisors.

**Minimum Education:** Associate's degree from an accredited university.

***PROGRAMMER/PROGRAM ANALYST, SENIOR***

**Minimum Work Experience:** Five (5) years of specialized experience.

**Functional Responsibility:** As an expert programmer, independently develops, modifies, and maintains complex programs that produce several interrelated but different products. Develops program specifications for application software development. Defines the logic, performs the coding, and tests and debugs the programs. Prepares system and program specifications and documentation, which include designing report formats, record layouts, screen layouts, and algorithms. Implements modifications to existing systems. Documents program and system logic. Prepares recommendations for system improvement. Prepares oral and written status reports. Defines and designs data capture forms, data conversion procedures, data validation/correction steps, and data base definition tables. Provides technical direction to lower-level personnel.

**Minimum Education:** Bachelor's degree from an accredited university.

***PROGRAMMER/PROGRAM ANALYST***

**Minimum Work Experience:** Three (3) years of specialized experience.

**Functional Responsibility:** Develops, modifies, and maintains conventional programs. Develops program specifications for application software development under general supervision. Defines the logic, performs the coding, and tests and debugs the programs. Prepares system and program specifications and documentation, which include designing report formats, record layouts, screen layouts, and algorithms. Implements modifications to existing systems. Documents program and system logic. Prepares recommendations for system improvement. Prepares oral and written status reports. Defines and designs data capture forms, data conversion procedures, data validation/correction steps, and data base definition tables.

**Minimum Education:** Bachelor's degree from an accredited university.

***PROGRAMMER/PROGRAM ANALYST, JUNIOR***

**Minimum Work Experience:** One (1) year of specialized experience.

**Functional Responsibility:** Under direct supervision, works on simple, routine projects and computer programs. Develops program specifications for application software development under general supervision. Defines the logic, performs the coding, and tests and debugs the programs. Prepares system and program specifications and documentation, which include designing report formats, record layouts, screen layouts, and algorithms. Implements modifications to existing systems. Documents program and system logic. Prepares recommendations for system improvement. Prepares oral and written status reports. Defines and designs data capture forms, data conversion procedures, data validation/correction steps, and data base definition tables.

**Minimum Education:** Bachelor's degree from an accredited university.

***IT/TELECOM MANAGER, SENIOR***

**Minimum Work Experience:** Five (5) years of related experience.

**Functional Responsibility:** In support of Schedule36 activities, manages voice and data communications systems; provides consulting services for the system design and integration of voice and data communications systems, including networks and telecommunications; provides communication systems analyses, recommends enhancements, and develops specifications, operational standards and policies; leads the communications team and may perform project management functions.

**Minimum Education:** Bachelor's degree from an accredited university. Experience can be substituted for the required degree.

***IT/TELECOM MANAGER***

**Minimum Work Experience:** Three (3) years of related experience.

**Functional Responsibility:** Works independently or under the direction of the Communications Manager. In support of Schedule36 activities, develops voice and data communications systems, including networks and telecommunications; evaluates and recommends action on the requirements and specifications for the voice and data communication equipment and/or networks; develops procedures governing the integration, operation and management of voice and data communications programs and systems; assists in the review and development of telecommunications policies and standards; may supervise other support personnel.

**Minimum Education:** Bachelor's degree from an accredited university.

### **COMPUTER SYSTEMS ANALYST, SENIOR**

**Minimum Work Experience:** Five (5) years of specialized experience.

**Functional Responsibility:** Analyzes enterprise systems. Designs and maintains appropriate interfaces between system hardware and software components. Provides supervision and guidance to other systems analysts. Plans systems software development and enhancements and approves system enhancement documentation before installation. Makes determinations to either modify or develop new sub-systems. Provides guidance in formulating requirements, analyzing project proposals, recommending optimal approaches, and developing systems designs. Prepares comprehensive analytical studies, develops specifications. Directs others on technical activities in problem resolution, fact-finding, evaluation, and documentation to ensure timely completion of project. Coordinates with the Project Manager and user agency project managers to ensure solutions and user satisfaction for technical matters. Prepares and delivers presentations to peers, subordinates, and user representatives.

