

GENERAL SERVICES ADMINISTRATION

FEDERAL SUPPLY SERVICE

AUTHORIZED FEDERAL SUPPLY SERVICE PRICELIST

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: GSAAdvantage.gov.

OFFICE, IMAGING AND DOCUMENT SOLUTIONS

FSC GROUP 36

SIN 51-504	Records Management Services
SIN 51-506	Document Conversion Services
SIN 51-508	Litigation Support Services
SIN 51-600	Electronic Case Records Management
SIN 36-500	Order-Level Materials (OLMs)

CONTRACT NUMBER: GS-25F-0131M

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

CONTRACT PERIOD: February 12, 2017 through February 11, 2022

CACI, INC. - COMMERCIAL

**14370 Newbrook Drive
Chantilly, VA 20151**

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Large Business

Pricelist effective: June 19, 2019

Prices shown herein are net (discount deducted)

CACI is the premier provider of Federal litigation support and records management services. Founded in 1962, CACI has grown from a two- person software development firm to a diversified corporation with over 14,000 employees and more than 120 offices in major cities of North America and Western Europe. CACI has developed systems and applications, performed system integration, and provided a wide range of professional services to Federal, state and local agencies.

CACI offers commitment, responsiveness, data security and reliability. Our commitment to the federal legal and records management communities is validated by our support for almost 1,800 cases and projects over the past 28 years. With a commitment to continuous process improvement, we have developed standardized process and training, documented lessons learned from other contracts and cases, and applied technological solutions to records management and legal support, and information management problems. Our legacy of support to our Federal clients, as reflected by our deep functional experience and information technology expertise, has continued to bring customers increased levels of efficiency, quality, and innovation.

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1a. Special Item Numbers (SIN)

This Contract covers the following Special Item Numbers (SINs):

51-504 and 51-504RC – RECORDS MANAGEMENT SERVICES

File Organization and File Maintenance

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

Storage Services

Storage Services provides for preparation of files, pick-up, storage and retrieval of documents.

51-506 and 51-506RC – Document Conversion Services

The process of document conversion involves state-of-the-art scanning of the original document's text and graphic image into digital data, which is then transferred to a new media and formatted for use in a document imaging and storage system. Comprehensive DCS are used to transfer text and graphic images in existing documents (e.g., correspondence, files, technical manuals, land records, charts, engineering drawings, legal instruments, etc.) in whatever media they currently exist (e.g., paper, aperture cards, microfiche, microfilm, roll film, etc.) onto a new delivery/storage media (e.g., CD-ROM disks, 4mm/8mm magnetic tape, magnetic storage disks, aperture cards, microfiche, microfilm, roll film, etc.) in any required format (e.g., raster images, ASCII text, SGML tagged for electronic distribution or publishing, PDF image files, etc.) required for use in a document imaging and storage system. Customized coding and indexing options are also available as part of the document conversion process. Complete DCS will be used for both unclassified and classified documents using Government or contractor facilities or a combination of both.

51-508 and 51-508RC – Litigation Support Services

Litigation Support Services encompasses a wide range of services that aid attorneys and other professional staff members in the task of obtaining, organizing, analyzing and presenting evidence of materials for trials, judgments, lawsuits, settlements or other legal matters. Through the use of reproduction equipment, computer data processing, image management, geographical information systems and other technologies, litigation materials are effectively organized to enable rapid location by an agency's staff. The contractor shall provide all personnel, equipment and supplies for the performance of litigation support services (LSS).

(NOTE: Services which involve actual litigation activities including entries of appearance(s) on behalf of government entities unsupervised by government counsel are not included and will not be procured under this SIN.)

51 600 – Electronic Records Management Solutions

Electronic Records Management Solutions provide a comprehensive capability to solve the complex challenges posed by the movement, manipulation, archiving, security, and management of electronic records. The vendor provides professional management and administrative support personnel with the necessary skills to perform effective record management services for both classified and/or unclassified records. The services are provided using either Government or vendor equipment and facilities or a combination of both. The objective of electronic records management services is to permit the access, maintenance, control, storage, disposition, and transfer of electronic records. This SIN also includes any ancillary supplies and/or services necessary to provide a total electronic records management solution.

36 500 – Order-Level Materials (OLMs)

Order-Level Materials (OLMs) are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Federal Supply Schedule (FSS) contract or FSS blanket purchase agreement

(BPA). OLMs are not defined, priced, or awarded at the FSS contract level. They are unknown before a task or delivery order is placed against the FSS contract or FSS BPA. OLMs are only authorized for inclusion at the order level under a Time-and-Materials (T&M) or Labor-Hour (LH) Contract Line Item Number (CLIN) and are subject to a Not To Exceed (NTE) ceiling price. OLMs include direct materials, subcontracts for supplies and incidental services for which there is not a labor category specified in the FSS contract, other direct costs (separate from those under ODC SINS), and indirect costs. OLMs are purchased under the authority of the FSS Program and are not "open market items."

Items awarded under ancillary supplies/services or other direct cost (ODC) SINS are not OLMs. These items are defined, priced, and awarded at the FSS contract level, whereas OLMs are unknown before an order is placed. Ancillary supplies/services and ODC SINS are for use under all order type CLINs (Fixed-Price (FP), T&M, and LH), whereas the Order-Level Materials SIN is only authorized for use under T&M and LH order CLINs.

The Order-Level Materials SIN is only authorized for use in direct support of another awarded SIN. Price analysis for OLMs is not conducted when awarding the FSS contract or FSS BPA; therefore, GSAR 538.270 and 538.271 do not apply to OLMs. OLMs are defined and priced at the ordering activity level in accordance with GSAR clause 552.238-82 Special Ordering Procedures for the Acquisition of Order-Level Materials. Prices for items provided under the Order-Level Materials SIN must be inclusive of the Industrial Funding Fee (IFF). The cumulative value of OLMs in an individual task or delivery order cannot exceed 33.33% of the total value of the order.

1b. Lowest Price Model Numbers:

Not applicable

1c. Commercial Job Titles, Experience, Functional Responsibility and Education:

See Professional Labor Category Descriptions

2. Maximum Order

SIN 51-504 and 51-504RC	\$750,000
SIN 51-506 and 51-506RC	\$750,000
SIN 51-508 and 51-508RC	\$750,000
SIN 51-600	\$750,000

3. Minimum Order

\$100

4. Geographic Coverage

Worldwide

5. Points of Production

Not applicable

6. Discount

Prices shown herein are net (discount deducted)

7. Quantity Discounts

Additional volume discounts are earned as follows:

INITIAL FUNDED AMOUNT OF ORDER	DISCOUNT EARNED
\$0 - \$500,000	0%
\$500,001 - \$1,000,000	2%
\$1,000,001 - \$2,500,000	3%
\$2,500,001 or more	5%

*All items offered under SIN 51-600 are not subject to the Quantity Discount

8. Prompt Payment Terms

None

9a. Government Purchase Cards

Accepted at or below the micro-purchase threshold

9b. Government Purchase Cards

Accepted above the micro-purchase threshold

10. Foreign Items

Not applicable

11a. Time of Delivery

As indicated in individual orders

11b. Expedited Delivery

Not applicable

11c. Overnight and 2-day Delivery

Not applicable

11d. Urgent Requirements

When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering agency, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract. Agencies can also contact the Contractor's representative at (703) 679-4177.

12. F.O.B Points

FOB Destination for geographic scope of this contract: 48 Contiguous States and the District of Columbia

13a. Ordering Address

CACI, INC – COMMERCIAL

Attn: GSA Sales/Ted Buford

14370 Newbrook Drive

Chantilly, VA 20151

Phone: (703) 679-4177

Fax: (703) 679-3101

13b. Ordering Procedures:

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

14. Payment Address

CACI, INC. – COMMERCIAL
P.O. Box 418801
Boston, MA 02241-8801

15. Warranty Provision

As stipulated by Inspection and Acceptance requirements of individual orders

16. Export Packing Charges

Not applicable

17. Terms and Conditions of Government Purchase Card acceptance

No additional discounts granted for credit card usage

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

20a. Terms and Conditions of 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. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants)

Not Applicable

24b. Section 508

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following: <http://www.caci.com/Contracts/508.shtml>

The EIT standard can be found at: www.Section508.gov/.

25. Data Universal Number System (DUNS) Number

03-026-1817

26. Registration in Central Contractor Registration (CCR) database

Registered

27. Terms and Conditions Applicable to SIN 51 600 Electronic Records Case Management**1. INSPECTION/ACCEPTANCE**

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its post-acceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the software, unless the change is due to the defect in the software.

2. GUARANTEE/WARRANTY

- a. Unless specified otherwise in this contract, the Contractor's standard commercial guarantee/warranty as stated in the contract's commercial pricelist will apply to this contract.
- b. Contractor warrants that: (a) for a period of ninety (90) days after the date of government acceptance, the Software will perform the functions described in the accompanying written materials when operated on hardware and operating systems meeting the system requirements set forth in such documentation; and (b) for a period of one (1) year after the date of original delivery to you, that the media upon which the Software is delivered will be free from defects in materials and workmanship under normal use. CONTRACTOR SPECIFICALLY DOES NOT WARRANT, AND HEREBY EXPRESSLY DISCLAIMS, ANY IMPLIED WARRANTIES OF: MERCHANTABILITY; FITNESS FOR ANY PARTICULAR PURPOSE OR NEED; ACCURACY OF INFORMATIONAL CONTENT; AND PERFORMANCE. THE EXPRESS WARRANTY RECITED ABOVE IS EXCLUSIVE, AND IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. Contractor's exclusive and entire liability, and Government's sole and exclusive remedy, for breach of warranty, shall be, at Contractor's option, either: (a) return of the price paid for the Software when the Software is returned to Contractor along with a copy of Government's receipt; or (b) repair or replacement of the Software which does not conform to the Limited Warranty, and which is returned to Contractor with a copy of Government's receipt. Any replacement Software shall be warranted in accordance with this Limited Warranty for the remainder of the original warranty period, or thirty (30) days, whichever is longer.
- c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the Government for consequential damages resulting from any defect or deficiencies in accepted items.
- d. IN NO EVENT SHALL CONTRACTOR BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES, (INCLUDING, BUT NOT LIMITED TO, WHERE APPLICABLE, DAMAGES FOR LOSS TO OR DESTRUCTION OF COMPUTER CODE, DATA OR INFORMATION, LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, OR ANY OTHER PECUNIARY LOSSES OR DAMAGES) ARISING FROM THE INSTALLATION, USE, OPERATION OF, OR INABILITY TO USE THE SOFTWARE, EVEN IF CONTRACTOR HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE FOREGOING DISCLAIMER OF

DAMAGES IS TO BE CONSTRUED AS INDEPENDENT OF THE LIMITATION OF REMEDIES CONTAINED IN THIS AGREEMENT. TO THE FULLEST EXTENT ALLOWED BY APPLICABLE LAW, CONTRACTOR'S ENTIRE LIABILITY, AND GOVERNMENTS SOLE AND EXCLUSIVE MONETARY REMEDY FOR ANY CLAIMS OR DEMANDS, WHETHER FOUNDED ON CONTRACT, WARRANTY, STRICT LIABILITY, TORT, OR ANY OTHER LEGAL THEORY, ARISING FROM GOVERNMENTS INSTALLATION, USE, OPERATION OF, OR INABILITY TO USE THE SOFTWARE, SHALL BE LIMITED TO AN AMOUNT NOT EXCEEDING THE AMOUNT THE GOVERNMENT PAID FOR THE SOFTWARE

3. TECHNICAL SERVICES

The Contractor, without additional charge to the ordering activity, shall provide a **Hot Line Technical Support Number (866) 611-8324** for the purpose of providing user assistance and guidance in the implementation of the software.

4. SOFTWARE MAINTENANCE

- a. Software maintenance as it is defined: [Software as a Service]

- Software Maintenance as a Product

Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that is included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user's self-diagnostics.

Software maintenance as a product does NOT include the creation, design, implementation, integration, etc. of a software package. These examples are considered software maintenance as a service.

Software Maintenance as a product is billed at the time of purchase.

- Software Maintenance as a service

Software maintenance as a service creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software. Software maintenance as a service includes person-to- person communications regardless of the medium used to communicate: telephone support, on- line technical support, customized support, and/or technical expertise which are charged commercially. Software maintenance as a service is billed arrears in accordance with 31U.S.C. 3324.

Software maintenance as a service is billed in arrears in accordance with 31 U.S.C. 3324.

- b. Invoices for maintenance service should be submitted to the ordering agency on a quarterly or monthly basis (or as otherwise specified by the ordering activity), after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

5. PERIODS OF TERM LICENSES AND SOFTWARE MAINTENANCE

- a. The Contractor shall honor orders for periods for the duration of the contract period or a lesser period of time.
- b. Term licenses and/or maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice to the Contractor.
- c. Annual Funding. When annually appropriated funds are cited on an order for term licenses and/or maintenance, the period of the term licenses and/or maintenance shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever

occurs first. Renewal of the term licenses and/or maintenance orders citing the new appropriation shall be required, if the term licenses and/or maintenance is to be continued during any remainder of the contract period.

- d. Cross-Year Funding Within Contract Period. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12 month (fiscal year) period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.
- e. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of an order, if the term licenses and/or maintenance is to be terminated at that time. Orders for the continuation of term licenses and/or maintenance will be required if the term licenses and/or maintenance is to be continued during the subsequent period.

6. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE (Section 6 does not apply as term licenses are not currently available under Contract GS-25F-0131M).

- a. The ordering activity may convert term licenses to perpetual licenses for any or all software at any time following acceptance of software. At the request of the ordering activity the Contractor shall furnish, within ten (10) calendar days (or as otherwise specified by the ordering activity), for each software product that is contemplated for conversion, the total amount of conversion credits which have accrued while the software was on a term license and the date of the last update or enhancement.
- b. Conversion credits which are provided shall, within the limits specified, continue to accrue from one contract period to the next, provided the software remains on a term license within the ordering activity.
- c. The term license for each software product shall be discontinued on the day immediately preceding the effective date of conversion from a term license to a perpetual license.
- d. The price the ordering activity shall pay will be the perpetual license price that prevailed at the time such software was initially ordered under a term license, or the perpetual license price prevailing at the time of conversion from a term license to a perpetual license, whichever is the less, minus an amount equal to [enter number] % of all term license payments during the period that the software was under a term license within the ordering activity.

7. TERM LICENSE CESSATION (Section 7 does not apply as term licenses are not currently available under Contract GS-25F-0131M).

- a. After a software product has been on a continuous term license for a period of [0] months, a fully paid-up, non-exclusive, perpetual license for the software product shall automatically accrue to the ordering activity. The period of continuous term license for automatic accrual of a fully paid-up perpetual license does not have to be achieved during a particular fiscal year; it is a written Contractor commitment which continues to be available for software that is initially ordered under this contract, until a fully paid-up perpetual license accrues to the ordering activity. However, should the term license of the software be discontinued before the specified period of the continuous term license has been satisfied, the perpetual license accrual shall be forfeited.
- b. The Contractor agrees to provide updates and maintenance service for the software after a perpetual license has accrued, at the MAS-awarded terms and conditions, if the licensee elects to order such services. Title to the software shall remain with the Contractor.

8. UTILIZATION LIMITATIONS

- a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.
- b. When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:
 - i. Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.
 - ii. Software licenses are by site and by ordering activity. An ordering activity is defined as

a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on a sharing basis where multiple agencies have joint projects that can be satisfied by the use of the software placed at one ordering activity's site. This would allow other agencies access to one ordering activity's database. For ordering activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data. The user ordering activity will take appropriate action by instruction, agreement, or otherwise, to protect the Contractor's proprietary property with any third parties that are permitted access to the computer programs and documentation in connection with the user ordering activity's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.

- iii. Except as is provided in paragraph 9.b.(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.
- iv. The ordering activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of Disaster Recovery, the ordering activity has the right to transfer the software to another site if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the computer software and documentation with a backup computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.
- v. "Commercial Computer Software" may be marked with the Contractor's standard commercial restricted rights legend, but the schedule contract and schedule pricelist, including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.

9. SOFTWARE CONVERSIONS

Full monetary credit will be allowed to the ordering activity when conversion from one version of the software to another is made as the result of a change in operating system, or from one computer system to another. Under a perpetual license, the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version. Under a term license, conversion credits which accrued while the earlier version was under a term license shall carry forward and remain available as conversion credits which may be applied towards the perpetual license price of the new version.

10. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY

The Contractor shall include, in the schedule pricelist, a complete description of each software product and a list of equipment on which the software can be used. Also, included shall be a brief, introductory explanation of the modules and documentation which are offered.

11. RIGHT-TO-COPY PRICING

The Contractor shall propose pricing for right-to-copy licenses.

28. End User License Agreement and Software Support Services Agreement Applicable to SIN 51-600

NOTE: In accordance with Clause 552.212-4(s), the terms of solicitation 3FNJ-C1-000001-B take precedence over any Commercial Supplier Agreement (CSA) incorporated into contract GS-25F-0131M. In addition, Clause 552.212-4(w) incorporates specific language into all awarded CSA's associated with contract GS-25F-0131M.

HighView® SOFTWARE PRODUCT LICENSE and LIMITED WARRANTY

IMPORTANT -- READ BEFORE INSTALLING:

This HighView® software product license agreement (the "Agreement") is between the purchaser and/or the end-user of this software product ("you"), and R. M. Vredenburg and Co., a wholly-owned subsidiary of CACI Enterprise Solutions, Inc. ("Licensor"), for the HighView® software product furnished to you by the Licensor, which includes the software, associated media, and printed materials and documentation supplied with the software, (all of which is referred to, collectively, as the "Software"). This Agreement creates important legal rights and obligations, so please read it carefully before installing or using the Software. **When the end user is an instrumentality of the US government, this agreement is a contract with the US Government and becomes effective when signed by the contractor and the GSA Contracting Officer as an addendum to the Contract. If this is an ID/IQ contract or Schedule Contract, ordering activities placing orders against the Schedule or ID/IQ contract are subject to this agreement as a term of the contract. This EULA (or TOS as applicable) shall bind the government, subject to federal law. This agreement shall not operate to bind a government employee or person acting on behalf of the government in his or her personal capacity.**

Software Product License

1. **Grant of Rights:** Subject to the terms and conditions of this Agreement, Licensor grants to you a non-exclusive and non-transferable license to install and use, in object code form only, the Software solely for your internal business purposes on the total number of Licensed Computers for which a license fee has been paid (the "License"). A "Licensed Computer" is a workstation or computer that may be used only in conjunction with a single database management system ("DBMS") operating on a single server. You may not use the Software on one or more Licensed Computers in conjunction with more than one DBMS or more than one server without first obtaining authority to do so from Licensor, at Licensor's then-current terms and conditions. If you are licensing the Software on a "Named User" basis, you may install one copy of the object code version of the Software on a Licensed Computer for each of the total number of Named Users for which a "Named User" license fee has been paid. "Named Users" means the registered users you allow to use the Software, regardless of whether and when they actually do so. If you are licensing the Software on a "per Seat" basis, you may install and use one copy of the object code version of the Software on the specified number of Licensed Computers for which a "per Seat" license fee has been paid, regardless of whether or when the Software is actually used. If you are licensing the Software on a "Concurrent" basis, subject to any applicable workstation or server restrictions that may be set forth in Licensor's commercial price list, you may install one copy of the object code version of the Software on an unlimited number of Licensed Computers (which means the workstations or computers must be used only in conjunction with a single database management system ("DBMS") operating on a single server). "Concurrent" use of the Software is limited to simultaneous access to the Software of up to the total number of users for which you have paid a concurrent license fee. Licensor reserves any rights not expressly granted to you herein.

- 2. Copyright:** The Software is the proprietary product of Licensor and is protected by United States copyright law and international treaty provisions. All copyrights and other intellectual property rights in and to the Software and any part thereof are the property of Licensor or its third party software vendors. By virtue of this License, you acquire only the right to use the Software in accordance with this License, but acquire no title or ownership rights in or to the Software, or the medium upon which it is embodied, all of which rights are reserved expressly by Licensor. For each Licensed Computer, you may either: (a) make one additional copy of the Software, for archival or backup purposes exclusively; or (b) install the Software on one hard disk, provided you retain the original for archival or backup purposes. You may not make any copies of the printed materials or documentation that are supplied with and part of the Software, nor allow anyone else to do so. Additional copies of such materials are available from Licensor.
- 3. Termination:** You agree that your right to use the Software, and the License granted to you hereunder, will terminate automatically if you violate any of the terms of this Agreement, or fail to timely pay any sums you owe to Licensor or resellers or distributors of the Software. In the event of termination, upon demand from Licensor, you must immediately return all copies of the Software to Licensor, and immediately remove from your computers and destroy all copies of the Software. **When the end user is an instrumentality of the US government, this agreement is a contract with the US Government and becomes effective when signed by the contractor and the GSA Contracting Officer as an addendum to the Contract. If this is an ID/IQ contract or Schedule Contract, ordering activities placing orders against the Schedule or ID/IQ contract are subject to this agreement as a term of the contract. This EULA (or TOS as applicable) shall bind the government, subject to federal law. This agreement shall not operate to bind a government employee or person acting on behalf of the government in his or her personal capacity.**
- 4. Other Restrictions:** You acknowledge and agree that the internal structure and source code of the Software are Licensor's trade secrets, the value of which would be destroyed by disclosure to the public. You agree that you will not copy (except for archival or backup purposes as specified herein), reverse engineer, decompile, disassemble, modify or make other works derived from the Software. You will not transfer, sublicense, export, rent, or lease the Software. You also will not use the Software to process the data of others, for third-party training, commercial time sharing, or service bureau use. Furthermore, you shall not knowingly permit anyone to use any portion of the Software, (a) for the purpose of deriving its source code, and (b) for purposes not authorized by the License.
- 5. End User Compliance:** You agree to use all reasonable efforts to ensure that persons employed by you or under your direction and control abide by the terms and conditions of this Agreement. In the event you become aware that the Software is being used in a manner not authorized by this Agreement, you shall immediately use all reasonable efforts to have such unauthorized use of such Software immediately cease, and to recover any copies of the Software that were made in violation of this Agreement.
- 6. Third Party Software:** When the end user is an instrumentality of the US Government no license terms bind the government unless included verbatim (not by reference) in the EULA/TOS and the EULA/TOS is made an attachment to the contract.
- 7. Technical Support and Upgrades:** Technical support and Software upgrades may be obtained from Licensor under Licensor's then-current terms and conditions and fees. No support services or upgrades are provided under this Agreement.
- 8. U.S. Government Rights: Commercial Computer Software, Use Governed By Standard Commercial License:** If this Software is being acquired by or on behalf of the U.S. Government or by a U.S. Government prime contractor or subcontractor (at any tier), then the U.S. Government and any prime contractor

or subcontractor at any tier hereby acknowledge and agree that this Software qualifies as “existing computer software” (as defined in FAR 27.405(b)(2)), or “commercial computer software” (FAR 12.212; DFAR 227-7202 and 252.227-7014(a)(1)) or “restricted computer software” (as defined in FAR 27.401 and 52.227-14) as those or similar terms are used in the acquisition regulations applicable to the procurement, contract or purchase order, pursuant to which this Software is being acquired. Accordingly, in no event shall the U.S. Government or any prime contractor or subcontractor at any tier acquire any rights in the Software greater than those rights applicable to “restricted computer software” (see FAR 27.401), as set forth in FAR 52.227-19. To the extent the Software is obtained under a GSA Multiple Award Schedule, the Software “commercial computer software” subject to “restricted rights” or “restricted computer software” as specified therein. If not obtained under a GSA Multiple Award Schedule, the Software is “existing computer software” (FAR 27.405(b)(2) and 52.227-19), “commercial computer software” subject to “restricted rights” (FAR 52.227-19, DFAR 227.7202) or “restricted computer software” (FAR 52.227-14, Alternate III) and shall be marked in accordance therewith. The Software, including documentation, is copyrighted, and, as to source code, unpublished products of CACI Enterprise Solutions, Inc., and all rights not granted expressly herein are reserved.

