

GENERAL SERVICES ADMINISTRATION

Federal Supply Service



Authorized Federal Supply Schedule Price List

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage![™], a menu-driven database system. The Internet address for GSA Advantage![™] is:
<http://www.fss.gsa.gov>

MAIL MANAGEMENT SERVICES

FSC Group 36

Contract Number: GS-10F-0003K

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

Contract Period: October 1, 2004 to September 30, 2009

Updated through Modification #7 – Nov. 18, 2008

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ISI Professional Services

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**ISI is a Small, Service Disabled-Veteran Owned Corporation
(SDVOSB)**

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Section 1. Customer Information

- 1a.** Table of awarded special item numbers:
- SIN 733-1: Mail Room Administrative Support
 - SIN 733-2: Mail Presort
 - SIN 733-3: Miscellaneous Mail Services
 - SIN 733-4: List Management Services
 - SIN 733-99: Introduction to New Services
- 1b.** Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract:
- N/A
- 2.** Maximum order: All SINs – \$1,000,000.00
- 3.** Minimum order: \$3,000.00
- 4.** Geographic coverage: Nationwide.
- 5.** Points of production/performance:
- | | |
|------------|----------|
| California | Nebraska |
| Texas | Vermont |
- 6.** Billable rate for labor rates under the Services Contract Act = applicable prevailing wage determination for the geographical areas that will be performed plus a 96% mark-up.
- 1. Billable rate for white-collar labor rates = see pricing in Section 2.
- Discount from list price or statement of net prices: Prices shown are net discounted.
- 7.** Quantity discounts: Five million or more pieces per month will allow an agency to negotiate a quantity discount.
- 8.** Prompt payment terms: Net 30.
- 9a.** Notification that Government purchase cards are accepted below the micropurchase threshold:
- Government purchase cards are accepted for orders under \$2,500.00.
- 9b.** Notification whether Government purchase cards are accepted or not accepted above the micropurchase threshold:
- Government purchase cards are accepted for orders above \$2,500.00.
- 10.** Foreign items: N/A.
- 11a.** Time of delivery:
- Delivery time will be negotiated with each Federal Agency placing an order.
- 11b.** Expedited delivery:
- Is available for all services and can be negotiated with ISI.
- 11c.** Overnight and 2-day delivery: N/A.

- 11.d.** Urgent requirements: N/A.
- 12.** FOB point(s): Destination.
- 13.** Ordering address:
ISI Professional Services
2517 Route 35, Building C
Suite 102
Manasquan, NJ 08736
- 14.** Payment address: Same as ordering address.
- 15.** Warranty provision: Standard commercial warranty.
- 16.** Export packing charges: N/A.
- 17.** Terms and conditions of Government purchase card acceptance: ISI Professional Services
will accept payment through the Government purchase card for any size order.
- 18.** Terms and conditions of rental, maintenance, and repair: N/A.
- 19.** Terms and conditions of installation: N/A.
- 20.** Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: N/A.
- 20a.** Terms and conditions for any other services: N/A.
- 21.** List of service and distribution points: N/A.
- 22.** List of participating dealers: N/A.
- 23.** Preventive maintenance: N/A.
- 24.** Year 2000 (Y2K) Compliant: Yes.
- 25.** Environmental attributes: N/A.
- 26.** Data Universal Number System (DUNS) number: #55-617-0926
- 27.** Notification regarding registration in the Central Contractor Registration (CCR) database:
Interior Systems, Inc. is registered in the CCR database

Section 2. Mail Management Services

2.1. Scope of Work

ISI Professional Services (ISI) is providing Mail Management and fulfillment Services to enable government agencies to meet their mail and fulfillment management needs. This schedule will provide Federal Agencies with quick and easy access to contractors who can help them meet their needs. ISI will furnish all equipment, labor, supplies, and supervision, and perform all operations necessary to successfully complete these services.

Mail Room Administrative Support

As specified in a task order, ISI will provide daily mail room administrative services consisting of, but not limited to: accepting incoming mail from USPS and courier services such as UPS and FedEx; accepting and signing for certified mail, registered mail, and overnight mail; distributing all mail using an office roster; processing outgoing mail; and metering flats, letters, packages, etc.

| Billable Rates | GSA Hourly Rate |
|-----------------------------|-----------------|
| Program Manager (non-SCA) | \$ 69.28 |
| Presort Manager (non-SCA) | \$ 48.54 |
| Mail Room Manager (non-SCA) | \$ 48.54 |
| Presort Clerk | * |
| Mail Room Supervisor | * |
| Mail Room Lead | * |
| Mail Room Clerk | * |
| Equipment Operator | * |
| Mail Room CSR | * |
| Data Entry | * |
| List Maint. Clerk | * |
| Administrative Asst. | * |
| Programmer | * |

*Labor rates under the Services Contract Act (SCA) = applicable prevailing wage determination for the geographical area plus a 74% mark-up.