**Minimum Education:** Bachelor's degree from an accredited university.

### **COMPUTER SYSTEMS ANALYST**

**Minimum Work Experience:** Three (3) years of specialized experience.

**Functional Responsibility:** Works independently or under the direction of a Senior Computer Analyst. Analyzes enterprise systems. Designs and maintains appropriate interfaces between system hardware and software components. Provides supervision and guidance to junior analysts and other support personnel. Plans systems software development and enhancements and approves system enhancement documentation before installation. Makes determinations to either modify or develop new sub-systems. Provides guidance in formulating requirements, analyzing project proposals, recommending optimal approaches, and developing systems designs. Prepares comprehensive analytical studies, develops specifications. Directs others on technical activities in problem resolution, fact-finding, evaluation, and documentation to ensure timely completion of project. Coordinates with the Project Manager and user agency project managers to ensure solutions and user satisfaction for technical matters. Prepares and delivers presentations to peers, subordinates, and user representatives.

**Minimum Education:** Bachelor's degree from an accredited university.

### **COMPUTER SYSTEMS ANALYST, JUNIOR**

**Minimum Work Experience:** One (1) year of specialized experience.

**Functional Responsibility:** Works under the direction of the Senior Computer Systems Analyst, Computer Systems Analyst or Project Manager to perform systems analysis activities and other tasks as directed. Performs fact-finding and analysis for an activity or routine problem. Using clear precedent, proposes modifications to the design of existing systems. Applies established procedures where the nature of system, feasibility, computer equipment, and programming language are predetermined.

**Minimum Education:** Bachelor's degree from an accredited university.

### **DATA MANAGEMENT ANALYST, SENIOR**

**Minimum Work Experience:** Five (5) years of related experience.

**Functional Responsibility:** In support of Schedule36 activities; analyzes organizational database systems; Designs, builds and integrates computer database systems. Is knowledgeable in both commercial off-the-shelf (COTS) and custom database software platforms. Typically holds credentials from the leading database manufacturing companies. Develops technical documentation detailing the installation procedures. May lead a team of analysts and related personnel on complex projects.

**Minimum Education:** Bachelor's degree from an accredited university.

***DATA MANAGEMENT ANALYST***

**Minimum Work Experience:** Three (3) years of related experience.

**Functional Responsibility:** Working independently or under supervision, analyzes organizational database systems. In support of Schedule36 activities, designs, builds, and integrates computer database systems. Is knowledgeable in both commercial off-the-shelf (COTS) and custom database software platforms. Typically holds credentials from the leading database manufacturing companies. Develops technical documentation detailing the installation procedures. May supervise other analysts and support personnel.

**Minimum Education:** Bachelor's degree from an accredited university.

***DATA MANAGEMENT ANALYST, JUNIOR***

**Minimum Work Experience:** One (1) year of related experience.

**Functional Responsibility:** Under supervision, analyzes organizational and computer database systems. In support of Schedule36 activities, designs, builds and integrates computer database systems. Is knowledgeable in both commercially available off-the-shelf (COTS) and custom database software platforms. Develops technical documentation detailing the installation procedures.

**Minimum Education:** Bachelor's degree from an accredited university.

***DATA MANAGEMENT ADMINISTRATOR, SENIOR***

**Minimum Work Experience:** Six (6) years of general experience and two (2) years of specialized or related experience.

**Functional Responsibility:** Responsible for the design, specification, maintenance, and updating of computer databases. In support of Schedule36 activities, monitors and makes recommendations for the protection of data from accidental or intentional damage or loss. Monitors the usage of databases, and develops standards, procedures, and conventions for use. Is an authority on the design of databases and the use of database management systems. Typically holds credentials from the leading database manufacturing companies. Has experience in leading and managing teams of database administrators and related personnel.