9. Limited Warranty; Disclaimer of Other Warranties: Licensor warrants to you that: (a) for a period of ninety (90) days after the date of original delivery to you, the Software will perform substantially the functions described in the accompanying printed materials (which are part of the Software) when operated on hardware and operating systems meeting the system requirements set forth in such documentation; and (b) for a period of one (1) year after the date of original delivery to you, that the diskettes or other media upon which the Software is delivered will be free from defects in materials and workmanship under normal use. **LICENSOR SPECIFICALLY DOES NOT WARRANT, AND HEREBY EXPRESSLY DISCLAIMS, ANY AND ALL IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTIES OF: MERCHANTABILITY; FITNESS FOR ANY PARTICULAR PURPOSE OR NEED; ACCURACY OF INFORMATIONAL CONTENT; NON-INFRINGEMENT AND PERFORMANCE. THE EXPRESS WARRANTY RECITED ABOVE IS EXCLUSIVE, AND IN LIEU OF ALL OTHER WARRANTIES, AND LICENSOR HEREBY EXPRESSLY DISCLAIMS ANY AND ALL OTHER WARRANTIES, WHETHER EXPRESS, IMPLIED OR ARISING BY TRADE CUSTOM OR USAGE. EXCEPT FOR THE EXPRESS WARRANTY RECITED ABOVE, THE SOFTWARE IS PROVIDED WITH ALL FAULTS, AND THE ENTIRE RISK AS TO SATISFACTORY QUALITY, PERFORMANCE, ACCURACY AND EFFORT IS WITH YOU.**

10. Your Remedy For Breach of Warranty: Licensor’s exclusive and entire liability, and your sole and exclusive remedy, for breach of warranty, shall be, at Licensor’s option, either: (a) return of the price paid for the Software when the Software is returned to Licensor along with a copy of your receipt; or (b) repair or replacement of the Software which does not conform to the Limited Warranty, when the Software is returned to Licensor with a copy of your receipt. Any replacement Software shall be warranted in accordance with the foregoing Limited Warranty for the remainder of the original warranty period, or thirty (30) days, whichever is longer.

11. Infringement Indemnification: Licensor shall indemnify you against and defend any third party claim, suit or proceeding (including paying any settlement amounts agreed by Licensor or damages awarded by a court of final jurisdiction) with respect to claims that the Software infringes a third party’s United States copyright or patent; provided, however, that you shall notify Licensor in writing within thirty days of becoming aware of the claim, suit or proceeding and you shall. You may choose to be represented by counsel at your own expense. You shall provide reasonable assistance requested by Licensor in the defense of any claim. Licensor shall reimburse you for reasonable out of pocket expenses incurred in providing such assistance. You shall immediately, upon notice of a claim, discontinue access to and use of the Software that is the subject of the claim of infringement. Licensor shall have no obligation to defend or indemnify you against a claim of infringement of

intellectual property rights if such claim is based upon modifications made to the Software by you or a third party; operation, use or combination of the Software with materials not supplied by Licensor; or, if a claim of infringement could have been avoided by the use of a subsequent version or release of the Software. **When the end user is an instrumentality of the US Government, representation of the US Government in any patent indemnity action is by the US Department of Justice.**

In the event the Software is held or determined by Licensor to infringe, Licensor shall have the option, at its expense, to (i) modify the Software to be non-infringing; (ii) obtain for you the right to continue to use the Software; or (iii) terminate your License for the infringing Software and refund to you the license fees paid for the Software prorated over a three (3) year term calculated from delivery date. This section states Licensor's entire liability and your exclusive remedy for claims that the Software or your use of the Software infringes any copyright, patent or other intellectual property right

12. NO LIABILITY FOR CONSEQUENTIAL/ INCIDENTAL DAMAGES/ LIMITATION OF REMEDY TO PRICE PAID: IN NO EVENT SHALL LICENSOR OR ITS LICENSORS BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT, PUNITIVE, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS TO OR DESTRUCTION OF COMPUTER CODE, DATA OR INFORMATION, LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, OR ANY OTHER PECUNIARY LOSSES OR DAMAGES) ARISING FROM THE INSTALLATION, USE, OPERATION OF, OR INABILITY TO USE THE SOFTWARE, EVEN IF LICENSOR HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE FOREGOING DISCLAIMER OF DAMAGES IS TO BE CONSTRUED AS INDEPENDENT OF THE LIMITATION OF REMEDIES CONTAINED IN THIS AGREEMENT. TO THE FULLEST EXTENT ALLOWED BY APPLICABLE LAW, LICENSOR'S ENTIRE LIABILITY, AND YOUR SOLE AND EXCLUSIVE MONETARY REMEDY FOR ANY CLAIMS OR DEMANDS, WHETHER FOUNDED ON CONTRACT, WARRANTY, STRICT LIABILITY, TORT, OR ANY OTHER LEGAL THEORY, ARISING FROM YOUR INSTALLATION, USE, OPERATION OF, OR INABILITY TO USE THE SOFTWARE, SHALL BE LIMITED TO AN AMOUNT NOT EXCEEDING THE AMOUNT YOU PAID FOR THE SOFTWARE.

13. Choice of Law/Forum: Acknowledgements: The parties agree that this Agreement shall be subject to, and the rights and obligations of the parties hereto construed in accordance with Federal law with precedence and, the substantive laws of Virginia second, without regard to the conflicts of laws provisions of such laws. Any disputes arising from or relating to a party's rights and obligations under this Agreement shall be determined in a state or federal court of competent jurisdiction located in Arlington County, Virginia, which shall be the exclusive forum and venue for resolution of such disputes. **When the end user is an instrumentality of the US Government, this is a contract with the US Government and is subject to the Federal Acquisition Regulation. Venue, jurisdiction and statute of limitations for any disputes are determined by the applicable federal statute (federal tort claims act, contract disputes act, etc.).**

The party prevailing in such action shall recover its reasonable attorneys' fees and costs. **When the end user of this contract is an instrumentality of the US Government equitable relief, award of attorney fees, costs or interest is only allowed against when explicitly provided by statute (e.g., Prompt Payment Act or Equal Access to Justice Act.) Disputes will be resolved according to the Disputes clause, and binding arbitration will not be used.** This Agreement represents the entire agreement between the parties with respect to the subject matter hereof and supersedes all prior agreements, oral and written, relating to the subject matter hereof. This Agreement shall not be modified or amended except in a writing signed by the authorized representative of you and Licensor and the terms herein shall prevail over the terms of your ordering form or acknowledgement document. Preprinted terms on any of your documents shall not apply. In the event any provision hereof is

determined to be invalid, void or unenforceable, the remaining provisions shall not be affected, and the Court shall, to the greatest extent possible, give effect to the provisions of this Agreement in a manner that comports most closely with the intent of the parties as reflected herein.

Licensor

R.M. Vredenburg & Co., a wholly
Owned subsidiary of CACI Enterprise
Solutions, Inc.

Licensee

Date: _____

Date: _____

SOFTWARE SUPPORT SERVICES AGREEMENT

This Software Support Service Agreement (“Agreement”) is entered into between CACI Enterprise Solutions, Inc. (“CONTRACTOR”), a Delaware Corporation, located at 14370 Newbrook Drive, Chantilly, VA 20151 and _____ (“CUSTOMER”), located at _____.

- EXISTING LICENSE AGREEMENT:** CUSTOMER has previously entered into a Software License Agreement (“License”), granting CUSTOMER a limited license to install and use certain HighView commercial off the shelf (“COTS”) software and, if applicable, a license agreement to use certain application software products identified in Appendix 1 to this Agreement. This Agreement relates to the furnishing of support services for such software products and is conditioned upon CUSTOMER having a valid, current license for their use. Any corrective code, maintenance releases, new versions or documentation relating to these CONTRACTOR products that are furnished to CUSTOMER under this Agreement shall be provided in accordance with the terms and conditions of the applicable HighView software License.
- SUPPORTED SOFTWARE AND FEES:** The Software products to be supported under this Agreement (“Supported Software”) and the fees for such support services are set forth in Appendix 1, which is attached to and incorporated into this agreement. Upon 30 days prior notice, CONTRACTOR shall have the right to increase

the annual fees specified in Appendix 1, effective as of the commencement of the next 12-month software support services term.

3. **SCOPE OF SUPPORT SERVICES:** Under this Agreement, CONTRACTOR agrees to provide CUSTOMER with the software support services described in Appendices 1, 2, and proposal documents which are attached to and incorporated into this Agreement. (“Software Support Services”).
4. **TERM AND TERMINATION:**
 - a. The initial period for Software Support Services under this Agreement will commence upon date of delivery for a period of 12 months and will renew for continuous 12 month terms, unless terminated as provided in Subparagraphs (b) or (c) below.
 - b. Either party may terminate this Agreement at the conclusion of a 12-month term by providing the other party with written notice of termination at least 30 days prior to the conclusion of such term.
 - c. CONTRACTOR may terminate this Agreement for cause, including CUSTOMER’s non-payment of fees, at any time. CUSTOMER shall have 30 days from the date of written notification from CONTRACTOR to cure the breach. If the CUSTOMER fails to cure the breach within such time, this Agreement shall terminate immediately. Termination of this Agreement for cause does not release CUSTOMER of its obligation to pay all Software Support Service fees through the date of termination. Nor does a termination of this Agreement, for cause or otherwise, release CUSTOMER from its license obligations under the Software Product License Agreement for the Supported Software
 - d. CONTRACTOR may, based on written request from CUSTOMER, grant reinstatement of this Agreement if terminated due to CUSTOMER’S non-payment of fees following CONTRACTOR’S receipt of payment for all lapsed periods of coverage of this Agreement in addition to a return to service fee in the amount of 50% of the fee for one term (12 months) of this Agreement.
5. **PAYMENT:** Software support fees shall be invoiced on an annual basis in advance. Payment is due immediately and payable within 30 days of the date of invoice. Failure of CUSTOMER to pay Software Support Services fees when due shall be grounds for CONTRACTOR to suspend performance of Software Support Services and require the discontinuation of use and return of any software (including any patches and fixes, upgrades and updates) provided pursuant to this Agreement for which payment by CUSTOMER was not received. All payments shall be in U.S. dollars. No invoice under this Agreement shall be subject to credit for any period of CUSTOMER non-use for any reason of the Software Support Services.
CONTRACTOR may, based on written request from CUSTOMER, grant reinstatement of this Agreement if suspended due to CUSTOMER within 30 days of the date of invoice. Failure of CUSTOMER to pay Software Support Services fees when due shall be grounds for CONTRAC return to service fee in the amount of 50% of the fee for one term (12 months) of this Agreement.
6. **LIMITED WARRENTY:** CONTRACTOR DOES NOT WARRANT ANY SPECIFIC RESULTS UNDER ITS SOFTWARE SUPPORT SERVICES, OR THAT THE OPERATION OF THE SUPPORTED SOFTWARE WILL BE ERROR FREE OR OPERATE WITHOUT INTERRUPTION. CONTRACTOR WILL NOT BE RESPONSIBLE FOR SUPPORT SERVICES TO CORRECT PROBLEMS RESULTING FROM OPERATOR ERROR, MACHINE MALFUNCTION, OR THE MODIFICATION BY CUSTOMER OR THIRD-PARTY OF THE SUPPORTED SOFTWARE. CONTRACTOR PROVIDES NO OTHER WARRANTIES EXPRESS, IMPLIED, OR STATUTORY INCLUDING WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT OR FITNESS FOR A PARTICULAR PURPOSE.

7. **LIMITATION OF LIABILITY:** CUSTOMER AGREES THAT CONTRACTOR OR ITS SUBCONTRACTORS AND SUPPLIERS SHALL NOT BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO COSTS OF PROCURING SUBSTITUTE PRODUCTS OR SERVICES, LOSS OF USE, LOSS OF DATA, BUSINESS INTERRUPTION OR LOST PROFITS, ARISING FROM OR IN CONNECTION WITH THIS AGREEMENT OR THE RENDERING BY CONTRACTOR, ITS SUBCONTRACTORS, OR SUPPLIERS OF SOFTWARE SUPPORT SERVICES HEREUNDER. IN NO EVENT WILL THE LIABILITY OF CONTRACTOR, ITS SUBCONTRACTORS, AND SUPPLIERS EXCEED THE AMOUNT OF THE ANNUAL FEE FOR SOFTWARE SUPPORT SERVICES FROM WHICH THE LIABILITY ARISES. THESE LIMITATIONS ARE CONTEMPLATED IN THE FEE AND SHALL APPLY NOT WITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY. THE CUSTOMER IS SOLELY RESPONSIBLE FOR THE PROTECTION AND BACK-UP OF ALL DATA AND SOFTWARE.
8. **ADDITIONAL SUPPORT SERVICES AND SITE CHARGES:**
- a. All Software Support Services provided by CONTRACTOR to CUSTOMER under this Agreement shall be performed remotely at CONTRACTOR's site. CUSTOMER will be charged and CONTRACTOR shall be entitled to reimbursement for the cost of any media, messenger service, or express delivery service incurred on behalf of CUSTOMER.
 - b. In the event that CUSTOMER requests that CONTRACTOR personnel perform work at CUSTOMER's site, CONTRACTOR, at its sole option, may agree to provide personnel for such visit at an agreed upon time and on a reimbursable expense basis. Reimbursable expenses shall include out of town travel and lodging, local mileage, long distance telephone charges, and other out-of-pocket expenses.
9. **OTHER SERVICES:** Other services not specifically identified as a Software Support Service in Appendix B of this Agreement are not covered by this Agreement. CUSTOMER may request that CONTRACTOR perform such additional services at CONTRACTOR's then current terms and conditions and fees.
10. **GOVERNING LAW AND FORUMS:** This Agreement shall be governed by the laws of the Delaware.
11. **SEVERABILITY:** If any provision of this Agreement is found to be invalid by the courts, the remaining provisions shall remain in full force and effect.
12. **INTEGRATION CLAUSE:** This Agreement, in conjunction with the existing Software License Agreement between CONTRACTOR and CUSTOMER and any licensing terms applicable to application software developed by CONTRACTOR for CUSTOMER for use with CONTRACTOR's COTS product, constitute the complete agreement between the parties. This Agreement may be amended only by a further writing, executed by both parties.
13. **NO WAIVER:** No failure or delay by either party in exercising any right, power or privilege under this Agreement will operate as a waiver or preclude further exercise thereof.
14. **ASSIGNMENT:** This Agreement may be assigned to a third-party only upon the written consent of both parties to this Agreement.

Executed on the dates indicated below:

CACI Enterprise Solutions, Inc.

Customer

By: _____

By: _____

Title: _____

Title: _____

Date: _____

Date: _____

Attachments:

Appendix 1 - Supported Software Products

Appendix 2 - Scope of Support Services

Appendix 1
Supported Customer COTS Software

The Software Support Services under this Agreement shall apply to the following HighView commercial off-the-shelf (“COTS”) software product(s) only:

SUPPORTED COTS SOFTWARE (from - to)	NUMBER OF LICENSES	ANNUAL FEE*
Refer to attached proposal		\$0
	Subtotal	\$0

* Upon 30 days prior notice, CONTRACTOR shall have the right to increase the annual fees, effective as of the commencement of the next 12 month software support services term.

* Software support fees shall be invoiced on an annual basis in advance. Payment is due immediately and payable within 30 days of the date of invoice. Failure of the CUSTOMER to pay Software Support Services fees when due shall be grounds for CONTRACTOR to suspend performance of Software Support Services and require the discontinuation of use and return of any software (including any patches and fixes, upgrades) provided pursuant to these software support services being proposed.

CONTRACTOR may, based on written request from CUSTOMER, grant reinstatement of this Agreement if suspended due to CUSTOMER’S non-payment of fees following CONTRACTOR’S receipt of payment for all lapsed periods of coverage of this Agreement in addition to a return to service fee in the amount of 50% of the fee for one term (12 months) of this Agreement. All other CUSTOMER system software not specifically identified above, including third-party software and CUSTOMER interfaces to the above referenced software, is specifically excluded from coverage under this Agreement and is the CUSTOMER’S responsibility to maintain.

Appendix 2
Description and Terms Relating
to
HighView COTS Software Support Services

Scope of Software Support Services for HighView COTS Software

- Email and telephone support via a toll-free number to answer questions regarding the operation of the HighView COTS Software and assist CUSTOMERs with problem identification and resolution on a best efforts basis;
- Email and telephone support is available to CUSTOMERs from 8:00 a.m. to 5:00 p.m. Monday through Friday, Eastern Time, excluding Federal holidays;
- Remote diagnostic of CUSTOMER problems, where CUSTOMER's system supports remote access and CACI is able to replicate the problem; and
- Access to corrective code and procedure changes (patches and fixes), maintenance releases (updates), and new enhancement releases (upgrades) of the HighView COTS Software made commercially available by CACI (**for CUSTOMER installation only - may request CACI to install on a time and material hourly charge basis**).

CUSTOMER Requirements

The following requirements must be met to be eligible for Software Support Services:

- The CUSTOMER must have a valid and current license for all HighView software products. Any corrective code, maintenance releases, new versions or documentation relating to these HighView products that are furnished to the CUSTOMER under this Agreement shall be provided in accordance with the terms and conditions of the applicable HighView software License.
- The HighView COTS Software must be unmodified by the CUSTOMER or third-party and properly maintained at the latest revision level.
- The CUSTOMER must maintain continuous Software Support Service coverage for all HighView COTS software components within the system, including both client and server software.

Limitations

Software Support Services are offered for the most current release level of the HighView COTS Product and are supported to the prior release level of each Product only for six months following the release, except for maintenance releases and new enhancement releases which are supported only at the most current release level.

CUSTOMER Responsibilities

The CUSTOMER shall designate a person knowledgeable and fully trained in HighView Software products as its contact for emailing and calling for Software Support Services.

The CUSTOMER shall provide access to its site as may be required by CACI to respond to CUSTOMER inquiries and requests for service.

Exclusions

Other services not specifically identified above are not covered by CACI's HighView COTS Software Support Services. On-site support, training, software installation, and software support services relating to CUSTOMER application software developed by CACI or third parties for use with the HighView COTS product specifically are excluded from coverage under HighView COTS Software Support Services. Consult your CACI

representative for the terms and conditions and fees associated with these and other available technical support services.

Services required due to improper use of the HighView COTS Software; operator error; CUSTOMER use of third-party or other application software, CUSTOMER's complex system integration activities, and any CUSTOMER or third-party modifications to the HighView COTS Software are likewise not covered hereunder.

Other Charges

Charges for messenger and express delivery services, long distance telephone calls, and media incurred on behalf of CUSTOMER are separately billable to CUSTOMER.

ADDITIONAL SUPPORT SERVICE AND SITE CHARGES

All Software Support Services provided by CONTRACTOR to the CUSTOMER under this Agreement shall be performed remotely at CONTRACTOR's site. The CUSTOMER will be charged and CONTRACTOR shall be entitled to reimbursement for the cost of any media, messenger service, or express delivery service incurred on behalf of CUSTOMER.

In the event that the CUSTOMER requests that CONTRACTOR personnel perform work at CUSTOMER's site, CONTRACTOR, at its sole option, may agree to provide personnel for such visit at an agreed upon time and on a reimbursable expense basis. Reimbursable expenses shall include out of town travel and lodging, local mileage, long distance telephone charges, and other out-of-pocket expenses.

LIMITED WARRANTY

CACI DOES NOT WARRANT ANY SPECIFIC RESULTS UNDER ITS SOFTWARE SUPPORT SERVICE, OR THAT THE OPERATION OF THE SUPPORTED HIGHVIEW COTS SOFTWARE WILL BE ERROR FREE OR OPERATE WITHOUT INTERRUPTION. CACI WILL NOT BE RESPONSIBLE FOR SOFTWARE SUPPORT SERVICES TO CORRECT PROBLEMS RESULTING FROM OPERATOR ERROR, MACHINE MALFUNCTION, OR THE MODIFICATION BY CUSTOMER OR THIRD-PARTY OF THE SUPPORTED HIGHVIEW COTS SOFTWARE. CACI PROVIDES NO OTHER WARRANTIES EXPRESS, IMPLIED, OR STATUTORY INCLUDING WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY, NONINFRINGEMENT, OR FITNESS FOR A PARTICULAR PURPOSE.

LIMITATION OF LIABILITY

CUSTOMER AGREES THAT CACI OR ITS SUBCONTRACTORS AND SUPPLIERS SHALL NOT BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO COSTS OF PROCURING SUBSTITUTE PRODUCTS OR SERVICES, LOSS OF USE, LOSS OF DATA, BUSINESS INTERRUPTION OR LOST PROFITS, ARISING FROM OR IN CONNECTION WITH THIS AGREEMENT OR THE RENDERING BY CACI, ITS SUBCONTRACTORS, OR SUPPLIERS OF SOFTWARE SUPPORT SERVICES HEREUNDER. IN NO EVENT WILL THE LIABILITY OF CACI, ITS SUBCONTRACTORS, AND SUPPLIERS EXCEED THE AMOUNT OF THE ANNUAL FEE FOR SOFTWARE SUPPORT SERVICES FROM WHICH THE LIABILITY ARISES. THESE LIMITATIONS ARE CONTEMPLATED IN THE FEE AND SHALL APPLY NOT WITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY. THE CUSTOMER IS SOLELY RESPONSIBLE FOR THE PROTECTION AND BACK-UP OF ALL DATA AND SOFTWARE.

29. Vendor Certification for SIN 51 600 – Electronic Records Management Solutions

CACI, INC.- COMMERCIAL

14370 Newbrook Drive

Chantilly, VA 20151

Proposed Elements of Electronic Records Management Services:

- 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

CACI, Inc.- COMMERCIAL 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.

Description of Document Conversion Services

DOCUMENT ORGANIZATION

Number Documents

The Contractor will receive and log all incoming documents to be numbered and control the process to maintain the integrity of the documents at all times. Documents are sequentially numbered using computer-generated sequential number labels. Prefixes or other designations to identify site or document subpopulation can be included. Numbers are placed on both sides of pages that carry meaningful information on both sides. Placement of the number on the page will be consistent for a given document population and will not cover any information already on the document page. A record of all numbers used is maintained throughout the numbering process and provided to the client.

Organize, Prepare, Index Document Collection

These services are provided for an entire document collection usually prior to document scanning. Each container (ex. box, file drawer, envelope, red-weld) of materials to be scanned, OCR'd, coded and/or electronically converted is marked with a unique number; an inventory is created of all containers and used for tracking purposes during the document processing tasks. The Contractor will control the process to maintain the integrity of the documents at all times. Indices in the form of phrase labels (usually file source, file owner, file title and special production request information) or serial target sheets (same information as for phrase labels) are prepared at the file level and then associated with the images during the scanning process by adding them to the TIFF header. Electronic copies of the indices are provided with the images.

SCANNING TO DIGITAL IMAGE

Scan to Digital Image – Level 1

This service is intended to produce deliverable digital image files which may be viewed on an image by image basis on a computer monitor, using appropriate image viewing software. Image format for images produced under this service will be predominantly TIFF Group IV images, single page per image file, 300 dpi; other image formats, such as PDF or multi-page TIFF, may be required on occasion. Output media may include CDs, DVDs, removable hard drives, magnetic tape, etc., as specified by the client. Used for materials that have few simple binding elements (i.e., staples, binder clips, and rubber bands) throughout the collection. Materials consist of relatively new or clean standard sized (8.5" x 11" or 8.5" x 14") paper in **excellent** condition that can be machine processed at extremely high rates of speed. Unique, sequential numbers are applied to each image to identify the location of each document in the collection and are used to control all document indexing, storage, and retrieval processes. These numbers can be formatted to duplicate numbers already assigned to the documents. The Contractor prepares documents for image capture (i.e., remove staples, paper clips, and prong fasteners), images each page, and reassembles the documents in accordance with client instructions. An "F/L" indicator system is used to record information as to the physical attachments present in the original source document file. It only identifies the most basic level of physical attachment (e.g., the first and last pages of a stapled collection of paper), and does not record the more complicated nested relationships. The F/L information may be endorsed on the images, or may be included in the cross-reference file delivered along with the images, as specified by the client. Paper conversion to digital form will generally be ordered on a container basis.

Scan to Digital Image – Level 1 - Document Determination

The client may order digital image scanning services, including insertion of markers or grouping of page images to indicate logical document boundaries. Note that this is not the same as the "F/L" markers which record physical groupings and attachments such as staples and binder clips. "Document Determination," in this context, means identifying true document boundaries in preparation for building a document database. For example, a stack of loose pages might be organized into a series of multipage documents of varying size, or a stapled set of pages might need to be subdivided into a cover letter and several multi-page attachments. Document

Determination under these service rates will usually be only at a single level. That is, logical document boundaries will need to be identified, but the Contractor will not be required to capture “document package” or “parent/child” information. Imaging requirements are the same as those described under Scan to Digital Image – Contractor Site; that is mostly single-page TIFFs, 300 dpi, etc. Numbering requirements are the same, as are requirements for capture of file level index information, orderly flow and maintenance of documents, and management and tracking of the scanning process. Output media may include DVDs, CDs, removable hard drives, etc. An electronic cross reference file associating pages together as documents and document date, where applicable, for purposes of associating documents and pages with OCR, and for downstream loading of data into a document database will be supplied. Documents of poor quality will be scanned at an hourly rate.

Scan to Digital Image – Level 1 - Document Determination and Date

The Client may also order digital image scanning which includes both document determination and document date. In this instance, in addition to the logical document boundaries, the Contractor will capture the date of each document, according to established instructions for identifying document date. Date will be delivered as part of the cross-reference file which associates page image files together as a document record. Documents of poor quality will be scanned at an hourly rate.

