



U.S. General Services Administration

**General Services Administration
Federal Supply Service
Authorized Federal Supply Schedule Price List**

**MAS Solicitation 47QSMD20R0001
Office Management Category Code A
Subcategories**

A03. Document Services, A08 Office Services, A11. Records Management

Special Item Numbers

541611O Needs Assessment and Analysis Services
493110RM Physical Records Management Services
518210DC Document Conversion Services
561990 Destruction Services
518210ERM Electronic Records Management Solutions
OLM Order Level Materials

Neubus, Inc.

2300 Greenhill Drive, STE 900
Round Rock, TX 78664

Phone: (877) Y-Neubus Fax: (512) 532-7722

Internet Address: www.neubus.com

Business Size: Small Business

Contract Number: GS-25F-0050S

Period Covered by Contract:

September 26, 2006 through September 25, 2026

On-line access to contract ordering information, terms and conditions, and 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

www.GSAAdvantage.gov.

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CUSTOMER INFORMATION

- 1a. Authorized Special Item Numbers (SINs). Pricing for offered SINs begins on page 6.
541611O – Needs Assessment and Analysis Services
493110RM – Physical Records Management Services
518210DC – Document Conversion Services
561990 – Destruction Services
518210ERM – Electronic Records Management Solutions
- 1b. Lowest priced model number and lowest unit price for that model for each SIN awarded in the contract:

541611O – Needs Assessment and Analysis Services
493110RM – Physical Records Management Services
518210DC – Document Conversion Services
561990 – Destruction Services
518210ERM – Electronic Records Management Solutions
2. Maximum order:

541611O – \$1,000,000
493110RM – \$1,000,000
518210DC – \$1,000,000
561990 – \$1,000,000
518210ERM – \$1,000,000
3. Minimum order: \$100
4. Geographic coverage (delivery area): Nationwide
5. Point(s) of production (city, county, and state or foreign country): The United States of America
6. Discount from list prices or statement of net price: The AUTHORIZED GSA SCHEDULE CONTRACT PRICING reflects the net price with discount from list prices.
7. Quantity discounts: None
8. Prompt payment terms: 1%, 15 Days applies for SINs 541611O, 493110RM, 518210DC, 561990, 518210ERM
- 9a. Notification that Government purchase cards are accepted below the micropurchase threshold (\$3,500)
- 9b. Notification that Government purchase cards are accepted above the micropurchase threshold (\$3,500)
10. Foreign items (list items by country of origin): Not Applicable
- 11a. Time of delivery: Based on project requirements

- 11b. Items available for expedited delivery: Not Applicable
- 11c. Overnight and 2-day delivery: Not Applicable
- 11d. Urgent Requirements: Not Applicable
- 12. F.O.B. Point for 541611O, 493110RM, 518210DC, 561990, 518210ERM: Destination to the 48 contiguous states and Washington D. C. and Origin to Alaska, Hawaii and Puerto Rico.
- 13a. Ordering address:
Neubus, Inc.
2300 Greenhill Drive, STE 900
Round Rock, TX 78664

Phone: (877) 963-8287
Fax: (512) 532-7722
- 13b. Ordering Procedures: For supplies and services, the ordering procedures, and information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.
- 14. Payment address:

Neubus, Inc.
2300 Greenhill Drive, STE 900
Round Rock, TX 78664

Phone: (877) 963-8287
Fax: (512) 532-7722
- 15. Warranty provision: Not Applicable
- 16. Export packing charges: Not Applicable
- 17. Terms and conditions of Government purchase card acceptance (any thresholds above the micropurchase level): None
- 18. Terms and conditions of rental, maintenance, and repair: Not Applicable
- 19. Terms and conditions of installation: Not Applicable
- 20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: Not Applicable
- 20a. Terms and conditions for any other services: Not Applicable
- 21. List of service and distribution points: Not Applicable
- 22. List of participating dealers: Not Applicable

23. Preventive maintenance: Not Applicable
- 24a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants:
Not Applicable
25. Data Universal Number System (DUNS) number: 797259327
26. Neibus, Inc. is registered in the SAM database.
CAGE Code: 49PS1

NEUBUS, INC.