**Minimum Education:** Bachelor's degree from an accredited university.

***DATA MANAGEMENT ADMINISTRATOR***

**Minimum Work Experience:** Four (4) years of general experience and one (1) year of specialized or related experience.

**Functional Responsibility:** Working independently or under supervision, provides Schedule36-related database support, including but not limited to, design, specification, maintenance, and updating of computer databases. Monitors, makes recommendations for the protection of data from accidental or intentional damage or loss. Monitors databases usage, and develops standards, procedures, and conventions for use. Typically holds credentials from the leading database manufacturing companies. Is an authority on the design of databases and the use of database management systems.

**Minimum Education:** Bachelor's degree from an accredited university.

***ACCOUNTANT, SENIOR***

**Minimum Work Experience:** Five (5) years of specialized experience.

**Functional Responsibility:** Assists on all accounting aspects of the contract. Supervises the collection and monitoring fiscal data. Reviews, analyzes and approves all invoices and billings. Assists in developing contract budgets and evaluating contract fiscal performance. Responsible for all aspects of contract financial reporting including billing data, cost incurred reports, purchase commitments and budget variance reports on a period and inception to date basis. Capable of preparing budgets, forecasts, long range plans and cash flow statements including analyzing variances relating to these areas. May provide consulting and support services as a task may require accounting expertise.

**Minimum Education:** Bachelor's degree from an accredited university.

### **ACCOUNTANT**

**Minimum Work Experience:** Three (3) years of specialized experience.

**Functional Responsibility:**

May work independently or under the supervision of a senior accountant to provide support services as a task may require accounting expertise. Collects, monitors and tracks contract-related costs incurred. Prepares invoicing and billings. Maintains contract budgets. Responsible for the collection of data to support monthly reporting and/or upon request, the current obligations for actual and planned expenses and cumulative expenditures incurred on an inception to date basis.

**Minimum Education:** Bachelor's degree from an accredited university.

### **DOCUMENTATION SPECIALIST, SENIOR**

**Minimum Work Experience:** Three (3) years of related experience.

**Functional Responsibility:** Provides technical writing and documentation support to technical and management level personnel. Supports consulting, administrative, engineering, and management groups. Duties include, but are not limited to, creating documentation, proposals, specifications, reports, and presentations. Develops technical documentation detailing process flows, operating procedures, and the design, development, testing, installation, and maintenance of systems and processes. Typically leads a team of other documentation specialists.

**Minimum Education:** Bachelor's degree from an accredited university.

### **DOCUMENTATION SPECIALIST**

**Minimum Work Experience:** One (1) year of related experience.

**Functional Responsibility:** Works independently or under the direction of the Senior Documentation Specialist. Provides technical writing and documentation support to technical and management level personnel. Supports consulting, administrative, engineering, and management groups. Duties include, but are not limited to, creating documentation, proposals, specifications, reports and presentations. Develops technical documentation detailing process flows, operating procedures, and the design, development, testing, installation, and maintenance of systems and processes. May supervise Junior Documentation Specialists and other support personnel.

**Minimum Education:** Associate's degree from an accredited university.

### **DOCUMENTATION SPECIALIST, JUNIOR**

**Minimum Work Experience:** One (1) year of general experience.

**Functional Responsibility:** Under supervision, performs technical writing and documentation functions and other tasks as directed.

**Minimum Education:** High school diploma.

### **ADMINISTRATIVE SPECIALIST, SENIOR**

**Minimum Work Experience:** Six (6) years of general experience and four (4) years of specialized experience.

**Functional Responsibility:** Supervises administrative assignments, developing solutions and procedures to improve specific departmental policies or work flow. Possesses planning skills to analyze program goals and objectives to make accurate short- and long-term projections to establish program needs and resource requirements. Analyzes problems in daily departmental and field operations and procedures, evaluates data collected, and prepares recommendations to improve organizational structure, procedures, and work flow. Makes special studies of administrative operations. Is knowledgeable in administrative practices and office management, work simplification, organizational theory and practice, and human relations principles and practices. Has an advanced user's familiarity with the Microsoft suite of office applications and is able to keyboard at the rate of 40 words per minute or better.