Scan to Digital Image -- Not Contractor Site – Level 1

This will be used when scanning takes place at a location other than the contractor site. Used for materials that have few simple binding elements (i.e., staples, binder clips, and rubber bands) throughout the collection. Materials consist of relatively new or clean standard sized (8.5” x 11” or 8.5” x 14”) paper in excellent condition that can be machine processed at extremely high rates of speed. There is no fax paper or onionskin paper in the collection, and paper is not folded, crumpled, warped by burning or by having been wet, etc. Digital images will be scanned and then converted to a format (tiff, jpeg, PDF, etc.) as required by the delivery order. Documents will be reassembled and binding elements replaced where appropriate. Paper conversion to digital form will generally be ordered on a container basis. Documents of poor quality will be scanned at an hourly rate.

Scan to Digital Image – Level 2

Used for materials consisting of odd-sized paper, colored paper, single and double-sided pages in **fair** condition. Binding elements can include all types such as ACCO bindings, wire-o-bind, staples, clips, rubber bands, etc. Digital images will be scanned and then converted to a format (tiff, jpeg, PDF, etc.) as required by the delivery order. Documents will be reassembled and binding elements replaced where appropriate. Paper conversion to digital form will generally be ordered on a container basis.

Scan to Digital Image – Contractor Site - Color Images Surcharge - Whole Container

Used for materials in which the entire container consists of color documents. This service might also include containers which are predominantly color documents, with a few black and white documents mixed in, such that it makes sense to scan the whole container on a color scanner. The service requirements for the particular scanning service the surcharge is applied to also apply. For example, scanning done under the Scan to Digital Image - Level 1 service rate that included whole containers of color documents would be subject to the document condition, image format and reassembly requirements of that service.

Scan to Digital Image – Contractor Site - Color Images Surcharge - Selected Pages

Used for materials that contains selected pages of color documents. This covers instances where some documents in a container must be scanned in color, and in which those color images must be reintegrated with the black and white images to match the way they occurred in the files originally. The service requirements for the particular scanning service the surcharge is applied to also apply. For example, scanning done under the Scan to Digital Image - Level 1 service rate that included selected pages of color documents would be subject to the document condition, image format and reassembly requirements of that service.

OPTICAL CHARACTER RECOGNITION

OCR Surcharge

The Contractor will process digital document images to produce computer-readable ASCII data via an optical character recognition scanning process. This service is to be used in conjunction with one of the scanning services, and the OCR to be conducted immediately following scanning. If OCR is not done at the time of scanning, the following service rate (OCR to ASCII Text – Machine Only) will apply. The Contractor will optimize the quality of the delivered text using state-of-the-art software (i.e., de-speckling, de-skewing, and voting algorithms to produce the best possible interpretation of the image files) to conform with AIIM standards. The Contractor will control the process to ensure that all images marked for OCR are processed and delivered in an orderly flow through the system. OCR data will be delivered on CD, DVD, removable hard drive, etc. as required by the client in a format specified by the client, and be ready for processing and loading, most typically to an image-enabled document database.

OCR to ASCII Text – Machine Only

The Contractor will process digital document images to produce computer-readable ASCII data via an optical character recognition scanning process. This service is used when the documents have been previously imaged, whether by the Contractor or by some other vendor, and the images must now be OCR'd in a separate processing pass. The Contractor will optimize the quality of the delivered text using state-of-the-art software (i.e., de-speckling, de-skewing, and voting algorithms to produce the best possible interpretation of the image files) to conform with AIIM standards. The Contractor will control the process to ensure that all images marked for OCR are processed and delivered in an orderly flow through the system. OCR data will be delivered on CD, DVD, removable hard drive, etc. as required by the client in a format specified by the client, and be ready for processing and loading, most typically to an image-enabled document database.

BLOWBACK

Blowback from Digital Image – Whole Media

The Contractor will produce 8.5" x 11" hard copies from digital images. The hard copy will be delivered in the same order as they appear on the digital media unless otherwise directed. Work ordered under this item will be for the blowback of entire digital media (ex. whole CDs, removable hard drives, etc.) or for an entire selected container (i.e., original box, file drawer) of document images on a single digital media.

Blowback from Digital Image – Selected Images

The Contractor will produce 8.5" x 11" hard copies from selected digital images or image ranges sometimes widely scattered on the digital media (ex. CDs, removable hard drives). The hard copy will be delivered in the same order as they appear on the digital media unless otherwise directed. This work usually requires close operator attention to identify the select images and takes more time.

Blowback from Digital Image - Color Surcharge – Whole Media

Used for materials that contain only color documents. The service requirements for the particular blowback service the surcharge is applied to also apply. Insertion of slip-sheets will be done on an hourly basis.

Blowback from Digital Image - Color Surcharge – Selected Images

Used for materials that contain some color documents. The service requirements for the particular blowback service the surcharge is applied to also apply. Insertion of slip-sheets will be done on an hourly basis.

PHOTOCOPYING

Photocopy – 1st Copy

The Contractor will receive and log all incoming documents to be photocopied and control the process to maintain the integrity of the documents at all times. If required, the Contractor will disassemble the documents for copying by removing staples, paper clips, and other fasteners. The Contractor will provide high-volume photocopying and quality control of first copies to ensure that the copies are of the highest standard possible and

are reassembled to exactly match the original document collection. If required, the Contractor will reassemble originals replacing staples, paper clips, and other fasteners.

Photocopy – 2nd & Subsequent Copies

The Contractor will receive and log all incoming documents to be photocopied and control the process to maintain the integrity of the documents at all times. If required, the Contractor will disassemble documents for copying by removing staples, paper clips, and other fasteners. The Contractor will provide high-volume photocopying and quality control of subsequent copies to ensure that the copies are of the highest standard possible and are reassembled to exactly match the original document collection. If required, the Contractor will reassemble originals replacing staples, paper clips, and other fasteners.

Photocopy – Color Surcharge

Used for materials that contain color documents. The service requirements for the particular photocopy service the surcharge is also applied. For example, photocopying done under the Photocopy – 1st Copy service rate which contained color documents would be subject to the quality and reassembly requirements of that service. The surcharge does include reintegration of color copies with black and white copies, as directed by the client.

ON-LINE CODING

Coding – Document Determination

This type of “coding” will usually apply to situations in which the document pages have not already been grouped into logical document units - e.g., a three-page memo with two one-page attachments - but have been OCR'd. This enables creation of a database consisting of logical document units and their associated, searchable OCR, with no other structured data fields. The Contractor will establish control of all materials to be coded to ensure that all documents marked for coding are in fact coded and that the documents are processed through the pipeline in an orderly flow. Coders will adhere to documented rules for identifying document boundaries. Quality checks will be performed to ensure that the information captured accurately reflects the information on the document and is recorded in accordance with approved instructions. The creation of coding templates, coding manual/instructions/alerts, and coding tracking logs/reports are not separately billable under this service.

Coding – Document Determination and Date

This is similar to Logical Document Determination coding, but adds the requirement of coding the document date. The Contractor will establish control of all materials to be coded to ensure that all documents marked for coding are in fact coded and that the documents are processed through the pipeline in an orderly flow. Coders will be required to review the document and identify the date to be used as the document date according to coding rules established in writing in the coding manual. Quality checks will be performed to ensure that the information captured accurately reflects the information on the document and is recorded in accordance with approved instructions. The creation of coding templates, coding manual/instructions/alerts, and coding tracking logs/reports are not separately billable under this service.

On-line Coding – Mini Coding

The Contractor will establish control of all materials to be coded to ensure that all documents marked for coding are in fact coded and that the documents are processed through the pipeline in an orderly flow. Identifying information for each document will be captured as specified in the delivery order instructions – usually no more than four to five fields of information. The fields are usually Document Number (first and last image numbers), Document Date, Document Package, and Document Title. Unit rate mini coding does require the coders to identify document boundaries and document package boundaries, as well as the date of the document. Quality checks will be performed to ensure that the information captured accurately reflects the information on the document and is recorded in accordance with approved instructions.

On-line Coding – Header Coding

The Contractor will establish control of all materials to be coded to ensure that all documents marked for coding are in fact coded and that the documents are processed through the pipeline in an orderly flow. Typical header

coding involves coding the Document Number (first and last image numbers), the Document Date, First Author, First Addressee, and perhaps one or two other fields, such as Bates Number, or verbatim File Name or Document Title, or Document Type. Generally, no more than eight or ten fields are coded. Unit rate Header Coding requires the Contractor to identify document boundaries and document package boundaries. Quality checks will be performed to ensure that the information captured accurately reflects the information on the document and is recorded in accordance with approved instructions.

On-line Coding – Bibliographic Coding

The Contractor will establish control of all materials to be coded to ensure that all documents marked for coding are in fact coded and that the documents are processed through the pipeline in an orderly flow. Identifying information for each document will be captured as specified in the delivery order instructions. Bibliographic Coding includes recording the unique document number for an image (or series of images) and other easy to identify categories of information such as Date, Document Type, Title, Author(s), etc. Bibliographic Coding also requires the coders to perform document determination for all documents coded, including both parent documents and attachment documents; document determination means identifying which pages constitute a document for purposes of coding. Bibliographic Coding sometimes also includes identifying and recording phrase label information or other file level data, and may require the document coders to create a title for documents which do not have titles. Bibliographic coding will normally consist of no more than 15 separate fields. Quality checks will be performed to ensure that the information captured accurately reflects the information on the document and is recorded in accordance with approved instructions. Bibliographic coding also includes those applications where simple data identification and recording from standard sets of pre-printed forms are entered directly from the source documents onto case-specific formatted terminal screens; for example, where standard sets of purchase orders, bills of lading, shipping receipts, and invoices constitute the sole document types in a database designed to track business transactions.

Coding – Bibliographic Coding with Mentioned Names

Bibliographic coding with mentioned names consists of identifying and recording the types of information described for Bibliographic Coding, above, and the additional identification and recording of case-specific names, places, dates, numbers, locations, products, etc. from within the body or the text of the document.

Document Coding – OCR Surcharge

An OCR surcharge is provided for those situations in which the entire document processing effort may be most cost effectively served by performing OCRing as “part of” the coding process. This is sometimes the case with autocoding approaches, for example. The client will determine if this kind of approach is in the best interest of the Government, price and other factors considered. When this approach is taken, the OCR surcharge would be billable in addition to whatever Document Coding rates apply. OCR is assumed to be machine only. OCR requirements as described under Optical Character Recognition apply to OCR under these circumstances as well.

Auto coding – Machine Only

The client may require the Contractor to perform machine-only autocoding for some document populations. In these instances, the Contractor would not be required to perform manual QC of the autocoding product, except if it is ordered separately, on an hourly basis. Fields captured in the autocoding process will vary, but will typically include Document Number, Page Count, Document Date, Estimated Date, Title, Document Type, Author, Addressee, Copyee, Mentioned Names, Mentioned Organizations, Mentioned Dates, and Other Numbers.

STANDARD IMAGE-ENABLED DATABASES

Standard Image-Enabled Document Database

The Contractor will design and implement "standard design" imaging databases as required by the delivery order. In these databases, the database records are linked with their associated digital image files, so that the user, after retrieving a database record, can automatically bring up the appropriate images. Databases under this item may be document level databases (that is, databases in which each record represents a document) or page

level databases. These databases typically consist of a limited amount of structured data - mini coding, header coding, or bibliographic coding - often along with the text of the documents or pages as produced through an OCR process. Specific information regarding database design requirements will be provided by the ordering agency in meetings with the Contractor. If a new database does not substantially conform to an existing standard design, database design, setup, and documentation will be ordered using hourly labor rates. For imaging databases for which a standard design has not been established, the first database set up by the Contractor will be ordered using hourly rates. Subsequent applications, which substantially conform to the same standard design, will be billed using these unit rate items.

Standard Image-Enabled Phrase Label Database

The Contractor will design and implement "standard design" imaging databases as required by the delivery order. In these databases, the database records are linked with their associated digital image files, so that the user, after retrieving a database record, can automatically bring up the appropriate images. Databases under this item will be at the phrase label level. These are databases in which each database record represents a file of documents, or a subdivision of a file. Structured data for these records will usually be the file level phrase label data captured during the image scanning process, including page ranges, file name, Bates ranges, F/L indicators, attorney codes and flags, and comments. Records may include OCR'd text. For those situations in which a file is subdivided for database purposes, the division will usually be based on the F/L indicators captured during image scanning. Specific information regarding database design requirements will be provided by the ordering agency in meetings with the Contractor. If a new database does not substantially conform to an existing standard design, database design, setup, and documentation will be ordered using hourly labor rates. Subsequent applications, which substantially conform to the same standard design, will be billed using these unit rate items.

Load Image and Data Files – Contractor Site

The Contractor will load data files and digital image files from CDs, magnetic tapes, diskettes, or other media to the imaging database as required by the delivery order, and take all the necessary steps to correct the records rejected during either the initial load or subsequent updates. Data files may include extracted data, metadata and digital images. Data will be edited during the load process to ensure that, for example, only valid values are loaded to fields such as Document Type and Source Code, and that dates are valid dates or authorized alternatives (e.g., all X's for unknown dates), as specified by the delivery order. Loading routines also check to make sure that no duplicate documents are loaded to the database. Data file and digital image file loads are not considered complete until all errors and error files have been corrected and loaded to the database. Digital image files will be loaded at the same time as the data files with which they are associated and are linked to their respective data records for display and print functions. The Contractor will also copy native files to particular locations to enable links from the database records. The Contractor has established procedures in place for controlling and tracking the work. For example, the Contractor ensures that all files are processed completely through all data file-loading steps, including error correction and correction verification. The Contractor can identify where any given file stands in the load process at any point in time. The Contractor is able to account for every coded record and every digital image file, and is also able to verify that each has in fact been loaded to the database and is linked to its correct counterpart. All documents loaded to the database are checked against document data already loaded to the database to ensure that no duplicate document numbers or duplicate sequential document record numbers are being loaded.

ELECTRONIC FILES PROCESSING

Electronic Files Processing - Intake and Process to Load Files

The Contractor will review and inventory the media received to identify the number of files to be converted, file sizes, and file extensions/formats, etc. The source files will be converted to images and text using state-of-the-art software. The Contractor will deliver image files for the documents, converted text of OCR files, extracted (from already existing) metadata, and associated cross-reference files, in a format suitable for directly loading into a

database system. Data will be delivered on CD, magnetic tape, diskette, removable hard drive, etc. as required by the delivery order. The process will be controlled to ensure that all files designated for processing are in fact processed and an orderly flow of the files through the process is maintained. The Contractor ensures that all physical media and file collections are kept secure at all times. The Contractor utilizes appropriate physical and data security procedures throughout the life cycle of the project, beginning when the Contractor takes possession of the physical media and data, so that the Contractor is able to sign a declaration or affidavit, and/or provide oral testimony that describes and supports efforts by the Contractor to preserve data integrity in the processing of electronic files, if and when required by the client or by a Court. This service will be billed by the decompressed input gigabyte.

Electronic Files Processing -- Intake and Process to Load Files – with Data Enrichment

In certain instances, the client may elect to have processed files undergo Data Enrichment in addition to the Intake and Processing described above, and prior to actually loading the files to a traditional document database. Data Enrichment supplements and/or improves the existing data and typically includes the ability to cluster concepts, identify near duplicates, as well as e-mail threading. Intake and processing in these instances will be similar to the processing described above, but will include Data Enrichment as a single separate pass.

Electronic Files Processing – Native File Ingestion

The client can elect to cull electronic files by means of an on-line review tool or system prior to actually loading the files to a traditional document database. This approach can offer the advantage of reducing the volume of files that need to be fully converted to loadable files (including digital images), as well as reducing the number of documents that need to be loaded to the litigation document database. Native File Ingestion will allow for ongoing culling using keyword searches, clustering concepts, identifying near duplicates, as well as e-mail threading. At the client's request, contractor assisted review may be necessary to facilitate the culling process and would be billed using hourly labor rates. Native file ingestion will typically include elimination of system and application files, de-duplication, automated filtering, password cracking, decrypting, etc. However, instead of producing fully converted and loadable files to deliver, in these instances, the Contractor will instead ingest the files into an on-line review system. Files in the on-line review system will need to include at least extracted metadata and searchable text; original metadata cannot be altered in the process. The data is collected and ingested using methodologies that maintain a legally defensible audit trail and avoid contamination and altering of the original/native files and their metadata. The Contractor is able to sign a declaration or affidavit and/or provide oral testimony that describes and supports efforts by the Contractor to preserve data integrity in the processing of electronic files, if and when required by a Court.

Electronic Files Processing - Output from On-Line Review Hosting to Load Files

The Contractor will generate standard format, loadable data files from the files selected using the on-line review tool. Target system will usually be a standard database system such as Concordance, Summation, etc. Target system and load files formats will be as specified by the client. The client may also require the Contractor to provide native file versions of the documents (and links to these native files) for loading to the litigation support system. This service will be billed by gigabytes of loadable files generated, including full text, coded data, metadata, and associated cross reference files.

Electronic Files Processing -- Image Files Creation

The Contractor will provide digital image files for the documents selected for output to load file formats under the services above, as required by the client. Image format will typically be single page TIFF Group IV, 300 dpi, but other formats, such as PDF, or multi-page TIFFs, may be specified by the client. The processing of color files to color formats such as JPEG or color TIFFs is included as part of the rate, and is not separately billable. Note that document determination for these sets of images will typically be pre-determined, based on the contents of the electronic files as processed. A system of creating a unique, sequential number for each page imaged will be required. Typically, the client will direct that each document image produced carry an "endorsed" number - that is, a number that is actually part of the image itself, ideally carried in an "information

channel” outside the frame of the original document image. This number will display each time the image is displayed, and will print each time the image is printed. When images are ordered as a separate pass, delivered load files must include necessary cross-reference files for loading images and matching them up with the correct documents.

Image Files Conversion

The Contractor will provide image files conversion and related services as specified by the client. Image conversion may be required when images are produced by client staff, opposing counsel and/or third parties. The client may receive images in formats such as PDF, JPEG, or multi-page TIFFs, for example, and on different types of media such as DVD or CD; the client may elect to convert these images to single page TIFFs, for example, in preparation for production and/or loading to a document database system. These services might also be used to produce number-endorsed versions of images, where the original set of images has not been numbered. This service is intended to produce deliverable digital image files which may be viewed on an image by image basis using a computer monitor that has appropriate image viewing software. The image format for images produced under this service will be predominantly TIFF Group IV images, single page per image file, 300 dpi; if there are different requirements, they will be specified in the delivery order. Other target image formats, such as PDF or multi-page TIFF, can be requested. This service is also used for situations in which the client receives both image files and associated OCR, and wishes to convert the images to a different format, while keeping/rebuilding the links to the OCR files for purposes of loading to a document database.

Image Files Conversion - OCR Surcharge

This will be applied when OCRing to ASCII text is required in conjunction with image conversion. This is intended for situations in which the client has received images alone, but wants also to generate OCR for loading to a document database. Deliverables include separate digital files of the images and of the ASCII text associated with those converted images on a page by page basis.

Audiotape Digitization

The Contractor will provide audiotape digitization. The Contractor has in place established procedures for ensuring that all incoming media are logged, tracked, and accounted for at all times. The Contractor maintains established reporting mechanisms that reflect the processing status of jobs. The Contractor ensures that all media collections are maintained in a secure manner. The Contractor will comply with all applicable standards for the conversion of audiotape, and ensure that the quality of the processed audio allows it to be utilized in court through a computerized trial presentation system, such as Trial Director or Sanction.

Videotape Digitization

The Contractor will provide videotape digitization. The Contractor has in place established procedures for ensuring that all incoming media are logged, tracked, and accounted for at all times. The Contractor maintains established reporting mechanisms that reflect the processing status of jobs. The Contractor ensures that all media collections are maintained in a secure manner. The Contractor will comply with all applicable standards for the conversion of videotape, and ensure that the quality of the processed video allows it to be utilized in court through a computerized trial presentation system, such as Trial Director or Sanction.

Transcript Synchronization Surcharge

The surcharge is intended to apply when digitization and synchronization can be performed by the Contractor “at the same time,” thus reducing costs for logging and control of media, and for management.

Transcript Synchronization - Separate Pass

A separate service rate is provided for transcript synchronization when that service is ordered on a standalone or separate pass basis.

WEB HOSTING SERVICES**Web Repository**

The Contractor provides a managed solution to host Sensitive but Unclassified (SBU) image and text databases, and to make them accessible via the Internet. The hosting system provides access to automated litigation support products such as Relativity and Clearwell that have all the features of industry standard automated litigation support database applications such as providing users the ability to print images, data, and reports locally, and also provide for blowback via a contractor production facility. The Contractor's hosting system can handle special files such as video, audio, color images, spreadsheets, and e-mails. The Contractor provides the physical location, equipment, software, licensing, telecommunications access, maintenance, security, technical support services, help desk support, user training and documentation for these hosting services. The Contractor's system is able to support up to 1,000 users concurrently. Secure access to individual databases or groups of databases is controlled on an individual user ID basis, as required by the client. User IDs and passwords must conform to the client's security requirements. The Contractor employs procedures and safeguards for ensuring that only authorized users are granted access to the different databases or groups of databases, and for ensuring that data from the various components and/or other customers is not commingled.

Managed Web Hosting – User Fee

This fee is charged on a monthly basis per user of the managed web hosting application. See the Office, Imaging, and Document Solutions Service and Rates at the end of this document.

Near Line Web Hosting

The Contractor offers a near-line hosting solution. This system stores Sensitive but Unclassified (SBU) image and text databases as well as native files in a near-line storage format. The near-line storage system offers an intermediate data storage solution for non-active data by providing quicker access to that data than by backup tapes or other forms of data archiving. For example, the Contractor is able to restore image and text databases within 48 hours for a case less than one Terabyte. Provisions are in place for keeping the client's data secure and separate from all other data being hosted, and the system meets all Government-wide security, certification and other regulations.

Professional Labor Category Descriptions

Program Manager

Responsible for the performance of a relatively significant program or multiple smaller programs in accordance with contract requirements and company policies, procedures and guidelines. Responsible for the employment, training, coaching, mentoring, motivation, discipline and performance evaluation of assigned employees. Defines, acquires, and allocates budget, staff, and other resources necessary to accomplish the goals and/or objectives of the program group/function. Provides thought leadership to project analyses and process improvement activities. Also responsible for acquiring follow-on business associated with assigned programs and for supporting new business development by leading proposals. Requires an Undergraduate degree or equivalent, and twelve to fifteen years of related experience including three to five years of related supervisory/management experience.

Project Manager 2

Serves as the client's primary point of contact for all support for a small to medium project. Will have frequent contact with the client, other parties to the project, and CACI management for the purpose of communicating status of the project throughout its life cycle. Responsible for planning and managing all support for the project including monitoring work flow, progress reporting, identifying and assigning staff, budget development and tracking, coordinating technical/data processing support, and obtaining other required resources. Performs an active quality assurance role to ensure high quality work is delivered on time. Ensures that proper security is maintained overall project materials, in accordance with client security procedures. Coordinates with other Contractor components to deliver project support. Requires an Undergraduate degree or equivalent, and at least four years of progressively responsible supervisory/management experience on projects. A law degree, advanced technical certification, or other pertinent graduate degree preferred.

Project Manager 3

Responsible for the performance of multiple projects or a definable portion of a larger program in accordance with contract requirements and company policies, procedures and guidelines. Directs and coordinates all support resources for the performance of project assignments and activities. In addition, may also be responsible for providing day-to-day project management support including monitoring work flow, progress reporting, identifying and assigning staff, budget development and tracking, coordinating technical/data processing support, and obtaining other required resources for one or more specific cases, investigations or small projects. Consults with the client staff concerning overall operations, scheduling, work assignments, staffing, progress reporting, security, etc. Responsible for overall quality assurance and timeliness of delivery for all work performed, and for performing overall coordinating functions with other Contractor components. Also responsible for acquiring follow-on business associated with assigned projects and for supporting new business development by leading relatively small proposals or assisting with major proposals. Requires an Undergraduate degree or equivalent, and at least six years of progressively more responsible experience on major projects including at least one year of project management or its equivalent. A law degree, advanced technical certification, or other pertinent graduate degree valued.

Project Manager 4

Responsible for the performance of multiple projects or a definable portion of a larger technical program in accordance with contract requirements and company policies, procedures and guidelines. Directs and supervises all support resources for the performance of project assignments and activities. Manages the technical direction of a project through the design, implementation, and testing in accordance with project objectives. Also responsible for acquiring follow-on business associated with assigned projects and for supporting new business development by leading relatively small proposals or assisting with major proposals. Trains and directs employee work activities. Requires an Undergraduate degree or equivalent, and eight to ten years of related experience and three to five years of supervisory/management experience.

