



**GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICELIST**

**Office Imaging and Document Solutions
Federal Supply Group: 36**

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>.

Contract Number: **GS-03F-081GA**

Contract Period: **August 02, 2017 through August 01, 2022**

Contractor: HeiTech Services, Inc.
8400 Corporate Drive, Suite 500
Landover, MD 20785
301-918-9500
301-459-4263 (fax)
www.heitechservices.com
jclement@heitechservices.com

Business Size: Small, Service Disabled
Veteran & Woman
Owned

Contract Administrator: James R Clement

CUSTOMER INFORMATION:

1. Awarded Special Item Number(s):

| SIN | Description |
|--------|---|
| 51-504 | Records Management Services |
| 51-505 | Document Production On-site and Off-site Services |
| 51-600 | Electronic Records Management Solutions |
| 733-1 | Mail Room Management Services |
| 733-3 | Miscellaneous Mail Services |

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract: Not Applicable.

1c. Descriptions of all corresponding commercial job titles with experience, functional responsibility and education are provided beginning on page 5.

2. Maximum Order: \$1,000,000

3. Minimum Order: \$100

4. Geographic Coverage: Domestic - 48 contiguous states, the District of Columbia, Alaska, Hawaii, the Commonwealth of Puerto Rico, Guam, and all US Government installations and/or agencies abroad.

5. Point of Production: N/A

6. Prices Shown Herein are Net (discount deducted)
7. Quantity Discount: None
8. Prompt Payment Terms: Net 30
9. Government Purchase Cards are accepted below and above the micro-purchase threshold.
10. Foreign Items: None
11. Time of Delivery: HeiTech Services, Inc. shall deliver or perform services in accordance with the terms negotiated in an agency's order.
- 11b. Expedited Delivery: Consult with Contractor
- 11c. Overnight/2-Day Delivery: Consult with Contractor
- 11d. Urgent Requirements: Consult with Contractor
12. FOB Point: Destination
13. Ordering Address: Same as Contractor Address
14. Payment Address: Same as Contractor Address
15. Warranty Provisions: Contractor's Standard Warranty
16. Export Packing charges: Not applicable
17. Terms and conditions of Government Purchase Card Acceptance: Contact HeiTech Services, Inc. for terms and conditions of Government Purchase Card acceptance.
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: Not applicable
- 20b. 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
- 24b. Contact HeiTech Services, Inc. for Section 508 compliance information. The EIT standards can be found at: <http://www.section508.gov>
25. DUNS Number: 119756240
26. HeiTech Services, Inc. is registered in the System for Award Management (SAM) database.

