



**GENERAL SERVICES ADMINISTRATION
FEDERAL ACQUISITION 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 for GSA *Advantage!*™ is: <http://www.GSAAdvantage.gov>.

**OFFICE, IMAGING, AND DOCUMENT SOLUTIONS
FSC Group 36**

Special Item No. 51-501	Needs Assessment and Analysis Services (NAAS)
Special Item No. 51-501RC	Needs Assessment and Analysis Services (NAAS) for Recovery Purchasing
Special Item No. 51-504	Record Management Services (RMS), File Organization and Maintenance Services (FOMS)
Special Item No. 51-504RC	Record Management Services (RMS), File Organization and Maintenance Services (FOMS) for Recovery Purchasing
Special Item No. 51-506	Document Conversion Services
Special Item No. 51-506RC	Document Conversion Services for Recovery Purchasing

Contract Number: GS-25F-0045L

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

Contract Period: September 30, 2001 through September 29, 2016

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KBM is an economically disadvantaged women-owned small business (EDWOSB).

Pricelist current through Modification PO-9315 dated September 27, 2011

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I. CUSTOMER INFORMATION

1. Awarded Special Item Numbers (SINs)

- Special Item No. 51-501 Needs Assessment and Analysis Services (NAAS) – Services consist of a comprehensive assessment of the customer’s existing objectives, capabilities and most importantly, funding obligations which will provide agency’s recommendation(s) how to meet or exceed organization’s overall performance by providing “total office solutions. Services will be provided in accordance with the section entitled, Offered Needs Assessment and Analysis Services .
- Special Item No. 51-504 Record Management Services (RMS), File Organization and Maintenance Services (FOMS) – Services include on-site services but are not limited to, organize paper or electronic files in any work area and track them electronically, information and document indexing, scanning, labeling, bar coding, and filing. Services will be provided in accordance with the section entitled, Offered Record Management Services (RMS), File Organization and Maintenance Services (FOMS).
- Special Item No. 51-506 Document Conversion Services - Services basically convert from an original paper document, data, or graphics into digital data, and transferred to a new media and format for use in a document imaging and storage system. This service may include Back file and Day Forward Conversion, Data Entry, State-of-the Art Scanning, Indexing, Hyper link, Web Hosting, Media of Choice, Blowback, Classified and Non-classified documents. Services will be provided in accordance with the section entitled, Available Document Conversion Services.

See Sections VII through IX for prices and labor category descriptions.

2. Contractor's Ordering and Payment Address

KBM Group, Inc. (301) 587-7333
 1 Research Court, Suite 450 (301) 355-7321 Fax
 Rockville, MD 20850-6252

For supplies and services, the ordering procedures and information on Blanket Purchase Agreements (BPAs) are found in Federal Acquisition Regulation (FAR) 8.405-3.

3. DUNS, Taxpayer Identification, and CAGE Code Numbers/Central Contractor Registration

Data Universal Numbering System (DUNS): 79-349-7231
 Taxpayer Identification Number (TIN): 52-2014563
 CAGE Code: 0V4A1
 KBM Group is registered with the Central Contractor Registration Database.

4. Maximum Order Threshold

(a) The Contractor is not obligated to honor any order for a combination of items in excess of:

<u>Special Item Number</u>	<u>Maximum Order</u>
All SINs	\$1,000,000



I. CUSTOMER INFORMATION (CONTINUED)

(b) Notwithstanding paragraph (a) above, the Contractor shall honor any order exceeding the maximum orders in paragraph (a), unless that order (or orders) is returned to the ordering office within 5 workdays after receipt, with written notice stating the Contractor’s intent not to ship the item (or items) called for and the reasons. Upon receiving this notice, the Government may acquire the supplies or services from another source.

(c) Notwithstanding paragraph (a) and (b) above, the Contractor shall honor any purchase card orders exceeding the maximum orders in paragraph (a), unless that order (or orders) is returned to the ordering office within 24 hours after receipt, with written notice stating the Contractor’s intent not to ship the item (or items) called for and the reasons. Upon receiving this notice, the Government may acquire the supplies or services from another source.

(d) In accordance with FAR 8.404, before placing an order that exceeds the maximum order threshold, ordering offices shall—

(1) Review additional schedule contractors’ catalogs/price lists or use the “GSA Advantage!” on-line shopping service;

(2) Based upon the initial evaluation, generally seek price reductions from the schedule contractor(s) appearing to provide the best value (considering price and other factors); and

(3) After price reductions have been sought, place the order with the schedule contractor that provides the best value and results in the lowest overall cost alternative (see FAR 8.404(a)). If further price reductions are not offered, an order may still be placed, if the ordering office determines that it is appropriate.

(e) For orders exceeding the maximum order threshold, the Contractor may:

- (1) offer a new lower price for this requirement.
- (2) offer the lowest price available under the contract; or
- (3) decline and return the order in accordance with paragraphs (a) and (b) above.

(f) A delivery order that exceeds the maximum order may be placed with the Contractor selected in accordance with FAR 8.404. The order will be placed under the contract.

5. Minimum Order

The minimum dollar value of orders to be issued is \$500.

6. Geographic Coverage (Delivery Area)

SIN	Description	Coverage
51-501	Needs Assessment and Analysis Services	48 contiguous states and the District of Columbia.
51-504	Record Management Services, File Organization and Maintenance Services	48 contiguous states and the District of Columbia.
51-506	Document Conversion Services	Maryland Pennsylvania New Jersey Virginia District of Columbia Delaware North Carolina

7. Point(s) of Production

KBM’s facility in Rockville, Maryland (Montgomery County), and elsewhere as required by the customer.



I. CUSTOMER INFORMATION (CONTINUED)

8. Quantity Discounts

None except as shown for different volume levels on the enclosed per-image pricelist for document conversion services.

9. Payment Terms

Payment terms are net 30 days from receipt of invoice or date of acceptance, whichever is later. There is no discount for prompt payment.

Payments may be made by check or electronic funds transfer (EFT) at the option of the Government in accordance with FAR 52.232-33, Payment by Electronic Funds Transfer—Central Contractor Registration, or FAR 52.232-34, Payment by Electronic Funds Transfer—Other than Central Contractor Registration, as applicable.

10. Government Purchase Cards

Contractors are required to accept the Government purchase card for payments equal to or less than the micro-purchase threshold for oral or written delivery orders.

Government purchase cards will be accepted for payment above the micro-purchase threshold. KBM offers a discount of four (4%) from its commercial prices for Government purchase card purchases.

11. Foreign Items

Not applicable.

12. Delivery Schedule

(a) Time of Delivery. The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO) in the case of F.O.B. Destination prices, or to place of shipment in transit in the case of F.O.B. Origin prices, as set forth below:

<u>SPECIAL ITEM NUMBER</u>	<u>DELIVERY TIME (Days ARO)</u>
51-501, 51-504, and 51-506	As negotiated between the ordering agency and the contractor. For SIN 51-506, scanning at 200 DPI, quantity of 10,000 – 49,999, delivery will be 15 days ARO, if requested in writing in the task order.

(b) Expedited Delivery Times. Not applicable.

(c) Overnight and 2-Day Delivery Times – Not applicable

(d) Urgent Requirements. When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering agency, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.



I. CUSTOMER INFORMATION (CONTINUED)

13. F.O.B. Points

Delivery within the 48-contiguous States and the District of Columbia: F.O.B. Destination

14. Standard Commercial Warranty

KBM warrants that the services to be provided will be performed in a professional and workmanlike manner. Customer's exclusive remedy for breach of this warranty is to have KBM re-perform any services whose non-compliance with this warranty is made known to KBM in writing within 90 days after KBM performance of the non-compliant services.

15. Export Packing

Export packing is available at extra cost outside the scope of this contract.