Task Supervisor 1

Responsible for the coordination and supervision of a specific non-technical task or function. Ensures all activities are carried out in accordance with project commitments or specific objectives. Position typically supervises between 2 and 10 employees. Responsible for day-to-day coordination and administration of tasks by ensuring quality and productivity standards are maintained while meeting client schedules and contract requirements. Performs quality control spot-checking as necessary to ensure that work is of high quality. Troubleshoots task issues. Coordinates with other contract and subcontract personnel to ensure work moves smoothly from one functional area to another. Works with the Project Manager and/or client to prepare work schedules and man-hour estimates. Ensures proper training of subordinates. Maintains record of changes in instructions and ensures all team members are informed of changes. Assigns and reviews subordinates' performance including preparation of employee performance evaluations. Ensures completion of administrative reporting, e.g., timecards, daily statistics, logs, and task narratives. Responds to client requests and questions. Assists with writing manuals and other documentation. Responsible for status and task management reports for area of responsibility. Sets up and manages project facilities as dictated by workload requirements. Requires an Undergraduate degree or equivalent, and at least two years of related work experience on projects.

Task Supervisor 2

Responsible for the coordination and supervision of a major non-technical task area or function. Ensures all activities are carried out in accordance with project commitments or specific objectives. Position typically supervises 10 to 30 employees which may include clerical staff and first line supervisors. Responsible for day-to-day coordination and administration of tasks by ensuring quality and productivity standards are maintained while meeting client schedules and contract requirements. Coordinates with other contract and subcontract personnel to ensure work moves smoothly from one functional area to another. Works with Project Manager and/or client to prepare work schedules and man-hour estimates. Ensures proper training of subordinates. Maintains record of changes in instructions and ensures all team members are informed of changes. Assigns and reviews subordinates' performance including preparation of employee performance evaluations. Ensures completion of administrative reporting, e.g., timecards, daily statistics, logs, and task narratives. May require frequent contact with the client's staff and other parties involved with the project, as well as with other Contractor components. Assists with writing manuals and other documentation. Responsible for status and task management reports for area of responsibility. Sets up and manages project facilities as dictated by workload requirements. Works under the direction of a Project Manager. Requires an Undergraduate degree or equivalent, and at least three years of progressively responsible experience on projects including one year of supervisory experience. A law degree, technical certification, or other pertinent graduate degree preferred. Paralegal experience is helpful.

Quality Assurance Engineer 1

Under supervision, develops, applies, revises, and maintains quality standards for receiving, in-process, and final inspection in accordance with company and contractual requirements. Writes inspection procedures. Assists in reviewing and evaluating in-process rejections, obtains disposition, and implements corrective action as needed. Tracks quality assurance metrics such as defect densities and open defect counts. Helps to prepare reports to communicate involvement and results of quality assurance activities. Participates in audits. May provide technical support to inspection personnel. Requires an Undergraduate degree or equivalent, and zero to two years of related experience.

Functional Analyst 1

Under immediate supervision, analyzes factors and components of systems to recommend and institute changes to increase efficiency. Plans studies of work problems and procedures, such as organizational changes, communication, information flow, integrated production methods, or cost analysis. Assists in gathering information from users and defining issues in order to design systems and procedures for process improvement. Performs systematic review of selected functions to determine application and design of systems or models. Utilizes mathematical models and management plans. Specifies manipulative and computational methods of

formulation and uses data processing for solving equations, programming and processing. Prepares charts and diagrams to assist in problem analysis and submits recommendations for solutions. Writes specification manuals and user documentation for client or user personnel. Assists more senior level Functional Analysts in program design and analysis. Requires an Undergraduate degree or equivalent and zero to two years of related experience.

Functional Analyst 3

Leads small project teams or contributes to larger teams. Analyzes factors and components of systems to recommend and institute changes to increase efficiency. Detects inefficiencies or conflicts in systems and processes and helps to identify effective improvements. Plans studies of work problems and procedures, such as organizational changes, communication, information flow, integrated production methods, or cost analysis. Collaborates with customers to gather information, define complex work problems, and design a system and procedures to resolve problems. Recommends improvements of modifications in sequence of operations, equipment utilization and related matters. Examines and analyzes current and contemplated operations for developing, defining, and coordinating user requirements which will satisfy the total program need. Translates user requirements and SME information into a form understandable by the development team; this includes system specifications, configuration management plans, life cycle management documentation, and integrated logistics support plans and related operational summaries. Develops and updates functional or operating manuals outlining established methods of performing work in accordance with organizational policy. Ensures specifications and user manuals are organized and cover all essential material. Maintains currency in understanding of relevant technologies and subject areas. Identifies emerging relevant technologies that may result in improvements to current processes and systems. May serve as a client liaison to coordinate activities with sub-contractors, government personnel, and technical experts. May review the work of others and be able to detect errors or needed modifications. Requires an Undergraduate degree or equivalent and five to seven years of related experience.

Technical Trainer

Develops and presents basic training programs for client and in-house employees. Coordinates with sales, marketing, and engineering to identify program needs, obtains technical data, internally develops or works with outside vendors to schedule programs and to determine the training support materials required. Works with applicable business unit/area to establish specifications of course, prerequisite skills and knowledge for trainees. Helps to ensure that training courses address all levels of employee. Assists with the design and development of technical training programs and curricula, both on-site and on-line, for employees on various software and/or hardware applications and systems. May research and assist in writing technical and user manuals to support training. Works with engineering, technical support, and/or applicable area to ensure that material is accurate and reflects current product features. Conducts training classes on selected topics. Tests trainees to measure their learning progress and to evaluate effectiveness of training presentations. Gathers course evaluations used to determine effectiveness of training sessions. Implements approved revisions to course materials as necessary to improve training effectiveness. Remains informed of and maintains proficiency with applicable company products. Requires an Undergraduate degree or equivalent, and zero to two years of related (training, sales and/or technical) experience.

Information Security Specialist 1

Under supervision, assists with information system administration using basic knowledge of information network software and hardware. Possesses basic familiarity with information security procedures. Helps to monitor security systems, and analyzes potential threats and vulnerabilities to client systems. Assists with the development of new computer and network security systems, including both hardware and software. Assists in development and implementation of technical security policies. Coordinates technical incident response and remediation activities for client environments. Provides security analysis and consultation services for product, system and network architecture designs. Assists in the analysis of network traffic and alerts to assess, prioritize and differentiate between potential intrusion attempts and false alarms. Participates in investigations to resolution and tracks solutions. Composes and sends alert notifications. Issues user ID's and passwords to new users and monitors

system access and use to identify any security violations. Analyzes basic security findings and data. Requires an Undergraduate degree or equivalent and zero to two years related experience.

Records Analyst 1

Assists others in performing general or specialized analysis and inventories of corporate records in general office, field offices, plants, and corporate and remote records centers. Develops retention schedules, incorporating regulatory and operational requirements. Monitors and interprets changes in retention requirements to ensure consistent application. Stores, maintains, researches and retrieves records maintained by the organization in paper, microform, and electronic format. Educates clients and monitors client adherence to established schedules. Assists in assessing equipment, space, and storage requirements. Compiles statistical data and assists in the preparation of reports to document system effectiveness and identify areas for improvement. Requires an Undergraduate degree or equivalent, and zero to two years of related (records management program which includes records inventories, retention schedules, filing systems, filing equipment, micrographic applications and records management techniques) experience.

Records Analyst 2

Under general supervision, performs tasks, some complex in nature, providing general or specialized analysis and inventories of corporate records in general office, field offices, plants, and corporate and remote records centers. Develops retention schedules, incorporating regulatory and operational requirements. Monitors and interprets changes in retention requirements to ensure consistent application. Stores, maintains, researches and retrieves records maintained by the organization in paper, microform, and electronic format. Educates clients and monitors client adherence to established schedules. Assesses equipment, space, and storage requirements. Compiles and analyzes statistical data and prepares reports to document system effectiveness and identify areas for improvement. Confers with clerical and supervisory personnel to gather suggestions for improvements and to detect records management problems. May oversee work of less experienced members of team. Requires an Undergraduate degree or equivalent, and two to four years of related (records management program which includes records inventories, retention schedules, filing systems, filing equipment, micrographic applications and records management techniques) experience.

Records Analyst 3

Performs complex tasks providing general or specialized analysis and inventories of corporate records in general office, field offices, plants, and corporate and remote record centers. May oversee work of junior members of team. Develops retention schedules, incorporating regulatory and operational requirements. Monitors and interprets changes in retention requirements to ensure consistent application. Evaluates user needs, analyzes current methods, and designs and recommends changes to existing systems and practices. Recommends media format and storage requirements of records to be used throughout life cycle. Educates clients and monitors client adherence to established schedules. Assesses equipment, space, and storage requirements. Compiles and analyzes statistical data and prepares reports to document system effectiveness and identify areas for improvement. Confers with clerical and supervisory personnel to gather suggestions for improvements and to detect records management problems. Requires an Undergraduate degree or equivalent, and five to seven years of related (records management program which includes records inventories, retention schedules, filing systems, filing equipment, micrographic applications and records management techniques) experience.

Database Analyst 1

Assists in administering database organizations, standards, controls, procedures, and documentation. Provides entry level technical consulting in the definition, design, and creation of a database environment. Assists in the design and definition of basic databases, access methods, access time, device allocation, validation checks, organization, protection and security, documentation and statistical methods. Develops expertise in use of automated tools for database design and implementation. Assists in the design and maintenance of logical and physical data models (relational & dimensional), data dictionary and database volumetrics. Works to define basic file organization, indexing methods, and security procedures for specific user applications. Maintains database dictionaries, monitors

standards and procedures and integration of systems through database design under close supervision. Maintains accurate and up-to-date knowledge of database information and requirements for maximizing database potential. Helps to provide assistance to various clients as required for database design, implementation, and troubleshooting. Maintains standards and documentation. Assists senior database analyst staff in the identification and resolution of production and/or applications. Assists in analysis and design activities associated with the development and maintenance of the database. Requires an Undergraduate degree or equivalent, and zero to two years of related experience.

Systems Administrator 1

Reports to more senior Contractor technical or project management staff and coordinates activities with the client's technical staff. Responsible for the operation and maintenance of IT systems set up by or for the client to provide automated document management, records management and/or litigation support data processing resources to specific projects. Responsible for keeping the systems and services up and running; monitoring, analyzing and optimizing server and system performance, including making recommendations for improving performance; performing scheduled system backups; assigning user IDs and passwords; allocating and tracking disk space; providing consulting support and advice to, and coordinating with, IT users responsible for specific applications/databases on the servers; identifying and ordering needed supplies, hardware, software and accessories; and performing hardware and software upgrades. Implements and enforces system, facility, and data security measures, including resources and procedures for disaster recovery. Administers not only hardware and operating system software, but also database and other applications software. Coordinates with the client technical staff on all these issues, and coordinates as well as with the client office automation network administration staff on issues having to do with client office automation networks. Reports on progress. Develops tools for system-wide use in developing applications. Prepares system documentation. An Undergraduate degree is preferred, preferably in computer science or management information/technology, or equivalent, and at least two years of hands-on, directly applicable experience with systems similar to the client's.

Systems Administrator 2

With a wide range of knowledge, maintains data files and control procedures for a complex system of networked computers or for a single group of microcomputers linked to a host workstation, or mainframe. Responsible for the operation and maintenance of IT systems set up by or for the client to provide automated document management, records management and/or litigation support data processing resources to specific projects. Responsible for keeping the systems and services up and running; monitoring, analyzing and optimizing server and system performance, including making recommendations for improving performance; performing scheduled system backups; assigning user IDs and passwords; allocating and tracking disk space; providing consulting support and advice to, and coordinating with, IT users responsible for specific applications/databases on the servers; identifying and ordering needed supplies, hardware, software and accessories; and performing hardware and software upgrades. Implements and enforces system, facility, and data security measures, including resources and procedures for disaster recovery. Administers not only hardware and operating system software, but also database and other applications software. Coordinates with the client technical staff on all these issues, and coordinates as well as with the client office automation network administration staff on issues having to do with client office automation networks. Reports on progress. Develops tools for system-wide use in developing applications. Prepares system documentation. May have some supervisory responsibilities. An Undergraduate degree is preferred, preferably in computer science or management information/technology, or equivalent and at least three years of hands-on, directly applicable experience with systems similar to the client's is required. At least six months experience on the job at the specific installation being administered is also preferred.

Systems Administrator 3

Serves as the Lead Contractor employee responsible for system implementation, orchestrating installation and testing, system security and data integrity. Works with other senior level Contractor technical staff, such as Systems Engineers and Technical Analysts, to ensure that the system as designed and implemented meets the

overall system objectives. Responsible for the operation and maintenance of IT systems and facilities set up by and for the client to provide automated document management, records management and/or litigation support data processing resources to specific projects. May be responsible for establishing systems and facilities. For existing systems and facilities, responsible for keeping the systems running; monitoring, analyzing and optimizing system performance, including making recommendations for improving performance; performing scheduled system backups; assigning user IDs and passwords; allocating and tracking disk space; providing consulting support and advice to, and coordinating with IT users responsible for specific applications/databases on the servers; identifying and ordering needed supplies, hardware, software and accessories; and performing hardware and software upgrades. Implements and enforces system, facility, and data security measures, including resources and procedures for disaster recovery. Administers not only hardware and operating system software, but also database and other applications software. Coordinates with the client technical staff on all these issues, and coordinates as well as with the client office automation network administration staff on issues having to do with the network itself. Supervises and manages subordinate staff. Reports on progress. Develops tools for system-wide use in developing applications; prepares system documentation. An Undergraduate degree strongly preferred, preferably in computer science or management information/technology, or equivalent. At least five years of hands-on, directly applicable experience implementing systems similar to the client's and one year experience setting up large scale database management applications using the applicable database management software is required. Supervisory experience very strongly preferred.

Web Developer 1

Assists in developing custom programs for web sites, which will attract users, and provide desired information. Possesses a working knowledge of programming and server software operations. Creates Web front-end user interfaces to new or existing databases using a combination of HTML, SQL, C, VB or other languages to make business applications accessible. Assists in creating and maintaining custom programs for websites utilizing various updated and cutting edge technologies. Works to implement client/company product features into new and existing websites. Works with senior level developers to develop and document improvements for existing processes. Works with others to develop and implement proprietary content and data management systems built with various technologies into new and existing websites. Under close supervision, codes web pages utilizing XHTML and CSS and other computer coding languages, following industry standards; works in several programming languages including SQL, PHP, and JavaScript as well as combinations of languages such as AJAX; works in several development frameworks such as .NET and Ruby on Rails; and works with a variety of database systems including MySQL, PostgreSQL, and SQL Server among others. May install modules and features for Open Source and proprietary software packages. Requires an Undergraduate degree or equivalent, and zero to two years of related work experience.

Program Control Analyst 1

Assists in providing on-site project management/administrative support and coordination to a complex contract, project task(s) or business unit. Duties may include contract accounting and reporting, project schedule focus to management, tracking annual fiscal plans and monthly updates, payroll/personnel processing, maintenance and reporting, contract administration, purchasing, facility leasing and service administration. Maintains contract budgets; prepares contract billing; and estimates materials, equipment, production costs and delivery schedules. Oversees personnel records, facility administration and purchases equipment and supplies. Responsible for supporting and assisting Program Managers in the preparation and analysis of project financial and scheduling data. Assists in the preparation of project cost/schedule baselines, weekly preparation of management financial reports, and preparation of monthly program reviews. Participates or assists in managing cost and schedule performance through analysis of performance metrics and projections. Works to ensure compliance with internal procedures and government procurement regulations. Coordinates the provision of weekly and monthly transactional and pricing support to programs. Requires an Undergraduate degree or equivalent, and zero to two years of related (project support or management) experience.

Systems Development Specialist 2

Devises solutions for solving basic customer problems using company or customer furnished computer systems and equipment or commercial off-the-shelf packages. Incumbents are responsible for the installation, development, implementation, and customization of hardware and software systems elements. May work on: equipment or software design; engineering evaluation or testing configuration management procedures; and statistical analysis and modeling. Works with end users and may assist with training. Conducts detailed requirements and systems analysis. Defines and documents detailed functional and systems specifications. Recommends solutions to meet user requirements. Provides inputs for feasibility assessment, impact analysis and cost-benefit analysis. Designs program logic based on overall systems design. Codes programs. Develops and documents test plans and test cases. Performs and documents results of unit, system, integration and user acceptance testing. Investigates, analyzes and resolves system problems. May provide guidance and assistance to less experienced staff. Continues to improve technical expertise through the identification of new processes and technical alternatives to resolve problems and/or general improvements. Requires an Undergraduate degree or equivalent, and two to four years of related experience.

Facilities Supervisor

Functions as the point of contact for telephone and office equipment service providers and vendors. Regulates the use of special features and overall configuration of the phone key operator functions for copy/fax machines. Maintains office equipment and furniture inventory and warranty/guarantee records. Maintains files on repair/service contracts and equipment purchases/leases. Researches all major equipment purchases. Manages facility relocation and construction when required. May assist in performing audits to support facility planning. May assist in creating long range facility plans. Requires an Undergraduate degree or equivalent, and five to seven years of related experience with one to two years of Supervisory/Management experience.

Systems Analyst

Work directly with client staff or under the direction of the Contractor's IT Manager, Systems Manager, or Senior Systems Analyst. Defines system and project requirements. Designs entire systems to meet defined requirements based on information gathered from the client staff. Works out the details of functional and design requirements, systems design, programming specifications, data elements, data validation specifications, data capture mechanisms, and data conversion procedures through discussions with client staff and own superiors. Translates the functional requirements into systems designs suitable for development of appropriate computer programs. Tests software, including preparation and use of sample data for testing purposes. Makes presentations of findings, recommendations, and specifications in formal reports and in oral presentations. Develops systems documentation required in the task orders. Consults with client staff and with other Contractor staff to assure understanding of task objectives; identifies problems and suggests improvements. Provides technical expertise, direction and supervision to lower level personnel. May sometimes function as a technical supervisor or team leader for a project. Reports on progress to client staff and to superiors. Provides user and technical documentation and training for systems developed. An Undergraduate degree strongly preferred, preferably in the computer science or information management/technology disciplines and at least 3 years of hands-on, successful experience in doing the work on systems similar to those being used by client.

Senior Systems Analyst

Usually works under the direction of the Contractor IT Manager, the Systems Manager or a senior Project Manager. Consults with necessary client staff as to system requirements and proposed technical approach to data processing needs. Determines system and project requirements based on information gathered from such consultations. Designs entire system to meet those requirements based on definition of system requirements. On smaller projects, may perform entire range of technical support, including data file conversions, program validations and testing, etc. Performs systems evaluations. Makes presentations of findings, recommendations, and specifications in formal reports and in oral presentations. Consults with client management regarding task orders, scheduling of work, personnel assignments, priorities and progress reporting; plans, staffs, schedules and develops cost estimates for

work to be performed under task orders. Reports on contract and task order progress. Directs and supervises personnel assigned to perform on task orders, ensuring conformance to work standards and ensuring that the technical design conforms to functional requirements. Ensures successful completion of work, timeliness of deliverables, and quality control. Prepares system/technical documentation. Works under configuration management plan. Performs and supervises the technical aspects of the tasks. Organizes and conducts user training sessions. Prepares training material and training manuals. An Undergraduate degree or equivalent is strongly preferred, preferably in the computer science or information management/technology disciplines and at least 5 years of hands-on, successful experience in doing the same type of work on systems similar to those being used by the client.

Applications Systems Analyst/Programmer 2

Under direction, formulates and defines system scope and objectives to develop or modify moderately complex problems to develop or enhance information systems. Works to design, modify and adapt existing and acquired software. Confers with technical staff and end users to design software applications, including exchanging information on project limitation and capabilities, performance requirements and interfaces. Prepares detailed specifications from which programs will be written. Provides analysis and recommendations to management on user needs and software requirements to determine feasibility of design. Designs codes, tests, debugs, documents, and maintains programs. Diagrams information flow, showing source and distribution of all segments, processing elements, channels, and methods of entering corrections, and data retention requirements. Requires an Undergraduate degree or equivalent, and two to four years of related work experience.

User Support Program Manager

Serves as Senior Contractor responsible for designing, implementing, and overseeing end-user support for a large organizational component employing a broad spectrum of applications and hardware. Responsible for designing, directing, and evaluating the effectiveness of the entire program. Oversees all aspects of user and system documentation, training, communications, budgeting and staffing. Proactively seeks improvements to products, technologies, and approaches, and independently provides recommendations to client managers on the best ways to make applications available, and on which packages might be best suited for particular needs or the existing technical environment. Works extensively and directly with client managers, clients, IT personnel, and support staff. Requires at least seven years of experience in providing direct support to end users of computer applications, of which at least three years were spent supervising a team providing such support. Must have experience actually setting up an end user support program. Must be an expert user of the applications supported; must have in-depth knowledge of the network, telecommunications, and operating systems environment being supported. At least two years of experience in automated litigation support very strongly preferred. An Undergraduate degree is preferred.

QA Specialist/QA Engineer 3

Defines and develops quality standards for receiving, in-process, and final inspection in accordance with company and contractual requirements. Reviews and evaluates complex in-process rejections and implements corrective action as needed. Raises issues, questions and concerns and may determine sources of deficiencies and initiate corrective action. Interfaces with customers, vendors, and various company departments to resolve quality problems and provide information. Prepares quality trend analyses based on a review of quality records and testing data; and investigating defective material. Participates in and may lead audits. May provide work leadership for lower level employees. Requires an Undergraduate degree or equivalent, and five to seven years of related experience.

Information System Engineer 2

Serves as high-level consultant to client and project team with regard to major systems installations and requirements. Analyzes the system needs for especially large and complex project requirements, and recommends overall hardware, software, and telecommunications solutions, taking into account the latest proven technologies, all appropriate client security and accessibility policies, regulations, and requirements, as well as end user needs.

Identifies appropriate technologies; designs and implements overall system solutions, including procuring hardware, software, and communications devices, installing and integrating them, testing and troubleshooting, and developing and delivering user training. Develops comprehensive system configuration documentation and documents procedures. Establishes and enforces appropriate system and data security measures, including firewalls and disaster recovery systems. Designs protocols for overall system operation and maintenance. Directs and manages the overall effort of a contractor team in accomplishing these tasks. Coordinates with the client and their IT staff in performing all of these functions, as well as with Contractor staff at all appropriate levels. Reports on progress and provides system documentation. An Undergraduate degree is strongly preferred, preferably in computer science or information management/technology, and at least five years of applicable experience.

Systems Manager

Serves as the technical manager responsible for all technical aspects of very large projects, particularly those with unique and/or complex requirements in the area of document management, records management or litigation support systems. For example, for reasons of security, or location, or because of specialized software requirements or telecommunications access needs, some projects may require establishing a separate, dedicated local area network, with a dedicated database server. Other projects may require setting up a large number of specialized databases, or customized applications for analyzing project data, and an IT support staff dedicated to the maintenance of these systems. In such instances, the client may order the services of a Systems Manager to manage all of the IT resources for the project, from hardware and software, to staffing, to coordination and interconnection with other, already existing systems. The Systems Manager must take a very proactive, leadership role in managing the IT aspects of the project, including actively coordinating with a variety of client representatives, other contractors, and other project and Contractor components, anticipating problems, hiring and training staff, etc. Manages user help desk support, system and user documentation, system and user training. Oversees development of configuration management, risk analysis, and disaster recovery solutions. Ensures that system and data security are adequately implemented and enforced. Consults with the client regarding scheduling of work, personnel assignments, priorities and progress reporting; plans, staffs, schedules, and develops cost estimates for work to be performed; reports on progress. Directs and supervises staff; ensures conformance to functional requirements, technical design, and work standards; ensures successful completion of work, timeliness of deliverables, and quality control. Requires at least five years of experience including line management experience. An Undergraduate degree is strongly preferred, preferably in computer science or information management/technology, and at least three years of hands-on experience with systems like those being used by client. A Graduate degree in computer science or information management/technology is preferred. Several years of first line management experience required.

Technical Analyst

The Technical Analyst is a very senior IT professional with outstanding or unique skills and analytic abilities, particularly with respect to specific application software, operating systems, or technologies in the area of document management, records management or litigation support systems. The Technical Analyst consults with the Contractor and client management to identify systems requirements and make recommendations for technical solutions to systems problems; manages a systems project through all phases including applications development, applications maintenance, systems documentation, quality assurance and user support; provides technical advice, supervision, and guidance to the IT team; evaluates programs in terms of efficiency, effectiveness, quality and interoperability with client systems; evaluates and develops systems software and hardware requirements along with short and long range planning, including systems integration solutions and telecommunications requirements; translates advanced concepts into practical and effective solutions using structured techniques to define requirements; develops feasible alternatives and estimates costs of implementation. Makes presentations of findings, recommendations, and specifications in formal reports and oral presentations to a variety of audiences, including non-technical personnel. May be required to perform supervisory or managerial duties. Requires a minimum of five years of hands-on experience performing such work; must demonstrate mastery level skills

designing, implementing, and troubleshooting applications, and making use of the software or technology for which consulting services are required. An Undergraduate degree is strongly preferred, preferably in computer science or information management/technology. A Graduate degree in computer science or information management/technology is preferred. Supervisory/ managerial experience also required.