AUTHORIZED GSA SCHEDULE CONTRACT PRICING

SIN	Service Description	GSA Price
5416110	Needs Analysis (Per hour)	\$ 90.68
	Determines the image formats, storage types, user interface, user access, document life-cycle and response times	
	Applicable labor category: Senior Business Analyst, Business Analyst, Senior Program Manager, Program Manager, Senior Data/Document/Electronic Records Management Consultant, Data/Document/Electronic Records Management Consultant	
5416110	Development of the Job Specification (Per hour)	\$ 90.68
	Identifies images, indexes, scanning instructions, scanning resolutions, procedure for indexing, etc.	
	Applicable labor category: Senior Data/Document/Electronic Records Management Consultant, Data/Document/Electronic Records Management Consultant, Data/Document/Electronic Records Management Support Specialist, Senior Business Analyst, Business Analyst, Senior Program Manager, Program Manager	
5416110	Test process and sign-off (Per hour)	\$ 90.68
	This test will ensure that all assumptions in the job specification are accurate and the final product meets all requirements.	
	Applicable labor category: Senior Business Analyst, Business Analyst, Senior Data/Document/Electronic Records Management Consultant, Data/Document/Electronic Records Management Consultant, Senior Program Manager, Program Manager	
5416110	Project Setup (Per hour)	\$ 90.68
	Once the initial production has been completed and accepted, the job will be setup for ongoing production	
	Applicable labor category: Senior Data/Document/Electronic Records Management Consultant, Data/Document/Electronic Records Management Consultant, Senior Business Analyst, Business Analyst, Senior Program Manager, Program Manager	
5416110	On-site System Setup (Per hour)	\$ 90.68
	Setup fee for configuring, delivering, installing and testing Neubus document management on-site server.	
	Applicable labor category: Senior Data/Document/Electronic Records Management Consultant, Data/Document/Electronic Records Management Consultant, Senior Business Analyst, Business Analyst, Senior Program Manager, Program Manager	
5416110	Program Management Services (Per hour)	\$ 68.01
	Program Management services are available to our clients for manage large document conversion services.	
	Applicable labor category: Senior Program Manager, Program Manager	

541611O	Consulting and Programming Services (Per hour)	\$ 86.14
	Additional consulting and programming services are available to our clients for supporting the implementation of additional conversion requirements.	
	Applicable labor category: Senior Data/Document/Electronic Records Management Consultant, Data/Document/Electronic Records Management Consultant, Senior Business Analyst, Business Analyst, Senior Program Manager, Program Manager	
541611O	System Support Services (Per hour)	\$ 68.01
	Additional System Support Services are available to our clients for supporting the implementation of additional document management requirements	
	Applicable labor category: Senior Data/Document/Electronic Records Management Consultant, Data/Document/Electronic Records Management Consultant, Senior Business Analyst, Business Analyst, Senior Program Manager, Program Manager	
541611O	Senior Program Manager (Per hour)	\$ 108.81
	For details, see "Labor Category Descriptions"	
541611O	Program Manager (Per hour)	\$ 68.91
	For details, see "Labor Category Descriptions"	
541611O	Senior Business Analyst (Per hour)	\$ 106.40
	For details, see "Labor Category Descriptions"	
541611O	Business Analyst (Per hour)	\$ 87.06
	For details, see "Labor Category Descriptions"	
541611O	Senior Data/Document/Electronic Records Management Consultant (Per hour)	\$ 135.42
	For details, see "Labor Category Descriptions"	
541611O	Data/Document/Electronic Records Management Consultant (Per hour)	\$ 105.44
	For details, see "Labor Category Descriptions"	
541611O	Data/Document/Electronic Records Management Support Specialist (Per hour)	\$ 49.33
	For details, see "Labor Category Descriptions"	
493110RM	Needs Analysis (Per hour)	\$ 90.68
	Determines the image formats, storage types, user interface, user access, document life-cycle and response times	
	Applicable labor category: Senior Business Analyst, Business Analyst, Senior Program Manager, Program Manager, Senior Data/Document/Electronic Records Management Consultant, Data/Document/Electronic Records Management Consultant	
493110RM	Development of the Job Specification (Per hour)	\$ 90.68
	Identifies images, indexes, scanning instructions, scanning resolutions, procedure for indexing, etc.	
	Applicable labor category: Senior Data/Document/Electronic Records Management Consultant, Data/Document/Electronic Records Management Consultant, Data/Document/Electronic Records Management Support Specialist, Senior Business Analyst, Business Analyst, Senior Program Manager, Program Manager	

