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

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA *Advantage!*, a menu-driven database system. The INTERNET address GSA *Advantage!* is: GSAAdvantage.gov.

OFFICE, IMAGING AND DOCUMENT SOLUTIONS
GROUP 36

DOCUMENT MANAGEMENT SERVICES

RECORDS MANAGEMENT SERVICES (RMS) SIN 51-504
NETWORK CONNECTIVITY SUPPORT SERVICES SIN 51-509

Contract number: GS-25F-0043S

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.

Contract period: August 16, 2006, through August 15, 2011

Operational Technologies Corporation
4100 NW Loop 410, Suite 230
San Antonio, TX 78229
210-731-0000
210-733-5448
www.otcorp.com

Business size: Small Veteran Owned Business.

CUSTOMER INFORMATION

1a. Awarded special item number(s): 51-504, 51-509
Labor Category GSA Prices – Page 8

1b. Identification of the lowest priced labor category: Page 8

.

1c. Description of all corresponding commercial job titles, experience, functional responsibility and education: Page 3.

2. Maximum order: $1,000,000

.

3. Minimum order: No minimum.

4. Geographic coverage: 48 contiguous States and the District of Columbia.

5. Point(s) of production (city, county, and State or foreign country): N/A

6. Discount: GSA Prices at NET, discounts deducted.

7. Quantity discounts: None.

8. Prompt payment terms: None.

9a. Government purchase cards are accepted at or above the micro-purchase threshold.

10. Foreign items: None

11a. Time of delivery: 30 Days

11b. Expedited Delivery: By mutual agreement between ordering agency & contractor.

11c. Overnight and 2-day delivery: By mutual agreement between ordering agency & contractor

11d. Urgent Requirements. The Contractor will note in its price list the "Urgent Requirements" clause of its contract and advise agencies that they can also contact the Contractor's representative to effect a faster delivery.

12. F.O.B. point(s). Destination

13a. Ordering address:

Operational Technologies Corporation
4100 NW Loop 410, Suite 230
San Antonio, TX 78229

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules). Contactor is to simply include this statement as Item 13b.

14. Payment address:

Operational Technologies Corporation
4100 NW Loop 410, Suite 230
San Antonio, TX 78229

15. Warranty provision: N/A

.

16. Export packing charges: N/A.

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

18. Terms and conditions of rental, maintenance, and repair: N/A.

19. Terms and conditions of installation: N/A.

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: N/A.

20a. Terms and conditions for any other services: N/A

21. List of service and distribution points: N/A.

22. List of participating dealers: None.

23. Preventive maintenance: N/A.

24a. Special attributes such as environmental attributes: N/A

.

24b. If applicable, indicate that Section 508 compliance: N/A

25. Data Universal Number System (DUNS) number: 15-408-8710.

26. Notification regarding registration in Central Contractor Registration: Contractor has registered in the (CCR) database.

Labor Category Descriptions

SIN 51-504

Program Manager

- **Minimum Experience**: Eight (8) years experience in managing projects in the government environment. In-depth knowledge of government acquisition regulations, technical knowledge of government enterprise systems, information technology equipment, networks; records management, data security and communications security interfaces. Experienced in supervising and managing technical engineering and installation personnel. Excellent communicative skills, both written and verbal.
- **Functional Responsibility:** Single point of contact for all matters relating to contract negotiations and performance. Reviews task orders for contract compliance. Reviews and submits Time and Materials (T&M) cost estimates and Firm Fixed Price (FFP) cost proposals. Receives and reviews all Delivery Orders for completeness, accuracy, and adherence to quality control standards. Coordinates task and delivery orders with the corporate staff. Ensures performance and adherence to contract requirements including personnel security clearances and operational security. Tracks and reports all contract funding expenditures. Meets with government project managers on a scheduled recurring basis to maintain continuity of performance and assist in resolving technical, contractual or other project related issues. Prepares and distributes a monthly project status and fund expenditure report to government and corporate senior managers involved in each task order.
- **Minimum Education**: Bachelor's degree from an accredited university or 3 additional years of specialized experience.