Digital Mail Delivery Service

The digital mail delivery service meets the needs of any Agency of any size or volume. Instead of delivering physical mail to each employee or location, the digital mail delivers high quality images of mail to each employee's desktop where it can be viewed, forwarded, downloaded and printed.

This mail model service offering is delivered on a cost per image (letter) which includes the capture, distributing, and personnel both on and off site.

The Digital Mailroom Service delivers a wide range of benefits:

- **Reduced Costs** – Reduces both delivery and secondary costs associated with mail handling and storage (e.g. copying, forwarding, filing).
- **Improved Efficiency** – Acts as a front end to other applications, eliminating manual data entry, improving transaction and data accuracy and increasing productivity.
- **Speedier Mail Delivery** – Routes each letter as soon as it is scanned and sends interoffice mail with the click of a button.
- **Increased Accessibility** – Gives employees traveling or working at home the same access to their paper mail that they have to their email.
- **Improved Security** – Reduces exposure to biohazards because employees handle images instead of the paper mail.
- **Searchable Database** – Creates a database of mail images that can be searched by date, sender and keyword.

| Digital Mailroom Service Pricing | GSA Price |
|---|------------------|
| | |
| *ISI Mail Delivery Per Letter - Pricing covers all costs associated with Digital Mailroom services including that of personnel and technology needed to perform the job. | \$0.3645 |
| Installation of Digital Mailroom - One time charge | \$19,041.75 |
| *Please note: 90,000 letter minimum per month is required. | |

SIN 733 2 Presort Services

ISI will provide all management, supervision, labor, materials, supplies, and equipment, and will plan, schedule, coordinate, and assure effective performance of all services described herein. For various Federal Agencies, ISI will provide a minimum of presort mail and barcode services applicable to the postage discount level offered for domestic First-Class Federal Government mail, in accordance with standard commercial practices and all USPS regulations, at various locations nationwide. ISI is required to have and continually maintain a USPS Coding Accuracy Support System (CASS) certification throughout the term of this contract and any option period.

Each time that a mail pickup is made, ISI's representative making the pickup must sign a prepared receipt that indicates the pickup date, and the exact number of pieces of mail consigned. ISI must collect and maintain this information and make it available to the agency for examination upon request by the Contracting Officer or his representative.

No mail will be rejected by ISI due to below-standard address format (full-postage rates will apply).

USPS Rates - LETTERS

| | |
|---------------|---------|
| Auto 5 digit | \$0.312 |
| Auto 3 digit | \$0.334 |
| Auto AADC | \$0.341 |
| Auto MADC | \$0.360 |
| Non-automated | \$0.373 |

ISI Presort fee – LETTERS \$0.0295 per letter

USPS Rates - FLATS

| Weight Not Over (ounces) | Automation | | | | Non automation Presorted |
|--------------------------------|------------|---------|---------|--------------|--------------------------------|
| | 5-Digit | 3-Digit | ADC | Mixed ADC | |
| 1 | \$0.383 | \$0.484 | \$0.567 | \$0.686 | \$0.699 |
| 2 | \$0.553 | \$0.654 | \$0.737 | \$0.856 | \$0.869 |
| 3 | \$0.723 | \$0.824 | \$0.907 | \$1.026 | \$1.039 |
| 4 | \$0.893 | \$0.994 | \$1.077 | \$1.196 | \$1.209 |
| 5 | \$1.063 | \$1.164 | \$1.247 | \$1.366 | \$1.379 |
| 6 | \$1.233 | \$1.334 | \$1.417 | \$1.536 | \$1.549 |
| 7 | \$1.403 | \$1.504 | \$1.587 | \$1.706 | \$1.719 |
| 8 | \$1.573 | \$1.674 | \$1.757 | \$1.876 | \$1.889 |
| 9 | \$1.743 | \$1.844 | \$1.927 | \$2.046 | \$2.059 |
| 10 | \$1.913 | \$2.014 | \$2.097 | \$2.216 | \$2.229 |
| 11 | \$2.083 | \$2.184 | \$2.267 | \$2.386 | \$2.399 |
| 12 | \$2.253 | \$2.354 | \$2.437 | \$2.556 | \$2.569 |
| 13 | \$2.423 | \$2.524 | \$2.607 | \$2.726 | \$2.739 |

ISI Presort Fees – FLATS \$0.24

Encoding \$0.35

Rejections:

Return to sender No Charge

Forward on \$0.80

Pick-up charge \$1.00 per mile will be charged to customers who have less than 1 million pieces of mail per month. For customers with over 1 million pieces of mail per month, there will be no pick-up charge.