493110RM	Test process and sign-off (Per hour)	\$ 90.68
	This test will ensure that all assumptions in the job specification are accurate and the final product meets all requirements.	
	Applicable labor category: Senior Business Analyst, Business Analyst, Senior Data/Document/Electronic Records Management Consultant, Data/Document/Electronic Records Management Consultant, Senior Program Manager, Program Manager	
493110RM	Project Setup (Per hour)	\$ 90.68
	Once the initial production has been completed and accepted, the job will be setup for ongoing production	
	Applicable labor category: Senior Data/Document/Electronic Records Management Consultant, Data/Document/Electronic Records Management Consultant, Senior Business Analyst, Business Analyst, Senior Program Manager, Program Manager	
493110RM	On-site System Setup (Per hour)	\$ 90.68
	Setup fee for configuring, delivering, installing and testing Neubus document management on-site server.	
	Applicable labor category: Senior Data/Document/Electronic Records Management Consultant, Data/Document/Electronic Records Management Consultant, Senior Business Analyst, Business Analyst, Senior Program Manager, Program Manager	
493110RM	Program Management Services (Per hour)	\$ 68.01
	Program Management services are available to our clients for manage large document conversion services.	
	Applicable labor category: Senior Program Manager, Program Manager	
493110RM	Consulting and Programming Services (Per hour)	\$ 86.14
	Additional consulting and programming services are available to our clients for supporting the implementation of additional conversion requirements.	
	Applicable labor category: Senior Data/Document/Electronic Records Management Consultant, Data/Document/Electronic Records Management Consultant, Senior Business Analyst, Business Analyst, Senior Program Manager, Program Manager	
493110RM	System Support Services (Per hour)	\$ 68.01
	Additional System Support Services are available to our clients for supporting the implementation of additional document management requirements	
	Applicable labor category: Senior Data/Document/Electronic Records Management Consultant, Data/Document/Electronic Records Management Consultant, Senior Business Analyst, Business Analyst, Senior Program Manager, Program Manager	
493110RM	Senior Program Manager (Per hour)	\$ 108.81
	For details, see "Labor Category Descriptions"	
493110RM	Program Manager (Per hour)	\$ 68.91
	For details, see "Labor Category Descriptions"	
493110RM	Senior Business Analyst (Per hour)	\$ 106.40
	For details, see "Labor Category Descriptions"	
493110RM	Business Analyst (Per hour)	\$ 87.06

	For details, see "Labor Category Descriptions"	
493110RM	Senior Data/Document/Electronic Records Management Consultant (Per hour)	\$ 135.42
	For details, see "Labor Category Descriptions"	
493110RM	Data/Document/Electronic Records Management Consultant (Per hour)	\$ 105.44
	For details, see "Labor Category Descriptions"	
493110RM	Data/Document/Electronic Records Management Support Specialist (Per hour)	\$ 49.33
	For details, see "Labor Category Descriptions"	
518210DC	Image Capture (200 dpi) (Per image)	\$ 0.0280
	Scan paper or film to bitonal image	
518210DC	Image Capture (300 dpi) (Per image)	\$ 0.0343
	Scan paper or film to bitonal image	
518210DC	Image Capture (400 dpi) (Per image)	\$ 0.0343
	Scan paper or film to bitonal image	
518210DC	Image Capture (300 dpi) (Per image)	\$ 0.0634
	Scan paper to color image	
518210DC	Image Capture (200 dpi) (Per image)	\$ 1.2090
	Scan paper size larger than 14"	
518210DC	Image Capture (200 dpi) (Per image)	\$ 0.2399
	Scan microfiche to image	
518210DC	Image Capture (300 dpi) (Per image)	\$ 0.2399
	Scan microfiche to image	
518210DC	Image Capture (400 dpi) (Per image)	\$ 0.2399
	Scan microfiche to image	
518210DC	Image Capture (300 dpi) (Per image)	\$ 0.3224
	Scan photo or slide to image	
518210DC	Index Field Charge (barcode) (Per document)	\$ 0.0027
	Capture barcode	
518210DC	Index Field Charge (10-15 characters) (Per document)	\$ 0.0210
	Capture alphanumeric field	
518210DC	Index Field Charge (16-20 characters) (Per document)	\$ 0.0311
	Capture alphanumeric field	
518210DC	Index Field Charge (21-25 characters) (Per document) or Image Redaction Charge (Per image)	\$ 0.0311
	Capture alphanumeric field; Redact alphanumeric field per category	
518210DC	Index Field Charge (26-30 characters) (Per document)	\$ 0.0311
	Capture alphanumeric field	
518210DC	Index Field Charge (31-35 characters) (Per document)	\$ 0.0402
	Capture alphanumeric field	
518210DC	Index Field Charge (36-40 characters) (Per document)	\$ 0.0402
	Capture Alphanumeric field	
518210DC	Data Entry (Per hour)	\$ 26.60
	Key-in data for a document	
518210DC	Document Prep (Per hour)	\$ 26.12
	Prepare paper document for digital conversion	