Forensic Analyst I

Under limited supervision, provides forensic data acquisition, non-forensic collection/capture of electronically stored information (ESI), keyword/Boolean string searching, data extraction, and seizure of Windows-based desktop/laptop computer systems, servers to include File Shares, mobile devices, and related digital storage media, documentation and reporting, and expert witness testimony for investigations and litigations. Responsible for planning, organizing, and conducting forensic and non-forensic data collections and processing on Windows and MAC-based desktop/laptop computer systems, servers to include File Shares, mobile devices, and related digital storage media. Responsible for managing digital forensics examinations through the entire lifecycle (case planning, intake, acquisition, examination, presentation and disposition). Uses knowledge and experience of a wide variety of advanced computer technologies and forensic theories to conduct forensic examinations with the goal of developing forensically sound evidence. Operates at a journeyman/mid-level, applying industry accepted digital forensics principles in acquiring, collecting, preserving, and processing structured and unstructured data per established procedures and protocols. Utilizes industry accepted forensic tools such as EnCase, FTK, and NUIX. Responsible for performing medium-scale digital forensic examinations to include collection in a live client-server environment utilizing validated remote forensic software such as EnCase® Enterprise Edition. Researches and maintains proficiency in tools, techniques, and trends. Prepares clear and comprehensive notes and reports of findings. Provides oral and written communications to legal staff concerning results of examinations to include legal declarations as well as testimony at trial. Acts as a source of reference for junior analysts and possess the ability to lead forensic investigations in the field. Collaborates with other forensic analysts, law enforcement officers, and legal experts to recommend methods and procedures for recovery, preservation, and presentation of computer evidence. Provides technical guidance and assistance to legal staff while ensuring that proper precautions are taken in the preservation and prevention of spoliation of electronic evidence. Complies with standards, policies, and procedures established for a forensics laboratory including accreditation requirements, supplements, criteria, and interpretations as it applies to digital evidence. An Undergraduate degree in Digital Forensic Science, Computer Science/Engineering, Computer Information Systems, Mathematics, or a related field and 4 to 7 years current digital forensics collection and processing experience is required. Must possess enterprise level experience in forensics collections and processing across a variety of hardware and software architectures. Must have demonstrated mid-level experience in the use of forensic tools such as EnCase® Forensic and Enterprise Editions, Forensic Toolkit®, NUIX Investigator, etc. and be able to articulate, in detail, the processes being conducted by these automated forensic tools. Must have demonstrated knowledge of LAN/WAN/MAN network environments. Must have demonstrated experience in dead box, live, and hybrid data acquisition methodologies. Must have demonstrated experience in the manual reconstruction of a RAID array. Must have demonstrated experience processing of large data volumes. Must have demonstrated working knowledge of and ability to apply the Federal Rules of Evidence (FRE) as they apply to electronic evidence as well as demonstrated experience in applying these rules to the framework of an investigation or litigation. Must have demonstrated ability to multitask and manage several projects at any given time. Must possess and maintain the CompTIA™ A+ certification; the IACIS® Certified Forensic Computer Examiner (CFCE) or ISFCE Certified Computer Examiner (CCE) or similar non-vendor specific certification; and the EnCase® Certified Examiner (EnCE) or AccessData Certified Examiner (ACE) or similar vendor specific certification. A Master's degree in in Digital Forensic Science, Computer Science/Engineering, Computer Information Systems, Mathematics, or a related field is valued. Moderate travel required.

Forensic Analyst 2

May supervise a team of digital forensic analysts. Duties include: case assignment, case management, scene management, and other similar duties of a first line supervisor. Provides forensic data acquisition; non-forensic collection/capture of electronically stored information (ESI) from various file structures and sources; full forensic examination/analysis; data recovery, and seizure of Windows- and MAC-based desktop/laptop computer systems, servers to include Exchange and Files Shares, mobile devices, and related digital storage media; documentation and reporting; and expert witness testimony for investigations and litigations. As a digital forensics expert, serves as a source of technical counsel and advice for forensic collection/processing activities. Responsible for managing digital forensics examinations through the entire lifecycle (case planning, intake, acquisition, examination, presentation and disposition). Uses knowledge and experience of a wide variety of advanced computer technologies and forensic theories to conduct forensic examinations and analysis with the goal of developing forensically sound evidence. Operates at a senior level, applying industry accepted digital forensics principles in acquiring, collecting, preserving, and processing structured and unstructured data per established procedures and protocols. Utilizes industry accepted forensic tools such as EnCase, FTK, and NUIX. Responsible for performing large-scale digital forensic examinations to include collection in a live client-server environment utilizing validated remote forensic software such as EnCase® Enterprise Edition. Researches and maintains proficiency in tools, techniques, and trends. Prepares clear and comprehensive notes and reports of findings. Provides oral and written communications to legal staff concerning results of examinations to include legal declarations as well as testimony at trial. Acts as a source of reference for junior analysts and possesses the ability to lead forensic investigations in the field. Reviews and approves reports, notes, and case files of junior analysts. Collaborates with other forensic analysts, law enforcement officers, and legal experts to identify methods and procedures for recovery, preservation, and presentation of computer evidence. Provides technical guidance and assistance to legal staff while ensuring that proper precautions are taken in the preservation and prevention of spoliation of electronic evidence. Complies with standards, policies, and procedures established for the forensics laboratory including accreditation requirements, supplements, criteria, and interpretations as it applies to digital evidence. An Undergraduate degree in Digital Forensic Science, Computer Science/Engineering, Computer Information Systems, Mathematics, or a related field and 7 to 10 years' current digital forensics collection and processing experience is required. Must possess extensive enterprise level experience conducting digital forensics collections and processing across a variety of hardware and software architectures. Must possess and maintain the following certifications: CompTIA™ A+; CompTIA™ Network+ or CompTIA™ Server+; IACIS® Certified Forensic Computer Examiner (CFCE) or ISFCE Certified Computer Examiner (CCE) or similar non-vendor specific certification; and EnCase® Certified Examiner (EnCE), AccessData Certified Examiner (ACE) or similar vendor specific certifications. Must have demonstrated senior-level experience in the use of industry standard forensic tools such as EnCase® Forensic and Enterprise Editions, Forensic Toolkit®, NUIX Investigator, etc. and be able to articulate the processes being conducted by these automated forensic tools. Must have demonstrated knowledge of LAN/WAN/MAN network environments. Must have demonstrated experience in dead box, live and hybrid data acquisition methodologies. Must have demonstrated experience in the forensic, forensically sound, and non-forensic collection and processing of a wide variety of enterprise e-mail systems such as Exchange, Lotus, etc., archiving systems, and backup systems. Must have demonstrated experience in the manual reconstruction of a RAID array. Must have demonstrated experience in the processing of large data volumes. Must have demonstrated working knowledge of and ability to apply the Federal Rules of Evidence (FRE) as they apply to electronic evidence as well as demonstrated experience in applying these rules to the framework of an investigation or litigation. Must have demonstrated experience testifying and taking testimony in a civil, criminal, regulatory or administrative proceeding. Must have demonstrated strong project management skills with the ability to multitask and manage several projects at one time. A Master's degree in Digital Forensic Science, Computer Science/Engineering, Computer Information Systems, Mathematics, or a related field is preferred. Moderate travel is required.

Forensic Analyst 3

Manages a team of digital forensic analysts, technicians and evidence custodians. Duties include: case assignment, case management, scene management, evidence handling and preservation, and other similar duties of a first line manager. Provides forensic data acquisition; non-forensic collection/capture of electronically stored information (ESI) from various file structures and sources; full forensic examination/analysis, data recovery, and seizure of Windows-, Linux-, and MAC-based desktop/laptop computer systems, servers to include SQL, Exchange and Files Shares, mobile devices, and related digital storage media; documentation and reporting; and expert witness testimony for investigations and litigations. Functions as the primary lead assuming responsibilities as a digital forensics expert. Serves as the primary source of technical counsel and advice for forensic collection and processing activities. Responsible for managing digital forensics examinations through the entire lifecycle (case planning, intake, acquisition, examination, presentation and disposition). Uses knowledge and experience of a wide variety of advanced computer technologies and forensic theories to conduct forensic examinations and complex analysis with the goal of developing forensically sound evidence. Operates at an expert level, applying industry accepted digital forensics principles in acquiring, collecting, preserving, and processing structured and unstructured data per established procedures and protocols. Utilizes industry accepted forensic tools such as EnCase, FTK, and NUIX. Responsible for performing complex, large-scale digital forensic examinations to include collection in a live client-server environment utilizing validated remote forensic software such as EnCase® Enterprise Edition. Researches and maintains proficiency in tools, techniques, and trends. Prepares clear and comprehensive notes and reports of findings. Provides oral and written communications to legal staff concerning results of examinations to include legal declarations as well as testimony at trial. Acts as the primary source of reference for junior analysts and possesses the ability to lead all types of forensic investigations in the field. Reviews and approves reports, notes, and case files of junior analysts. Collaborates with other forensic analysts, law enforcement officers, and legal experts to identify methods and procedures for recovery, preservation, and presentation of computer evidence. Provides technical guidance and assistance to legal staff while ensuring that proper precautions are taken in the preservation and prevention of spoliation of electronic evidence. Complies with standards, policies, and procedures established for the forensics laboratory including accreditation requirements, supplements, criteria, and interpretations as it applies to digital evidence. A Master's degree in Digital Forensic Science, Computer Science/Engineering, Computer Information Systems, Mathematics, or a related field and 12 to 15 years' current digital forensics collection and processing experience is required. An Undergraduate degree in those disciplines and 15 years' experience may be considered as equivalent. Must possess extensive enterprise level experience conducting digital forensics collections and processing across a variety of hardware and software architectures. Must possess and maintain the following certifications: CompTIA™ A+; CompTIA™ Network+ or CompTIA™ Server+; IACIS® Certified Forensic Computer Examiner (CFCE) or ISFCE Certified Computer Examiner (CCE) or similar non-vendor specific certification; and EnCase® Certified Examiner (EnCE), AccessData Certified Examiner (ACE) or similar vendor specific certifications. Must have demonstrated expert-level experience in the use of industry standard forensic tools such as EnCase® Forensic and Enterprise Editions, Forensic Toolkit®, NUIX Investigator, etc. and be able to articulate the processes being conducted by these automated forensic tools. Must have demonstrated knowledge of LAN/WAN/MAN network environments. Must have demonstrated experience in dead box, live and hybrid data acquisition methodologies. Must have demonstrated experience in the forensic, forensically sound, and non-forensic collection and processing of a wide variety of enterprise e-mail systems such as Exchange, Lotus, etc., archiving systems, and backup systems. Must have demonstrated experience in the forensic, forensically sound, and non-forensic collection and processing of enterprise database systems such as SQL, Oracle, etc., archiving systems, and backup systems. This includes experience in the design and development of relational databases such as Access, SQL Server, MySQL, etc. in support of large-scale digital forensic investigations and data-analysis. Must have demonstrated experience in the manual reconstruction of a RAID array. Must have demonstrated experience in the processing of large data volumes. Must have demonstrated

experience in Object-Oriented Programming such as C++, Java, EnScript®, etc. Must have demonstrated working knowledge of and ability to apply the Federal Rules of Evidence (FRE) as they apply to electronic evidence as well as demonstrated experience in applying these rules to the framework of an investigation or litigation. Must have demonstrated experience testifying and taking testimony in a civil, criminal, regulatory or administrative proceeding. Must have demonstrated strong project management skills with the ability to multitask and manage several projects at any given time. Moderate travel is required.

Technical Writer

Develops detailed user guides, reference manuals, program maintenance manuals, document coding manuals, and other forms of documentation for specific databases and application systems. Has a firm and detailed understanding of the systems being described. Reviews and tests databases and application systems for ease of use, consistency, accuracy and responsiveness. Coordinates and organizes material gathered from other members of the technical staff and makes necessary changes in format as appropriate. Creates technical materials and documentation, and edits them for grammar, organization, and clarity. Prepares and edits technical graphical presentation materials for both technical and non-technical personnel. Interprets technical documentation standards and prepares documentation accordingly. In conjunction with technical or management experts, writes requested studies such as requirements analyses, risk analyses, technology assessments, strategic and tactical planning, market surveys, budget reviews, etc. Prepares materials for use in training sessions and seminars. Provides oral and written status reports. An Undergraduate degree strongly preferred, and at least two years of experience in writing a variety of documents including technical manuals, user guides, etc., for both COTS and non-COTS products.

Configuration Management Specialist, Lead

Designs and establishes management documentation. Responsible for configuration change control. Regulates the change process so that only approved and validated changes are incorporated into product documents. Authorizes the release of drawings, and software configuration changes specified by management and other functional groups. Provides advice and guidance on methods, procedures, and requirements to individuals responsible for the creation of documentation. Plans and implements methods to improve response. Participates in special studies. Provides work leadership for lower level employees. Performs data management tasks as required by contract. Requires an Undergraduate degree or equivalent, and seven to nine years of related experience.

Library Services Manager

Responsible for the administrative and operational supervision of the personnel and activities associated with a client library. Responsible for identifying ways to ensure that information is easily accessible to users; developing, implementing and evaluating the library's distribution procedures; developing, monitoring, updating, and recommending cost effective improvements to the library's operational procedures; preparing and monitoring publications budgets; reviewing and approving invoices for payment; negotiating and settling disputed charges; performing unusual or complex reference research functions for top management; supervising computerized activities including on-line database reference searches, subscription routing and information updates; preserving collectible works and identifying new material that merits inclusion; interviewing and selecting new staff; and supervising, training and evaluating work performance of subordinate personnel. Manages the technical/business library system, including resolving hardware and software problems. Has extensive professional library experience with increasing administrative responsibility, and a working knowledge of journal and subscription accounting, cataloging, reference, automated database reference systems. Requires an Undergraduate degree or equivalent, and seven to nine years of related experience. An Advanced degree in Library Science and one to two years of supervisory experience preferred.

Technical Librarian 1

Provides support to users by fulfilling individual requests for information and/or training in the utilization of the various databases and other resources available. Conducts technical research for information related to on-going programs and proposal efforts. Ensures that the information is current, complete, and readily retrievable. Handles special requests for information not available in hard copy nor electronically. Assists in cataloging materials in all

formats, including serials and electronic resources, using the latest technical/business library systems. Coordinates database maintenance and acquisitions functions. Helps to document procedures and local practices consistent with service expectations. Must be proficient in the use of PCs and related software packages such as: Windows, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Internet, etc. Requires an Undergraduate degree or equivalent, and zero to two years of related experience.

Technical Librarian 2

Responsible for the overall operation of a technical/business library or resource center, including acquisition, circulation, cataloging, research and search requests. Orders, inventories and circulates journals and provides information to authorized users for use in technical projects, proposal preparation, marketing and planning. Participates in the continual enhancement of library services, acquisition of equipment and improvement of methods. Catalogs materials in all formats, including serials and electronic resources, using the latest technical/business library systems. Coordinates database maintenance and acquisitions functions. Participates in the management of the library system, including resolving hardware and software problems. Documents procedures and local practices consistent with service expectations. May have budgetary responsibilities. Knowledge of computerized search techniques required. Must be proficient in the use of PCs and related software packages such as: Windows, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Internet, etc. Requires an Undergraduate degree or equivalent and two to four years of related experience.

Technical Librarian 3

Responsible for the overall operation of a technical/business library or resource center, including acquisition, circulation, cataloging, researches and searches requests. Orders, inventories and circulates journals and provides information to authorized users for use in technical projects, proposal preparation, marketing and planning. Recommends continual enhancements of library services, acquisition of equipment and improvement of methods. Interfaces with and makes recommendations to management regarding the selection of subscription and reference material. Completes original and copy cataloging and classification of current and retrospective materials. Produces training and implementation manuals and documents for technical services policies and systems. Manages the technical/business library system, including resolving hardware and software problems. Identifies and reports problems relating to the technical/business library or resource center. May be responsible for training and directing the work of technical services staff. Monitors spending and may have budgetary responsibilities. Knowledge of computerized search techniques required. Requires an Undergraduate degree or equivalent, and five to seven years of related experience.

Litigation Support Specialist 4 (Supervisory Paralegal)

Directs and supervises the work of Paralegals and other support staff, particularly on major litigation support efforts, such as large legal research projects, or major in-courtroom support. Monitors work and reports on progress; responsible for ensuring that work meets contract and attorney requirements and is delivered on time. Troubleshoots and performs quality control spot-checks. Must be able to formulate administrative and technical procedures for getting the work done. May have significant contact with client managers, trial attorneys and staff, client staff, and opposing counsel. Performs complex legal and factual research. Designs and develops systems and procedures for tracking, controlling, and managing case files, exhibits, and other case-specific materials. Assists trial staff in coordination with expert witnesses and litigation consultants. Arranges for access to appropriate libraries and other legal research facilities. Coordinates with other Contractor support components, including IT support staff, in order to accomplish work. Requires a paralegal certificate. An equivalent level of legal training may be substituted with the approval of the client. Also requires at least three years of litigation paralegal experience, including trial experience and at least one year of experience in automated litigation support. Must have supervisory experience, including proven capabilities and communication skills to successfully interact with clients and attorneys. Familiarity with ESI tools and knowledge of e-discovery procedures and resources preferred.

Accountant 2

Maintains or oversees the maintenance of accounts and records in such areas as disbursements, expenses, tax payments, and income. Examines assigned accounting documents to verify accuracy of computations and uniform application of policies, procedures and acceptable accounting standards. Reviews and verifies accuracy of journal entries and accounting classifications assigned to various records. Prepares income and balance sheet statements, consolidated statements, and other accounting statements and reports. May design, modify, install, and/or maintain general accounting systems to provide records of assets, liabilities, and financial statements. Reviews, coordinates and provides documentation to support various internal and external audit requirements. May perform statistical analyses to determine trends, estimates, and significant changes, and writes narrative reports explaining findings. Monitors compliance with generally accepted accounting principles and company procedures. Reviews, investigates, and corrects errors and inconsistencies in financial entries, documents, and reports. Requires an Undergraduate degree or equivalent, and two to four years of related experience.

Auditor 1

Responsible for assisting with financial and compliance audit investigations for contract projects. Performs audit tasks in accordance with specific audit programs and sometimes under the direct supervision of a higher-level auditor. Performs analysis of corporate financial and operating statements, records and other information in order to arrive at results in accordance with the stated objectives of the audit investigation; prepares interim and final oral and written reports to the client on the progress, status, and results of audit investigations; makes recommendations to client based on audit results. Provides direction, supervision and guidance to more junior Financial Analysts working on the same audit investigations. Requires a thorough knowledge of generally accepted accounting principles and generally accepted auditing standards as well as a working knowledge of appropriate accounting and financial analysis ADP systems and applications. Must be a CPA. An MBA or equivalent in accounting or a directly related field is preferred. A minimum of three years of experience as an auditor is required with 2 years of specialized experience in the specific subject matter area involved.

Auditor 2

Based on discussions with the client, plans, implements and oversees large and complex auditing investigations as required in support of a project. Directs, provides guidance and advice, and reviews the work product of more junior Auditors and Financial Analysts to ensure that it meets the stated objectives of audit investigations. Reports to the client as required on the status of audit investigations; prepares interim and final written reports and recommendations based on the results of audit investigations. Reviews and analyzes financial and operating statements, records and other information in order to arrive at results and conclusions in accordance with the stated objectives of audit investigations. Requires a thorough knowledge of generally accepted accounting principles and generally accepted auditing standards as well as a working knowledge of appropriate accounting and financial analysis ADP systems and applications. Must be a CPA. An MBA or equivalent in accounting or a directly related field is preferred. A minimum of five years of experience as an auditor is required with three years of specialized experience in the specific subject matter area involved. Management experience helpful.

Program Financial Analyst 1

Under close supervision, assists in developing plans, including budgets and schedules, to meet contractual/project requirements for an assigned portion of a program. Assists senior personnel in establishing and defining program requirements. Monitors progress of program requirements. Reports, analyzes, and interprets financial and operating data. Assists in establishing and defining program plan requirements and conducts program plan studies. Prepares briefings, documentation and reports for business or financial case reports by project. Produces tables and charts that correctly reflect analysis for presentation. Provides project summary status reports to management as required or requested. Requires an Undergraduate degree or equivalent, and zero to two years of related (technical program planning and implementation, contract interpretation, budget development, and/or government project administration) experience.

Program Financial Analyst 2

Develops plans including budgets and schedules to meet contractual/project requirements for an assigned portion of a program. Conducts program plan studies. Participates in establishing and defining program plan requirements. Coordinates interdepartmental development of program plans and interfaces with vendors and customers as required. Monitors and reports performance against plans to ensure that contractual, cost, and schedule objectives are met. Reports, analyzes, and interprets financial and operating data. Requires an Undergraduate degree -or equivalent, and two to four years of related (technical program planning and implementation, contract interpretation, budget development, and/or government project administration) experience.

Senior Records Technician

Oversees and directs the work efforts of individual records technicians. Must be able to perform all duties of a Records Technician. Performs quality review of the work of the Records Technicians. Deals directly with the client on resolution of issues and seeks help from appropriate managers. Ascertains and reports special needs and requests. Performs complex assignments that require planning and organization. Reviews and accounts for file sections. Trains personnel. Develops retention schedules, incorporating regulatory and operational requirements. Monitors and interprets changes in retention requirements to ensure consistent application. Evaluates user needs, analyzes current methods, and designs and recommends changes to existing systems and practices. Recommends media format and storage requirements of records to be used throughout life cycle. Compiles and analyzes statistical data and prepares reports to document system effectiveness and identify areas for improvement. Requires an Undergraduate degree or equivalent and at least four years of previous experience in records management or filing functions and two years of supervisory experience.

Records Supervisor

Supervises the operation of a facility or a unit within a facility. Coordinates the work of Records Technicians and Clerks. Plans and organizes the work of the contractor staff. Assesses equipment, space, and storage requirements. Investigates problems, determines causes, and designs and conducts tasks and changes necessary to correct problems and prevent reoccurrence. Confers with clerical and supervisory personnel to gather suggestions for improvements and to detect records management problems. Makes arrangements for urgently needed special requests. Conducts special research projects. Oversees the effort to secure return of files. Trains personnel. Coordinates review of materials, pending request files, the collection and compilation of reports, and quality assurance reviews. Educates clients and monitors client adherence to established schedules. Makes contact with appropriate parties for retirement of files. Requires an Undergraduate degree or equivalent and at least four years of previous experience in records management or filing functions and three to four years of supervisory experience.

Trial Consultant/Graphics Specialist

Serves a senior level individual, with substantial, very specialized expertise, who can provide innovative, case-specific solutions. Consults with the trial team, including attorneys, paralegals, and expert witnesses to conceptualize and develop strategies, appropriate graphics and other media for presenting evidence at trial or at hearings, including oversize charts for display in the courtroom, computer-generated graphics for projection or display on computer monitors, animations, simulations, multi-media slide shows, audio and video clips, etc. Recommends effective presentation formats, color schemes, scripting, and sequencing. Oversees and coordinates production of highly technical and complex items such as computer simulations and animations which require a production studio. Requires demonstrated ability to recommend and produce high-quality graphics and other presentation media, using computer tools and other professional graphics and multi-media development tools. Must be fully trained in the tools used. Must have demonstrated ability to evaluate the effectiveness of graphic and multi-media presentations, and to make constructive suggestions for improving. Must be able to understand the attorneys' needs and arguments to be supported by the graphic materials, and be able to translate that understanding into effective media presentations. Must have outstanding oral communications skills for discussing case and exhibits with the trial team, including expert witnesses. Three years experience in the trial

support environment is required, as is familiarity with standard courtroom presentation packages such as Trial Director and Sanction.

Courtroom AV/Hardware Specialist

Consults with the trial team, court and courthouse staff, court reporters, and opposing counsel to develop plans for equipping a courtroom for a "paperless trial." Recommends appropriate equipment, software, etc., taking into account courtroom layout and lighting, whatever equipment may already be available, requirements for cost sharing between the parties, requirements for portability, trial schedule, the preferences of the judge, etc.

Obtains, installs, integrates, tests, and maintains equipment, cabling, and software, particularly for complex installations. Requires demonstrated ability to develop and execute plans for setting up "paperless trial" courtrooms. Requires outstanding oral communications skills; may be required to meet with the trial team, court reporters, opposing counsel, or the judge to discuss courtroom requirements, to explain clearly the capabilities and limitations of various equipment and distribution options, and to make a compelling case for the optimum solution. Needs to be able to anticipate in-courtroom problems with hardware and software so as to minimize their impact. Must be thoroughly familiar with standard courtroom presentation software packages, such as Trial Director and Sanction. Must be thoroughly familiar with the state of the art in courtroom presentation hardware, distribution systems, techniques, and procedures.