**Minimum Education:** Bachelor's degree from an accredited university.

## **ADMINISTRATIVE SPECIALIST**

**Minimum Work Experience:** Four (4) years of general experience and two (2) years of specialized experience.

**Functional Responsibility:** Independently or under the supervision of the Senior Administrative Specialist, develops solutions and procedures to improve specific departmental policies or work flow. Analyzes specific problems in daily departmental and field operations and procedures, evaluates data collected, and prepares recommendations to improve organizational structure, procedures, and work flow. Makes special studies of administrative operations. Is knowledgeable in administrative practices and office management, work simplification, organizational theory and practice, and human relations principles and practices. Has an advanced user's familiarity with the Microsoft suite of office applications.

**Minimum Education:** Bachelor's degree from an accredited university.

## **NETWORK ENGINEER, SENIOR**

**Minimum Experience:** Six (6) years of work experience, including at least five (5) network projects conforming to IEEE 802.3 standard.

**Functional Responsibility:** Responsible for the design, cable plant installation, workstation connection and integration of hardware/software for computer networks. Responsible for the design, configuration, and topology of local area networks. Conducts site surveys, reviews design documentation, and supports the project manager. Specifies and documents proper hardware selection and setup. Assists technical personnel in troubleshooting problems and runs required testing operations to ensure proper network operation.

**Minimum Education:** Bachelor's degree from an accredited university.

## **NETWORK ENGINEER**

**Minimum Experience:** Three (3) years of related experience, including at least two (2) network projects conforming to IEEE 802.3 standard.

**Functional Responsibility:** Under general supervision, responsible for cable plant installation, workstation connection, and integration of hardware/software for computer networks. Responsible for the design, configuration, and topology of local area networks. Assists in the evaluation of hardware and software, including peripheral, output, and telecommunications equipment. Installs network hardware and software, including network operating systems. Monitors data communications to ensure that network is available to all users. Troubleshoots and resolves routine problems.

**Minimum Education:** Bachelor's degree from an accredited university.

## **NETWORK ENGINEER, JUNIOR**

**Minimum Experience:** One (1) year of experience with office automation.

**Functional Responsibility:** Under direct supervision or as part of a team, participates in cable plant installation, workstation connection, and integration of hardware/software computer networks. Assists with configuring, installing, and testing networks.

**Minimum Education:** Bachelor's degree from an accredited university.

## **CLERK I**

**Minimum Experience:** Four (4) years of work experience, one of which must be specialized.

**Functional Responsibility:** May perform services as they relate to this offering for document conversion, document destruction, records management, and storage and mailroom functions. These services include but are not limited to:

- Document scanning, indexing, and conversion
- File creation, maintenance, consolidation, tracking, searching, and inventorying
- Interfiling
- Process of requests for files
- Receiving, shipping, and mailing of files
- Mail inspection, collection, processing, sorting, and distribution
- Collection and security of fees

Clerks may also input data from source documents into a keyboard-controlled data entry device; extract, cross-reference, and prepare data for entry; compile and summarize data and perform mathematical computations; develop charts, graphs, and other statistical reports; maintain files and records; transcribe, decipher, and code alphanumeric data from source documents and verify data for accuracy and completeness. The clerk performs these functions as they may relate to a variety of tasks including, but not limited to, mail room services, creating and maintaining files, creating and maintaining records, fee collection, and servicing file requests. May instruct entry-level operators on procedures.