518210DC	File Packing (Per hour)	\$ 26.12
	Pack paper documents into a box	
518210DC	Advanced Document Prep (Per hour)	\$ 40.30
	Advanced or specialized Document Preparation services	
518210DC	Surcharge for On-site Image Capture (Per image)	\$ 0.0806
	Surcharge for image capture at on-site location	
518210DC	Surcharge for On-site Document Prep (Per hour)	\$ 24.18
	Surcharge for preparing paper document for digital conversion at on-site location	
518210DC	Surcharge for On-site Document Scanning (Per hour)	\$ 24.18
	Surcharge for scanning documents at on-site location	
518210DC	OCR Conversion (Per image)	\$ 0.0280
	Optical Character Recognition of a single image	
518210DC	CD (Per CD)	\$ 19.34
	Burn Images or Audio or Video files to CD	
518210DC	DVD (Per DVD)	\$ 19.34
	Burn Images or Audio or Video files to DVD	
518210DC	Tape (Per tape)	\$ 19.34
	Copy Images to Tape	
518210DC	FTP (Per load)	\$ 24.18
	Deliver Images to FTP Site	
561990	Document Destruction (Per pound)	\$ 0.1511
	Off-site Shredding Paper Document	
518210ERM	Senior Program Manager (Per hour)	\$ 108.81
	For details, see "Labor Category Descriptions"	
518210ERM	Program Manager (Per hour)	\$ 68.91
	For details, see "Labor Category Descriptions"	
518210ERM	Senior Business Analyst (Per hour)	\$ 106.40
	For details, see "Labor Category Descriptions"	
518210ERM	Business Analyst (Per hour)	\$ 87.06
	For details, see "Labor Category Descriptions"	
518210ERM	Senior Data/Document/Electronic Records Management Consultant (Per hour)	\$ 135.42
	For details, see "Labor Category Descriptions"	
518210ERM	Data/Document/Electronic Records Management Consultant (Per hour)	\$ 105.44
	For details, see "Labor Category Descriptions"	
518210ERM	Data/Document/Electronic Records Management Support Specialist (Per hour)	\$ 49.33
	For details, see "Labor Category Descriptions"	
518210ERM	Storage Services WEB includes public web hosting (per image per month up to 4M pages)	\$ 0.00076
	Web access storage for up to 4M pages	
518210ERM	Storage Services WEB includes public web hosting (per image per month 4M+ pages)	\$ 0.00060
	Web access storage for over 4M pages	

518210ERM	Storage Services WEB includes public web hosting (Video or Audio per file per month)	\$ 0.19
	Web access storage for Digital Audio or Video files	
518210ERM	Add Electronic Images to Repository (per image)	\$ 0.0302
	Electronic upload to web hosting storage	

LABOR CATEGORY JOB DESCRIPTIONS

DEFINITIONS:

Educational/Experience Equivalency Policies:

- When specific education levels are required, one year of additional experience may be substituted for each year of required education. For example: a High School diploma or GED plus 2 years additional experience is equivalent to an Associate Degree. A High School diploma or GED plus 4 years additional experience is equivalent to a Bachelor's Degree.
- Each year of education or training beyond High School may be substituted for one year of experience. Each year of relevant education or training may be substituted for a year of relevant experience.

LABOR CATEGORIES:

Senior Program Manager (SIN 541611O, 493110RM, 518210ERM)

Minimum Work Experience: Ten (10) years of experience planning and managing commercial or Government programs and projects.

Functional Responsibility: Senior Program Manager maintains close consultation with the customer and senior management; ensures the success of the goals and objectives of the program; plans and directs technological improvements and project management implementation; manages a diverse group of functional activities and subordinate groups of technical and administrative personnel; and organizes and controls the overall activities of the contract. Senior Program Manager is responsible for overall program management, technical oversight, quality control, contract administration and costs. Senior Program Manager combines solid grounding in accepted program management methodology with experience in both private and Government programs. Senior Program Manager consults with the customer to ensure conformity to contractual obligations and establishes and maintains technical and financial reports to show progress of projects to management and customers.

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

Program Manager (SIN 541611O, 493110RM, 518210ERM)

Minimum Work Experience: Two (2) years of experience planning and managing commercial or Government programs and projects.