SIN 51-504

Project Manager

- **Minimum Experience**: Five (5) years experience in managing projects in the government environment. Technical knowledge of government enterprise systems, information technology equipment, networks; records management, data security and communications security interfaces. Extensive knowledge of government and DOD enterprise systems, equipment, and networks; secure voice and digital data devices; and communications security interfaces. Experienced in supervising and managing engineering and installation personnel. Excellent communicative skills, both written and verbal.
- **Functional Responsibility:** Provides overall technical and staff direction and management for each task awarded under contract. Supervises all subcontractor personnel, if any, assigned to the contract. Controls and allocates all resources necessary to perform the assigned tasks, to include personnel, training, and team tools. Sets up and monitors milestones and schedules associated with each specific task.
- **Minimum Education**: Bachelor's degree from an accredited university or 5 additional years of specialized experience.

SIN 51-504

Program Support Technician I:

- **Minimum/General Experience:** Two (2) years experience with common computer business applications, i.e., word processing, spreadsheet, and graphics software. One (1) years specialized experience in supporting corporate or government work team(s) requiring detailed data and/or document imaging services/program support. Excellent verbal and written communication skills. Ability to work well with technical services personnel in wide variety of working environments.

- **Functional Responsibility:** Provides technical program support to government task teams accomplishing data archiving, retrieval and/or document imaging services projects. Provides high quality, responsive administrative and technical support to senior task manager(s) and client customers involved in records review or audits.

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

SIN 51-504

Program Support Technician II

- **Minimum/General Experience:** Three (3) years experience with common computer business applications, i.e., word processing, spreadsheet, and graphics software. common. Two (2) years specialized experience in supporting corporate or government work team(s) requiring specialized data and/or document imaging services/program support. Excellent verbal and written communication skills. Ability to work well with technical services personnel in wide variety of working environments.

- **Functional Responsibilities**: Provides specialized program support to Government task teams accomplishing data archiving, retrieval and/or document imaging services requirements. Provides high quality, responsive administrative and technical support to senior task manager(s) client customers involved in records review or audits.

- **Minimum Education**: A post secondary education with a focus on computers, commercial or business school training or equivalent education and experience. Associate degree is desirable.

SIN 51-504
Program Support Technician III

- **Minimum/General Experience** Four (4) years experience with post secondary education with a focus on computers, commercial or business school training or equivalent education and experience. Two (2) year experience operating computer peripherals (i.e. Document image scanners). Ability to schedule tasking and support engineers and technicians administratively. Good verbal and written communication skills.

- **Functional Responsibility:** Supports government client by offering data or document administrative support, i.e., document archiving, filing, retrieval, and document security accountability. Operating scanning systems and record storage systems. Responding to

client customers requests for record data, official copies, and auditor assistance. Other duties as deemed necessary for specific tasks.

- **Minimum Education:** Associate degree.

SIN 51-504

Document Analyst 1

- **Minimum/General Experience:** Two (2) years experience in performing sensitive document analysis following a pre-defined workflow in preparation for electronic document imaging.

- **Functional Responsibility:** Perform document analysis to identify and annotate document type, discern improperly filed records, duplicate forms and organize chronologically following a pre-defined workflow in preparation for electronic document imaging. Perform quality assurance reviews of imaged official documents containing sensitive data following a pre-defined workflow process.
  Ensure that imaged documents are accurately identified with the correct document identifier, properly organized as to page order, document type and image legibility.
  Checks each page for visual integrity - the letters are clear, the entire was page scanned, no unusual lines appear, etc. -- and for completeness.
  Other program support duties as assigned.

- **Minimum Education:** A post secondary education with a focus on computers, commercial or business school training or equivalent technical education and experience.

SIN 51-504

Document Analyst II

- **Minimum/General Experience:** Two to three years experience post secondary education with a focus on computers, commercial or business school training or equivalent education and experience. Past experience with Information and Electronic Imaging Systems is highly desirable. Working knowledge of records management policies, procedures and practices.