GSA PRICING
SINS 51-504, 51-505, 51-600, 733-1 & 733-3
ON-SITE & OFF-SITE

| Labor Category | 8/02/17 – 8/01/18 | 8/02/18 – 8/01/19 | 8/02/19 – 8/01/20 | 8/02/20– 8/01/21 | 8/02/21 – 8/01/22 |
|--|------------------------------|------------------------------|------------------------------|-----------------------------|------------------------------|
| Analyst Coder I | \$49.57 | \$50.46 | \$51.37 | \$52.29 | \$53.23 |
| Analyst Coder II | \$51.03 | \$51.94 | \$52.87 | \$53.82 | \$54.79 |
| Assistant Mailroom Supervisor | \$53.84 | \$54.81 | \$55.80 | \$56.80 | \$57.82 |
| Computer Operator II* | \$34.78 | \$35.41 | \$36.05 | \$36.70 | \$37.36 |
| Computer Operator III* | \$42.19 | \$42.95 | \$43.72 | \$44.51 | \$45.31 |
| Computer Operator IV* | \$42.96 | \$43.74 | \$44.53 | \$45.33 | \$46.15 |
| Computer Operator V* | \$51.86 | \$52.79 | \$53.74 | \$54.71 | \$55.69 |
| Data Processing Specialist I* | \$24.45 | \$24.89 | \$25.34 | \$25.80 | \$26.26 |
| Data Processing Specialist II* | \$26.61 | \$27.09 | \$27.58 | \$28.08 | \$28.59 |
| Data Processing Specialist III* | \$33.69 | \$34.29 | \$34.91 | \$35.54 | \$36.18 |
| Disclosure Clerk | \$35.20 | \$35.84 | \$36.49 | \$37.15 | \$37.82 |
| Document Control Supervisor | \$55.45 | \$56.45 | \$57.47 | \$58.50 | \$59.55 |
| Duplicating Plant Supervisor | \$81.06 | \$82.52 | \$84.01 | \$85.52 | \$87.06 |
| Electronic Document Room Project Manager | \$102.19 | \$104.03 | \$105.90 | \$107.81 | \$109.75 |
| General Clerk I* | \$22.66 | \$23.07 | \$23.49 | \$23.91 | \$24.34 |
| General Clerk II* | \$24.84 | \$25.29 | \$25.75 | \$26.21 | \$26.68 |
| General Clerk III* | \$27.76 | \$28.26 | \$28.77 | \$29.29 | \$29.82 |
| Lead Operator | \$39.20 | \$39.91 | \$40.63 | \$41.36 | \$42.10 |
| Lead Quality Assurance Specialist | \$41.51 | \$42.25 | \$43.01 | \$43.78 | \$44.57 |
| Mail Clerk* | \$30.81 | \$31.36 | \$31.92 | \$32.49 | \$33.07 |
| Material Handling Laborer* | \$28.30 | \$28.81 | \$29.33 | \$29.86 | \$30.40 |
| National Mail Manager/Mailroom Supervisor | \$71.89 | \$73.19 | \$74.51 | \$75.85 | \$77.22 |
| Network Analyst/Technician | \$76.39 | \$77.76 | \$79.16 | \$80.58 | \$82.03 |
| Photocopy Manager | \$44.38 | \$45.18 | \$45.99 | \$46.82 | \$47.66 |
| Print Assistant* | \$29.95 | \$30.48 | \$31.03 | \$31.59 | \$32.16 |
| Print Operator* | \$35.77 | \$36.41 | \$37.07 | \$37.74 | \$38.42 |
| Print Specifications Writer | \$53.07 | \$54.02 | \$54.99 | \$55.98 | \$56.99 |
| Program Manager | \$106.75 | \$108.68 | \$110.64 | \$112.63 | \$114.66 |
| Project Coordinator | \$39.08 | \$39.79 | \$40.51 | \$41.24 | \$41.98 |
| Project Manager | \$81.18 | \$82.64 | \$84.13 | \$85.64 | \$87.18 |
| Project Team Manager | \$68.97 | \$70.21 | \$71.47 | \$72.76 | \$74.07 |
| Project Team Supervisor | \$51.08 | \$51.99 | \$52.93 | \$53.88 | \$54.85 |
| Quality Assurance Analyst (QAA) | \$65.97 | \$67.16 | \$68.37 | \$69.60 | \$70.85 |
| Quality Assurance Specialist II | \$29.56 | \$30.10 | \$30.64 | \$31.19 | \$31.75 |
| Quality Assurance Specialist III | \$41.51 | \$42.25 | \$43.01 | \$43.78 | \$44.57 |
| Records Management Specialist I* | \$26.50 | \$26.97 | \$27.46 | \$27.95 | \$28.45 |
| Records Management Specialist II* | \$24.92 | \$25.37 | \$25.83 | \$26.29 | \$26.76 |
| Senior Technical Information Specialist/Senior Task Leader | \$43.46 | \$44.24 | \$45.04 | \$45.85 | \$46.68 |

| | | | | | |
|---------------------------------------|---------|---------|---------|---------|---------|
| Shipper Packer* | \$27.24 | \$27.73 | \$28.23 | \$28.74 | \$29.26 |
| Shuttle Driver* | \$31.64 | \$32.21 | \$32.79 | \$33.38 | \$33.98 |
| Sr. Task Leader | \$45.32 | \$46.13 | \$46.96 | \$47.81 | \$48.67 |
| Subject Matter Expert I | \$58.57 | \$59.63 | \$60.70 | \$61.79 | \$62.90 |
| Subject Matter Expert II | \$70.47 | \$71.73 | \$73.02 | \$74.33 | \$75.67 |
| Supervisor | \$39.39 | \$40.10 | \$40.82 | \$41.55 | \$42.30 |
| Technical Information Specialist* | \$30.54 | \$31.09 | \$31.65 | \$32.22 | \$32.80 |
| Other Costs | | | | | |
| Facility Charge Per Square Ft. Charge | \$34.99 | | | | |
| Courier Van Per Mile Charge | \$0.53 | | | | |

* Denotes SCA Labor Categories



Labor Category Descriptions

SINs 51-504, 51-505, 51-600, 733-1 & 733-3

Analyst Coder I

Functional Responsibility: Ensures the accuracy of data entered into critical fields according to the Standard Operating Procedures (SOPs). Performs data entry functions as needed. Provides quality assurance of the entered data providing critical feedback to data entry staff using a database designed to capture, track, and report errors. Possesses experience in using advanced software systems to resolve and handle medical coding of adverse event forms using coding terms and in coding Individual Case Safety Reports (ICSRs) according to appropriate taxonomies, and established policies and procedures in each center. Resolves problems related to data entry.

Minimum Experience: 2 years

Minimum Education: Bachelor's

Analyst Coder II

Functional Responsibility: Meets all qualifications for Analyst Coder I. In addition, ensures the accuracy of data entered into critical fields, per coding principles and procedures and the SOPs. Performs coding in accordance with the FDA instructions for coding and ICH Coding Principles for documents, and include quality control and quality assurance procedures to ensure appropriate selection of codes. Performs data entry functions as needed. Provides quality assurance of the entered data providing critical feedback to data entry staff using a database designed to capture, track, and report errors. Attends team meetings and training sessions. Possesses experience and proficiency in the use of advanced software systems to resolve and handle medical coding of adverse event forms using coding terms.