Functional Responsibility: Program Manager works independently or under the direction of the Senior Program Manager. Program Manager maintains close consultation with the customer and senior management; ensures the success of the goals and objectives of the program; plans and directs technological improvements and project management implementation; manages a diverse group of functional activities and subordinate groups of technical and administrative personnel; and organizes and controls the overall activities of the contract. Program Manager is responsible for overall program management, technical oversight, quality control, contract administration and costs. Program Manager combines solid grounding in accepted program management methodology with experience in both private and Government programs. Program Manager consults with the customer to ensure conformity to contractual obligations and establishes and maintains technical and financial reports to show progress of projects to management and customers.

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

Senior Business Analyst (SIN 541611O, 493110RM, 518210ERM)

Minimum Work Experience: Five (5) years of experience in business and/or system analysis.

Functional Responsibility: Senior Business Analyst analyzes and develops business components, structures, practices and policies from a total business perspective. Senior Business Analyst develops, implements strategic plans, policies and procedures; collects, compiles, and assembles data for financial and analytical documents and reports; may provide project management and/or oversight; establishes appropriate business evaluation criteria and models to insure quality and efficiency. While conducting needs analysis for customers, Senior Business Analyst determines the image formats, storage types, user interface, user access, document and Electronic Records life-cycle and response times. Senior Business Analyst can also develop job specification that identifies images, electronic records, indexes, scanning instructions, scanning resolutions, procedure for indexing, records retention, etc.

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

Business Analyst (SIN 541611O, 493110RM, 518210ERM)

Minimum Work Experience: Three (3) years of experience in business and/or system analysis.

Functional Responsibility: Business Analyst works independently or under the direction of the Senior Business Analyst. Business Analyst analyzes and develops business components, structure, practices and policies from a total business perspective. Business Analyst develops, implements strategic plans, policies and procedures; collects, compiles, and assembles data for financial and analytical documents and reports; may provide project management and/or oversight; establishes appropriate business evaluation criteria and models to insure quality and efficiency. While conducting needs analysis for customers, Business Analyst determines the image formats, storage types, user interface, user access, document and Electronic Records life-cycle and response times. Business Analyst can also develop job specification that identifies images, electronic records, indexes, scanning instructions, scanning resolutions, procedure for indexing, records retention, etc.

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

Senior Data/Document/Electronic Records Management Consultant (SIN 541611O, 493110RM, 518210ERM)

Minimum Work Experience: Seven (7) years of experience in at least two of the following disciplines: system analysis, system programming, application programming, database management, document management, electronic records management, system configuration, and network management.

Functional Responsibility: Senior Data/Document/Electronic Records Management Consultant is in close consultation with the customer, suggests overall goals and strategies for the organization. Senior Data/Document/Electronic Records Management Consultant is an expert in the document and electronic records management strategies, information technology, and data management. Senior Data/Document/Electronic Records Management Consultant can provide the customer with options for improving the business process of the organization, given the constraints of budget and schedule. Senior Data/Document/Electronic Records Management Consultant provides technical expertise for project setup and test process to ensure that all assumptions in the job specification are accurate and final product meets all requirements, on-site system setup for configuring, delivering, installing and testing Neubus document and electronic records management on-site server, consulting and programming services for additional customer requirements, and system support services.

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

Data/Document/Electronic Records Management Consultant (SIN 541611O, 493110RM, 518210ERM)

Minimum Work Experience: Three (3) years of experience in at least two of the following disciplines: system analysis, system programming, application programming, database management, document management, electronic records management, system configuration, and network management.

Functional Responsibility: Data/Document/Electronic Records Management Consultant works independently or under the direction of the Senior Data/Document/Electronic Records Management Consultant. Data/Document/Electronic Records Management Consultant provides oversight and guidance for the development and implementation of enterprise-wide document and electronic records management policies and procedures. Data/Document/Electronic Records Management Consultant may specialize in administration, management, communications, Information Technology, document conversion, records management, accounting requirements of the organization and more. Data/Document/Electronic Records Management Consultant provides technical expertise for project setup and test process to ensure that all assumptions in the job specification are accurate and final product meets all requirements, on-site system setup for configuring, delivering, installing and testing Neubus document and electronic records management on-site server, consulting and programming services for additional customer requirements, and system support services.

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

Data/Document/Electronic Records Management Support Specialist (SIN 541611O, 493110RM, 518210ERM)

Minimum Work Experience: One (1) years of experience in at least one of the following disciplines: system analysis, system programming, application programming, database management, document management, electronic records management, system configuration, and network management.