(Five million or more pieces of presorted mail per month allows an agency to negotiate a reduced per-letter charge.)

Labor rates under the Services Contract Act (SCA) = applicable prevailing wage determination for the geographical area plus a 74% mark-up.

SIN 733 3 Miscellaneous Mail Services

ISI will provide all management, supervision, labor, and equipment, and will plan, schedule, coordinate, and assure effective performance of all services described herein. Miscellaneous Mail Services consist of, but are not limited to: capture, image, creation of documents for addressing, labeling, folding, inserting, bursting, collating, mail match, wrapping, software services, metering, and stamping in accordance with standard commercial practices and all USPS regulations, at various locations nationwide.

| Billable Rates | GSA Hourly Rate |
|---|------------------------|
| Fulfillment Manager (non-SCA) | \$ 48.54 |
| Fulfillment Supervisor (non-SCA) | \$ 36.95 |
| Consultant (non-SCA) | \$115.51 |
| Fulfillment Clerk | * |
| Shipping Clerk | * |
| Data Entry Clerk | * |
| Programmer | * |
| Equipment Operator | * |
| Forms Analyst | * |
| Inventory Control | * |
| *Labor rates under the Services Contract Act (SCA) = applicable prevailing wage determination for the geographical area plus a 74% mark-up. | |

SIN 733 4 List Management Services

ISI will provide all management, supervision, labor, and equipment, and will plan, schedule, coordinate, and assure effective performance of all services described herein. List Management Services consist of, but are not limited to: data entry, statement generation, creation of marketing documents for, address label printing, list management, list cleanup, and list coding in accordance with standard commercial practices.

| Billable Rates | GSA Hourly Rate |
|--|------------------------|
| Project Manager (non-SCA) | \$ 69.58 |
| List Broker (non-SCA) | \$ 46.19 |
| Consultant (non-SCA) | \$115.51 |
| Data Entry | * |
| Data Base Mang. Spec. | * |
| Equipment Operator | * |
| Programmer | * |
| Residential/Consumer Lists per 1,000 | \$8.50/\$69.04 |
| *Labor rates under the Services Contract Act (SCA) = applicable prevailing wage determination for the geographical areas plus a 74% mark-up. | |

SIN 733 99 New Technology

A new and improved product/service that has the potential to provide more economical or efficient means for Federal Agencies to accomplish their mission for image capture, creation of transaction documents, and mail management.

| Billable Rates | GSA Hourly Rate |
|----------------------------|------------------------|
| Equipment Broker (non-SCA) | \$ 46.19 |
| List Broker (non-SCA) | \$ 46.19 |
| Consultant (non-SCA) | \$115.51 |
| Incoming Sortation | * |
| Shipping and Rec. Clerk | * |
| Mail Piece Design | * |
| Package Tracking Clerk | * |
| List Maintenance | * |
| Equipment Operators | * |

*Labor rates under the Services Contract Act (SCA) = applicable prevailing wage determination for the geographical area plus a 74% mark-up.

Section 3. Ordering Information

3.1. Ordering Procedures For Services Priced on GSA Schedules at Hourly Rates

FAR 8.402 contemplates that GSA may occasionally find it necessary to establish special ordering procedures for individual Federal Supply Schedules or for some Special Item Numbers (SINs) within a Schedule. GSA has established special ordering procedures for services that are priced on Schedule at hourly rates. These special ordering procedures take precedence over the procedures in FAR 8.404.

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

The ordering office should give preference to small business concerns when two or more contractors can provide the services at the same firm-fixed price or ceiling price.

When the ordering office's requirement involves both products as well as professional services, the ordering office should total the prices for the products and the firm-fixed price for the services and select the contractor that represents the greatest value in terms of meeting the agency's total needs.