Minimum Experience: 4 years

Minimum Education: Bachelor's

Assistant Mailroom Supervisor

Functional Responsibility: Assists the assigned Mail Manager and Supervisors. Serves as the Assistant Mailroom Supervisor, providing leadership to the project; personnel supervision; work assignments to the staff; preparing reports; responding to questions, etc. Pickup/delivers mail twice daily. Sorts outgoing mail by class, meter (with proper postage) and completes required paperwork (e.g. certified or registered mail). Sorts incoming mail by routing code and place in proper bins and carts for delivery to any one of four buildings or to the proper bins for distribution by a shuttle driver. Delivers boxes weighing less than 25 lbs. to floor stations throughout the facility and boxes weighing more than 25 lbs. to individual employee workstations. Separates and prepares international mail in accordance with Government policies/procedures. Looks up mail with no routing code for proper distribution. Accepts jobs for distribution from the Duplicating Plant for metering and pickup by the USPS. Serves as a back-up shuttle driver when called upon. Supervises mailroom personnel to ensure operations run efficiently. Provides direction to employees in resolving problems which arise with internal and external customers. Trains personnel to become proficient in the operation of all equipment and policies/procedures used in



the mailroom. Serves in the absence of the National Mail Manager/Mailroom Manager to ensure proper supervision of employees and smooth workflow.

Minimum Experience: 1 year

Minimum Education: High School

Computer Operator II

Functional Responsibility: Processes scheduled routines which present few difficult operating problems (e.g., infrequent or easily resolved error conditions). In response to computer output instructions or error conditions, applies standard operating or corrective procedure. Refers problems which do not respond to preplanned procedure. Serves as an assistant operator, working under general supervision.

Minimum Experience: 1 year

Minimum Education: High School

Computer Operator III

Functional Responsibility: Processes a range of scheduled routines. In addition to operating the system and resolving common error conditions, diagnoses and acts on machine stoppage and error conditions not fully covered by existing procedures and guidelines (e.g., resetting switches and other controls or making mechanical adjustments to maintain or restore equipment operations). In response to computer output instructions or error conditions, may deviate from standard procedures if standard procedures do not provide a solution. Refers problems which do not respond to corrective procedures.

Minimum Experience: 2 years

Minimum Education: High School

Computer Operator IV

Functional Responsibility: Adapts to a variety of nonstandard problems which require extensive operator intervention (e.g., frequent introduction of new programs, applications, or procedures). In response to computer output instructions or error conditions, chooses or devises a course of action from among several alternatives and alters or deviates from standard procedures if standard procedures do not provide a solution (e.g., reassigning equipment in order to work around faulty equipment or transfer channels) and refers problems. Typically, completed work is submitted to users without supervisory review.

Minimum Experience: 3 years

Minimum Education: High School



Computer Operator V

Functional Responsibility: Resolves a variety of difficult operating problems (e.g., making unusual equipment connections and rarely used equipment and channel configurations to direct processing through or around problems in equipment, circuits, or channels or reviewing test run requirements and developing unusual system configurations that will allow test programs to process without interfering with ongoing job requirements). In response to computer output instructions and error conditions or to avoid loss of information or to conserve computer time, operator deviates from standard procedures. Such actions may materially alter the computer unit's production plans. May spend considerable time away from the control station providing technical assistance to lower level operators and assisting programmers, systems analysts, and subject matter specialists in resolving problems.

Minimum Experience: 4 years

Minimum Education: High School

Data Processing Specialist I

Functional Responsibility: Possesses the ability to type 50 words per minute with two errors and familiarity with data entry. Develops charts, graphs, and other statistical reports. Inputs data from source documents into a keyboard controlled data entry device. Scans documents, assigns indices, and loads database with image data. Extracts, cross references, and prepares data for entry. Compiles and summarizes data, as well as perform mathematical computations. Maintains files and records.

Minimum Experience: 6 months

Minimum Education: High School

Data Processing Specialist II

Functional Responsibility: Possesses the ability to type 50 words per minute with two errors and familiarity with data entry. Develops charts, graphs, and other statistical reports. Inputs data from source documents into a keyboard controlled data entry device. Scans documents, assigns indices, and loads database with image data. Extracts, cross references, and prepares data for entry. Compiles and summarizes data, as well as perform mathematical computations. Maintains files and records.

Minimum Experience: 1 year

Minimum Education: High School

Data Processing Specialist III

Functional Responsibility: Exercises experience and judgment in selecting procedures to be followed in searching for, interpreting, selecting, or coding items to be entered from a variety of source documents. Performs repetitive entry of data from standardized source documents. Works independently and interact positively with a variety of clients. Contributes as a subject matter expert when data entry SOPs are updated. Enters data of critical medical information submitted on reporting forms from manufacturers, user facilities, distributors, importers, health care professionals, and consumers into the



FDA proprietary database application. Enters information submitted on the reporting forms and the information that is added by the Analyst Coders into a proprietary database. Gathers quality metrics and distributes them per current SOPs. Interacts with the following contractor personnel. Assigns data entry assignments to Data Entry Specialist under her/his supervision. Supervises junior data processing staff members and interface with client management.