Functional Responsibility: Data/Document/Electronic Records Management Support Specialist works independently or under the direction of the Senior Data/Document/Electronic Records Management Consultant or Data/Document/Electronic Records Management Consultant. Data/Document/Electronic Records Management Support Specialist may specialize in administration, management, communications, Information Technology, document conversion, records management, accounting requirements of the organization and more. Data/Document/Electronic Records Management Support Specialist provides technical expertise for project set up and test process to ensure that all assumptions in the job specification are accurate and final product meets all requirements, on-site system setup for configuring, delivering, installing and testing Neubus document and electronic records management on-site server, consulting and programming services for additional customer requirements, and system support services.

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

SIN 518210ERM Vendor Certification for Electronic Records Management Solutions

Version 3.0 (As of MAS Refresh 18)

For the purposes of the MAS Solicitation, eight (8) specific elements of Electronic Records Management (ERM) Services have been identified. These 8 elements are fully defined and the corresponding requirements are identified in NARA's *Universal Electronic Records Management Requirements* spreadsheet attachment to the Solicitation. These requirements have been established and are administered by the National Archives and Records Administration (NARA). Vendors may provide any combination of the 8 elements of ERM solutions; however, vendors must certify that they are capable of meeting all standards associated with the elements they propose by completing this self-certification. Vendors must include a completed copy of this certification in their published GSA MAS Contract Price List to help illustrate their ERM capabilities to federal customer agencies.

Proposed Elements of Electronic Records Management Services:

By selecting the below Elements, you are self-certifying you meet NARA's Universal ERM Requirements for that Element. Select all Elements that apply.

- Element 1 - Office Management Applications
- Element 2 - Electronic Messages
- Element 3 - Social Media
- Element 4 - Websites
- Element 5 - Photographs (Born-Digital and Scanned Images)
- Element 6 - Digital Audio and Video
- Element 7 - Structured Data
- Element 8 - Shared Drives

In the space below you must provide a brief summary description for each of the above Elements that you have checked off. The summary must include which ERM products/ services/ solutions — currently awarded under SIN 518210ERM of your MAS contract — are related to the respective Element. Example questions are provided for each Element to assist with your response. Those questions are based on NARA's Universal Electronic Records Management Requirements and reflect common questions from agencies. *If you cannot provide a summary description for a given Element, or you do not currently offer products/services/solutions under SIN 518210ERM related to that Element, you cannot self-certify that Element on this form.* Please use as much space as you need below, but be concise! Please respond as "Not applicable" for any Element you did not select above.

The specifics of your below responses are not part of the evaluation criteria for adding SIN 518210ERM. The intention of the below section is to assist agencies with market research and help agencies understand your offerings / capabilities as they relate to the above ERM Elements you have selected.

If you have questions about the above ERM Elements and the information on NARA's Universal ERM Requirements spreadsheet, please contact NARA's Records Management Policy Team at rmpolicy@nara.gov.

Element 1 - Office Management Applications

Please provide a brief summary of your awarded offerings (products/services/solutions) under SIN 518210ERM that help agencies meet Element 1. Some example questions to consider are: Which office management applications does your service/solution manage (e.g. Microsoft 365, Google Workspace, etc.)? How do you associate Office Management documents with a records schedule? How do you apply metadata to Office Management documents?

Response for Element 1 –

Neubus Inc. is a leader in delivering cutting-edge enterprise and cloud content management solutions supported by powerful process automation capabilities. Our offerings are specifically designed to meet the diverse needs of our clients, addressing their unique business processes, challenges, and objectives. We provide flexible deployment options, utilizing FedRAMP-certified IaaS for cloud-based services to ensure superior scalability and security across both on-premises and cloud environments.

A cornerstone of our technology stack is the AV-6000 scanner, integrated with an advanced capture application that employs artificial intelligence (AI) for indexing. This application streamlines the document management workflow by automatically recognizing and segmenting key information within documents, facilitating an efficient field population for validation. Our machine learning service continuously learns from each scanned document and user feedback, progressively enhancing data quality and indexing accuracy.

For the management of office documents, our solutions offer seamless export and upload capabilities to Neubus's neuDocs Enterprise, ensuring compliance with Electronic Records Management (ERM) retention requirements. Our platform supports a wide range of office management applications, provided the documents can be exported in PDF format or uploaded directly to neuDocs Enterprise.

Key to our approach is the AI Intelligent auto-indexing feature, which is adept at extracting vital metadata from office management documents. This functionality ensures that important metadata is extracted and appropriately applied to the documents, enhancing their searchability and accessibility.