16. Contract Terms and Conditions - Commercial Items

Applicable clauses are those contained in the most recent refresh of Solicitation 3FNJ-C1-000001-B for Multiple Award Schedule (MAS) 36, Office, Imaging, and Document Solutions. This solicitation can be found in the GSA eLibrary at <http://www.gsaelibrary.gsa.gov/> or by searching FedBizOpps.com at <https://www.fbo.gov>.

17. Ordering Procedures for Services (Requiring a Statement of Work) (May 2000) (G-FSS-920)

FAR 8.402 contemplates that GSA may occasionally find it necessary to establish special ordering procedures for individual Federal Supply Schedules or for some Special Item Numbers (SINs) within a Schedule. GSA has established special ordering procedures for services that require a Statement of Work. These special ordering procedures take precedence over the procedures in FAR 8.404 (b)(2) through (b)(3).

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

(a) When ordering services, ordering offices shall—

(1) Prepare a Request (Request for Quote or other communication tool):

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

(ii) The request should include the statement of work and request the contractors to submit either a firm-fixed price or a ceiling price to provide the services outlined in the statement of work. A firm-fixed price order shall be requested, unless the ordering office makes a determination that it is not possible at the time of placing the order to estimate accurately the extent or duration of the work or to anticipate cost with any reasonable degree of confidence. When such a determination is made, a labor hour or time-and-materials proposal may be requested. The firm-fixed price shall be based on the prices in the schedule contract and shall consider the mix of labor categories and level of effort required to perform the services described in the statement of work. The firm-fixed price of the order should also include any travel costs or other direct charges related to performance of the



I. CUSTOMER INFORMATION (CONTINUED)

services ordered, unless the order provides for reimbursement of travel costs at the rates provided in the Federal Travel or Joint Travel Regulations. A ceiling price must be established for labor-hour and time-and-materials orders.

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

(iv) The request shall notify the contractors what basis will be used for selecting the contractor to receive the order. The notice shall include the basis for determining whether the contractors are technically qualified and provide an explanation regarding the intended use of any experience and/or past performance information in determining technical qualification of responses.

(2) Transmit the Request to Contractors:

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

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

(3) Evaluate Responses and Select the Contractor to Receive the Order:

After responses have been evaluated against the factors identified in the request, the order should be placed with the schedule contractor that represents the best value. (See FAR 8.404)

18. Task Order Invoice Requirements (FSS-FCGE-500)

Task orders will be placed against resultant contracts by agencies utilizing this schedule. Payment will be made by the office indicated on the task order, paid directly to the contractor, in accordance with the Prompt Payment Act. Invoices shall be submitted in an original and three (3) copies, unless additional copies are specified on the delivery order to the government office designated on the order to receive invoices. To constitute a proper invoice, the invoice must include the following information and/or attached documentation:

- ❖ Name of the business concern and invoice date.
- ❖ Contract number.
- ❖ Task order number or other authorization for delivery of the property or performance of the services.
- ❖ Price, payment terms and any discounts or concessions that apply.
- ❖ Delivery terms (FOB Destination).
- ❖ Name (if applicable), title, phone number, and complete mailing address of responsible official to whom payment is to be sent, or information necessary to enable the agency to make payment by wire transfer (if applicable) in accordance with the Method of Payment clause of this contract.

Other information or documentation required to effect payment as may be specified on individual task orders.



I. CUSTOMER INFORMATION (CONTINUED)

19. Security Requirements (G-FSS-FCGE-501)

In the event security requirements are necessary, the ordering activities may incorporate, in their delivery orders, a security clause in accordance with current laws, regulations, and individual agency policy; however, the burden of administering the security requirements shall be with the ordering agency. If any costs are incurred as a result of the inclusion of security requirements, such costs will not exceed ten percent (10%) or \$100,000, of the total dollar value of the order, whichever is less.

20. Hold Harmless and Indemnification Agreement (Mar 1999) (H-FSS-FCGE-513)

The Contractor shall save and hold harmless and indemnify the Government against all liability claims, and cost of whatsoever kind and nature for injury to or death of any person or persons and for loss of damage to any Contractor property or property owned by a third party occurring in connection with or in any way incident to or arising out of the use, service, occupancy or performance of work under the terms of this contract resulting in whole or in part from the acts or omissions to the Contractor or subcontractor, or any employee, agency or representative of the Contractor or subcontractor.

Government's Right of Recovery: Nothing in the above paragraphs shall be considered to preclude the Government from receiving the benefits of any insurance the contractor may carry which provided for the indemnification of any loss or destruction of, or damages to property in the custody and care of the Contractor where such loss, destruction or damage is to Government property. The Contractor shall do nothing to prejudice the Government's right to recover against third parties for any loss, destruction or damage to Government property.

21. Contractor Tasks/Special Requirements (C-FSS-370) (Nov 2003)

(a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.

(b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.

(c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.

(d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.

(e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.

(f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.



I. CUSTOMER INFORMATION (CONTINUED)

(g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.

(h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.

(i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.

(j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

(k) Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

22. Travel Costs and Task Order Type

(a) Costs incurred for transportation and per diem (lodging, meals and incidental expenses) will be billed in accordance with the regulatory implementation of Public Law 99-234, FAR 31.205-46 Travel Costs, and the Contractor's cost accounting system. These costs are directly reimbursable by the ordering agency.

(1) The Contractor shall notify the ordering agency, in writing, of the requirement for reimbursement of transportation and per diem expenses, prior to acceptance of the order. This notification shall include a "not to exceed" estimate of these proposed costs. Any applicable indirect costs associated with the transportation and per diem expenses will be charged at a rate negotiated prior to the using agency's delivery order. Contractors shall be reimbursed only for incurred costs at or below the "not to exceed."

(2) Costs for transportation, lodging, meals, and incidental expenses incurred by contractor personnel on official company business are allowable subject to the limitations contained in FAR 31.205-46, Travel Costs.

(3) Reimbursements for costs that are not specified in this solicitation, or in any contract or task order resulting from this solicitation, are not allowed. It is GSA policy NOT to allow a charge of profit or fee on reimbursable items. No reimbursement will be made for a contractor's local travel (such as mileage to and from a local site).

No Reimbursement Is Authorized Except As Specified In An Ordering Agency's Task Order.

(b) The preferred type of task order issued against the contract is Firm Fixed-Price. However, Labor-Hour Task orders may be issued where circumstances dictate, as determined by the ordering agency Contracting Officer, provided a determination is made in accordance with FAR 16.601(b) and 16.601(c).



II. OFFERED NEEDS ASSESSMENT AND ANALYSIS SERVICES (SIN 51-501)

Objectives/Purpose

The work consists of assisting agencies with NAAS efforts in their organizations. Regardless of the specific approach and strategies described in the technical proposal for each work segment, the work in general shall include consulting services, and other related services.

NAAS provides professional support in analyzing, assessing, and developing a customer's requirement as it relates to more efficient use of Office Equipment (e.g., laboratory systems, network optical and imaging systems, services (i.e., records management, document management, network connectivity support) as they relate to this contract. Based on the agency's overall objectives, the Contractor will conduct a comprehensive needs assessment and analysis.

This SIN may include assessment services for compliance with the requirements of section 508 of the rehabilitation act, which is an initiative to ensure the accessibility of electronic and information technology to individuals with disabilities. Also, this Service may include recommendations for security/biometrics products.

The Contractor will provide recommendations for fulfilling the agency's needs, such as, but not limited to: surveys, technology assessment, purchases, rentals, conversion of rental to purchase, leasing, cost-per-copy, flat-rate monthly fee, document management services, and software applications.

This procurement will provide a full range of services including but not limited to consultation, and support services to support or improve the effectiveness of Federal management processes and procedures.

The Contractor will perform all requirement(s) as specified in task and delivery orders under this Federal Supply Schedule (FAS) in accordance with their commercial industry practices.

Scope of Work

Upon the agency's request, the Contractor may provide a full range of services to support the requirements as a result of the needs assessment and analysis. The Contractor may offer the following services but is not limited to:

- **Consultations Services** – Contractor shall provide expert advice, assistance, guidance or counseling in support of agencies' management, organizational and business improvement efforts. They may also include studies, analyses and reports documenting any proposed developmental, consultative, or implementation efforts .