**Minimum Education:** High school diploma or General Education Degree (GED).

## **CLERK II**

**Minimum Experience:** Two (2) years of work experience, one of which must be specialized.

**Functional Responsibility:** May perform services as they relate to this offering for document conversion, document destruction, records management, and storage and mailroom functions. These services include but are not limited to:

- Document scanning, indexing, and conversion
- File creation, maintenance, consolidation, tracking, searching, and inventorying
- Interfiling
- Process of requests for files
- Receiving, shipping, and mailing of files
- Mail inspection, collection, processing, sorting, and distribution
- Collection and security of fees

Clerks may also input data from source documents into a keyboard-controlled data entry device; extract, cross reference, and prepare data for entry; compile and summarize data and perform mathematical computations; develop charts, graphs, and other statistical reports; maintain files and records; transcribe, decipher, and code alphanumeric data from source documents and verify data for accuracy and completeness. The clerk performs these functions as they may relate to a variety of tasks including, but not limited to, mail room services creating and maintaining files, creating and maintaining records, fee collection, and servicing file requests. Works under the supervision of a Clerk I.

**Minimum Education:** High school diploma or General Education Degree (GED).

### **CLERK III**

**Minimum Experience:** None required

**Functional Responsibility:** May perform services as they relate to this offering for document conversion, document destruction, records management, and storage and mailroom functions. These services include but are not limited to:

- Document scanning, indexing, and conversion
- File creation, maintenance, consolidation, tracking, searching, and inventorying
- Interfiling
- Process of requests for files
- Receiving, shipping, and mailing of files
- Mail inspection, collection, processing, sorting, and distribution
- Collection and security of fees

Clerks may also input data from source documents into a keyboard-controlled data entry device; extract, cross reference, and prepare data for entry; compile and summarize data and perform mathematical computations; develop charts, graphs, and other statistical reports; maintain files and records; transcribe, decipher, and code alphanumeric data from source documents and verify data for accuracy and completeness. The clerk performs these functions as they may relate to a variety of tasks including, but not limited to, mail room services, creating and maintaining files, creating and maintaining records, fee collection, and servicing file requests. Works under the supervision of a Clerk I or Clerk II.

**Minimum Education:** High school diploma or General Education Degree (GED).

### **Associate Project Manager**

**Minimum Experience:** Two (2) years of supervisory or leadership experience.

**Functional Responsibility:** Responsible for managing project(s) and related task orders for customer(s) with revenue ranging from \$3 - \$15M. Conducts cost management through continual cost control and review. Has business development and budgetary responsibilities. Provides expertise to customers to ensure resolution of issues. Requires advanced knowledge and understanding of work project(s) and functions. Typically manages a team of 20 or more employees.

**Minimum Education:** Requires a Bachelor's degree or equivalent experience

### **Associate QA Analyst**

**Minimum Experience:** Two (2) to Five (5) years of experience in the field or in a related area.

**Functional Responsibility:** Responsible for all activities involving quality assurance and compliance with applicable regulatory requirements. Conducts audits and reviews/analyzes data and documentation. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager.

**Minimum Education:** Bachelor's degree in area of specialty.

### **Senior QA Analyst**

**Minimum Experience:** Eight (8) years of direct experience in the field.

**Functional Responsibility:** Responsible for all activities involving quality assurance and compliance with applicable regulatory requirements; conducts audits and reviews/analyzes data and documentation. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.

**Minimum Education:** Advanced Degree

### ***Intermediate Documentation Specialist (Indexing)***

**Minimum Experience:** 6 months to 1 year of specialized experience. 1 to 2 years general experience.

**Functional Responsibility:** This position requires the application of experience and judgment in selecting procedures to be followed and searching for, interpreting, selecting, or coding items to be entered from a variety of document sources. Essential duties and responsibilities include document preparation, document scanning, post-scan document review, periodic preventative maintenance of equipment, and data entry. Basic computer skills to include proficiency in MS Office applications required. Excellent attention to detail while working in a fast paced environment required.

**Minimum Education:** High school diploma or equivalent.

### ***Associate Documentation Specialist (Pre-Processing)***

**Minimum Experience:** Up to six months of full time experience is required.

**Functional Responsibility:** This position works under close supervision and follows specific procedures or detailed instructions. The Associate Documentation Specialist works from various standardized source documents that have been coded and require little or no selecting, coding or interpreting of data. Document preparation to include physical preparation of the file to remove staples and prepare labels; cross-referencing documents to ensure accurate information is captured and entered into a database. Problems are resolved at the supervisory level. Work is routine and repetitive. Basic computer skills to include proficiency in MS Office applications.