Courtroom Presentation Specialist

Works with the trial team, including expert witnesses, to develop plans for trial or hearings using a courtroom presentation system. Prepares exhibit images for particular uses such as zooming in on or highlighting a particular paragraph, or setting up two exhibits side by side on the screen. Develops simple graphic images/exhibits using standard off-the-shelf software packages. Advises attorneys on the effectiveness of certain exhibits or sequences of exhibits. Is responsible for the smooth operation of the presentation system in the courtroom. Digitizes audio and video clips. Synchronizes clips with written transcripts. Needs to be a "jack-of-all-trades" capable of performing all trial and courtroom support functions, including equipment set up and troubleshooting, scripting, advising on graphics presentations, and courtroom operation of equipment. Requires demonstrated ability to work effectively with a trial team through the entire pretrial and trial cycle, identifying and scanning exhibits, scripting with the attorneys, setting up the courtroom, and operating and troubleshooting the system in the courtroom. Must be thoroughly familiar with standard courtroom presentation packages such as Trial Director and Sanction. Must have excellent oral communication skills. Must be able to work effectively as a team member in an extremely pressured environment. Must be able to travel for long periods of time. Must be able to work long hours for an extended period of time. Trial experience required. Other automated litigation support experience valued.

Database Administrator

Assists in the operations and maintenance of relational or non-relational database management systems, search servers, or analytics servers. Responsibilities may include designing data storage structures; monitoring and analyzing system performance; making recommendations for optimizing system performance; creating and tuning indexes to facilitate data retrieval; syncing data across data sources or platforms; archiving data using vendor-specific tools, such as Oracle's RMAN; and working with System Administrators to apply software upgrades and patches, such as Oracle's quarterly critical patch updates. Also responsible for monitoring the enforcement of system and data security measures, as applicable. An Undergraduate degree strongly preferred, preferably in computer science or management information/technology, and at least one year of hands-on, successful experience in actually doing the work on the same database management systems being used by the client.

Forensic Technician

Responsible for acquiring, preserving, analyzing and producing digital evidence. Duties include assisting investigators, attorneys, and users with the seizure and securing of digital evidence; providing expert guidance on the extraction, transfer, and storage of electronic data so as to preserve the integrity of the evidence; documenting

the chain of custody; and assisting forensic experts and attorneys in preparing reports and other written material concerning the production, analyses, and preservation of electronic evidence. Must be able to communicate clearly with both technical and non-technical parties and be able to communicate technical details to non-technical parties in a clear and concise manner. Requires one year of experience as a Forensic Technician or equivalent position. May substitute one or more years work experience in computer hardware, network administration, or cyber-crime investigations in addition to the successful completion of a computer forensic proficiency, certification, or qualification test (such as CCE, IACIS, Encase, DCITP) within the last 2 years. Experience with common forensic tools such as Encase, Forensic Tool Kit, and Ilook required. An Undergraduate degree preferred.

Litigation Support Specialist 5 (Law Clerk 2)

Works under the direction of a Supervisory Paralegal, Project Manager or other senior manager performing complex legal research; preparing draft legal documents, such as motions, briefs, memoranda of law, etc.; reviewing documents for relevance and privilege; and assisting attorneys with all phases of litigation. Acts independently and/or as a team leader on larger projects. Responsibilities may include acting as primary interface with trial attorneys, experts, and other client staff. Requires a law degree or, for some tasks, comparable combination of education and experience may be acceptable. Must have at least two to three years of progressively more responsible experience on litigation support projects including proven capabilities and communication skills to successfully interact with clients and attorneys. Must have hands-on familiarity with a variety of computer applications, including word processing, databases (such as document review and file management systems), spreadsheets, and imaging. Role also requires hands-on familiarity with ESI tools and knowledge of e-Discovery procedures and resources.

Fraud Analyst

Under the direction of a Fraud Examiner, assists in obtaining documents and other information related to cases. Performs research to locate potential witnesses. Conducts in-house, telephone and database research; manages case file. Reports to Fraud Examiner on progress. Assists in the preparation of interim and final reports and recommendations. Requires experience in document analysis, particularly in relation to fraud cases. Two years' experience in performing on-line database research and telephone research. Undergraduate degree preferred; familiarity with automated litigation support helpful.

E-Discovery Project Coordinator

This is a senior level position responsible for coordinating all technical aspects and assisting with strategic and legal aspects for all assigned projects and matters involving electronic discovery. Serves as the primary point of contact throughout the discovery lifecycle, applying in-depth knowledge and experience to provide expert consultation and advice on technology and best practices. Consults with case teams to effectively develop and apply technical strategies, requirements and goals in order to develop and implement project plans, including data collection, processing, document production and trial. Acts as the primary point of contact and liaison for electronic discovery issues between the legal team and the contractor(s) to ensure proper communication between the parties. Advises the legal team on technology options to respond to specific discovery needs including but not limited to recommendations for products to perform early case assessment, document search, and document reviews in the most efficient, timely, and cost effective manner. Participates in legal proceedings, i.e. 26(f) conferences, prepares affidavits, and testifies as to the defensibility of the government's e-discovery process. Ensures standard procedures for electronic discovery and litigation support projects are consistently applied across the life of the case. Develops cost estimates and advises on maximizing efficiencies and cost reductions. Oversees the creation of statistical reports providing information on collection, filtering, processing, review and productions. Delegates appropriate workflow tasks, including data management, processing, production and quality control. Coordinates efforts of others in response to discovery requests and provides regular reports and metrics as to the status of each phase of the project. Stays abreast of emerging electronic discovery litigation support technology and processes. Maintains current knowledge of available software applications and in area(s) of expertise. Conducts regular

briefings on new technology and process improvements with regard to electronic discovery. Requires a minimum 5 years' experience providing e-Discovery services and litigation support on large, complex cases involving complex e-Discovery challenges. Prior knowledge and experience managing e-Discovery projects and related technologies required. Advanced experience planning e-Discovery efforts, managing client expectations, and working with clients to minimize their risk exposure. Requires an Undergraduate degree. Law degree, technical certification, or other pertinent graduate degree strongly preferred. Certification in e-Discovery program also preferred.

Financial Analyst

Under the direction of an Auditor 1 or Auditor 2, performs analyses of financial statements, cost data, operating and project reports, etc. Makes initial assessments and recommendations as to areas requiring further review by more senior Auditing staff. Reviews and analyzes the records of financial institutions, such as savings and loan associations, including operating and investment records, and inspection of properties, to make initial identification of areas requiring further analysis. Requires a thorough knowledge of generally accepted accounting principles and generally accepted auditing standards as well as extensive working knowledge of appropriate accounting and financial analysis ADP systems and applications. Must be a CPA. A Graduate degree in a related field, such as finance, business administration, accounting, banking and credit preferred. A minimum of two years of experience performing financial analysis and evaluation work required. Experience as part of an auditing team is helpful.

Service Contract Act Labor Category Descriptions

User Technical Support Specialist 2

Provides technical support to staff and clients by testing software and hardware products. Assists in setting up and operating an end user support program for applications in support of specific projects. Sets up overall user training programs and may deliver training, particularly for complex applications such as groupware and workflow packages which require active on-going training and support to ensure that they are being used effectively. Maintains software documentation. Responds and follows-up on internal and external customer support problems. Provides assistance in using hardware and software. Requires High School diploma or equivalent, and four to five years of related experience. Technical training in Computer Science preferred.

User Technical Support Specialist 1

Provides basic technical support to staff and clients by testing software and hardware products. Maintains software documentation. Responds and follows-up on internal and external customer support problems. May assist with drawing flow charts, writing operator instructions, or coding and testing routines to accumulate counts, tallies, or summaries. Requires High School diploma or equivalent, and three to four years of related experience. Technical training in Computer Science preferred.

Data Technician 1

Under close supervision, provides data repository related support functions and customer service functions using existing databases. Performs repository/technical library functions, using reproduction equipment, and performs data entry functions. Prepares technical documents for distribution to users. Classifies, indexes, stores and circulates books, periodicals, papers, microfiche, classified reports and documents stored on various electronic media. Collects, compiles, and organizes technical data. Performs manual collation, data entry, word processing using database or computer application software as necessary to update indices and technical documents. Reviews technical documents in library to identify obsolete documents. Identifies documents to proper technical authority for disposition. Performs routine cataloging functions. Answers routine inquiries. Responds to requests for engineering drawings, technical manuals and other materials. Maintains materials for circulation. Understands and provides support, with general supervision, using one or more commercially available software programs. Requires High School diploma or equivalent, and three to four years of related experience.

Data Entry Operator 1

Under supervision, enters, transcribes, and verifies a variety of alphanumeric data onto an on-line, batch mode, or personal computer system. Assignments are generally routine in nature and work parameters are typically well defined. Maintains files, records, and chronologies of entry activities. Produces output on magnetic tape, diskettes, or other media. Backs up files. Tracks documents received and chronologies of entry activities. Requires High School diploma or equivalent, and zero to six months of related experience.

Data Entry Operator Lead

Coordinates lower level clerks activities, such as entering, transcribing, and verifying alphanumeric data onto an on-line, batch mode, or personal computer system. Assignments are somewhat complex in nature and work parameters are usually well defined. Assists in designing and implementing data entry programs. Maintains files, records, and chronologies of entry activities. Produces output on magnetic tape, diskettes, or other media. Requires High School diploma or equivalent, and three to four years of related experience.

Warehouse Clerk 1

Performs a variety of order fulfillment and warehouse functions including shipping, receiving, stocking, storing, and inventory of materials. Receives material and verifies count against accompanying documents. Processes requests for items, pulls and assembles kits for shipping, prepares and packs items for shipment. May assist in loading shipments. While performing the duties of this job, the employee is frequently required to handle; reach with hands and arms; stoop, kneel, bend, crouch or crawl. The employee must also occasionally lift and/or move up to 50 pounds or more. Requires a High School diploma or equivalent, and zero to six months related experience.

Technical Librarian, Assistant

Responsible for routine functions of the library on a daily basis. Assists in developing and maintaining an electronic and physical library filing system for all technical documentation. Maintains accurate library indexes and records. Assists technical personnel with the preparation of all documentation such as specifications, technical publications, vendor contracts, and corporate and technical briefings. Provides graphics support for technical presentations and briefings. Edits documents for grammatical and contextual correctness. Requires High School diploma or equivalent, and four to five years of related experience.

Technical Information Specialist

Provides support directly to users by fulfilling individual requests for information and/or training in the utilization of the various databases available. Conducts technical research for source of information required in support of request for information related to ongoing programs and proposal efforts. Ensures that the information is current, complete, and readily retrievable. Handles special requests for information not available. Proficiency in the use of personal computers and related software packages such as Windows, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Internet, etc. Requires High School diploma or equivalent and four to five years of related (library environment) experience. An Associate's degree with additional course work in Library/Cataloging, or equivalent is preferred.

Accounting Assistant 1

Performs a variety of routine accounting clerical operations, such as: examining, verifying, and correcting accounting transactions to insure completeness and accuracy of data and proper identification of accounts, and checking that expenditures will not exceed obligations in specified accounts; totaling, balancing, and reconciling collection vouchers; posting data to transaction sheets where employee identifies proper accounts and items to be posted; and coding documents in accordance with a chart (listing) of accounts. Employee follows specific and detailed accounting procedures. Completed work is reviewed for accuracy and compliance with procedures. . Familiarity with accounting and bookkeeping procedures required. Requires High School diploma or equivalent, and one to two years of related experience.

Accounting Assistant 2

Performs a variety of accounting functions in accordance with standard procedures. Uses knowledge of double entry bookkeeping in performing one or more of the following: Posts actions to journals, identifying subsidiary accounts affected and debit and credit entries to be made and assigning proper codes; reviews computer printouts against manually maintained journals, detecting and correcting erroneous postings, and preparing documents to adjust accounting classifications and other data; or reviews lists of transactions rejected by an automated system, determining reasons for rejections, and preparing necessary correcting material. On routine assignments, employee selects and applies established procedures and techniques. Detailed instructions are provided for difficult or unusual assignments. Completed work and methods used are reviewed for technical accuracy. Familiarity with accounting and double entry bookkeeping procedures required. Requires High School diploma or equivalent, and two to three years of related experience.

Audio Visual Technician

Under close supervision, assists more senior level audio-visual technicians in providing audio-visual and photographic support. Duties include learning how to use video equipment, edit tapes, and set up lighting and sound recording devices. Assists more senior level audio-visual specialists by: setting up and adjusting equipment to meet production requirements. Performs routine maintenance of audio-visual equipment. Assists in editing tapes, incorporating graphic enhancements, videotaping and photographing events, training in television studio production, and setting up lighting and sound recording devices. Maintains a library of audio and videocassettes. Requires High School diploma or equivalent, and one to two years of related experience.

Records Clerk

Includes clerks and messengers:

Clerk - Creates, receives, and processes files. Records information in manual and automated logs. Identifies, organizes, and labels records. Maintains files, including removal of duplicate copies of records; replaces worn or improperly labeled folders; and redistributes files on shelves. Retrieves files and prepares them for delivery to requestors. Prepares files for transfer to other locations or for retirement. Requires High School diploma and two years of previous experience in records management or filing functions or one year of college. Able to lift boxes weighing 30 pounds.

Messenger – May have the same responsibilities as a clerk, but drives a van to deliver files and records to various sites. Obtains the signatures of all recipients for delivered materials. Moves supplies and files, schedules sequence of deliveries and pickups, plans efficient routes, and keeps logs of deliveries. Requires High School diploma or equivalent. Must have a valid driver's license and a driving license without repeated accidents and violations and is acceptable to the insurance company that insures the driver for this position. Able to lift boxes weighing 30 pounds.

Receptionist

Operates multiple-call telephone switchboard console and directs calls to appropriate person or department. Must have sufficient knowledge of business to direct caller. Greets visitors, vendors, customers, job applicants, and other visitors, and ensures that they are escorted to the proper office. Maintains pertinent telephone and visitor records. May perform various clerical tasks, light typing, or related duties as assigned. Requires at least one year of word processing experience using basic tools like Microsoft Office; able to type at a minimum rate of 65 words per minute with a high level of accuracy. Excellent oral and written communication skills required. Requires High School diploma or GED.

Records Technician

Prepares case files for closure and shipment to retirement facilities. Organizes files by category and chronological date and packages files in appropriate folders and boxes. Receives disposition or closure forms; stamps them as received; and routes them to appropriate locations. Reviews, identifies, and routes materials to appropriate locations. Identifies special media that needs conversion; labels and sends media to conversion staff or outside vendor; and tracks receipt of converted and source media. Requires High School diploma and two years of previous experience in records management or filing functions. One year of additional schooling, such as college or paralegal training or one year working in a government or private law office is preferred. Ability to identify and distinguish different kinds of legal documents and to organize large masses of materials according to a logical scheme or established procedure is preferred.

Scanning/Microfilm Specialist 2

Operates digital image scanning equipment to capture images and generate associated OCR text. Follows established scanning and quality control procedures in producing digital files in specified format for further processing. May be required to prepare documents for scanning (including determining logical breaks and unitization of hard copy documents) by disassembling prior to scanning and reassembling afterward. May be required to record file level information and physical attachment information during the scanning process. Must be able to set up, operate and perform routine maintenance on relevant equipment. Maintains scanning and task logs as well as equipment maintenance logs. Requires High School diploma or equivalent, and two to three years of experience with scanning equipment. An Undergraduate degree is preferred. Attention to detail extremely important.

Scanning/Microfilm Specialist 3

Operates digital image scanning equipment to capture images and generate associated OCR text. Follows established scanning and quality control procedures in producing digital files in specified format for further processing. May be required to prepare documents for scanning (including determining logical breaks and unitization of hard copy documents) by disassembling prior to scanning and reassembling afterward. May be required to record file level information and physical attachment information during the scanning process. Must be able to set up, operate and perform routine maintenance on relevant equipment. Maintains scanning and task logs as

well as equipment maintenance logs. Requires High School diploma or equivalent, and three to four years of experience with scanning equipment. An Undergraduate degree is preferred. Attention to detail extremely important.

Scanning Supervisor

Supervises and directs scanning staff to accomplish work. Reports on progress; troubleshoots; performs quality control; and ensures work meets contract requirements for quality and delivery schedules. Functions as expert operative on all equipment and processes. Determines appropriate scanner and scanner settings based on document type, planned processing, and document characteristics. Performs image, text, and property reviews to confirm loading, quality, and location of documents stored on the Document Management System. Trains staff. Requires High School diploma or equivalent, and three to four years of related experience. An Undergraduate degree is preferred.

Document Control Specialist 1

This position is responsible for the assisting in the development, inventory, storage, distribution and destruction of documents as required under set practices and assists in the administration of the Records Management System. Processes and fills requests for documents, which includes pulling orders, checking quantity, packaging for shipment to area offices and delivering to employees. Creates and updates documents by using computer design software. Knowledge of computer software required. Ability to communicate in an effective and professional manner with internal and external contacts. Requires High School diploma or equivalent, and one to two years of related experience.

Document Control Specialist 2

This position is responsible for the development, inventory, storage, distribution and destruction of documents as required under set practices and assists in the administration of the Records Management System. Processes and fills requests for documents, which includes pulling orders, checking quantity, packaging for shipment to area offices and delivering to employees. Creates and updates documents by using computer design software. Assists in the administration of the company's Records Retention Management program, including researching, analyzing, negotiating and distributing retention schedules. Knowledge of computer software required. Ability to communicate in an effective and professional manner with internal and external contacts. Requires High School diploma or equivalent, and two to three years of related experience.

Document Control Specialist 3

Files and retrieves documents within a standardized system that allows for the efficient storage of and accessibility to large volume of records. This involves categorizing records and storing them in alphabetical or numerical sequence or a combination of the two. Responds to requests for items from files by locating and retrieving the item, sending or delivering it to the requester, and documenting the transaction. If item is not available, documents that it has been requested, and when available, sends to the requester. Most requests are received through the mail, but some, such as quick research questions, are handled by telephone, and some information is entered into a computer terminal. Requires High School diploma or equivalent, and three to four years of related experience.

Litigation Support Specialist 1 (Paralegal)

Works under the direction of a Litigation Support Specialist 2, 3, 4 or 5, Task Supervisor, or Project Manager. Compiles, prepares, and summarizes relevant materials for use by attorneys in discovery and in preparation of motions, briefs and other legal documents following established guidelines. Summarizes depositions and other transcripts. Maintains case files. Performs simple legal research. Indexes, tracks and controls exhibits and other materials at depositions and at trial. Assists attorneys in the courtroom. Prepares exhibit cross-references. Reviews documents for relevance and privilege according to established guidelines and criteria. Performs initial compilation of documents for FOIA or production requests, Congressional hearings, etc. Requires a paralegal certificate. An equivalent level of legal training may be substituted. At least one year of litigation paralegal experience required; trial experience very helpful. Must have basic legal knowledge, including knowledge of standard legal citation to cite check legal motions and memorandum and must have sufficient experience with

legal research tools such as LEXIS and Westlaw to perform basic legal research. Basic familiarity with Electronically Stored Information (ESI) tools and knowledge of e-discovery procedures and resources required.

Litigation Support Specialist 2 (Senior Paralegal)

Works under the direction of a Task Supervisor, or Project Manager. Work products are reviewed prior to submission; however, often develops these products with minimal direct supervision other than written guidelines. In addition to functions performed by a Litigation Support Specialist 1 as described above, performs moderately complex legal research. Synopsizes transcripts of hearings and oral arguments for attorney use. Reviews case related materials and identifies potentially conflicting statements or areas requiring further investigation. Writes preliminary drafts of simple legal memoranda and correspondence. Requires paralegal certificate. An equivalent level of legal training may be substituted. At least two years of litigation paralegal experience required. Must have hands-on familiarity with a variety of computer applications, including word processing, databases (such as document review and file management systems), spreadsheets, imaging, and hardware systems. Hands-on familiarity with Electronically Stored Information (ESI) tools and knowledge of e-discovery procedures and resources required.

Litigation Support Specialist 3 (Law Clerk 1)

Works under the direction of a Litigation Support Specialist 4 or a Project Manager. Performs complex legal research for the trial staff. Assists in preparing draft legal documents, such as motions, briefs, memoranda of law, etc. Screens documents for privilege. Assists attorneys with all phases of litigation. Requires Law degree, or having completed at least one year of study at an ABA-accredited law school. Requires sound working knowledge of federal and state court systems, legal research procedures, and legal research resources. Requires excellent written and oral communication skills and thorough knowledge of standard legal research tools such as LEXIS and Westlaw. Must have hands-on familiarity with a variety of computer applications, including word processing, databases (such as document review and file management systems), spreadsheets, and imaging. Also requires hands-on familiarity with ESI tools and knowledge of e-Discovery procedures and resources.

Senior Word Processor

Types, edits, corrects, etc. documents, charts, tables, etc. as required. Proofreads, edits, and corrects OCR'd text files. Responsible for routine file maintenance, including maintaining backup copies of original files, as well as working files. Performs quality control over own work and work of peers. Organizes and maintains correspondence files. Works fairly independently - does not require constant, close supervision. Requires at least two years of word processing experience including one year in a similar office automation environment. Must be able to type at a minimum rate of 65 wpm with an accuracy rate of 95%. High School diploma or GED required. Excellent oral and written communication skills required.

Word Processor

Types, edits, corrects, etc. documents, charts, tables, etc. as required. Proofreads, edits, and corrects OCR'd text files. Responsible for routine file maintenance, including maintaining backup copies of original files, as well as working files. Performs quality control over own work and work of peers. Organizes and maintains correspondence files. Performs simple maintenance on office machines such as copiers and fax machines. Answers phones. Works fairly independently - does not require constant, close supervision. Requires at least one year of word processing experience in a similar office automation environment. Must be able to type at a minimum rate of 65 wpm with an accuracy rate of 95%. High School diploma or GED required. Excellent oral and written communication skills required.

Document Coder

Extracts bibliographic and/or subjective information from documents, invoices, phone records or other source material and records the extracted information onto a DCF or directly inputs the information into a data entry screen. Requires High School diploma or GED certificate, Undergraduate degree preferred. Entry level position, no experience required. Must have demonstrated ability to analyze documents to extract appropriate level of information. Must have typing skills and familiarity with office automation systems, especially data entry

programs. Must be able to pay attention to detail; and must understand oral and written instructions, and follow instructions explicitly and consistently.

Document Management Analyst I

Reports to Task Supervisor, or Project Manager; works with minimal supervision. In addition to performing functions of Document Management Technician as described below, performs moderately complex document management or litigation support tasks, including, for example, detailed review and analysis of project materials in a broad range of subject matters such as financial records or health care materials; detailed indexing of project files, drafting procedures for accomplishing support assignments; document acquisition related tasks; screening for privilege documents; conducting database searches; and performing e-Discovery culling. Proofreads and edits deliverable products. Sometimes serves as "team leader" for larger group of Document Management Technicians and clerical support staff. Requires one year of experience on major litigation support/document management project or an Undergraduate degree. Certain assignments may require experience or substantial undergraduate coursework in, for example, finance/accounting, health care, or substantial experience in the legal environment or in information technology. Must have excellent writing skills and oral communication capabilities.

Document Management Technician

Under the direction of a Task Supervisor or Document Management Analyst, performs the following tasks while complying with established procedures for filing, retrieving, and copying project file materials: creating compilations of documents such as witness binders; preparing deposition and trial exhibits; entering data on-line to various file tracking databases; proofreading, editing, and correcting OCR'd text files; retrieving and blowing back documents from microfilm and digital image media; tabbing, numbering, labeling, and assembling documents; filling out log sheets and reporting on progress and performing quality control on the work of peers in all of these areas. Prepares documents for image scanning; performs other document acquisition related activities, including document screening, and phrase labeling of files to be filmed or scanned; and performs simple database searches. Must have typing/keyboarding skills and good communication skills. An Undergraduate degree or equivalent preferred. Litigation support experience valued.

Office Applications Specialist

Works under the supervision of a Task Manager or Project Manager. In addition to performing the functions of Senior Word Processor: types, and provides user services and support at an advanced level for specific office application packages, particularly word processing, graphics/presentation, and spreadsheet packages. Provides tips and assistance to other users in the best use of these packages. Requires three years word processing experience and at least one year experience in the specific office automation environment. Must be able to type at a minimum rate of 65 wpm with an accuracy rate of 95%. A High School diploma or GED is required. Excellent oral and written communication skills required.

Electronic Files Specialist

This is an entry-level position operating under the direction of more senior Contractor IT staff. Provides hands-on file manipulation, loading, and conversion services. Creates and modifies files for upload into COTS products and performs individual file conversion in support of electronic file processing. Will be required to develop, evaluate and modify methodologies and procedures for manipulating files for use with COTS products and litigation support applications. Must be able to ensure the accuracy of data loading, manipulation, and conversion by performing and documenting quality and accuracy checks. Requires one year of experience with the applications actually being supported. Experience in automated litigation support extremely helpful. Technical certification valued.