General Requirements for NAAS:

The Contractor must have the capability to provide an overall assessment of a comprehensive turnkey solution. The Contractor must clearly define the agency's requirements linked to the strategic goals to ensure high quality, cost-efficient solutions. The Contractor must investigate the degree of importance based on objectives to determine the best strategy that will fulfill the requirement. The Contractor must have the capability to collect data that is current and accurate and must maintain the integrity of the investment. The Contractor must establish an ongoing dialogue with the agency to discuss the status, report on progress against current work schedule, understand any new issues, or concerns, report on standard product enhancements/revision plans, etc. This ongoing dialogue will allow the government to assess the performance against the original requirements and milestone schedule. The Contractor must deploy a solution that is logically planned, sufficiency secured, easy to apply, administer, and manage. The Contractor's results must be consistent with the scope of the agency requirements. Although, the Contractor will make recommendations, the agency will be the final approving official. Deliverables: Depending upon the ordering agency the final report may include projected cost, a milestone schedule, and recommendations. Also, upon the



agency's request, the report may be presented to the agency by various means. For example written document, oral presentation, cassettes, and videotapes. The Contractor warrants all services in accordance with the commercial practice. The price of the warranty shall be included in the purchase price of the item.



III. OFFERED RECORDS MANAGEMENT SERVICES (RMS), FILE ORGANIZATION AND MAINTENANCE SERVICE (FOMS) (SIN 51-504)

KBM offers to provide File Organization and Maintenance Services (FOMS). FOMS provides intellectual and physical support to enable the Government control of documents or information. It includes the organization of sophisticated documents or information placing them into a simplified filing system in accordance with an ordering agency's needs to improve their existing work environment. Generally, it includes gathering documents and data to be scanned and indexed into a digitized format. However, an ordering agency may simply require updating to an existing file system, maintenance of documents, or filing existing documents or information into a storage media for shipping.

As contracted by each agency, we will provide qualified personnel and required material to perform File Organization and Maintenance Services for the full life cycle of the records. Files may be of paper, microform or electronic format. The following services can be provided:

- File room operation
- Document receiving
- Document identification
- File tracking
- Preparing file folders
- Updating and maintaining files by adding new documents
- Updating databases
- File check in and check out
- File Retirement
- Archiving
- Quality control
- Document preparation for scanning and indexing

All care will be taken to ensure that no files are handled in a safe and secure manner. KBM personnel will maintain file security and will not release any documents to unauthorized requestors.

Pricing will be on a fixed-price per hour basis for services ordered.



IV. AVAILABLE DOCUMENT CONVERSION SERVICES (SIN 51-506)

As contracted by each agency, we will promptly pickup documents and perform all contracted conversion services. Our services are presented in two categories, basic services and special services.

Our basic services offer the most common services requested by agencies and include all tasks necessary to provide a basic conversion including preparation, scanning, indexing, OCR processing, and output to TIFF and text files or CD-ROM. Documents must meet certain size and quality criteria; indexing is limited to one 10-digit folder level and one 10-digit document level index and OCR. Basic OCR is standard OCR processing that includes no cleanup.. Basic services are priced on a per image basis and the prices are presented in table form in our pricelist .

Our special services offer more customized services and are offered to clients that have unusual documents and require OCR cleanup, multiple format output files, and other services that are more labor intensive or require special expertise.

Basic Services include but are not limited to:

- Scanning
- Document Preparation and Handling
- Indexing / Coding / Data Entry
- Optical Character Recognition (OCR)
- Source Document Destruction or Archiving
- Source Document Inspection
- Image Cleanup
- Quality Assurance

Special Services include:

- Special Preparation and Handling
- Optical Character Recognition (OCR) Cleanup
- Image Enhancements
- Portable Document Format (PDF) Conversion
- Standard Graphic Markup Language (SGML) Tagging (Level I and II)
- Hyper Text and Extensible Markup Language (HTML and XML) Conversion
- Graphic and Application File Conversion

All document conversion services contract requirements are unique and to ensure that our services are broad in scope and are customizable, we offer a “cafeteria plan” of services where agencies can select only the services they require.

1.0 Basic Services

Document Preparation and Handling

Basic document preparation and handling includes document identification, minimal staple removal (no more than 1 staple every 25 pages), unbinding from 3-ring or similar folders (requiring no cutting or page separation), sorting, organizing, inserting targets and flags. Prices on a per-image basis are provided herein for basic document preparation and handling.

Scanning

Basic scanning includes scanning of 8½ x 11inch paper documents scanned at 200 or 300 dpi. The scanned images are compressed using the FIPS standard of CCITT Group 4 TIFF compression algorithms. De-skewing and de-speckling and cropping and an image-by-image quality control check are also included in the basic scanning service. After documents are scanned, CD-ROM pre-mastering is performed in accordance with ISO 9660 volume and file



IV. AVAILABLE DOCUMENT CONVERSION SERVICES (SIN 51-506) (CONTINUED)

structure specification. CD-ROM masters are produced in accordance with the standards specified in the most recent Yellow Book. Each CD-ROM master is labeled with unique identifying information or as specified in the order. The masters are verified for contents and inserted into jewel cases. Prices on a per-image basis are provided herein for basic scanning.

Additional scanning services such as multiple image output, color scanning, resolutions greater than 300 dpi scanning, photographs, pages larger than 8½ x 11 inches, extensive image cleanup, damaged or special paper, or unusual shaped images are also available. In addition, duplicate and backup CD-ROM copies, as well as other media types and duplicates can be created. These additional scanning services are priced on a customized basis using the labor category rates provided herein.

Indexing

Basic indexing services include the capture of a single data field with up to 10 characters. Additional indexing services may be ordered for extra 10-character data fields. The data to be indexed will be identified by the ordering agency. Indexing may be done through either manual data entry, bar coding of a lead page, or through extraction from a database or a combination of all. Prices on a per-image basis are provided herein for basic indexing.

Additional indexing services, coding and data entry, including entry of additional fields and characters, and any other special services requested by the ordering agency are priced on a customized basis using the labor category rates provided.

Optical Character Recognition (OCR) and OCR Cleanup

Optical Character Recognition (OCR) involves the use of a software program to "read" a scanned page. Basic OCR has an accuracy rate of approximately 95%. Basic OCR processing does not include OCR cleanup. Prices on a per-image basis are provided herein for standard OCR.

Additional OCR services and OCR cleanup are available. OCR cleanup involves a word-by-word correction of text. Agencies may select polled OCR cleanup or manual OCR cleanup. Polled OCR uses three OCR software engines to process and cleanup text and offers a higher level of accuracy than standard OCR. Manual OCR cleanup is performed by data entry staff and offers the highest level of accuracy. OCR cleanup requires additional processing time over basic OCR. Manual OCR is very labor intensive and requires substantial additional processing time over Basic OCR. OCR and cleanup are required to perform full text indexing. Also, OCR processing requires 300 dpi scanning. Additional services are priced on a customized basis using the labor category rates provided.

Source Document Destruction or Archiving

As specified by the order, after conversion, source documents are either returned to the client, destroyed appropriately, or prepared for archiving. The final disposition is documented and the paperwork delivered to the client. Prices on a per-image basis are provided for document destruction or archiving.

2.0 Special Services

The following special services are offered using the labor category rates provided herein.

Special Document Preparation

Additional document preparation and handling services include extensive staple removal, unbinding, unbinding from spiral folders, mounting undersized pages, repairing damaged pages, unfolding removing extraneous material; handling of fragile paper; and post scanning rebinding, if required. Other special handling services such as high security handling, contaminated documents, and any other specially requested services. These additional document preparation and handling services are priced on a customized basis using the labor category rates.