Element 2 - Electronic Messages

Please provide a brief summary of your awarded offerings (products/services/solutions) under SIN 518210ERM that help agencies meet Element 2. Some example questions to consider are: Which electronic messages does your service/solution manage (e.g. SMS/MMS, iMessage, WhatsApp, social media messages, voicemail, etc.)? Are you able to capture SMS/MMS at the carrier-level? How do you apply metadata to electronic messages? Where are records stored (e.g. managed in the system in which they were created or in a dedicated recordkeeping system)?

Response for Element 2 –

Not Applicable

Element 3 - Social Media

Please provide a brief summary of your awarded offerings (products/services/solutions) under SIN 518210ERM that help agencies meet Element 3. Some example questions to consider are: Which social media platforms does your solution/services capture and manage (e.g. Facebook, YouTube, Instagram, WordPress)? What technology is used to capture social media records? What frequency can your solution/services capture? How do you address changes in what social media platforms allow for capture?

Response for Element 3 —

Our system is designed to accept content in NARA-supported multimedia and document formats, which can be easily exported from a variety of social media platforms by the agencies themselves. Once the content is exported by the agency responsible for managing the social media accounts, it can then be seamlessly uploaded to the neuDocs Enterprise robust Upload module.

Central to our approach is the deployment of advanced AI intelligent data extraction technology. This technology can identify and extract crucial metadata from the uploaded PDF content. By leveraging our AI capabilities, we ensure that important metadata such as dates, content types, authorship, and other relevant information is accurately captured and cataloged. This process not only streamlines the management of social media records but also enhances the searchability and retrievability of content within the Electronic Records Management (ERM) platform.

Questions for Element 4 - Websites

Please provide a brief summary of your awarded offerings (products/services/solutions) under SIN 518210ERM that help agencies meet Element 4. Some example questions to consider are: What technology do you use to crawl websites? Do you have the capability to capture internal and external sites? What formats do you use for web captures? Can you capture websites in NARA-acceptable formats? What quality assurance processes/tools do you offer?

Response for Element 4 —

Our approach employs sophisticated tools designed for web crawling purposes, such as Beautiful Soup. This technology enables us to efficiently navigate and capture content from both internal and external websites, ensuring a comprehensive coverage of an agency's digital footprint.

The web crawling process facilitated by Beautiful Soup extracts web content in HTML and XML formats. These formats are particularly suited for capturing websites' rich, structured information. Once captured, the content is seamlessly uploaded to neuDocs Enterprise via our dedicated Upload Module. This process ensures that the captured web content is securely stored and managed within the ERM platform.

Our AI intelligent auto-indexing technology plays a crucial role in further enhancing the management and retrievability of web captures. Upon uploading HTML and XML files into neuDocs Enterprise, our AI technology meticulously analyzes the content to extract significant data and associate it with relevant metadata. This advanced data extraction and indexing process not only streamlines the organization of web content but also significantly improves searchability and access within the ERM system.

Neubus Inc. is committed to ensuring that all captured web content meets the compliance standards the National Archives and Records Administration (NARA) set forth. Our quality assurance processes and tools are designed to verify the integrity and completeness of captured web content and ensure that it is preserved in formats acceptable by NARA guidelines.

Questions for Element 5 - Photographs (Born-Digital and Scanned Images)

Please provide a brief summary of your awarded offerings (products/services/solutions) under SIN 518210ERM that help agencies meet Element 5. Some example questions to consider are: How do you associate Photographs with a records schedule? How do you apply metadata for categorization and searchability to Photographs?

Response for Element 5 —

Our neuDocs Enterprise Upload Module is equipped to handle a wide array of image formats, enabling agencies to upload their photographic records easily.

These photographs are promptly associated with the appropriate records retention schedule upon upload. This ensures that each image is managed in accordance with its designated retention period and disposition authority, facilitating compliance with archival standards and policies.

Central to our approach is the application of advanced AI intelligent auto-indexing technology. This powerful tool analyzes each photograph to extract vital metadata, such as date, location, subjects, and more, which is critical for effective categorization and searchability. By automatically applying this metadata, our system enhances the organization of photographic records and significantly improves their retrievability within the ERM platform.

Questions for Element 6 - Digital Audio and Video

Please provide a brief summary of your awarded offerings (products/services/solutions) under SIN 518210ERM that help agencies meet Element 6. Some example questions to consider are: How do you associate Digital Audio and Video files with a records schedule? How do you apply metadata for categorization and searchability to Digital Audio and Video?

Response for Element 6 —

Our approach emphasizes efficiently handling and organizing audio and video content, ensuring compliance with archival and records management standards.