The ordering office, at a minimum, should document orders by identifying the contractor the services were purchased from, the services purchased, and the amount paid. If other than a firm-fixed price order is placed, such documentation should include the basis for the determination to use a labor-hour or time-and-materials order. For agency requirements in excess of the micro-purchase threshold, the order file should document the evaluation of Schedule contractors' quotes that formed the basis for the selection of the contractor that received the order and the rationale for any trade-offs made in making the selection.

3.1.1. Prepare a Request for Quotes

1. A performance-based statement of work that outlines, at a minimum, the work to be performed, location of work, period of performance, deliverable schedule, applicable standards, acceptance criteria, and any special requirements (i.e., security clearances, travel, special knowledge, etc.) should be prepared.
2. A request for quotes should be prepared that includes the performance-based statement of work and requests the contractors to submit either a firm-fixed price or a ceiling price to provide the services outlined in the statement of work. A firm-fixed price order shall be requested, unless the ordering office makes a determination that it is not possible at the time of placing the order to estimate accurately the extent or duration of the work or to anticipate cost with any reasonable degree of confidence. When such a determination is made, a labor hour or time-and-materials quote may be requested. The firm-fixed price shall be based on the hourly rates in the schedule contract and shall consider the mix of labor categories and level of effort required to perform the services described in the statement of work. The firm-fixed price of the order should also include any other incidental costs related to performance

of the services ordered. The order may provide for reimbursement of travel costs at the rates provided in the Federal Travel or Joint Travel Regulations, or as a fixed-price incidental item. A ceiling price must be established for labor-hour and time-and-materials orders.

3. The request for quotes may request the contractors, if necessary or appropriate, to submit a project plan for performing the task and information on the contractor's experience and/or past performance performing similar tasks.
4. The request for quotes shall notify the contractors what basis will be used for selecting the contractor to receive the order. The notice shall include the best value selection criteria including the intended use of past performance factors.

3.1.2. Transmit the Request for Quotes to Contractors

1. Based upon an initial evaluation of catalogs and price lists; the ordering office should identify the contractors that appear to offer the best value (considering the scope of services offered, hourly rates, and other factors, such as contractors' locations, as appropriate).
2. The request for quotes should be provided to at least three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not exceed the maximum order threshold. For proposed orders exceeding the maximum order threshold, the request for quotes should be provided to additional contractors that offer services that will meet the agency's needs. Ordering offices should strive to minimize the contractors' costs associated with responding to requests for quotes for specific orders. Requests should be tailored to the minimum level necessary for adequate evaluation and selection for order placement. Oral presentations should be considered, whenever practical.

3.1.3. Evaluate Quotes and Select the Contractor to Receive the Order

After responses have been evaluated against the factors identified in the request for quotes, the order should be placed with the schedule contractor that represents the best value and results in the lowest overall cost alternative (considering price, special qualifications, administrative costs, etc.) to meet the Government's needs.

3.2. Blanket Purchase Agreements

The establishment of Federal Supply Schedule Blanket Purchase Agreements (BPAs) for recurring services is permitted when the procedures outlined herein are followed. All BPAs for services must define the services that may be ordered under the BPA, along with delivery or performance time frames, billing procedures, etc. The potential volume of orders under BPAs, regardless of the size of individual orders, may offer the ordering office the opportunity to secure volume discounts. When establishing BPAs ordering offices shall inform contractors in the request for quotes (based on the agency's requirement) if a single BPA or multiple BPAs will be established, and indicate the basis that will be used for selecting the contractors to be awarded the BPAs.

- **Single BPA:** *Generally, a single BPA should be established when the ordering office can define the tasks to be ordered under the BPA and establish a firm-fixed price or ceiling price for individual tasks or services to be ordered.* When this occurs, authorized users may place the order directly under the established BPA when the need for service arises. The Schedule contractor that represents the best value and results in the lowest overall cost alternative to meet the agency's needs should be awarded the BPA.

- **Multiple BPAs:** When the ordering office determines multiple BPAs are needed to meet its requirements, the ordering office should determine which contractors can meet any technical qualifications before establishing the BPAs. When multiple BPAs are established, the authorized users must follow the procedures in Section 2.5.2, Paragraph 2, above, and then place the order with the Schedule contractor that represents the best value and results in the lowest overall cost alternative to meet the agency's needs.
- **Review BPAs periodically:** Such reviews shall be conducted at least annually. The purpose of the review is to determine whether the BPA still represents the best value (considering price, special qualifications, etc.) and results in the lowest overall cost alternative to meet the agency's needs.