IV. AVAILABLE DOCUMENT CONVERSION SERVICES (SIN 51-506) (CONTINUED)

Special Scanning

Additional scanning services include multiple image output, color scanning, resolutions greater than 300 dpi scanning, photographs, pages larger than 8½ x 11 inches, damaged or special paper such as onion skin, or unusual shaped images. In addition, orders requiring evening or weekend work are designated as rush order and considered as special services. These additional scanning services are priced on a customized basis using the labor category rates provided herein.

Source Document Inspection

To obtain a good assessment of each file collection identified for conversion, a review of the source documents can be performed prior to starting the conversion process. This review is used to determine quantity, quality of print, type of paper, quality and condition, duplex or single-sided pages, number of pages per document, types of paper clips or staples used, and other vital information. Source document inspection is also performed to determine the amount of pre-scanning preparation and special scanning procedures that may be required to estimate the level of effort (LOE) and perform the work. Prices for source document inspections are priced on a customized basis using the labor category rates provided.

Source document inspection is different from Needs Assessment and Analysis Services (NAAS) offered under SIN 51-501. Source document inspection involves only the inspection of documents for conversion services only and does not include documented analysis and assessment, research, system design and the submission of a recommended solution to the agency for approval.

Image Enhancements

Image enhancements include: extensive image cleanup, removing blotches and “noise” image reversal, image lightening/darkening, image rotation, cropping and manual image augmentation. Prices for image enhancement services are priced on a customized basis using the labor category rates provided.

Portable Document Format (PDF) Conversion

Image Only: Paper documents are scanned at 300 dpi and verified for quality and readability. Images are then converted to PDF format using Adobe Acrobat and then written to the delivery media. PDF image only includes TIFF image output.

Image Plus Text Edited: Documents are scanned at 300 dpi and verified for quality and readability. All text is converted to ASCII format using OCR technology. All freestanding text 6pt or greater is verified and corrected to achieve accuracy of 99.5% or greater. All converted numbers are verified for 100% accuracy. All graphics are verified for accuracy and saved as 300dpi raster graphics. The entire document is then converted to PDF plus text files and then written to CD-ROM or the delivery media specified in the order.

PDF Normal: Scanning, ASCII conversion, OCR processing and verification are performed as described above in PDF image plus edited text processing. The fonts and format of each document are be maintained. The entire document is then converted to PDF normal files and then written to CD-ROM or other delivery media specified by the order.

Hyper linking: After PDF normal processing is performed, hyperlinks are created for all items identified by the ordering agency. These items include tables of contents, indexes, titles, internal references, and directories. Bookmarks and thumbnails will be created for each document as required by the ordering agency.

Standard Graphic Markup Language (SGML) Tagging (Level I and II)

For both Level I and Level II SGML, documents are scanned and verified as described under PDF normal processing. After scanning and verification of text and graphics, intact internal references are tagged. Tagged data is then verified to assure 100% parsing against the provided Document Type Definitions (DTD) and style sheet.



IV. AVAILABLE DOCUMENT CONVERSION SERVICES (SIN 51-506) (CONTINUED)

Hyper Text and Extensible Markup Language (HTML and XML) Conversion

Initial HTML and XML processing are performed as described under PDF normal processing. After scanning, the HTML documents are created and modified. The editors include a method for inserting HTML tags without actually having to type out each tag. The program also automatically reformats the document with HTML tags, based on formatting codes provided. All conversion is performed in accordance with the most recent World Wide Web Consortium (W3C) standard.

Graphic and Application File Conversion

Graphic and application file conversions can be performed as prescribed by the ordering agency. Standard graphic file types include JPEG, TIFF, GIF, BMP, and PCX. Application files for conversion include Microsoft Word, WordPerfect, and CAD.



V. RECOVERY PURCHASING

KBM's GSA Federal Supply Schedule Contract pricelist is available to state and local entities for products and services determined by the Secretary of Homeland Security to facilitate recovery from major disasters, terrorism, or nuclear, biological, chemical, or radiological attack. Purchasing for such a purpose is called "Recovery Purchasing."

If such an entity is interested in purchasing for this purpose, the list of eligible ordering activities and the terms surrounding the use of the Federal Supply Schedule Contracts for Recovery Purchasing can be found in the most current Schedule 36 Refresh Solicitation **3FNJ-C1-00001-B** available via the Federal Business Opportunities website, commonly referred to as FedBizzOpps.gov.



VI. BLANKET PURCHASE AGREEMENTS (I-FSS-646)

Blanket Purchase Agreements (BPAs) can reduce costs and save time because individual purchase orders and invoices are not required for each procurement but can instead be documented on a consolidated basis. The Contractor agrees to enter into BPAs with ordering activities provided that:

- (a) The period of time covered by such agreements shall not exceed the period of the contract including option year period(s);
- (b) Orders placed under such agreements shall be issued in accordance with all applicable regulations and the terms and conditions of the contract; and
- (c) BPAs may be established to obtain the maximum discount (lowest net price) available in those schedule contracts containing volume or quantity discount arrangements.

VII. LABOR CATEGORY DESCRIPTIONS AND SIN ASSIGNMENTS

Category No.	GSA Labor Category	Applicable SIN		
		51-501	51-504	51-506
1	Program Manager	X	X	X
2	Project Manager	X	X	X
3	Camera/Scanner Operator I	X		X
4	Camera/Scanner Operator II	X		X
5	Data Entry Operator I	X	X	X
6	Data Entry Operator II	X	X	X
7	Data Entry Operator III	X	X	X
8	Document Control Specialist II		X	X
9	Document Conversion Equipment Operator I			X
10	Document Conversion Equipment Operator II			X
11	Document Support Specialist II	X	X	X
12	General Clerk I	X	X	X
13	General Clerk II	X	X	X
14	Records Data Specialist I	X	X	X
15	Records Data Specialist II	X	X	X
16	Records Data Specialist III	X	X	X
17	Records Information Specialist/Trainer I	X		
18	Records Information Specialist/Trainer II	X		
19	Records Information Specialist/Trainer III	X		
20	Records Systems Analyst/Supervisor I		X	X
21	Records Systems Analyst/Supervisor III		X	X
22	Shipping and Receiving Clerk II		X	X
23	Technical Writer/Editor	X		

1. Program Manager

Minimum/General Experience: Eight to fifteen years of experience providing management and technical direction to multiple complex projects to project personnel. Must be familiar with the principles of exercising independent judgment, as well as a high level of analytical skill, in solving complex and unusual technical, administrative, and managerial problems. Must have direct management experience in supporting document conversion operation and possess an understanding of information management technologies including electronic imaging.

Functional Responsibility: Under general supervision, responsible for all aspects of performance (i.e., technical, contractual, administrative, financial). Provides overall direction of program activities. Consults with the customer to ensure conformity to contractual obligations, establishes and maintains technical and financial reports to show progress of projects to management and customers, organizes and assigns responsibilities to subordinates, oversees the successful completion of all assigned tasks, and assumes the initiative and provides support to marketing personnel in identifying and acquiring potential business.

Minimum Education: Bachelor's Degree or equivalent training and/or experience.



VIII. LABOR CATEGORY DESCRIPTIONS AND SIN ASSIGNMENTS

2. Project Manager

Minimum/General Experience: Six years of experience providing management and technical direction to project personnel. Must be familiar with the principles of regularly exercising independent judgment, as well as a high level of analytic skill, in solving complex technical, administrative, and managerial problems. Must have direct management experience in supporting document conversion operation and possess an understanding of information management technologies including electronic imaging. Provides overall direction for all project level activities.

Functional Responsibility: Under general supervision, responsible for all aspects of project performance (i.e., technical, contractual, administrative, financial). Manages and supervises personnel involved in all aspects of project activity, organizes and assigns responsibilities to subordinates, and oversees the successful completion of all assigned tasks. Provides overall direction for all project level activities.

Minimum Education: Bachelor's Degree or equivalent training and/or experience.

3. Camera/Scanner Operator I

Minimum/General Experience: Work experience in the operation of office equipment. Must have good work habits with the ability to follow established guidelines and consistently produce high volumes of quality work. Operators must successfully complete a training program on camera operation and maintenance.