Minimum Experience: 2 years

Minimum Education: Associate's

Disclosure Clerk

Functional Responsibility: Receives and reviews requests for information, determining appropriate level of response, and forwards requests outside of his/her area of responsibility to appropriate area. Reviews and vets operational files in accordance with guidelines, regulations, and legislation. Photocopies operational files and compiles submissions to comply with court orders. Locates files pertinent to a variety of external requests. Types form letters and other documents in response to external requests. Prepares and forwards invoices to recover costs of supplying copies of materials to various entities and/or agencies, as required. Seeks clarification and direction from the client on non-routine inquiries. References the Freedom of Information and Protection of Privacy Act as needed. Utilizes legal counsel for purposes of clarification, as required.

Minimum Experience: 2 years

Minimum Education: High School

Document Control Supervisor

Functional Responsibility: Compiles and maintains control records and related files. Prepares, types, revises, and composes correspondence, and reports using word processing software. Manages library containing specialized materials. Establishes procedures for dissemination, circulation, updating of records and programs. Examines documents and/or programs to verify completeness and accuracy of data. Confers with originators to resolve discrepancies and compiles required changes to documents, programs, etc.

Minimum Experience: 5 years

Minimum Education: High School

Duplicating Plant Supervisor

Functional Responsibility: Manages all daily activities. Prioritizes jobs and manipulates queues on rush jobs. Utilizes appropriate logs on all copy work. Follows procedures to run all jobs in proper order. Communicates with Project Manager and COTR on jobs and deadline issues. Troubleshoots equipment problems. Loads copiers with paper and toner. Trains new hires. Prioritizes and monitors work flow. Performs quality assurance on work of others. Places service call when needed. Assists in process improvement ideas. Informs Project Manager and COTR on all pertinent information. Reviews all work



produced to insure it meets client's quality standard. Monitors spoilage and develops procedures to reduce waste. Works with management to identify key staff and top performers. Prepares operator productivity and quality reports.

Minimum Experience: 8 years

Minimum Education: High School

Electronic Document Room (EDR) Project Manager

Functional Responsibility: Provides supervision and management support to technical and management personnel. Responsible for maintaining databases/data files. Analyzes and indexes documents for inclusion into databases, data entry, and word processing. Responsible for documentation management, records control, and management with inference on maintaining documentation confidentiality. Supervises computer operations, oversees equipment set-up and installation, runs routine reports, and resolves problems. Supervises the maintenance of the computer tape library or electronic file storage operations. Supervises the EDR staff members.

Minimum Experience: 4 years

Minimum Education: Bachelor's

General Clerk I

Functional Responsibility: Creates physical and electronic files. Assembles and disassembles physical files. Organizes and consolidates files. Deciphers lists, pulls files from shelf, and manifests and boxes. Photocopies files. Audits for file locations. Verifies data and makes computer updates. Scans photos. Replaces and organizes files on shelves. Delivers and picks up interoffice and outgoing mail and files from CIS work.

Minimum Experience: 6 months

Minimum Education: High School

General Clerk II

Functional Responsibility: Creates physical and electronic files. Assembles and disassembles physical files. Organizes and consolidates files. Deciphers lists, pulls files from shelf, and manifests and boxes. Photocopies files. Audits for file locations. Verifies data and makes computer updates. Scans photos. Replaces and organizes files on shelves. Delivers and picks up interoffice and outgoing mail and files from CIS work.

Minimum Experience: 1 year

Minimum Education: High School



General Clerk III

Functional Responsibility: Creates physical and electronic files. Assembles and disassembles physical files. Organizes and consolidates files. Deciphers lists, pulls files from shelf, and manifests and boxes. Photocopies files. Audits for file locations. Verifies data and makes computer updates. Scans photos. Replaces and organizes files on shelves. Delivers and picks up interoffice and outgoing mail and files from CIS work.

Minimum Experience: 2 years

Minimum Education: High School

Lead Operator

Functional Responsibility: Operates mid to high volume digital printer copies to image quantities requested. Correctly reads information on job ticket to determine specifications to be performed on the job. Follows procedures to run the job in proper order. Checks and ensures quality of the output. Replaces analog documents in the fashion requested by the client. Prepares work to be accomplished. Establishes quality. Maintains production and quality. Ensures operation of equipment. Records print queues/readings correctly. Completes bindery requirements. Maintains a clean and organized work place.

Minimum Experience: 5 years

Minimum Education: High School

Lead Quality Assurance Specialist

Functional Responsibility: Ensures all data entry, coding, and other administrative follow-up activities are in accordance with project guidelines. Performs quality control review or data entry of the software. Serves as back-up to the Project Manager and will be responsible for quality control requirements on the project. Is the point of contact for external customers. Supervises junior specialists in the operation of document management and control. Plans and schedules production and resources to ensure turnaround requirements are met. Manages requirements and studies to implement new hardware and software technologies for records management. Receives large number of records and documents and process them per SOPs.

Minimum Experience: 2 years

Minimum Education: Associate's

Mail Clerk

Functional Responsibility: Makes daily mail pickups and deliveries including controlled mail such as Registered, Certified, and Express. Meters outgoing mail by following the USPS Standards and Procedures set forth. Ensures that undeliverable mail is returned to sender. Responsible for logging the registered, certified, and insured mail. Ensures that funds are downloaded into the meters. Powers up the meters, changes the date, and runs the daily reports. Monitors routing codes for changes. Arranges



mail equipment-hampers, tubs, and mail carts. Attends to customer needs at the Customer Service window.