Network Administrator

Reports to more senior Contractor IT or project management staff and coordinates activities with the client's technical staff. Responsible for designing, installing, configuring, operating, and maintaining small scale or temporary local area networks for document management, records management and/or litigation support for specific projects. These installations will usually be proven configurations that have already been tested and

assembled before being shipped out. Configurations may include more than one server to host database and other applications. May also function as a junior System Administrator on a larger system administration team, assisting with the duties of overall system administration. Responsible for troubleshooting and making necessary adjustments to the network operating system, networked software, and related hardware components to maintain reliability of all systems and hardware. Works with other contract IT staff to install, test, modify, and maintain distributed processing databases on the LAN. One to two years' experience in the design, installation, testing, debugging, modification, and maintenance of local area networks will generally be expected. Experience must be directly applicable to the LAN environment being used. Requires two years technical training in computers or graduation from an accredited computer training institute; significant experience may be substituted for the education requirement.

Programmer Analyst 2

Usually works under the direction of a more senior Contractor IT person. As an expert programmer, independently develops, modifies, and maintains complex programs to support litigation or document management environment applications, such as databases, associated management systems, and analytical systems. Translates program requirements into program code. Tests, debugs and refines programs to process data in accordance with written specifications. Revises programs to increase efficiency and reduce operating time. Develops data entry screens and other user interfaces. Develops and implements standardized reports, and creates and generates specialized and ad hoc reports as required. Loads data files into databases following appropriate edit and pre-processor steps and routines; performs database backups. Provides oral and written status reports to the Project Manager and/or more senior IT staff. Provides technical direction and supervision to other programmers. Develops end user and technical documentation and provides training for all systems developed. At least three years of overall programming experience will generally be expected, including experience with large-scale database management systems. At least two years of directly applicable experience is required. Requires excellent oral and written communication skills. Supervisory or team leader experience is very useful. An Undergraduate degree is strongly preferred; preferably in the computer science or information management/ technology disciplines.

Programmer Analyst 1

Usually works under the direction of more senior Contractor IT staff on a particular application. Develops, modifies, and maintains complex programs to support litigation or document management environment applications, such as databases, associated management systems, and analytical systems. Translates program requirements into program code. Tests, debugs and refines programs to process data in accordance with specified requirements; revises programs to increase efficiency and reduce operating time. Develops data entry screens and other user interfaces; develops and implements standardized reports, and creates and generates specialized and ad hoc reports as required. Loads data files into databases following appropriate edit and pre-processor steps and routines. Performs database backups. Provides oral and written status reports to the Project Manager and/or more senior IT staff. Documents programs and system logic. Develops documents and executes archival procedures. Provides oral and written status reports to more senior IT staff. Provides end user and technical documentation and training for all systems developed. At least two years of overall programming experience will generally be expected, including experience with large-scale database management systems. At least one year of directly applicable experience is required. Requires excellent oral and written communication skills. An Undergraduate degree is strongly preferred; preferably in the computer science or information management/technology disciplines.

PC Technician

Usually works under the direction of a more senior Contractor IT staff member and coordinates activities with the client technical staff. Responsible for set-up, on-site maintenance, and diagnostic services for contractor support of client PCs and other IT equipment, including printers, external storage devices, scanners, etc. Assists users in troubleshooting and whenever possible correcting operating and hardware problems. Recommends equipment/software improvements or fixes. Installs new hardware and software as well as upgrades. Makes

relevant operating system changes to PCs. Performs requisite maintenance on equipment where necessary and not covered under maintenance or warranty; arranges for other maintenance. Coordinates both with more senior Contractor project and IT staff, and with client IT staff on all of these matters, as well as on matters having to do with the connection of these PCs to the client office automation network. Requires experience performing repairs, maintenance and troubleshooting on Windows-based personal computers, and experience performing repairs, maintenance and troubleshooting in LAN or WAN environments. Graduation from a recognized computer repair training program or equivalent experience strongly preferred.

Data Entry Technician

Enters data into a variety of computer systems. Enters data in prescribed format for subsequent processing. Reviews error messages and makes corrections during data entry. Maintains operating records. Logs and controls documents. Requires one to two years of general data entry experience to include experience operating an alphanumeric keyboard. Experience in a litigation support environment preferred. Requires a High School diploma or GED certificate.

Accounting Technician

Reviews and analyzes financial data, documents and manual or automated accounting systems. Works under the supervision of an auditor or financial analyst. Duties may require periods of travel. Requires a two-year degree in accounting or four-year degree in a related field (finance, business, banking, or economics) with 30 credit hours in accounting. With the client's approval, relevant financial and accounting experience performing technical level duties in accounting, banking, or finance for corporations or non-profit organizations may be substituted for the education and credit requirements.

Scanner Operator – GFE/no equipment

Operates digital image scanning equipment to capture images and generate associated OCR text. Under this CLIN, user equipment and supplies are supplied by the client. Follows established scanning and quality control procedures in producing digital files in specified format for further processing. May be required to prepare documents for scanning (including determining logical breaks and unitization of hard copy documents) by disassembling prior to scanning and reassembling afterward. May be required to record file-level information and physical attachment information during the scanning process. Must be able to set up, operate and perform routine maintenance on relevant equipment. Maintains scanning and task logs as well as equipment maintenance logs. Requires High School diploma or equivalent, and one year of experience with scanning equipment. An Undergraduate degree is preferred. Attention to detail extremely important.

Help Desk Supervisor/Senior User Trainer

Supervises staff of Help Desk and User Trainer Specialists who provide help desk and on-site support to end users. Assists in setting up and operating end-user support program for major applications in support of specific projects. Sets up overall user training programs, particularly for complex applications such as groupware and workflow packages which require active on-going training and support to ensure that they are being used effectively, and also for litigation support and office automation applications. Sets up facilities and procedures to ensure responsive support. Trains staff and sets up help desk staffing schedules. Organizes, prepares, schedules and conducts training sessions. Training will most often be user-level training for specific databases or specific software packages, including word processing and other office automation packages, but may sometimes also include team building training, contract/document center orientations, etc. Audience may include attorneys, paralegals, client agency staff, and/or other Contractor employees. Prepares training approach and materials. Arranges for use of training facilities, for access to appropriate applications, etc. Oversees and supervises help desk operations, including answering and responding to user phone calls, installing and troubleshooting litigation support packages on user desktops, and coordinating support with office automation support contractors and staff. Supervises teams of Help Desk and User Trainer Specialists providing search, retrieval, and reporting support to client attorneys. Receives requests and translates them into effective search strategies. Designs appropriate output formats, assists users in constructing and refining queries and helps resolve problems related

to accessing databases. At least two years of experience providing direct end-user support for the applications being supported, including both telephone support and on-site assistance to users, is preferred. Certain applications may require certification by the software provider. At least one year teaching/training experience involving computer applications, preferably database, imaging, or other automated litigation support applications preferred. Prior supervisory experience strongly preferred. Must have hands-on familiarity with the network, telecommunications, and operating systems environment of the applications being supported. At least one year of experience in automated litigation support preferred. Should be an expert user of the client's word processing, spreadsheet, and email systems. Undergraduate degree valued.

User Trainer/Senior User Support Specialist

Usually reports to Help Desk Supervisor/Senior User Trainer. Assists in setting up and operating end user support program for major applications in support of specific projects. Sets up overall user training programs, particularly for complex applications such as groupware and workflow packages which require active on-going training and support to ensure that they are being used effectively, but also for litigation support and office automation applications. Develops training course outlines and agendas. Establishes training facilities and schedules. May supervise work of teams of user support staff, such as help desk staff. Organizes, prepares, schedules and conducts training sessions. Training will most often be user-level training for specific databases or specific software packages, including word processing and other office automation packages, but may sometimes also include team building training, contract/document center orientations, etc. Audience may include attorneys, paralegals, client agency staff, and/or other Contractor employees. Prepares training approach and materials. Arranges for use of training facilities, for access to appropriate applications, etc. Performs help desk functions - answering and responding to user phone calls; installing and troubleshooting litigation support packages on user desktops; and coordinating support with office automation support contractors and staff. At least two years of experience involving teaching/training users in computer applications, preferably database, imaging, or other automated litigation support applications will generally be expected. At least one year must be experience with the specific applications being supported. Supervisory experience helpful. Must have hands-on familiarity with the network, telecommunications, and operating systems environment of the applications being supported. Should be an expert user of the client's word processing, spreadsheet, and email systems. Excellent oral and written communications skills required. Undergraduate degree strongly preferred.

Help Desk/User Support Specialist

Usually supervised by Help Desk Supervisor. Provides telephone help desk and on-site support to end users. Applications supported will be chiefly litigation support applications, but may also include other office applications such as word processing, spreadsheet, presentation, and graphics packages. Provides assistance in using hardware and software. Performs help desk functions, such as answering and responding to user phone calls. Assists users in constructing simple queries and reports and helps solve routine problems related to accessing databases. Installs and troubleshoots litigation support packages on user desktops. Provides basic and advanced training in database access and usage. Organizes, prepares, schedules, and conducts training sessions. Training will most often be user level training for specific databases or specific software packages, including word processing and other office automation packages. Audience may include attorneys, paralegals, client agency staff, and/or other Contractor employees. Prepares training approach and materials. Arranges for use of training facilities, for access to appropriate applications, etc. Experience providing direct end-user support for the applications being supported, including both telephone support and on-site assistance to users. Certain applications may require certification by the software provider. Prior teaching/training experience involving computer applications, preferably database, imaging, or other automated litigation support applications strongly preferred. Must have hands-on familiarity with the network, telecommunications, and operating systems environment of the applications being supported. Prior experience in automated litigation support preferred. Should be an expert user of the client's word processing, spreadsheet, and email systems. Excellent oral and written communications skills required. Undergraduate degree valued.

Supervisory Clerical

Directs and supervises clerical staff in performing support functions such as photocopying, courier/delivery services, document retrieval, faxing information, etc. Performs quality control and ensures timely delivery of all specified deliverables. Tracks progress of all clerical activities and reports status to appropriate Contractor manager. Arranges routine and emergency service and maintenance of office equipment. Oversees the organization and maintenance of correspondence files. Ability to operate a variety of office equipment, including PCs, printers, photocopiers, scanners, telephone systems, fax machines, numbering and binding equipment, etc. required. Must have typing/keyboarding skills and good communication skills. Attention to detail very important. Ability to work well in a team environment and ability to read and follow instructions very important. Must be able to prioritize and manage work for a number of people. High School diploma or GED required.

Clerical

Under the supervision of a Task Supervisor, performs routine document support functions such as photocopying; delivering items; generating blowback; assembling notebooks, including pulling file copies of documents, tabbing binders, numbering, binding, labeling, re-filing documents and shelving; packing boxes and preparing them for shipment; Bates stamping; ordering supplies; retrieving case materials; completing log sheets; answering phones; logging messages; faxing information, etc. Prepares documents for imaging/scanning. Assembles/disassembles documents as required, taking care to ensure that original documents are reassembled exactly to their original state. Maintains inventory/control records. Performs simple typing assignments using word processing equipment. Ability to operate a variety of office equipment, including PCs, printers, photocopiers, scanners, telephone systems, fax machines, numbering and binding equipment, etc. required. Must have typing/keyboarding skills and good communication skills. Attention to detail very important. Must take the initiative to ask questions when necessary to complete task correctly (e.g. where instructions are not explicit or appear to be contrary to the task objective). Ability to read and follow instructions very important. High School diploma or GED required.

Document Management Analyst II

Under the direction of a Task Supervisor, performs the following tasks while complying with established procedures for: filing, retrieving, and copying case file materials; creating witness binders; preparing deposition and trial exhibits; entering data on-line to case files and other databases; proofreading, editing, correcting OCR'd text files; retrieving and blowing back documents from microfilm and digital image media; tabbing, numbering, labeling, assembling documents; filling out log sheets and reporting on task progress; and performing quality control on the work of peers in all of these areas. Prepares documents for image scanning; performs other document collection related activities, including document screening, and labeling of files to be scanned. Performs simple database searches. Ability to perform detailed work consistently, accurately, and under pressure extremely important. Must be able to understand task, task objectives, and the context of the task in the litigation support effort as a whole. Must have typing/keyboarding skills and good communication skills. Undergraduate degree preferred. Litigation support experience valued.

Electronic Files Processing Manager

Serves as the lead manager responsible for delivery of customer data processing services. Primarily ensures timely and accurate completion of tasks. Performs analysis, development and implementation of processing approaches for electronic files and related services pursuant to the applicable ESI specifications. Consults with attorneys and support staff on best practices for conforming to ESI specifications and, as required, participates in teleconferences with co-counsel, client agencies, and opposing counsel upon attorney request. Responsible for ensuring that incoming productions are made pursuant to the applicable ESI specifications and when deficiencies are found, provides case attorney with detailed notice of deficiencies. Responsible for process improvement to ensure high quality, timely and cost-effective methods are used. Supports and recommends acquisition of hardware and software to ensure performance and capability enhancements. Requires at least two years of experience at the supervisory level. Requires thorough knowledge of the litigation discovery process, and the

EDRM workflow; and working knowledge of personal computers, including Windows 7, document review software, and encryption methods. Experience with LAW, IPRO, Concordance, Summation, ICONECT, Relativity, MS Office Suite, and West LiveNote highly valued. Undergraduate degree strongly preferred, preferably in computer science or related field. At least five years' experience performing e-Discovery roles including but not limited to electronic files processing (EFP), image and data file conversion, data culling using review tools, quality assurance, database loads and retrieval, and forensic analysis.

Senior Electronic Files Specialist

Responsible for supporting the e-Discovery needs of attorneys and support staff and implementing the client's best practices related to e-Discovery and data workflow. Provides hands-on file manipulation, loading, and conversion services. Creates and modifies files for upload, typically into COTS products, and performs individual file conversion in support of electronic file processing. Develops, evaluates and modifies methodologies and procedures for manipulating files for use with COTS products and litigation support applications. Performs quality assurance of all electronic files processing (EFP) services. Responsible for ensuring that incoming productions are made pursuant to the applicable ESI specifications and when deficiencies are found, provides EFP Manager with detailed notice of deficiencies. Recommends process improvement to ensure high quality, timely and cost-effective methods are utilized. Requires knowledge of litigation discovery process, and the EDRM workflow, and at least three years' experience performing e-Discovery roles such as EFP, image and data file conversion, data culling using review tools, quality assurance, database loads and retrieval, and forensic analysis. Requires working knowledge of personal computers, including Windows 10, document review software, and encryption methods. Experience with software used in the litigation support environment such as Concordance, Summation, ICONECT, Relativity, and MS Office Suite is valued. An Undergraduate degree is preferred, preferably in computer science or a related field.

Education Equivalency

Where Schedule labor categories identify "or equivalent" for education requirements and equivalent is not defined, the following table defines that equivalency.

Academic Education Required	Academic Education and Relevant Work Experience Equivalency
High School Diploma (HS)	GED
Associate's Degree (A)	HS + 2 years
Undergraduate Degree (U)	HS + 4 years or A + 2 years

This table applies to all of the above labor categories.

Labor Category Rates (Applicable to all SINS)

Professional Labor Labor Category Title	Unit of Issue	02/12/17- 02/11/18	02/12/18- 02/11/19	02/12/19- 02/11/20	02/12/20 - 02/11/21	02/12/21 - 02/11/22
PROGRAM MANAGER	Hour	\$195.15	\$200.66	\$206.31	\$212.13	\$218.11
PROJECT MANAGER 2	Hour	\$99.59	\$102.40	\$105.29	\$108.26	\$111.31
PROJECT MANAGER 3	Hour	\$122.21	\$125.66	\$129.20	\$132.84	\$136.59
PROJECT MANAGER 4	Hour	\$169.79	\$174.57	\$179.50	\$184.56	\$189.76
TASK SUPERVISOR 1	Hour	\$62.61	\$64.38	\$66.19	\$68.06	\$69.98
TASK SUPERVISOR 2	Hour	\$70.11	\$72.09	\$74.12	\$76.21	\$78.36
QA ASSURANCE ENGINEER 1	Hour	\$91.23	\$93.80	\$96.45	\$99.17	\$101.97
FUNCTIONAL ANALYST 1	Hour	\$91.23	\$93.80	\$96.45	\$99.17	\$101.97
FUNCTIONAL ANALYST 3	Hour	\$131.37	\$135.08	\$138.89	\$142.80	\$146.83
TECHNICAL TRAINER	Hour	\$91.23	\$93.80	\$96.45	\$99.17	\$101.97
INFORMATION SECURITY SPEC 1	Hour	\$91.23	\$93.80	\$96.45	\$99.17	\$101.97
RECORDS ANALYST 1	Hour	\$78.72	\$80.94	\$83.22	\$85.57	\$87.98
RECORDS ANALYST 2	Hour	\$90.55	\$93.11	\$95.73	\$98.43	\$101.21
RECORDS ANALYST 3	Hour	\$108.66	\$111.72	\$114.88	\$118.11	\$121.45
DATABASE ANALYST 1	Hour	\$91.23	\$93.80	\$96.45	\$99.17	\$101.97
SYSTEMS ADMINISTRATOR 1	Hour	\$77.20	\$79.38	\$81.62	\$83.92	\$86.28
SYSTEMS ADMINISTRATOR 2	Hour	\$97.21	\$99.95	\$102.77	\$105.67	\$108.65
SYSTEMS ADMINISTRATOR 3	Hour	\$148.65	\$152.84	\$157.15	\$161.58	\$166.14
WEB DEVELOPER 1	Hour	\$91.23	\$93.80	\$96.45	\$99.17	\$101.97
PROGRAM CONTROL ANALYST 1	Hour	\$91.23	\$93.80	\$96.45	\$99.17	\$101.97
SYSTEMS DEVELOPMENT SPEC 2	Hour	\$109.48	\$112.57	\$115.74	\$119.01	\$122.36

Professional Labor Labor Category Title	Unit of Issue	02/12/17- 02/11/18	02/12/18- 02/11/19	02/12/19- 02/11/20	02/12/20 - 02/11/21	02/12/21 - 02/11/22
FACILITIES SUPERVISOR	Hour	\$108.66	\$111.72	\$114.88	\$118.11	\$121.45
SYSTEMS ANALYST	Hour	\$105.41	\$108.38	\$111.44	\$114.58	\$117.81
SENIOR SYSTEMS ANALYST	Hour	\$134.10	\$137.88	\$141.77	\$145.77	\$149.88
APPLICATIONS SYST ANALYST/PROG 2	Hour	\$96.30	\$99.02	\$101.81	\$104.68	\$107.63
USER SUPPORT PROGRAM MANAGER	Hour	\$120.93	\$124.34	\$127.85	\$131.45	\$135.16
QA SPEC/QA ENGINEER 3	Hour	\$131.37	\$135.08	\$138.89	\$142.80	\$146.83
INFORMATION SYSTEM ENGINEER 2	Hour	\$147.01	\$151.16	\$155.42	\$159.80	\$164.31
SYSTEMS MANAGER	Hour	\$146.61	\$150.74	\$155.00	\$159.37	\$163.86
TECHNICAL ANALYST	Hour	\$149.97	\$154.20	\$158.55	\$163.02	\$167.62
FORENSIC ANALYST 1	Hour	\$111.37	\$114.51	\$117.74	\$121.06	\$124.47
FORENSIC ANALYST 2	Hour	\$153.66	\$157.99	\$162.45	\$167.03	\$171.74
FORENSIC ANALYST 3	Hour	\$185.22	\$190.44	\$195.81	\$201.34	\$207.01
TECHNICAL WRITER	Hour	\$75.51	\$77.64	\$79.83	\$82.08	\$84.39
CONFIGURATION MANAGEMENT SPEC, LEAD	Hour	\$157.68	\$162.13	\$166.70	\$171.40	\$176.24
LIBRARY SERVICES MANAGER	Hour	\$130.38	\$134.05	\$137.83	\$141.72	\$145.72
TECHNICAL LIBRARIAN 1	Hour	\$78.72	\$80.94	\$83.22	\$85.57	\$87.98
TECHNICAL LIBRARIAN 2	Hour	\$90.55	\$93.11	\$95.73	\$98.43	\$101.21
TECHNICAL LIBRARIAN 3	Hour	\$108.66	\$111.72	\$114.88	\$118.11	\$121.45
LITIGATION SUPPORT SPECIALIST 4 (Supervisory Paralegal)	Hour	\$78.52	\$80.73	\$83.01	\$85.35	\$87.76
ACCOUNTANT 2	Hour	\$90.55	\$93.11	\$95.73	\$98.43	\$101.21
AUDITOR 1	Hour	\$77.20	\$79.38	\$81.62	\$83.92	\$86.28
AUDITOR 2	Hour	\$96.85	\$99.58	\$102.39	\$105.28	\$108.25

Professional Labor Labor Category Title	Unit of Issue	02/12/17- 02/11/18	02/12/18- 02/11/19	02/12/19- 02/11/20	02/12/20 - 02/11/21	02/12/21 - 02/11/22
PROGRAM FINANCIAL ANALYST 1	Hour	\$78.72	\$80.94	\$83.22	\$85.57	\$87.98
PROGRAM FINANCIAL ANALYST 2	Hour	\$90.55	\$93.11	\$95.73	\$98.43	\$101.21
SENIOR RECORDS TECHNICIAN	Hour	\$78.72	\$80.94	\$83.22	\$85.57	\$87.98
RECORDS SUPERVISOR	Hour	\$78.72	\$80.94	\$83.22	\$85.57	\$87.98
TRIAL CONSULTANT/GRAPHICS SPECIALIST	Hour	\$77.20	\$79.38	\$81.62	\$83.92	\$86.28
COURTROOM AV/HARDWARE SPECIALIST	Hour	\$89.43	\$91.95	\$94.54	\$97.21	\$99.95
COURTROOM PRESENTATION SPECIALIST	Hour	\$86.48	\$88.92	\$91.43	\$94.00	\$96.66
DATABASE ADMINISTRATOR	Hour	\$97.59	\$100.34	\$103.17	\$106.08	\$109.07
FORENSIC TECHNICIAN	Hour	\$105.15	\$108.12	\$111.16	\$114.30	\$117.52
LITIGATION SUPPORT SPECIALIST 5 (LAW CLERK 2)	Hour	\$81.65	\$83.95	\$86.32	\$88.75	\$91.26
FRAUD ANALYST	Hour	\$68.93	\$70.87	\$72.87	\$74.93	\$77.04
E-DISCOVERY PROJECT COORDINATOR	Hour	\$128.07	\$131.68	\$135.39	\$139.21	\$143.14
FINANCIAL ANALYST	Hour	\$86.48	\$88.92	\$91.43	\$94.00	\$96.66

Service Contract Act (SCA)

Note: SCA category prices are based on US Department of Labor Wage Determination No: 05-4281

Area: DC, District-Wide.