Desired experience in the operation of Kodak Imagemink Microimager or similar microfilm cameras and general use of personal computers.

Functional Responsibility: Position requires the operation of high-speed scanner or cameras to perform imaging or microfilming. Scanning and microfilming must be carried out according with established, written procedures. Operators must become thoroughly familiar with document preparation procedures. Operators are required to perform daily, weekly, and monthly maintenance routines including minor repair service on cameras.

Operators are expected to meet daily production goals and quality standards. Operators must have an eye for detail and be meticulous in task performance. Operators are required to accurately maintain daily production logs.

Minimum Education: High School Diploma or equivalent training and/or experience.

4. Camera/Scanner Operator II

Minimum/General Experience: One year work experience in the operation of office equipment. Must have good work habits with the ability to follow established guidelines and consistently produce high volumes of quality work. Demonstrated ability to work independently and without distraction. Desired experience in the operation of Kodak Imagemink Microimager or similar microfilm cameras and general use of personal computers.

Functional Responsibility: Position requires the operation of high-speed scanner or microfilm cameras to perform imaging or microfilming. Scanning and microfilming must be carried out according to established, written procedures. Operators must become thoroughly familiar with document preparation procedures. Operators are required to perform daily, weekly, and monthly maintenance routines including minor repair service on cameras. Operators are expected to meet daily production goals and quality standards. Must have an eye for detail and be meticulous in task performance. Operators are required to accurately maintain daily production logs. Will perform training on scanner and camera operation.



VIII. LABOR CATEGORY DESCRIPTIONS AND SIN ASSIGNMENTS

Minimum Education: High School Diploma or equivalent training and/or experience

5. Data Entry Operator I

Minimum/General Experience: Must be trained in basic computer keyboarding functions. Must be able to learn and understand multiple data entry screens. Must be able to perform data entry in multiple applications as needed. Must be quality-conscious, have an eye for detail and be meticulous in performing indexing tasks. Must have good work habits with the ability to follow established guidelines and consistently produce high volumes of quality work. Must have ability to work independently and without distraction.

Functional Responsibility: Operators will perform data entry functions by retrieving images from a Windows 9x computer or from a microfilm / microfiche reader and entering data as specified. Duties may include:

- inputting data from microfilm or electronic image sources into a database;
- performing indexing of source data
- performing data base searches and retrieval; and
- Completing and updating production log .

Operators will be required to perform all tasks with a high degree of accuracy while meeting established production goals.

Minimum Education: High School Diploma or equivalent training and/or experience.

6. Data Entry Operator II

Minimum/General Experience: Six (6) months data entry experience. Experience in performing data entry and data entry quality control and the use of personal computers in a Windows environment is preferred. Operators must acquire a thorough understanding of the procedures for indexing government records. Must be quality-conscious, have an eye for detail and be meticulous in performing indexing tasks. Must have good work habits with the ability to follow established guidelines and consistently produce high volumes of quality work. Candidates must have ability to work independently and without distraction

Functional Responsibility: Operators have responsibility for performing data entry functions utilizing a microfilm/ microfiche reader and or a personal computer in a Windows 9x environment or using a computer terminal. Duties include:

- inputting data from microfilm or electronic image sources into a database;
- performing quality control of data entry;
- performing quality control of indexing or data entry;
- performing data base searches and retrieval; and
- updating indexing production log .

Operators will be required to perform all tasks with a high degree of accuracy while meeting established production goals.

Minimum Education: High School Diploma or equivalent training and/or experience.

VIII. LABOR CATEGORY DESCRIPTIONS AND SIN ASSIGNMENTS

7. Data Entry Operator III

Minimum/General Experience: Two years data entry experience and 1 year coding experience. Must have good work habits with the ability to follow established guidelines and consistently produce high volumes of quality work. Candidates must have ability to work independently and without distraction. Operator III's must acquire a thorough understanding of the procedures for coding, indexing and data entry of government records. Must be quality-conscious, have an eye for detail and be meticulous in performing indexing tasks.

Functional Responsibility: Operators have responsibility for performing data entry functions utilizing a microfilm/ microfiche reader and or a personal computer in a Windows 9x environment or using a computer terminal. Duties include:

- inputting data from microfilm /fiche or electronic image sources into a database;
- performing quality control of data entry;
- performing coding of source data;
- performing data base searches and retrieval;
- assisting in the training of new operators; and
- updating indexing production log.

Operators III's will be required to perform all tasks with a high degree of accuracy while meeting established production goals.

Minimum Education: High School Diploma or equivalent training and/or experience.

8. Document Control Specialist II

Minimum/General Experience: One-year data entry experience. Minimum of one year records management experience. Must be proficient in the use of Windows 9.x. Must be reliable and have good work habits. Must be able to coordinate tasks and maintain accountability for vital project functions. Highly organized individual with experience in records management, filing procedures and techniques, and the use of personal computer based databases. Must have demonstrated ability to maintain security of record collection. Must be able to prioritize various tasks, interpret specific instructions and apply creative problem solving techniques in a variety of situations. Must be able to lift boxes weighing twenty-five to thirty pounds numerous times throughout the day.

Functional Responsibility: Responsible for the tracking and maintaining location of all records utilizing a personal computer based tracking system. Specific duties include:

- scanning in all bar coded boxes and their locations;
- updating tracking system as required;
- performing daily backups of the database;
- performing archiving of records;
- performing shipping and receipt of records;
- coordinating the pickup, storage, and delivery of boxes;
- supervising the movement of boxes through all tasks from initial receipt through final destruction or archiving;
- performing records searches as requested by clients;
- maintaining logs on the receipt and shipment of records;
- performing document destruction and archiving;
- performing periodic inventories of records; and
- Performing additional document control tasks as assigned.



VIII. LABOR CATEGORY DESCRIPTIONS AND SIN ASSIGNMENTS

Minimum Education: High School Diploma or equivalent training and/or experience.

9. Document Conversion Equipment Operator I

Minimum/General Experience: Six months experience in operating medium or large-scale document conversion equipment/systems.

Functional Responsibility: Under supervision, operates document conversion equipment/systems, conforming to site specific operating procedures. Monitors and controls document conversion equipment in accordance with established routines. Assists in determining equipment settings and operating instructions. Observes continuously the operation of the equipment, reporting any deviations from standard. May assist in manipulating controls to rearrange sequence of job steps to continue operations when individual units of the system malfunction. Must be familiar with all normal operating procedures.

Minimum Education: High School Diploma or equivalent training and/or experience.

10. Document Conversion Equipment Operator II

Minimum/General Experience: Two years experience in operating medium or large-scale document conversion equipment/systems.

Functional Responsibility: May be shift leader for small operations requirements. Operates document conversion equipment/systems, conforming to site specific operating procedures. Monitors and controls document conversion equipment in accordance with established routines. Assists in determining equipment settings and operating instructions. Observes continuously the operation of the equipment, reporting any deviations from standard. May assist in manipulating controls to rearrange sequence of job steps to continue operations when individual units of the system malfunction. Must be familiar with all normal operating procedures.

Minimum Education: High School Diploma or equivalent training and/or experience.

11. Document Support Specialist II

Minimum/General Experience: One year clerical experience in a technical or ADP environment. Hands-on experience with a word processing software program.

Functional Responsibility: Editing, typing, and preparation of memoranda of a technical and/or managerial nature; and maintenance of logs relating to work in progress, meetings, etc. Prepare specialized communications, maintain logs on communications sent and received, arrange and log special shipments of records. Documentation will often involve flow diagrams, configuration drawings, functional systems flow diagrams, graphics, etc.

Minimum Education: High School Diploma or equivalent training and/or experience.

12. General Clerk I

Minimum/General Experience: Six months clerical experience. Must have good work habits with the ability to follow established guidelines and consistently produce high volumes of quality work. Demonstrated ability to work independently and without distraction.