- **Functional Responsibility**: May be designated as a team supervisor for Document Analysts I, document management technicians, clerical staff, or other support staff while performing document quality control and preparing regular productivity reports for project managers. Will provide specific job knowledge required to perform all tasks associated with document preparation, document imaging, and document quality control functions. Uses broad knowledge of office automation environments, including records management based telecommunications, networks

- **Minimum Education:** A post secondary education with a focus on computers, commercial or business school training or equivalent education and experience. Associate degree preferred.

SIN 51-504

Document Analyst III

- **Minimum/General Experience:** Three (3) years experience with medium to high volume Information and Electronic Imaging Systems. Advanced knowledge or experience with automated archival and retrieval of records management policies, procedures, practices, government records management regulations and guidelines.

- **Functional Responsibility:** Will assist in the application design and processing development of electronic documents while providing technical support and problem resolution. Ensuring that imaged documents adhere to required and defined government agency standards i.e., National Archives and Records Administration, Federal Enterprise Architecture; DoD 5015.2-STD and other government electronic imaging plans as required. Will be the primary contractor contact for electronic imaging system operations including providing technical support , training and documentation.

- **Minimum Education:** Bachelor's degree.

51-504

Subject Matter Expert I

- **Minimum/General Experience:** Eight (8) years extensive, specialized and recent hands-on technical analysis and implementation experience in the records management requirements area designated by the government. Good verbal and written communication skills.

  Functional Responsibility: Functions will be to undertake business analysis activities leading to the implementation of an Electronic Records and Document Management (ERDM) solution, focusing on the migration of physical document management to electronic document management.

  - Key responsibilities may include:
    - provide team lead level subject matter expertise for analysis and development of recommendations for:
    - business analysis of government administrative and client file management from a records perspective.
    - Assist in developing records management policy or guidelines for: thesaurus development, vital records,- auditing of agency compliance with records management policy, and disposal authorities.
    - work with various government business units to understand/document their business processes and the relationship with records & document management.
    - analyze information from other sources (e.g. standards, guidelines, regulations, reports, etc)
    - identify and document business requirements (within ERDM Program scope) as specified by the business

- **Minimum Education**: Bachelor's degree from an accredited university in Business, Engineering, Computer Science, Information Systems.

  Substitution: Five (5) years specialized experience may be substituted for formal education.

51-504

Subject Matter Expert II

Minimum/General Experience: Ten (10) years extensive, specialized and recent hands-on technical analysis and implementation experience in the records management requirements area designated by the government. In-depth knowledge of state-of-the-art technologies as they relate to the record/data management, including information network technologies, storage, secure transmission and access. Must hold a level of industry-recognized/required technical certification(s). Excellent verbal and written communication skills.

Functional Responsibility: Functions will be to undertake record management functional analysis activities leading to the implementation of an Electronic Records and Document Management (ERDM) solution.

- Provides expert advice and assistance in state-of-the-art records and data management software and hardware solutions.
- Provides independent services and leadership in specialized records and data management technical areas including, but not limited to, producing and/or reviewing substantive and/or complex technical documentation reflecting detailed knowledge of technical areas as identified within the needs requirements established by the government.
- Develop general or specialized documentation for record/data management systems design, system architecture, feasibility studies, and system specifications.
- Apply process improvement and reengineering methodologies and principles to conduct process modernization projects including process workflow and data modeling,
- develop modern business methods, identifying best practices, and creating and assessing performance measurements.
- Provide knowledge transfer and training to government clients for specified developed and implemented projects.
- Communicates highly technical and specialized information to variety of audiences orally and in writing.

Minimum Education: Bachelor's Degree in Business, Engineering, Computer Science, Information Systems, Social Science, or other related analytical, scientific, or technical disciplines.

Substitution: Five (5) years specialized experience may be substituted for formal education.

Labor Category Hourly/Daily Rates

Labor Category	**Government Rate Hourly W IFF Reflects 10% Discount**
Program Manager	**$105.68**
Project Manager	**$77.78**
Program Support Technician I	**$23.01**
Program Support Technician II	**$33.97**
Program Support Technician III	**$44.92**
Document Analyst I	**$23.01**
Document Analyst II	**$33.97**
Document Analyst III	**$44.92**
Subject Matter Expert I	**$94.23**
Subject Matter Expert II	**$134.42**