**Minimum Education:** High School diploma or equivalent.

### ***Senior Project Engineer***

**Minimum Experience:** Ten (10) years of experience as an engineer and the ability to mentor/lead other engineers to complete projects in a timely fashion.

**Functional Responsibility:** Responsible for implementing and designing engineering projects; includes working with organizational departments and the engineering manager or director to understand the scope and needs of an engineering project, then developing the project design strategy within financial budget guidelines. This includes determining the amount of staff needed and how many phases will be required to complete the project. A senior project engineer also handles some design responsibilities along with other engineers assigned to the project. This professional also reviews product design for compliance and safety, adherence to company standards, customer contract requirements, and to ensure timely completion.

**Minimum Education:** Bachelor's degree or equivalent in an engineering discipline related to the occupation is required.

### ***Intermediate Computer Operator***

**Minimum Experience:** Two (2) years specialized experience.

**Functional Responsibility:** Responsible for converting archival materials to digital format using all types of conversion software and hardware for a multi-institutional project to create digital collections. Responsibilities include document scanning, post-scan document review, data entry, and proper handling of fragile and rare archival materials. Other duties include correcting color and manipulating images as required using provided software and recording technical, item, and structural metadata in a spreadsheet. Calibrate all components of scanner and computer work station on a regular basis including periodic maintenance/cleaning. Computer skills to include proficiency in MS Office applications, working knowledge of word processing, spreadsheets and databases required.

**Minimum Education:** High School Diploma or equivalent.

### ***Senior Systems Engineer***

**Minimum Experience:** Ten (10) to Twelve (12) years of relevant work experience

**Functional Responsibility:** Performs as the highest level technical expert, providing both internal and external consulting services. Works independently on advanced systems/software analysis projects. Develops and may conduct training programs. Remains current in hardware and software document scanning technologies and enterprise document management technologies including taxonomy, tagging, indexing, storage, search and retrieval, and watermarking. Recommends future direction or projects to management. Provides expertise and direction in the design, integration and upgrade of document scanning and processing systems.

**Minimum Education:** Bachelor's degree or equivalent in Computer Science, Math, Electrical Engineering, or related field.



**SERCO SERVICES, INC. GSA/FSS APPROVED SCHEDULE-36 LABOR RATES**

Labor Categories	GSA Rate
Consultant, Principal	\$184.41
Consultant, Senior	\$119.64
Consultant	\$91.82
Program Manager, Principal	\$172.39
Program Manager, Senior	\$120.15
Program Manager	\$85.05
Project Manager, Principal	\$167.01
Project Manager, Senior	\$120.15
Associate Project Manager	\$32.95
Task Leader	\$90.87
Task Leader, Assistant	\$42.84
Business Analyst, Senior	\$96.21
Business Analyst	\$92.05
Business Analyst, Jr.	\$60.08
Process Design Analyst, Senior	\$96.94
Process Design Analyst	\$97.61
Process Design Analyst, Junior	\$61.71
Programmer/ Program Analyst, Senior	\$120.15
Programmer/Program Analyst	\$75.08
Program/Program Analyst, Junior	\$60.08
IT Telecom Manager, Senior	\$98.32
IT Telecom Manager	\$88.49
Computer Systems Analyst, Senior	\$98.90
Computer Systems Analyst	\$75.08
Computer Systems Analyst, Junior	\$60.08
Data Management Analyst, Senior	\$72.82
Data Management Analyst	\$54.41
Data Management Analyst, Junior	\$52.99