VIII. LABOR CATEGORY DESCRIPTIONS AND SIN ASSIGNMENTS

Functional Responsibility: General Clerk I's have responsibility for preparing a variety of documents for microfilming and electronic imaging using written guidelines. Document Preparation procedures include:

- ensuring that each box is properly identified and labeled;
- verifying that all boxes in multiple-box sets are present prior to processing;
- verifying the information on the worksheet;
- removing non-essential material;
- removing staples and paper clips and repairing torn pages;
- ordering the contents of each box according to the guidelines; and
- performing other document preparation functions as assigned by the supervisor.

General Clerk I's also have responsibility for assisting in the movement of boxes and the delivery of camera-ready documents to the cameras on a continuous basis. General Clerks are required to meet daily production goals and quality standards and accurately maintain daily production logs.

General Clerk I's must acquire a thorough understanding of the guidelines for processing records, have an eye for detail and be meticulous in performing all document related tasks. Must also become familiar with the computer-based tracking systems and the document retrieval and re-filing procedures.

Minimum Education: High School Diploma or equivalent training and/or experience.

13. General Clerk II

Minimum/General Experience: One year clerical experience. Must have good work habits with the ability to follow established guidelines and consistently produce high volumes of quality work. Demonstrated ability to work independently and without distraction.

Functional Responsibility: General Clerk II's have responsibility for preparing a variety of documents for microfilming and electronic imaging using written guidelines. Document preparation procedures include:

- ensuring that each box is properly labeled;
- verifying that all boxes in multiple-box sets are present prior to processing;
- verifying the information on the worksheet;
- removing non-essential material;
- ensuring the removal of staples and paper clips and the repair of torn pages;
- ordering the contents of each box according to the guidelines;
- performing documents preparation quality control checks;
- assisting the supervisor in the training of new employees; and
- performing other records related functions as assigned by the supervisor.

General Clerk II's also have responsibility for assisting in the movement of boxes and the delivery of camera-ready documents for scanning or microfilming on a continuous basis. General Clerks are also required to meet daily production goals and quality standards and accurately maintain daily production logs.

General Clerk II's must acquire a thorough understanding of the guidelines for processing records, have an eye for detail and be meticulous in performing all document related tasks. Must also become familiar with the computer-based tracking systems and the document retrieval and re-filing procedures.

Minimum Education: High School Diploma or equivalent training and/or experience.



VIII. LABOR CATEGORY DESCRIPTIONS AND SIN ASSIGNMENTS

14. Records Data Specialist I

Minimum/General Experience: Three to eight years of progressive experience in document conversion systems and/or records management systems analysis/integration. Three years in application design using various document conversion systems and/or records management systems. Must be able to evaluate and recommend available DBMS products to meet document conversion and/or records management requirements. Must be able to determine file organization, indexing methods, and security procedures for specific applications. Must possess a working knowledge of various document conversion systems and/or records management systems database structures and functions.

Functional Responsibility: Evaluates and recommends available DBMS products to meet document conversion and/or records management requirements. Determines file organization, indexing methods, and security procedures for specific user application. Use various applications to master and produce digitally formatted data. Monitor document conversion server to control cache size for digital format production. Purge completed data from database and document caches.

Minimum Education: Bachelor's Degree or equivalent training and/or experience

15. Records Data Specialist II

Minimum/General Experience: Five to ten years of progressive experience in document conversion systems and/or records management systems analysis/integration. Five years in application design using various document conversion systems and/or records management systems. Must be able to evaluate and recommend available DBMS products to meet user document conversion and/or records management requirements. Must be able to determine file organization, indexing methods, and security procedures for specific user application. Must possess a working knowledge of various document conversion systems and/or records management systems database structures and functions, including development and tuning of interfaces between the Web and databases.

Functional Responsibility: Evaluates and recommends available DBMS products to meet document conversion and/or records management requirements. Determines file organization, indexing methods, and security procedures for specific user application. Monitor image server to control cache size for digitally formatted data production. Purge completed data from database and document caches

Minimum Education: Bachelor's Degree or equivalent training and/or experience.

16. Records Data Specialist III

Minimum/General Experience: Seven to twelve years of progressive experience in document conversion systems and/or records management systems analysis/integration. Seven years in application design using various document conversion systems and/or records management systems. Three years experience supporting multiple document conversion systems and/or records management systems with a thorough understanding of the database structures and functions of such systems. Must be able to evaluate and recommend available DBMS products to meet user document conversion and/or records management requirements. Must be able to determine file organization, indexing methods, and security procedures for specific user applications.

Functional Responsibility: Evaluates and recommends available DBMS products to meet document conversion and/or records management requirements. Determines file organization, indexing methods, and security procedures for specific user application. Train Records Data Specialists I and II in supporting specific systems and applications. Perform troubleshooting and problem resolutions. Develop and implement database redundancy and data recovery routines.



VIII. LABOR CATEGORY DESCRIPTIONS AND SIN ASSIGNMENTS

Minimum Education: Bachelor's Degree or equivalent training and/or experience

17. Records Information Specialist/Trainer I

Minimum/General Experience: Two years of related experience writing technical and/or training materials, developing and/or conducting technical training courses. Must possess a working knowledge of a variety of document conversion systems and/or records management systems.

Functional Responsibility: Provide expert advice, assistance, guidance or counseling in support of agencies' management, organizational and business improvement efforts. Organize paper or electronic files in any work area and track them electronically; provide for information and document indexing, scanning, labeling, bar coding, and filing. Under limited supervision, write technical and instructional materials related to document conversion systems and/or records management systems, including studies, analyses and reports documenting any proposed developmental, consultative, or implementation efforts. Edits and rewrites online and hardcopy documents for grammatical, syntactical, and usage errors. Creates teaching outlines in accordance with established guidelines. Selects and/or assists in the development of instructional aids, such as handouts, reference materials, and/or audio/visual supports. Develops and conducts training and educational programs of a complex nature related to specific document conversion and/or records management requirements. Works under close supervision performing analysis/integration assignments developing recommended funding obligations to improve overall organizational performance via "total office solutions," including the integration of document conversion systems and/or records management systems.

Minimum Education: Bachelor's Degree or equivalent training and/or experience.

18. Records Information Specialist/Trainer II

Minimum/General Experience: A minimum of five years of experience designing, developing, and maintaining documentation and/or training materials in various mediums, such as hardcopy, online, and CBT for document conversion and/or records management systems. Must possess a working knowledge of a variety of document conversion systems and/or records management systems.

Functional Responsibility: Provide expert advice, assistance, guidance or counseling in support of agencies' management, organizational and business improvement efforts. Organize paper or electronic files in any work area and track them electronically; provide for information and document indexing, scanning, labeling, bar coding, and filing. Assists in the integration of document conversion systems and/or records management systems. Creates training curriculums, develops training materials, and trains users in the use of document conversion systems and/or records management systems. Works under close supervision performing analysis/integration assignments developing recommended funding obligations to improve overall organizational performance via "total office solutions," including the integration of document conversion systems and/or records management systems.

Minimum Education: Bachelor's Degree or equivalent training and/or experience

19. Records Information Specialist/Trainer III

Minimum/General Experience: A minimum of six years of experience designing, developing, and maintaining documentation and/or training materials in various mediums, such as hardcopy, online and CBT for document conversion systems and/or records management systems. Must have experience in using and conducting training on a variety of document conversion systems and/or records management systems. Two years experience in technical writing.



VIII. LABOR CATEGORY DESCRIPTIONS AND SIN ASSIGNMENTS

Functional Responsibility: Provide expert advice, assistance, guidance or counseling in support of agencies' management, organizational and business improvement efforts. Organize paper or electronic files in any work area and track them electronically; provide for information and document indexing, scanning, labeling, bar coding, and filing. Assists in the integration of document conversion systems and/or records management systems. Creates training curriculums, develops training materials, and trains users. Manages documentation and training for document conversion and/or records management projects, including estimating and monitoring schedules and budgets. Works independently of any direct supervision and may provide technical direction and guidance to lower-level professional personnel in the performance of analysis/integration assignments to develop recommended funding obligations to improve overall organizational performance via "total office solutions", including the integration of document conversion systems and/or records management systems.