Revision No: 3 (effective 04/08/2016)

SCA Labor Category Title	Unit of Issue	02/12/17-02/11/18	02/12/18-02/11/19	02/12/19-02/11/20	02/12/20 - 02/11/21	02/12/21 - 02/11/22
USER TECHNICAL SUPPORT SPEC 2	Hour	\$64.41	\$66.22	\$68.09	\$70.01	\$71.98
USER TECHNICAL SUPPORT SPEC 1	Hour	\$56.00	\$57.57	\$59.20	\$60.87	\$62.58
DATA TECHNICIAN I	Hour	\$33.96	\$34.92	\$35.90	\$36.92	\$37.96
DATA ENTRY OPERATOR 1	Hour	\$32.05	\$32.95	\$33.88	\$34.84	\$35.82
DATA ENTRY OPERATOR, LEAD	Hour	\$35.20	\$36.19	\$37.21	\$38.26	\$39.34
WAREHOUSE CLERK 1	Hour	\$36.94	\$37.99	\$39.06	\$40.16	\$41.29
TECHNICAL LIBRARIAN, ASSISTANT	Hour	\$42.47	\$43.67	\$44.90	\$46.17	\$47.47
TECHNICAL INFORMATION SPECIALIST	Hour	\$42.47	\$43.67	\$44.90	\$46.17	\$47.47
ACCOUNTING ASSISTANT 1	Hour	\$36.53	\$37.56	\$38.62	\$39.71	\$40.83
ACCOUNTING ASSISTANT 2	Hour	\$46.70	\$48.02	\$49.37	\$50.76	\$52.20
AUDIO VISUAL TECHNICIAN	Hour	\$60.67	\$62.39	\$64.14	\$65.95	\$67.81
RECORDS CLERK	Hour	\$38.55	\$39.63	\$40.75	\$41.90	\$43.08
RECEPTIONIST	Hour	\$34.25	\$35.22	\$36.21	\$37.23	\$38.28
RECORDS TECHNICIAN	Hour	\$44.52	\$45.78	\$47.07	\$48.39	\$49.76
SCANNING/MICROFILM SPECIALIST 2	Hour	\$41.80	\$42.97	\$44.19	\$45.43	\$46.71
SCANNING/MICROFILM SPECIALIST 3	Hour	\$48.12	\$49.48	\$50.87	\$52.31	\$53.78
SCANNING SUPERVISOR	Hour	\$49.35	\$50.75	\$52.18	\$53.65	\$55.16
DOCUMENT CONTROL SPECIALIST 1	Hour	\$33.96	\$34.92	\$35.90	\$36.92	\$37.96
DOCUMENT CONTROL SPECIALIST 2	Hour	\$38.55	\$39.63	\$40.75	\$41.90	\$43.08
DOCUMENT CONTROL SPECIALIST 3	Hour	\$44.52	\$45.78	\$47.07	\$48.39	\$49.76

SCA Labor Category Title	Unit of Issue	02/12/17-02/11/18	02/12/18-02/11/19	02/12/19-02/11/20	02/12/20 - 02/11/21	02/12/21 - 02/11/22
LITIGATION SUPPORT SPECIALIST 1 (Paralegal)	Hour	\$50.43	\$51.85	\$53.31	\$54.82	\$56.36
LITIGATION SUPPORT SPECIALIST 2 (Senior Paralegal)	Hour	\$62.38	\$64.14	\$65.95	\$67.81	\$69.72
LITIGATION SUPPORT SPECIALIST 3 (Law Clerk 1)	Hour	\$76.13	\$78.28	\$80.48	\$82.75	\$85.09
SENIOR WORD PROCESSOR	Hour	\$41.83	\$43.01	\$44.22	\$45.47	\$46.75
WORD PROCESSOR	Hour	\$37.06	\$38.11	\$39.18	\$40.28	\$41.42
DOCUMENT CODER	Hour	\$35.30	\$36.30	\$37.32	\$38.37	\$39.45
DOCUMENT MANAGEMENT ANALYST	Hour	\$54.58	\$56.12	\$57.70	\$59.33	\$61.00
DOCUMENT MANAGEMENT TECHNICIAN	Hour	\$38.48	\$39.57	\$40.68	\$41.83	\$43.01
OFFICE APPLICATIONS SPECIALIST	Hour	\$47.14	\$48.47	\$49.84	\$51.24	\$52.69
ELECTRONIC FILES SPECIALIST	Hour	\$62.11	\$63.86	\$65.66	\$67.51	\$69.42
NETWORK ADMINISTRATOR	Hour	\$61.79	\$63.53	\$65.32	\$67.17	\$69.06
PROGRAMMER ANALYST 1	Hour	\$65.08	\$66.92	\$68.80	\$70.74	\$72.74
PROGRAMMER ANALYST 2	Hour	\$71.54	\$73.56	\$75.63	\$77.76	\$79.96
PC TECHNICIAN	Hour	\$55.66	\$57.23	\$58.84	\$60.50	\$62.21
DATA ENTRY TECHNICIAN	Hour	\$34.54	\$35.51	\$36.52	\$37.55	\$38.60
ACCOUNTING TECHNICIAN	Hour	\$42.06	\$43.25	\$44.47	\$45.72	\$47.01
SCANNER OPERATOR – GFE/NO EQUIPMENT	Hour	\$35.30	\$36.30	\$37.32	\$38.37	\$39.45
HELP DESK SUPERVISOR/SENIOR USER TRAINER	Hour	\$68.39	\$70.32	\$72.30	\$74.34	\$76.44
USER TRAINER/SR USER SUPPORT SPECIALIST	Hour	\$61.79	\$63.53	\$65.32	\$67.17	\$69.06
HELP DESK/USER SUPPORT SPECIALIST	Hour	\$62.11	\$63.86	\$65.66	\$67.51	\$69.42
SUPERVISORY/CLERICAL	Hour	\$59.60	\$61.28	\$63.01	\$64.79	\$66.61
CLERICAL	Hour	\$38.48	\$39.57	\$40.68	\$41.83	\$43.01
DOCUMENT MANAGEMENT ANALYST II	Hour	\$57.15	\$58.76	\$60.42	\$62.12	\$63.87

SCA Labor Category Title	Unit of Issue	02/12/17-02/11/18	02/12/18-02/11/19	02/12/19-02/11/20	02/12/20 - 02/11/21	02/12/21 - 02/11/22
ELECTRONIC FILES PROCESSING MANAGER	Hour	\$68.31	\$70.24	\$72.22	\$74.25	\$76.35
SENIOR ELECTRONIC FILES SPECIALIST	Hour	\$65.08	\$66.92	\$68.80	\$70.74	\$72.74

Other Direct Costs	Unit of Issue	02/12/17-02/11/18	02/12/18-02/11/19	02/12/19-02/11/20	02/12/20 - 02/11/21	02/12/21 - 02/11/22
Number Documents	Page	\$0.110	\$0.11	\$0.12	\$0.12	\$0.12
Organize, Prepare, Index Document Collection	Page	\$0.072	\$0.07	\$0.08	\$0.08	\$0.08
Scan to Digital Image - Level 1	Page	\$0.111	\$0.11	\$0.12	\$0.12	\$0.12
Scan to Digital Image - Level 1 - Document Determination	Page	\$0.217	\$0.22	\$0.23	\$0.24	\$0.24
Scan to Digital Image - Level 1 - Document Determination and Date	Page	\$0.221	\$0.23	\$0.23	\$0.24	\$0.25
Scan to Digital Image - Level 1 - Not Contractor Site	Page	\$0.129	\$0.13	\$0.14	\$0.14	\$0.14
Scan to Digital Image - Level 2	Page	\$0.204	\$0.21	\$0.22	\$0.22	\$0.23
Scan to Digital Image - Contr. Site - Color Images Surcharge - Whole Container	Page	\$0.009	\$0.01	\$0.01	\$0.01	\$0.01
Scan to Digital Image - Contr. Site - Color Images Surcharge - Selected Pages	Page	\$0.016	\$0.02	\$0.02	\$0.02	\$0.02
OCR Surcharge	Page	\$0.015	\$0.02	\$0.02	\$0.02	\$0.02
OCR to ASCII Text - Machine Only	Image	\$0.020	\$0.02	\$0.02	\$0.02	\$0.02
Blowback from Digital Image - Whole Media	Page	\$0.070	\$0.07	\$0.07	\$0.08	\$0.08
Blowback from Digital Image - Selected Images	Page	\$0.075	\$0.08	\$0.08	\$0.08	\$0.08
Blowback from Digital Image - Color Surcharge - Whole Media	Page	\$0.121	\$0.12	\$0.13	\$0.13	\$0.14
Blowback from Digital Image - Color Surcharge - Selected Images	Page	\$0.130	\$0.13	\$0.14	\$0.14	\$0.15
Photocopy - 1st Copy	Page	\$0.128	\$0.13	\$0.14	\$0.14	\$0.14
Photocopy - 2nd & Subsequent Copies	Page	\$0.091	\$0.09	\$0.10	\$0.10	\$0.10
Photocopy - Color Surcharge	Copy	\$0.015	\$0.02	\$0.02	\$0.02	\$0.02

Other Direct Costs	Unit of Issue	02/12/17-02/11/18	02/12/18-02/11/19	02/12/19-02/11/20	02/12/20 - 02/11/21	02/12/21 - 02/11/22
Coding - Document Determination	DCF	\$0.639	\$0.66	\$0.68	\$0.69	\$0.71
Coding - Doc. Determination & Date	DCF	\$0.698	\$0.72	\$0.74	\$0.76	\$0.78
OLC - Mini-Coding	DCF	\$1.018	\$1.05	\$1.08	\$1.11	\$1.14
OLC - Header Coding	DCF	\$1.791	\$1.84	\$1.89	\$1.95	\$2.00
OLC – Bibliographic Coding	DCF	\$1.948	\$2.00	\$2.06	\$2.12	\$2.18
Coding - Bibliographic with Mentioned Names	DCF	\$2.513	\$2.58	\$2.66	\$2.73	\$2.81
AutoCoding - Machine Only	DCF	\$0.272	\$0.28	\$0.29	\$0.30	\$0.30
Standard Image-Enabled Document Database	Database	\$1,109.64	\$1,140.93	\$1,173.11	\$1,206.19	\$1,240.20
Standard Image-Enabled Phrase Label Database	Database	\$1,224.70	\$1,259.24	\$1,294.75	\$1,331.26	\$1,368.80
Load Image and Data Files - Contractor site	Image + Data	\$123.88	\$127.37	\$130.97	\$134.66	\$138.46
EFP - Intake and Process to Load Files	Gigabyte	\$100.00	\$102.82	\$105.72	\$108.70	\$111.77
EFP - Output from On-Line Review Hosting to Load Files	Gigabyte	\$119.936	\$123.32	\$126.80	\$130.37	\$134.05
EFP - Image Files Creation	Image	\$0.021	\$0.02	\$0.02	\$0.02	\$0.02
Image File Conversion	Image	\$0.014	\$0.01	\$0.01	\$0.02	\$0.02
Image File Conversion - OCR Surcharge	Image	\$0.015	\$0.02	\$0.02	\$0.02	\$0.02
Audiotape Digitization	Tape Hour	\$22.674	\$23.31	\$23.97	\$24.65	\$25.34
Videotape Digitization	Tape Hour	\$22.064	\$22.69	\$23.33	\$23.98	\$24.66
Transcript Synchronization Surcharge	Tape Hour	\$69.135	\$71.08	\$73.09	\$75.15	\$77.27
Transcript Synchronization - Separate Pass	Tape Hour	\$69.135	\$71.08	\$73.09	\$75.15	\$77.27
Web Repository	Gigabyte/ Month	\$17.997	\$18.50	\$19.03	\$19.56	\$20.11
Document Coding – OCR Surcharge	Page	\$0.015	\$0.015	\$0.016	\$0.016	\$0.017
EFP – Intake and Process to Load Files-with Data Enrichment	Gigabyte	\$210.87	\$216.82	\$222.93	\$229.22	\$235.68
EFP – Native File Ingestion	Gigabyte	\$55.24	\$56.79	\$58.40	\$60.04	\$61.74

Other Direct Costs	Unit of Issue	02/12/17-02/11/18	02/12/18-02/11/19	02/12/19-02/11/20	02/12/20 - 02/11/21	02/12/21 - 02/11/22
Managed Web Hosting-User Fee	User/ Month	\$94.40	\$97.06	\$99.80	\$102.61	\$105.51
Near-Line Web Hosting	Gigabytes/ Month	\$2.60	\$2.68	\$2.75	\$2.83	\$2.91

HighVIEW Product and Maintenance

SIN	MFR. Part Number	Manufacturer	Product Description	GSA Catalog Price	GSA Quarterly Rates
Perpetual Software Pricelist					
51-600	HV049-R	HighView®	HighView® Content Management Concurrent User Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench 1 - 49 Users (per user)	\$1,737.74	N/A
51-600	HV099-R	HighView®	HighView® Content Management Concurrent User Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench 50 - 99 Users (per user)	\$1,390.19	N/A
51-600	HV149-R	HighView®	HighView® Content Management Concurrent User Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench 100 - 149 Users (per user)	\$1,167.54	N/A
51-600	HV199-R	HighView®	HighView® Content Management Concurrent User Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench 150 - 199 Users (per user)	\$1,004.63	N/A
51-600	HV249-R	HighView®	HighView® Content Management Concurrent User Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench 200 - 249 Users (per user)	\$896.02	N/A
51-600	HV499-R	HighView®	HighView® Content Management Concurrent User Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench 250 - 499 Users (per user)	\$814.56	N/A
51-600	HV749-R	HighView®	HighView® Content Management Concurrent User Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench 500 - 749 Users (per user)	\$733.11	N/A
51-600	HV999-R	HighView®	HighView® Content Management Concurrent User Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench 750 - 999 Users (per user)	\$651.65	N/A

SIN	MFR. Part Number	Manufacturer	Product Description	GSA Catalog Price	GSA Quarterly Rates
51-600	HV1000-R	HighView®	HighView® Content Management Concurrent User Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench 1000+ Users (per user)	\$597.34	N/A
51-600	HVD049-R	HighView®	HighView® Content Management Named User Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench 1 - 49 Users (per user)	\$868.87	N/A
51-600	HVD099-R	HighView®	HighView® Content Management Named User Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench 50 - 99 Users (per user)	\$695.10	N/A
51-600	HVD149-R	HighView®	HighView® Content Management Named User Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench 100 - 149 Users (per user)	\$583.77	N/A
51-600	HVD199-R	HighView®	HighView® Content Management Named User Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench 150 - 199 Users (per user)	\$502.32	N/A
51-600	HVD249-R	HighView®	HighView® Content Management Named User Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench 200 - 249 Users (per user)	\$448.01	N/A
51-600	HVD499-R	HighView®	HighView® Content Management Named User Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench 250 - 499 Users (per user)	\$407.28	N/A
51-600	HVD749-R	HighView®	HighView® Content Management Named User Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench 500 - 749 Users (per user)	\$366.55	N/A
51-600	HVD999-R	HighView®	HighView® Content Management Named User Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench 750 - 999 Users (per user)	\$325.83	N/A
51-600	HVD1000-R	HighView®	HighView® Content Management Named User Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench 1000+ Users (per user)	\$298.67	N/A
51-600	HVP016	HighView®	HighView® Content Management Per Process Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench (1 – 16 Processors)	\$17,377.36	N/A

SIN	MFR. Part Number	Manufacturer	Product Description	GSA Catalog Price	GSA Quarterly Rates
51-600	HVP032	HighView®	HighView® Content Management Per Process Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench (17 – 32 Processors)	\$13,901.91	N/A
51-600	HVP048	HighView®	HighView® Content Management Per Process Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench (33 – 48 Processors)	\$11,675.40	N/A
51-600	HVP064	HighView®	HighView® Content Management Per Process Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench (48 – 64 Processors)	\$10,046.30	N/A
51-600	HVP128	HighView®	HighView® Content Management Per Process Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench (65 - 128 Processors)	\$8,960.16	N/A
51-600	HVP129	HighView®	HighView® Content Management Per Process Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench (129+ Processors)	\$8,145.61	N/A
51-600	HVFT01	HighView®	HighView® 4 Full Text OCR Processing for Oracle – Makes images available for FT Indexing and Text Extraction	\$ 19,747.00	N/A
51-600	HVBSCB1	HighView®	HighView® Advanced Scanning (Supports High Volume & Desktop Scanning, Barcode & Image Processing, Cleanup Functions)	\$ 6,280.10	N/A
51-600	HVIMSO1	HighView®	HighView® Advanced Import	\$ 9,873.50	N/A
51-600	HVWG01	HighView®	HighView® 4 Web Gateway (25 users)	\$ 7,405.13	N/A
51-600	HVWG02	HighView®	HighView® 4 Web Gateway Server (over 100 users)	\$ 19,747.00	N/A
51-600	HVWFCM1	HighView®	HighView® Workflow Composer (1 user)	\$ 24,683.75	N/A
51-600	HVWFM1	HighView®	HighView® 4 Workflow Monitor (1 user)	\$ 2,468.38	N/A
51-600	HVWFCM2	HighView®	HighView® Workflow for detached stand-alone systems	\$12,341.88	N/A
51-600	HVSDK1	HighView®	HighView® Software Developer Kit (SDK) (1 user)	\$ 7,405.13	N/A
51-600	HVIRA-C	HighView®	HighView® Image Redaction (Concurrent User License)	\$1,000.00	N/A
51-600	HVIRA-N	HighView®	HighView® Image Redaction (Named User License)	\$500.00	N/A
51-600	HVIRA-S	HighView®	HighView® Image Redaction (Stand-Alone User License)	\$550.00	N/A
51-600	HVTEX	HighView®	HighView Connector – Text Extraction	\$3,000.00	N/A
51-600	HVDIS-75K	HighView®	HighVIEW Discovery (up to 75,000 pages per month)	\$10,000.00	N/A
51-600	HVDIS-250K	HighView®	HighVIEW Discovery (up to 250,000 pages per month)	\$15,000.00	N/A
51-600	HVDIS-1000K	HighView®	HighVIEW Discovery (up to 1,000,000 pages per month)	\$25,000.00	N/A

SIN	MFR. Part Number	Manufacturer	Product Description	GSA Catalog Price	GSA Quarterly Rates
51-600	HVP11-75K	HighView®	HighVIEW PII Redaction (up to 75,000 pages per month)	\$15,000.00	N/A
51-600	HVP11-250K	HighView®	HighVIEW PII Redaction (up to 250,000 pages per month)	\$20,000.00	N/A
51-600	HVP11-1000K	HighView®	HighVIEW PII Redaction (up to 1,000,000 pages per month)	\$30,000.00	N/A
51-600	HVOCR	HighView®	HighView Connector – Optical Character Recognition (OCR)	\$3,000.00	N/A
51-600	HVMT	HighView®	HighVIEW Connector – Machine Translation (MT)	\$3,000.00	N/A
51-600	HVNEE	HighView®	HighVIEW Connector – Named Entity Extraction (NEE)	\$3,000.00	N/A
51-600	HVCON1	HighView®	HighView Connector – Custom Basic	\$2,000.00	N/A
51-600	HVCON2	HighView®	HighView Connector – Custom Advanced	\$3,000.00	N/A
Maintenance Price List					
SIN	MFR Part Number	Manufacturer	Product Description	GSA Catalog Price	GSA Quarterly Rates
51-600	HV049-A-R	HighView®	HighView® Content Management Concurrent User Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench 1-49 Users (per user) - Annual Maintenance	\$347.55	\$86.84
51-600	HV099-A-R	HighView®)	HighView® Content Management Concurrent User Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench 50-99 Users (per user) - Annual Maintenance	278.04	\$69.51
51-600	HV149-A-R	HighView®	HighView® Content Management Concurrent User Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench 100-149 Users (per user) - Annual Maintenance	\$233.51	\$58.38
51-600	HV199-A-R	HighView®	HighView® Content Management Concurrent User Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench 150-199 Users (per user) - Annual Maintenance	\$200.93	\$50.23
51-600	HV249-A-R	HighView®	HighView® Content Management Concurrent User Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench 200-249 Users (per user) - Annual Maintenance	\$179.20	\$44.80
51-600	HV499-A-R	HighView®	HighView® Content Management Concurrent User Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench 250-499 Users (per user) - Annual Maintenance	\$162.91	\$40.73

SIN	MFR. Part Number	Manufacturer	Product Description	GSA Catalog Price	GSA Quarterly Rates
51-600	HV749-A-R	HighView®	HighView® Content Management Concurrent User Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench 500-749 Users (per user) - Annual Maintenance	\$146.62	\$36.66
51-600	HV999-A-R	HighView®	HighView® Content Management Concurrent User Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench 750-999 Users (per user) - Annual Maintenance	\$130.33	\$32.58
51-600	HV1000-A-R	HighView®	HighView® Content Management Concurrent User Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench 1000+ Users (per user) - Annual Maintenance	\$119.47	\$29.87
51-600	HVD049-A-R	HighView®	HighView® Content Management Named User Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench 1 - 49 Users (per user) - Annual Maintenance	\$173.77	\$43.44
51-600	HVDO99-A-R	HighView®	HighView® Content Management Named User Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench 50 - 99 Users (per user) - Annual Maintenance	\$139.02	\$34.76
51-600	HVD149-A-R	HighView®)	HighView® Content Management Named User Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench 100-149 Users (per user) - Annual Maintenance	\$116.75	\$29.19
51-600	HVD199-A-R	HighView®	HighView® Content Management Named User Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench 150-199 Users (per user) - Annual Maintenance	\$100.46	\$25.12
51-600	HVD249-A-R	HighView®	HighView® Content Management Named User Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench 200-249 Users (per user) - Annual Maintenance	\$89.60	\$22.40
51-600	HVD499-A-R	HighView®	HighView® Content Management Named User Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench 250-499 Users (per user) - Annual Maintenance	\$81.46	\$20.37
51-600	HVD749-A-R	HighView®	HighView® Content Management Named User Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench 500-749 Users (per user) - Annual Maintenance	\$73.31	\$18.33

SIN	MFR. Part Number	Manufacturer	Product Description	GSA Catalog Price	GSA Quarterly Rates
51-600	HVD999-A-R	HighView®	HighView® Content Management Named User Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench 750-999 Users (per user) - Annual Maintenance	\$65.17	\$16.29
51-600	HVD1000-A-R	HighView®	HighView® Content Management Named User Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench 1000+ Users (per user) - Annual Maintenance	\$59.73	\$14.93
51-600	HVP016-A	HighView®	HighView® Content Management Per Processor Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench (1 – 16 Processors) Annual Maintenance	\$3,475.47	\$868.87
51-600	HVP032-A	HighView®	HighView® Content Management Per Processor Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench (17 – 32 Processors) Annual Maintenance	\$2,780.38	\$695.10
51-600	HVP048-A	HighView®	HighView® Content Management Per Processor Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench (33 – 48 Processors) Annual Maintenance	\$2,335.08	\$583.77
51-600	HVP064-A	HighView®	HighView® Content Management Per Processor Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench (48 – 64 Processors) Annual Maintenance	\$2,009.26	\$502.32
51-600	HVP128-A	HighView®	HighView® Content Management Per Processor Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench (65 - 128 Processors) Annual Maintenance	\$1,792.03	\$448.01
51-600	HVP129-A	HighView®	HighView® Content Management Per Processor Licensing Includes: Search & Retrieval, Scanning, Knowledge Base, Reporting Views, HighVIEW Workbench (129+ Processors) Annual Maintenance	\$1,629.12	\$407.28
51-600	HVFTO1-A	HighView®	HighView® 4 Full Text OCR Processing for Oracle (OCR Server, Full Text Cleanup, Full Text Indexing, Workflow Monitor) - Advance Payment	\$ 3,949.40	\$987.35
51-600	HVBSCB1-A	HighView®	HighView® Advanced Scanning (Doc Separator, Image Process, Workflow Monitor) - Advance Payment	\$ 1,256.02	\$314.01
51-600	HVBS4-A-R	HighView®	HighView® 4 Batch Scanning - Advance Payment	\$ 493.68	\$123.42
51-600	HVPRT1-A	HighView®	HighView® 4 Print Server - Annual Maintenance	\$ 197.47	\$49.37

SIN	MFR. Part Number	Manufacturer	Product Description	GSA Catalog Price	GSA Quarterly Rates
51-600	HVFAX1-A	HighView®	HighView® 4 Fax Server - Annual Maintenance	\$ 592.41	\$148.10
51-600	HVIMSO1-A	HighView®	HighView® Advanced Import - Annual Maintenance	\$ 1,974.70	\$493.68
51-600	HVWG01 -A	HighView®	HighView® 4 Web Gateway (25 users) – Annual Maintenance	\$ 1,481.03	\$370.26
51-600	HVWG02-A	HighView®	HighView® 4 Web Gateway Server (over 100 users)- Annual Maintenance	\$ 3,949.40	\$987.35
51-600	HVWFCM1-A	HighView®	HighView® Workflow Composer (1 user) - Advance Payment	\$ 4,936.75	\$1234.19
51-600	HVWFM1-A	HighView®	HighView® 4 Workflow Monitor (1 user) - Annual Maintenance	\$ 493.68	\$123.42
51-600	HVSDK1-A	HighView®	HighView® Software Developer Kit (SDK) (1 user) – Annual Maintenance	\$ 1,481.03	\$370.26
51-600	HVWFCM2-A	HighView®	HighView® Workflow for detached stand-alone systems	\$2,468.38	\$617.10
51-600	HVIRA-C-A	HighView®	HighView® Image Redaction (Concurrent User License)	\$200.00	\$50.00
51-600	HVIRA-N-A	HighView®	HighView® Image Redaction (Named User License)	\$100.00	\$25.00
51-600	HVIRA-S-A	HighView®	HighView® Image Redaction (Stand-Alone User License)	\$110.00	\$27.50
51-600	HVTEX-A	HighView®	HighView Connector – Text Extraction	\$600.00	\$150.00
51-600	HVDIS-75K-A	HighView®	HighVIEW Discovery (up to 75,000 pages per month)	\$2,000.00	N/A
51-600	HVDIS-250K-A	HighView®	HighVIEW Discovery (up to 250,000 pages per month)	\$3,000.00	N/A
51-600	HVDIS-1000K-A	HighView®	HighVIEW Discovery (up to 1,000,000 pages per month)	\$5,000.00	N/A
51-600	HVPPII-75K-A	HighView®	HighVIEW PII Redaction (up to 75,000 pages per month)	\$3,000.00	N/A
51-600	HVPPII-250K-A	HighView®	HighVIEW PII Redaction (up to 250,000 pages per month)	\$4,000.00	N/A
51-600	HVPPII-1000K-A	HighView®	HighVIEW PII Redaction (up to 1,000,000 pages per month)	\$6,000.00	N/A
51-600	HVOOCR-A	HighView®	HighView Connector – Optical Character Recognition (OCR)	\$600.00	\$150.00
51-600	HVMT-A	HighView®	HighVIEW Connector – Machine Translation (MT)	\$600.00	\$150.00
51-600	HVNEE-A	HighView®	HighVIEW Connector – Named Entity Extraction (NEE)	\$600.00	\$150.00
51-600	HVCON1-A	HighView®	HighView Connector – Custom Basic	\$400.00	\$100.00
51-600	HVCON2-A	HighView®	HighView Connector – Custom Advanced	\$600.00	\$150.00