Minimum Experience: 3 years

Minimum Education: High School

Material Handling Laborer

Functional Responsibility: Performs physical tasks to transport or store materials or merchandise. Manually loads or unloads freight cars, trucks, or other transporting devices. Unpacks shelving, or places items in proper storage locations. Transports goods by hand truck, cart, or wheelbarrow.

Minimum Experience: 6 months

Minimum Education: High School

National Mail Manager/Mailroom Supervisor

Functional Responsibility: Serves as customer contact's primary liaison with the Governmental client representative. Manages, controls, and/or coordinates all matters related to mail management within the customer infrastructure. Ensures provisions of mail services within agencies. Establishes and/or implements standards and procedures for the receipt, delivery, collection, and dispatch of mail for all locations where customers have responsibility for these functions. Ensures the use of the most economical classes of mail consistent with operating requirements. Ensures that, as required, envelopes, postcards, mailing labels, and self-mailers used by Government customers carry the correct authorization code number assigned by the U.S. Postal Service (USPS). Provides the representative mail manager, as required, with pertinent information and reports concerning mail practices, volumes, and costs. Responsible for the successful daily operation of the Government customer mailroom and the shuttle runs/schedules. Responsible for the proper receipt and delivery of all accountable mail to Government clients and contractor personnel. Responsible for the delivery and receipt of external and internal mail to Government offices. Accountable for every dollar placed on a postage meter and the proper accounting of its expenditure. Responsible for the proper handling of classified, registered, and certified mail. Ensures that all employees are trained and fully versed in the proper sorting and delivery of mail. Responsible for the proper maintenance of all equipment associated with the mailroom or shuttle. Prepares and submits required deliverables to the Project Manager for final review/submission.

Minimum Experience: 5 years

Minimum Education: High School

Network Analyst/Technician

Functional Responsibility: Ensures systems and applications are compliant with organizational standards for open systems architectures, reference models, and profiles of standards as they apply to the implementation and specification of information management solutions on the application platform; across the application program interface; and the external environment/software application. Evaluates



and recommends COTS applications and methodologies that can be acquired to provide interoperable, portable, and scalable information technology solutions. Responsible for site survey, acquisition, installation, maintenance, and usage of the LAN/WAN/MAN. Manages LAN/WAN/MAN performance and maintains system security. Installs network hardware and software. Troubleshoots system problems and recommends corrective actions. Establishes and implements policies, procedures, and standards, and ensures their conformance to information systems objectives. Trains users on system operation. May perform network planning and engineering functions. Performs analysis and validation of reusable software/hardware components to ensure the integration of these components into interoperable information management design. Evaluates hardware and software environments for optimum operational efficiency.

Minimum Experience: 3 years

Minimum Education: Bachelor's

Photocopy Manager

Functional Responsibility: Provides the DOC photocopier manager, as required with pertinent information and reports concerning photocopier practices, volumes, and costs. Provides customers with annual estimates of photocopier costs for the Government Printing Office's (GPO) Joint Committee on Printing Report and to the DOC photocopier manager. Participates with appropriate EOC organizations in the development of policies and procedures and performing evaluations, studies, and other photocopier initiatives. Reviews photocopier practices and procedures for customer with the objective of finding opportunities for reducing costs and improving services. Gathers information from regional offices including required reports and copier procurements. Assists with the development and implementation of photocopier employee awareness programs for those sites where photocopier services are provided. Notifies clients and appropriate photocopier managers of wasteful or uneconomical photocopier practices. Provides client offices with instructions and guidance needed to participate effectively in the DOC Photocopier Management Program. Approves/disapproves requests for copiers. Interacts with customers to discuss copier requirements and provides rules and regulations covering copier procurement and usage. Reviews customer procurement requests including copies of all documentation received from vendors used in the cost comparison.

Minimum Experience: 3 years

Minimum Education: High School

Print Assistant

Functional Responsibility: Operates one or more photocopying, photographic, mimeograph, and duplicating office machines to make copies of documents such as letters, reports, directives, manuals, articles, and bulletins. Operates small binding machines, performing clerical duties associated with the request for printing and photographic services; preparing assembly sheets; printing requisitions with specifications for printing and binding; recording; delivering; and collecting work. Performs minor repairs preventive maintenance, and maintains an inventory of supplies and reproduction equipment, paying particular attention to important variables indicated by trade name of machine.



Minimum Experience: 6 months

Minimum Education: High School

Print Operator

Functional Responsibility: Operates one or more photocopying, photographic, mimeograph and duplicating office machines to make copies of documents such as letters, reports, directives, manuals, articles, and bulletins. Operates small binding machines, performing clerical duties associated with the request for printing and photographic services; preparing assembly sheets; printing requisitions with specifications for printing and binding; recording; delivering; and collecting work. Performs minor repairs preventive maintenance, and maintains an inventory of supplies and reproduction equipment, paying particular attention to important variables indicated by trade name of machine.