Minimum Education: Bachelor's Degree or equivalent training and/or experience

20. Records Systems Analyst/Supervisor I

Minimum/General Experience: Two years experience in supervising personnel operating document conversion systems and/or records management systems, including one year experience as shift supervisor or manager in a multi-shift environment. Must have a thorough knowledge of the capabilities of applicable document conversion systems and/or records management systems hardware configurations.

Functional Responsibility: Supervises all personnel engaged in the operations and support of document conversion systems and/or records management systems and operations. May also supervise complex operations which involve integrating document conversion and/or records management functions with network operations, production support activities, data conversion, imaging, data entry or tape library activities.

Identifies processing requirements and schedules job streams for production runs. Responsible for the security and routing of documents and records, problem isolation and restart/recovery.

Interprets technical documentation standards and prepares documentation according to standards. Interfaces with contractor employees and Government personnel. In the event of a malfunction, confers with technical personnel and directs subordinate personnel in appropriate course of action. Additional duties may include writing, editing, and/or graphic presentation of technical information for both technical and non-technical personnel. Must have a thorough knowledge of the capabilities of applicable document conversion systems and/or records management systems hardware configurations.

Minimum Education: High School Diploma or equivalent training and/or experience

21. Records Systems Analyst/Supervisor III

Minimum/General Experience: Four years experience in supervising personnel operating document conversion systems and/or records management systems, including three year experience as shift supervisor or manager in a multi-shift environment. Must have a thorough knowledge of the capabilities of applicable in a NAAS, RMS and/or DCS environment including hardware configurations.

Functional Responsibility: Supervises all personnel engaged in the operations and support of in NAAS, RMS and/or DCS environments and operations. May also supervise complex operations which involve integrating document conversion and/or records management functions with network operations, production support activities, data conversion, imaging, data entry or tape library activities.

Identifies processing requirements and schedules job streams for production runs. Responsible for the security and routing of documents and records, problem isolation and restart/recovery. Interprets technical

VIII. LABOR CATEGORY DESCRIPTIONS AND SIN ASSIGNMENTS

documentation standards and prepares documentation according to standards. Interfaces with contractor employees and Government personnel. In the event of a malfunction, confers with technical personnel and directs subordinate personnel in appropriate course of action. Additional duties may include writing, editing, and/or graphic presentation of technical information for both technical and non-technical personnel. Must have a thorough knowledge of the capabilities of applicable document conversion systems and/or records management systems hardware configurations.

Minimum Education: High School Diploma or equivalent training and/or experience.

22. Shipping/Receiving Clerk II

Minimum/General Experience: One year clerical experience. Demonstrated ability to work independently and without distraction. Must have good work habits with ability to work in a timely and efficient manner. Must be able to follow established guidelines in performing day-to-day, routine tasks. Must learn security guidelines and procedures involving mail receipts.

Functional Responsibility: Performs clerical and physical tasks in connection with receiving and sending mail and receiving incoming shipments of documents. Shipping duties involve the following:

- Verifying that received shipments match shipping documents;
- Verifying the identity of records received;
- Updating the computer database or log book;
- Unboxing, re-packages, bar code incoming documents;
- Maintaining log of records received;
- Performing x-ray scans of incoming mail
- Maintaining security awareness at all times;
- Performing record searches as needed; and
- Performing other shipping and receiving tasks as assigned.

Minimum Education: High School Diploma or equivalent training and/or experience.

23. Technical Writer/Editor

Minimum/General Experience: Two to nine years of related experience performing technical writing, research, and editing functions to prepare briefings, manuals, and other contract deliverables to meet contract requirements and respond to requests for information.

Functional Responsibility: Under minimal supervision, writes and/or edits technical documents, including business proposals, reports, manuals, briefings and presentations, guidelines, and other project deliverables to meet contract requirements. Reviews and edits documents developed by others to ensure accuracy and quality of content, organization, language, format consistency, and conformance with established standards; works with technical staff to develop documentation requirements; develops outlines and drafts for review and approval by technical specialists and project management; and ensures that final documents meet applicable contract requirements and regulations. Researches and gathers technical and background information for inclusion in project documentation and deliverables. Consults relevant information sources, including library resources, technical and financial documents, and client and project personnel, to obtain background information, and verifies pertinent guidelines and regulations governing project deliverables.

Minimum Education: Bachelor's Degree or equivalent training and/or experience.



VII. SIN 51-506 - DOCUMENT CONVERSION SERVICES PER-IMAGE PRICES

Description of Services are provided in Section IV.

Orders placed using the prices shown on the next page must meet the following requirements.

1. Pages are standard 8½ x 11 inches.¹
2. Pages are of good quality and are not torn or damaged.
3. Pages are of copier paper quality and weight and are not translucent.
4. Documents require no special handling such as special preparation, repair, mounting.
5. Documents require no special handling due to confidentiality, propriety or secret classification.
6. Contain no more than 1 staple every 25 pages.
7. Documents are not folded or bound.
8. The removal of extraneous material is not required.
9. Require no less than 10 business day turnaround for every 10 boxes.
10. Require either 200 or 300 dots per inch (dpi) only.
11. Require no more than one 10 character index field per document and per folder.
12. Pickup and delivery is within 35 miles of KBM Group headquarters building.
13. Average number of characters per image is 2000.

Larger or unusual document sizes are prices on a per job basis using the rates in Section VII.

- ¹ Add \$0.051 per image for 11" x 14" pages at 200 dpi.
Add \$0.070 per image for 11" x 17" pages at 200 dpi.

- Add \$0.076 per image for 11" x 14" pages at 300 dpi.
Add \$0.114 per image for 11" x 17" pages at 300 dpi.

See following pages for prices based on the above requirements.



VIII. SIN 51-506 - DOCUMENT CONVERSION SERVICES PER-IMAGE PRICES (CONTINUED)

	A	B	C	D	E	F	G
Scanning at 200 DPI	Scan Only (200 DPI)	+ Doc Prep (incl. A)	+ Index (incl. B)	+OCR (incl. C)	+ Destroy or Archive (incl D)	+ OCR Polled (incl. E)	+ OCR Clean Up (incl. F)
Doc. Preparation	NO	YES	YES	YES	YES	NO	YES
Index / Data Entry	NO	NO	YES	YES	YES	NO	YES
OCR	NO	NO	NO	YES	YES	NO	YES
OCR, Polled	NO	NO	NO	NO	NO	NO	NO
OCR CleanUp	NO	NO	NO	NO	NO	NO	YES
Doc. Destroy or Archive	NO	NO	NO	NO	YES	NO	YES
5,000,001 +	\$0.1026	\$0.1119	\$0.1213	\$0.1408	\$0.1523	300	\$1.6671
2,500,001 - 5,000,000	\$0.1080	\$0.1178	\$0.1276	\$0.1482	\$0.1603	DPI	\$1.7548
1,000,001 - 2,500,000	\$0.1136	\$0.1240	\$0.1344	\$0.1560	\$0.1687	required	\$1.8472
500,001 - 1,000,000	\$0.1196	\$0.1306	\$0.1414	\$0.1642	\$0.1776	for	\$1.9444
250,001- 500,000	\$0.1259	\$0.1374	\$0.1489	\$0.1728	\$0.1870	Polled	\$2.0467
100,001 - 250,000	\$0.1325	\$0.1447	\$0.1567	\$0.1819	\$0.1968	OCR	\$2.1544
50,000 - 100,000	\$0.1395	\$0.1523	\$0.1650	\$0.1915	\$0.2072		\$2.2678
10,000 - 49,999	\$0.2537	\$0.2769	\$0.2999	\$0.3482	\$0.3766		\$2.6680

The above prices are for orders placed via a written task order. The prices for credit card purchases are:

	A	B	C	D	E	F	G
Scanning at 200 DPI (Credit Card Orders)	Scan Only (200 DPI)	+ Doc Prep (incl. A)	+ Index (incl. B)	+OCR (incl. C)	+ Destroy or Archive (incl D)	+ OCR Polled (incl. E)	+ OCR Clean Up (incl. F)
5,000,001 +	\$0.1059	\$0.1156	\$0.1252	\$0.1453	\$0.1572	300	\$1.7204
2,500,001 - 5,000,000	\$0.1114	\$0.1216	\$0.1318	\$0.1530	\$0.1655	DPI	\$1.8110
1,000,001 - 2,500,000	\$0.1173	\$0.1280	\$0.1387	\$0.1610	\$0.1742	required	\$1.9063
500,001 - 1,000,000	\$0.1235	\$0.1348	\$0.1460	\$0.1695	\$0.1833	for	\$2.0066
250,001- 500,000	\$0.1300	\$0.1419	\$0.1537	\$0.1784	\$0.1930	Polled	\$2.1123
100,001 - 250,000	\$0.1368	\$0.1493	\$0.1618	\$0.1878	\$0.2031	OCR	\$2.2234
50,000 - 100,000	\$0.1440	\$0.1572	\$0.1703	\$0.1977	\$0.2138		\$2.3405
10,000 - 49,999	\$0.2619	\$0.2858	\$0.3096	\$0.3594	\$0.3888		\$2.7535

See next page for prices for services based on 300 DPI.



VIII. SIN 51-506 - DOCUMENT CONVERSION SERVICES PER-IMAGE PRICES (CONTINUED)

	A	B	C	D	E	F	G
Scanning at 300 DPI	Scan Only (300 DPI)	+ Doc Prep (incl. A)	+ Index (incl. B)	+OCR (incl. C)	+ Destroy or Archive (incl D)	+ OCR Polled (incl. E)	+ OCR Clean Up (incl. F)
Doc. Preparation	NO	YES	YES	YES	YES	YES	YES
Index / Data Entry	NO	NO	YES	YES	YES	YES	YES
OCR	NO	NO	NO	YES	YES	YES	YES
OCR, Polled	NO	NO	NO	NO	NO	YES	NO
OCR CleanUp	NO	NO	NO	NO	NO	NO	YES
Doc. Destroy or Archive	NO	NO	NO	NO	YES	YES	YES
5,000,001 +	\$0.1862	\$0.1973	\$0.2083	\$0.2314	\$0.2450	\$0.3841	\$1.8071
2,500,001 - 5,000,000	\$0.1960	\$0.2077	\$0.2193	\$0.2436	\$0.2579	\$0.4043	\$1.9022
1,000,001 - 2,500,000	\$0.2064	\$0.2186	\$0.2309	\$0.2564	\$0.2715	\$0.4256	\$2.0023
500,001 - 1,000,000	\$0.2172	\$0.2302	\$0.2430	\$0.2699	\$0.2858	\$0.4480	\$2.1077
250,001- 500,000	\$0.2287	\$0.2423	\$0.2558	\$0.2841	\$0.3008	\$0.4716	\$2.2187
100,001 - 250,000	\$0.2407	\$0.2550	\$0.2693	\$0.2991	\$0.3166	\$0.4964	\$2.3354
50,000 - 100,000	\$0.2534	\$0.2684	\$0.2834	\$0.3148	\$0.3333	\$0.5225	\$2.4584
10,000 - 49,999	\$0.3898	\$0.4130	\$0.4361	\$0.4843	\$0.5128	\$0.8039	\$2.8922

The above prices are for orders placed via a written task order. The prices for credit card purchases are:

	A	B	C	D	E	F	G
Scanning at 300 DPI (Credit Card Orders)	Scan Only (300 DPI)	+ Doc Prep (incl. A)	+ Index (incl. B)	+OCR (incl. C)	+ Destroy or Archive (incl D)	+ OCR Polled (incl. E)	+ OCR Clean Up (incl. F)
5,000,001 +	\$0.1922	\$0.2037	\$0.2151	\$0.2389	\$0.2529	\$0.4575	\$1.8650
2,500,001 - 5,000,000	\$0.2024	\$0.2144	\$0.2264	\$0.2514	\$0.2662	\$0.4816	\$1.9632
1,000,001 - 2,500,000	\$0.2130	\$0.2257	\$0.2383	\$0.2647	\$0.2802	\$0.5069	\$2.0665
500,001 - 1,000,000	\$0.2242	\$0.2376	\$0.2508	\$0.2786	\$0.2950	\$0.5336	\$2.1753
250,001- 500,000	\$0.2360	\$0.2501	\$0.2640	\$0.2933	\$0.3105	\$0.5617	\$2.2897
100,001 - 250,000	\$0.2484	\$0.2632	\$0.2779	\$0.3087	\$0.3268	\$0.5913	\$2.4103
50,000 - 100,000	\$0.2615	\$0.2771	\$0.2926	\$0.3250	\$0.3440	\$0.6224	\$2.5371
10,000 - 49,999	\$0.4023	\$0.4263	\$0.4501	\$0.4999	\$0.5293	\$0.8298	\$2.9848



IX. LABOR HOUR RATES FOR SPECIAL ITEM NUMBERS 51-501, 51-504, AND SPECIAL SERVICES UNDER 51-506

Category Number	Category	Orders Placed Via Task Orders		Orders Placed Via Charge Cards		SINs for which Category can be used		
		Govt Site	KBM Site	Govt Site	KBM Site	51-501	51-504	51-506
1	Program Manager	\$99.05	\$118.84	\$102.25	\$122.68	X	X	X
2	Project Manager	\$79.66	\$95.58	\$82.23	\$98.66	X	X	X
3	Camera/Scanner Operator I	\$19.46	\$23.36	\$20.08	\$24.10	X		X
4	Camera/Scanner Operator II	\$20.19	\$24.22	\$20.85	\$25.01	X		X
5	Data Entry Operator I	\$19.21	\$23.06	\$19.84	\$23.81	X	X	X
6	Data Entry Operator II	\$19.35	\$23.21	\$19.96	\$23.96	X	X	X
7	Data Entry Operator III	\$20.41	\$25.05	\$21.07	\$25.85	X	X	X
8	Document Control Specialist II	\$23.71	\$28.44	\$24.47	\$29.36		X	X
9	Document Conversion Equipment Operator I	\$28.68	\$34.40	\$29.60	\$35.51			X
10	Document Conversion Equipment Operator II	\$31.09	\$37.31	\$32.09	\$38.52			X
11	Document Support Specialist II	\$27.96	\$33.56	\$28.87	\$34.65	X	X	X
12	General Clerk I	\$17.20	\$20.60	\$17.75	\$21.27	X	X	X
13	General Clerk II	\$19.63	\$23.56	\$20.26	\$24.31	X	X	X
14	Records Data Specialist I	\$57.15	\$68.56	\$58.99	\$70.77	X	X	X
15	Records Data Specialist II	\$70.21	\$84.25	\$72.47	\$86.96	X	X	X
16	Records Data Specialist III	\$97.39	\$116.87	\$100.53	\$120.64	X	X	X
17	Records Information Specialist/Trainer I	\$54.71	\$65.63	\$56.47	\$67.75	X		
18	Records Information Specialist/Trainer II	\$61.52	\$73.82	\$63.51	\$76.20	X		
19	Records Information Specialist/Trainer III	\$68.16	\$81.80	\$70.36	\$84.44	X		
20	Records Systems Analyst/Supervisor I	\$40.43	\$48.52	\$41.73	\$50.09		X	X
21	Records Systems Analyst/Supervisor III	\$60.44	\$72.52	\$62.39	\$74.86		X	X
22	Shipping and Receiving Clerk II	\$17.93	\$21.51	\$18.51	\$22.21		X	X
23	Technical Writer/Editor	\$47.22	\$56.67	\$48.75	\$58.49	X		