Labor Categories	GSA Rate
Data Management Administrator, Senior	\$120.14
Data Management Administrator	\$81.77
Accountant, Senior	\$120.15
Accountant	\$78.86
Documentation Specialist, Senior	\$83.36
Documentation Specialist	\$60.08
Documentation Specialist, Junior	\$41.30
Intermediate Documentation Specialist (Indexing)	\$21.14
Associate Documentation Specialist (Pre-Processing)	\$16.22
Administrative Specialist, Senior	\$65.80
Administrative Specialist	\$50.61
Network Engineer, Senior	\$61.79
Network Engineer	\$46.99
Network Engineer, Junior	\$31.32
Clerk I	\$32.68
Clerk II	\$31.80
Clerk III	\$36.42
Senior QA Analyst	\$57.37
Associate QA Analyst	\$29.91
Senior Project Engineer	\$82.24
Intermediate Computer Operator	\$25.44
Senior Systems Engineer	\$77.43



SIN(s)	SERVICE PROPOSED (e.g. Job Title/Task)	January 29, 2012 – January 28, 2013	January 29, 2013 – January 28, 2014	January 29, 2014 – January 28, 2015	January 29, 2015 – January 28, 2016	January 29, 2016 – January 28, 2017	January 29, 2017 - January 28, 2018
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Accountant	\$78.86	\$81.07	\$83.34	\$85.67	\$88.07	\$90.54
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Accountant, Senior	\$120.15	\$123.51	\$126.97	\$130.53	\$134.18	\$137.94
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Administrative Specialist	\$50.61	\$52.03	\$53.48	\$54.98	\$56.52	\$58.10
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Administrative Specialist, Senior	\$65.80	\$67.64	\$69.54	\$71.48	\$73.48	\$75.54
51-506	Associate Documentation Specialist (Pre-Processing)	\$16.22	\$16.67	\$17.14	\$17.62	\$18.11	\$18.62
51-506	Associate Project Manager	\$32.95	\$33.87	\$34.82	\$35.80	\$36.80	\$37.83
51-506	Associate QA Analyst	\$29.91	\$30.75	\$31.61	\$32.49	\$33.40	\$34.34
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Business Analyst	\$92.05	\$94.63	\$97.28	\$100.00	\$102.80	\$105.68
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Business Analyst, Jr.	\$60.08	\$61.76	\$63.49	\$65.27	\$67.10	\$68.98
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Business Analyst, Senior	\$96.21	\$98.90	\$101.67	\$104.52	\$107.45	\$110.46
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Clerk I	\$32.68	\$33.60	\$34.54	\$35.50	\$36.50	\$37.52
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Clerk II	\$31.80	\$32.69	\$33.61	\$34.55	\$35.51	\$36.51
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Clerk III	\$36.42	\$37.44	\$38.49	\$39.57	\$40.67	\$41.81
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Computer Systems Analyst	\$75.08	\$77.18	\$79.34	\$81.56	\$83.85	\$86.20
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Computer Systems Analyst, Junior	\$60.08	\$61.76	\$63.49	\$65.27	\$67.10	\$68.98
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Computer Systems Analyst, Senior	\$98.90	\$101.67	\$104.52	\$107.44	\$110.45	\$113.54
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Consultant	\$91.82	\$94.39	\$97.03	\$99.75	\$102.54	\$105.42