Minimum Experience: 1 year

Minimum Education: High School

Print Specifications Writer

Functional Responsibility: Checks the submitted data forms and other required disclosures for accuracy. Checks preflight reports and visuals for accuracy. Forwards the completed data form package to the Government clients for authorization signature. Collects all materials needed along with the signed data forms and other required forms to allow enough time for the Government customers to process and award the job to meet completion dates for other associated customers. Contacts Government client representatives or print vendor for pick up. Answers any questions from customers that result from putting the job out for bid. Tracks printing jobs and prepares reports. Prioritizes jobs and communicates with customers on jobs and deadline issues.

Minimum Experience: 8 years

Minimum Education: High School

Program Manager

Functional Responsibility: Directs, manages, and coordinates resources and staff across multiple task orders/projects and locations. Has demonstrated knowledge of contracts analysis, contract compliance, document processing, database management, and records management. Effectively communicates with the CORs and ensures timely response for all communications and deliverables across all task orders.

Minimum Experience: 10 years

Minimum Education: Bachelor's



Project Coordinator

Functional Responsibility: Retrieves data from the Managers and staff Supervisor and the Print Shop. Supervises to complete required deliverables. Assists with the inventory of supplies and expendable materials. Responds to ad hoc requests from the COR or PM. Posts final deliverables to the shared drive. Answers the phone in the Customer Service area and routes calls as necessary. Maintains vacation and leave schedules. Maintains contact information for every employee and provides to COR as necessary during emergency situations. Works independently to gather the necessary information to complete required reports. Prepares reports for supervisors when inventory levels are at their reorder thresholds.

Minimum Experience: 3 years

Minimum Education: High School

Project Manager

Functional Responsibility: Responsible for all aspects of contract. Schedules and provides oversight and quality assurance for all aspects of contract. Ensures all deliverables are accurate and submitted on time. Has lead responsibility for ensuring that all Contractor personnel are trained and fully qualified and that all activities in the SOW are performed as directed. Ensures all schedules are met. Ensures that all reporting requirements are met.

Minimum Experience: 8 years

Minimum Education: Bachelor's

Project Team Manager

Functional Responsibility: Meets with client, as requested, representing Document Rooms to evaluate impact of changes and enhancements to processing procedures and requirements. Ensures client support services and satisfactions. Provides administrative support for contract staff. Functions as Acting (Alternate) Program Manager in the absence of the Program Manager. Functions as Contract Security Officer. Meets daily with staff to review activities. Serves as the primary manager of Quality Control Team for the Contractor.

Minimum Experience: 5 years

Minimum Education: Bachelor's

Project Team Supervisor

Functional Responsibility: Provides supervision and management support to technical and management personnel. Responsible for maintaining databases/data file. Analyzes and indexes documents for inclusion into databases, data entry, and word processing. Also responsible for documentation management, records control, and management with inference on maintaining documentation confidentiality. Supervises computer operations, overseeing equipment set-up and installation, runs routine reports, and resolves problems. Supervises the maintenance of the computer tape library or electronic file storage operations as well as senior task leaders.



Minimum Experience: 4 years

Minimum Education: Bachelor's

Quality Assurance Analyst (QAA)

Functional Responsibility: Develops project Software and/or Systems Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the contract. Verifies that each functional component of the project follows a defined process, which is in conformance with contractual requirements. Reports findings to project staff, line management of the organization, and the customer, as appropriate. Provides an independent assessment of how the project's development process is being implemented relative to the defined process and recommends methods to optimize the organization's process.

Minimum Experience: 4 years

Minimum Education: Bachelor's

Quality Assurance Specialist II

Functional Responsibility: Assists registrants with phone and email questions regarding the registration process and their registration in particular. Performs data cleanup initiatives that may require contacting registrants via phone or email. Performs in depth internet searches to determine what types of FDA-regulated products are being produced by companies. Follows-up with firms that did not register to determine if such firms are still in business. Validates, for example, 510k exempt listings to determine if what was reported matches what is on their website. Requests and review labeling.

Minimum Experience: 3 years

Minimum Education: High School

Quality Assurance Specialist III

Functional Responsibility: Assists registrants with phone and email questions regarding the registration process and their registration in particular. Performs data cleanup initiatives that may require contacting registrants via phone or email. Performs in depth internet searches to determine what types of FDA-regulated products are being produced by companies. Follows-up with firms that did not register to determine if such firms are still in business. Validates, for example, 510k exempt listings to determine if what was reported matches what is on their website. Requests and review labeling.

Minimum Experience: 4 years

Minimum Education: High School

Records Management Specialist I



Functional Responsibility: Processes (data entry, logging, filing, and photocopying) of outgoing government generated correspondence. Processes letters, notifications, reviews, memos, etc. Provides assistance to government personnel. Assists with file maintenance tasks such as – filing, checking order of volumes/files, and reorganizing volumes as needed. Opens incoming mail processing & distribution. Creates, affixes, and scans barcode labels. Photocopies. Performs retirement and storage activities associated with records management tasks. Provides clerical support to project staff. Performs general office or computer support duties such as performing standard work processing following detailed guidelines. Operates basic computer equipment or peripheral office equipment and runs scheduled computer reports and filing. Duties are simple and repetitive and performed under close supervision or with detailed verbal or written instructions.