Upon uploading digital audio and video files through our neuDocs Enterprise Upload Module, our system immediately initiates the process of associating each file with the relevant records retention schedule. This critical step ensures that every piece of content is managed according to its designated retention period and disposition criteria, facilitating adherence to regulatory requirements and archival best practices.

A key feature of our offerings is the deployment of advanced AI intelligent auto-indexing technology tailored to the unique characteristics of audio and video content. This technology meticulously analyzes each file to extract essential metadata, such as recording dates, content summaries, speaker names, and keywords. The application of this metadata is crucial for the categorization and searchability of digital audio and video files within the ERM platform. It enables agencies to quickly locate and access specific files or segments of interest, significantly enhancing the efficiency of information retrieval and management processes.

Moreover, our solutions are equipped to handle a wide range of audio and video formats, ensuring that agencies can manage their multimedia content regardless of the original file type. By providing a streamlined process for associating digital audio and video files with records schedules and applying detailed metadata, Neubus Inc. empowers agencies to maintain comprehensive, accessible, and compliant multimedia records archives.

Questions for Element 7 - Structured Data

Please provide a brief summary of your awarded offerings (products/services/solutions) under SIN 518210ERM that help agencies meet Element 7. Some example questions to consider are: What is your approach to managing structured data? Do you offer solutions additional to what the agency uses, work with their current systems, or both?

Response for Element 7 —

Our solutions are engineered with cutting-edge capture tools augmented by artificial intelligence (AI), facilitating the nuanced analysis and automatic extraction of metadata from records. This process ensures the streamlined management of digital records, promoting efficiency and compliance with records management standards.

Central to our commitment to secure and compliant data management is the storage of structured data in a FedRAMP-certified cloud environment. This platform is chosen for its robust security measures and compliance with regulatory standards, offering a secure and resilient cloud environment tailored for government agencies' sensitive and regulated data.

Neubus's structured data management solutions are designed to accommodate three distinct types of structured data, ensuring comprehensive support for the varied needs of government agencies:

1. **Data Entered by Users:** Our system seamlessly manages data entered directly into the system by users, ensuring accuracy and security in data capture.
2. **Data Imported via Data Feeds, APIs, or Web Services:** We facilitate the integration and management of data imported into the system through various methods, including data feeds, APIs, and web services. This approach enables agencies to leverage existing data sources and systems for enhanced efficiency.
3. **Data Extracted by AI Intelligent Auto-Indexing:** Our advanced AI-intelligent auto-indexing technology plays a pivotal role in extracting valuable information from documents and files. This automated process significantly enhances data quality and usability within the system.

To support seamless integration and communication between systems, we provide APIs that are compatible with the OpenAPI Specification (OAS) version 3. This compatibility ensures easy and secure integration with existing agency systems and third-party applications, promoting interoperability and flexible system architecture for efficient data exchange.

Our comprehensive content management services, tailored to the specific requirements of our government clientele, include the design, integration, and delivery of customized solutions. Neubus is dedicated to delivering innovative, efficient, and compliant records management solutions leveraging our deep industry knowledge and technological expertise.

Questions for Element 8 - Shared Drives

Please provide a brief summary of your awarded offerings (products/services/solutions) under SIN 518210ERM that help agencies meet Element 8. Some example questions to consider are: What capabilities does your solution/services provide for identifying duplicates? What other organizational methods do you employ for managing shared drives?

Response for Element 8 —

Not Applicable

Neubus, Inc. hereby certifies that we are capable of meeting all standards described in the solicitation and NARA's Universal Electronic Records Management Requirements attachment for each of the sections of ERM Elements we have proposed, as indicated above.



Neubus, Inc.

I-Hsing Tsao _____
Name (Printed)

Co-owner and CTO _____
Title

3/21/2024 _____
Date

Change log for Version 3.0

1. The following ERM Elements were removed or updated in order to remain at parity with the Elements listed in NARA's Universal Electronic Records Management Requirements spreadsheet (Version 3)
 - o Removed Cloud Services
 - o Removed Engineering Drawings
 - o Changed Digital Media (Photo) to Photographs
 - o Combined Digital Audio and Video
2. The following ERM Elements names have been updated to remove the reference to their former name used in Version 1 of this document:
 - o Element 1 - Office Management Applications: removed "(formerly 'Desktop Applications')"
 - o Element 7 - Structured Data: removed "(formerly 'Databases')"
3. Added requirement for contractors to provide a brief summary of awarded offerings for each ERM Element that they self-certify. Added instructional language along with example questions for each Element to assist contractors with their responses.