51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Consultant, Principal	\$184.41	\$189.57	\$194.88	\$200.34	\$205.95	\$211.71
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Consultant, Senior	\$119.64	\$122.99	\$126.43	\$129.97	\$133.61	\$137.35
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Data Management Administrator	\$81.77	\$84.06	\$86.41	\$88.83	\$91.32	\$93.88
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Data Management Administrator, Senior	\$120.14	\$123.50	\$126.96	\$130.52	\$134.17	\$137.93
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Data Management Analyst	\$54.41	\$55.93	\$57.50	\$59.11	\$60.76	\$62.47
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Data Management Analyst, Junior	\$52.99	\$54.47	\$56.00	\$57.57	\$59.18	\$60.84
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Data Management Analyst, Senior	\$72.82	\$74.86	\$76.96	\$79.11	\$81.32	\$83.60
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Documentation Specialist	\$60.08	\$61.76	\$63.49	\$65.27	\$67.10	\$68.98
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Documentation Specialist, Junior	\$41.30	\$42.46	\$43.65	\$44.87	\$46.12	\$47.41
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Documentation Specialist, Senior	\$83.36	\$85.69	\$88.09	\$90.56	\$93.10	\$95.70
51-506	Intermediate Computer Operator	\$25.44	\$26.15	\$26.88	\$27.64	\$28.41	\$29.21
51-506	Intermediate Documentation Specialist (Indexing)	\$21.14	\$21.73	\$22.34	\$22.97	\$23.61	\$24.27
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	IT Telecom Manager	\$88.49	\$90.97	\$93.51	\$96.13	\$98.82	\$101.59
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	IT Telecom Manager, Senior	\$98.32	\$101.07	\$103.90	\$106.81	\$109.80	\$112.88
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Network Engineer	\$46.99	\$48.31	\$49.66	\$51.05	\$52.48	\$53.95
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Network Engineer, Junior	\$31.32	\$32.20	\$33.10	\$34.03	\$34.98	\$35.96
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Network Engineer, Senior	\$61.79	\$63.52	\$65.30	\$67.13	\$69.01	\$70.94
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Process Design Analyst	\$97.61	\$100.34	\$103.15	\$106.04	\$109.01	\$112.06



51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Process Design Analyst, Junior	\$61.71	\$63.44	\$65.21	\$67.04	\$68.92	\$70.85
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Process Design Analyst, Senior	\$96.94	\$99.65	\$102.44	\$105.31	\$108.26	\$111.29
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Program Manager	\$85.05	\$87.43	\$89.88	\$92.40	\$94.98	\$97.64
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Program Manager, Principal	\$172.39	\$177.22	\$182.18	\$187.28	\$192.52	\$197.91
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Program Manager, Senior	\$120.15	\$123.51	\$126.97	\$130.53	\$134.18	\$137.94
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Program/Program Analyst, Junior	\$60.08	\$61.76	\$63.49	\$65.27	\$67.10	\$68.98
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Programmer/Program Analyst	\$75.08	\$77.18	\$79.34	\$81.56	\$83.85	\$86.20
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Programmer/Program Analyst, Senior	\$120.15	\$123.51	\$126.97	\$130.53	\$134.18	\$137.94
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Project Manager, Principal	\$167.01	\$171.69	\$176.49	\$181.44	\$186.52	\$191.74
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Project Manager, Senior	\$120.15	\$123.51	\$126.97	\$130.53	\$134.18	\$137.94
51-506	Senior Project Engineer	\$82.24	\$84.54	\$86.91	\$89.34	\$91.85	\$94.42
51-506	Senior QA Analyst	\$57.37	\$58.98	\$60.63	\$62.33	\$64.07	\$65.86
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Senior Systems Engineer	\$77.43	\$79.60	\$81.83	\$84.12	\$86.47	\$88.89
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Task Leader	\$90.87	\$93.41	\$96.03	\$98.72	\$101.48	\$104.32
51-501, 51-504, 51-506, 51-507, 51-509, 733-1, 733-2, 733-3, 733-6	Task Leader, Assistant	\$42.84	\$44.04	\$45.27	\$46.54	\$47.84	\$49.18

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

<b>SCA MATRIX</b>		
<b>SCA Eligible Contract Labor Category</b>	<b>SCA Equivalent Code Title</b>	<b>WD Number</b>
Clerk I	General Clerk I (01111)	05-2104
Clerk II	General Clerk II (01112)	05-2104
Clerk II	General Clerk III (01113)	05-2104
Computer Systems Analyst	Computer Systems Analyst I (14101)	05-2104
Computer Systems Analyst, Junior	Computer Systems Analyst II (14102)	05-2104
Computer Systems Analyst, Senior	Computer Systems Analyst III (14103)	05-2104