Minimum Experience: 2 years

Minimum Education: High School

Records Management Specialist II

Functional Responsibility: Processes (data entry, logging, filing, and photocopying) of outgoing government generated correspondence. Processes letters, notifications, reviews, memos, etc. Provides assistance to government personnel. Assists with file maintenance tasks such as – filing, checking order of volumes/files, and reorganizing volumes as needed. Opens incoming mail processing & distribution. Creates, affixes, and scans barcode labels. Photocopies. Performs retirement and storage activities associated with records management tasks.

Minimum Experience: 3 years

Minimum Education: High School

Senior Technical Information Specialist/Senior Task Leader

Functional Responsibility: Proficient in reading, analyzing, classifying, and interpreting regulatory submissions. Leads special project teams specifically in records management. Implements SOPs and trains staff in their use. Has experience with scientific regulatory documents, and maintains excellent speaking, writing, and excellent customer service skills. Possesses an in-depth background with computer use, including a working knowledge of the standard Microsoft suite of products. Has experience in areas such as quality control, overseeing document tracking databases, inventorying records, scanning, and micrographics.

Minimum Experience: 3 years

Minimum Education: Bachelor's

Shipper Packer

Functional Responsibility: Prepares finished products for shipment or storage by placing them in shipping containers, the specific operations performed being dependent upon the type, size, and number of units to be packed, the type of container employed, and method of shipment. Places items in



shipping containers, and may involve one or more of the following: knowledge of various items of stock in order to verify content, selection of appropriate type and size of container, inserting enclosures in container; using excelsior or other material to prevent breakage or damage, closing and sealing container, and applying labels or entering identifying data on container.

Minimum Experience: 6 months

Minimum Education: High School

Shuttle Driver

Functional Responsibility: Delivers mail throughout WWB. Looks mail up in the locator database when more identification is required to deliver mail. Performs inventory of supplies on a bi-weekly basis. Ensures sufficient postage on mail meters or notify the Supervisor that more funds are required. Responsible for the safe operation of the vehicle and adhering to all motor vehicle laws. Performs maintenance checks weekly on vehicle. Responsible for the completion of daily and weekly logs and forms for mileage.

Minimum Experience: 3 years

Minimum Education: High School

Sr. Task Leader

Functional Responsibility: Provides support to technical and management personnel. Responsible for maintaining databases/data files. Analyzes and indexes documents for inclusion into databases, data entry, and word processing. Other duties include documentation management, records control, and management with inference on maintaining documentation confidentiality. Responsible for monitoring computer operations; performing equipment set-up and installation; running routine reports; and resolving simple problems. Maintains computer tape library or electronic file storage following standard procedures. Works under close supervision, follow standard operational procedures, and on occasion supervises lower level staff.

Minimum Experience: 4 years

Minimum Education: Bachelor's

Subject Matter Expert I

Functional Responsibility: Uses the client's software systems to resolve discrepancies that occur between similar data entered by two independent data entry specialists. Possesses knowledge and experience in using coding in accordance with the client instructions for their software systems coding and ICH Coding Principles for documents, including quality control and quality assurance procedures to ensure appropriate selection of software codes. Uses client's principles and procedures, and has experience in coding ICSRs. Ensures the accuracy of data entered into critical fields, per the SOPs. Provides feedback regarding quality of work and deficiencies to data entry staff. Attends team meetings and training sessions.



Minimum Experience: 1 year

Minimum Education: Bachelor's

Subject Matter Expert II

Functional Responsibility: Uses the client's software systems to resolve discrepancies that occur between similar data entered by two independent data entry specialists. Possesses knowledge and experience in using coding in accordance with the client instructions for their software systems coding and ICH Coding Principles for documents, including quality control and quality assurance procedures to ensure appropriate selection of software codes. Uses client's principles and procedures, and has experience in coding ICSRs. Perform such tasks as using International Medical Terminology to code adverse event reports from Adverse Event Report forms or images of these forms into a database. Verifies medical code and data entry. Reviews and retrieves system data; matches output with specifications in accordance with the SOPs; and resolves discrepancies. Assists in the development of SOPs. Assists lower level personnel in task activities. Performs quality assurance on data entered into the FDA system. Provides feedback regarding quality of work and deficiencies to data entry staff. Resolves problems related to data entered by the personnel into the database.

Minimum Experience: 2 years

Minimum Education: Bachelor's

Supervisor

Functional Responsibility: Supervises a team of employees. Coordinates and controls the movement of files internally and externally with other sections and branches throughout Government agencies. Prepares and maintains daily logs on documents, correspondence, and statistical and pending reports. Monitors employee quality and production statistics. Monitors work flow to ensure timeliness PR's are met. Initiates training. Tracks backlogs and surges. Makes recommendations for process improvements. Maintains accurate reports of customer workload held on file shelves. Oversees equipment and network access for employees. Plans work schedules to handle surges and slow downs. Reviews employee performance, and prepares and administers disciplinary actions. Implements and monitors policy and procedural changes. Completes employee evaluations. Provides technical guidance and problem resolution. Adheres to all contractor policies and procedures.

Minimum Experience: 3 years

Minimum Education: Bachelor's

Technical Information Specialist

Functional Responsibility: Has experience in an office environment with a records management background. Reads and classifies scientific regulatory documents. Possesses excellent oral and written communication skills and excellent customer service skills. Has a working knowledge with the standard



Microsoft suite of products, and experience in working areas such as document tracking databases, scanning, and micrographics. Maintains high level entry skills and attention to detail.

Minimum Experience: 3 years

Minimum Education: High School

Experience & Degree Substitution Equivalencies

Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

Equivalent Degree

Experience

| | |
|-------------|---|
| Associate's | 2 years relevant experience |
| Bachelor's | Associate's degree + 2 years relevant experience or 4 years relevant experience |
| Master's | Bachelor's plus 2 years relevant experience or Associate's degree + 4 years relevant experience or 6 years relevant experience |
| PhD | Master's + 2 years relevant experience, or Bachelor's + 4 years relevant experience or Associate's + 6 years relevant experience or 8 years relevant experience |

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

| SCA Eligible Labor Category | SCA Equivalent Code | SCA Title | Wage Determination Number |
|--------------------------------|---------------------|------------------------|---------------------------|
| Computer Operator II | 14042 | Computer Operator II | 2015-4281 Revision No. 6 |
| Computer Operator III | 14043 | Computer Operator III | 2015-4281 Revision No. 6 |
| Computer Operator IV | 14044 | Computer Operator IV | 2015-4281 Revision No. 6 |
| Computer Operator V | 14045 | Computer Operator V | 2015-4281 Revision No. 6 |
| Data Processing Specialist I | 01051 | Data Entry Operator I | 2015-4281 Revision No. 6 |
| Data Processing Specialist II | 01052 | Data Entry Operator II | 2015-4281 Revision No. 6 |
| Data Processing Specialist III | 01312 | Secretary II | 2015-4281 Revision No. 6 |



| | | | |
|----------------------------------|-------|------------------------------|--------------------------|
| General Clerk I | 01111 | General Clerk I | 2015-4281 Revision No. 6 |
| General Clerk II | 01112 | General Clerk II | 2015-4281 Revision No. 6 |
| General Clerk III | 01113 | General Clerk III | 2015-4281 Revision No. 6 |
| Mail Clerk | 01111 | General Clerk I | 2015-4281 Revision No. 6 |
| Material Handling Laborer | 21050 | Material Handling Laborer | 2015-4281 Revision No. 6 |
| Print Assistant | 01090 | Duplicating Machine Operator | 2015-4281 Revision No. 6 |
| Print Operator | 01090 | Duplicating Machine Operator | 2015-4281 Revision No. 6 |
| Records Management Specialist I | 01111 | General Clerk I | 2015-4281 Revision No. 6 |
| Records Management Specialist II | 01112 | General Clerk II | 2015-4281 Revision No. 6 |
| Shipper Packer | 2110 | Shipper Packer | 2015-4281 Revision No. 6 |
| Shuttle Driver | 31361 | Truckdriver, Light | 2015-4281 Revision No. 6 |
| Technical Information Specialist | 01113 | General Clerk III | 2015-4281 Revision No. 6 |

Vendor Certification for SIN 51 600 --- Electronic Records Management Solutions

For the purposes of the Schedule 36 Solicitation (3FNJ-C1-000001-B), eleven (11) specific elements of Electronic Records Management (ERM) Services have been identified. These 11 elements are fully defined and the corresponding requirements are identified in the Universal Electronic Records Management Requirements attachment to the solicitation. These requirements have been established and are administered by the National Archives & Records Administration (NARA).

Vendors may provide any combination of the 11 elements of ERM Services; however, vendors must certify that they are capable of meeting all standards associated with the elements they propose by completing this certification. Vendors should include a completed copy of this certification in their published GSA catalog to illustrate their ERM capabilities.

HeiTech Services, Inc.
8400 Corporate Drive, Suite 500, Landover, MD 20785

Proposed Elements of Electronic Records Management Services:

[Select all that apply]

- Element 1 - Desktop Applications
- Element 2 - Electronic Messages
- Element 3 - Social Media
- Element 4 - Cloud Services
- Element 5 - Websites
- Element 6 - Digital Media (Photo)
- Element 7 - Digital Media (Audio)
- Element 8 - Digital Media (Video)
- Element 9 - Databases
- Element 10 - Shared Drives
- Element 11 - Engineering Drawings

HeiTech Services, Inc. hereby certifies that we are capable of meeting all standards described in Solicitation -3FNJ-C1-000001-B and the Universal Electronic Records Management Requirements attachment for each of the sections of ERM Services we have proposed, as indicated above.



Offeror (To be signed only by **authorized principal**, with authority to bind the undersigned contractor)

Jonathan J. Grimm _____
Name (Printed)

____ President _____
Title

2/23/2018
Date