

**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>

OFFICE IMAGING AND DOCUMENT SOLUTIONS

FSC GROUP 36

**SIN 51 506 Document Conversion Services
SIN 733 4 List Management Services**

CONTRACT NUMBER: GS-25F-0011S

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

Period Covered by Contract: January 30, 2006 through January 30, 2011



HIGHLAND DATA SERVICES CO., INC.

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Business Size: SMALL

General Services Administration, Federal Supply Service Pricelist current through Contract as originally awarded January 30, 2006.

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1a. Special Item Numbers (SIN)

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

51 506 Document Conversion Services

733 4 List Management Services

1b. Lowest Price Model Numbers:

Not applicable

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

See section entitled Labor Category Descriptions starting on Page 15 for this information.

2. Maximum Order

SIN 51 506 \$1,000,000.00

SIN 733 4 \$1,000,000.00

3. Minimum Order

\$100.00

4. Geographic Coverage:

The 48 Contiguous U.S. States and the District of Columbia only.

5. Points of Production

Not applicable

6. Discount

Prices herein already reflect discounts. Additional volume discount are earned as follows:

INITIAL FUNDED AMOUNT OF ORDER	DISCOUNT FROM COMMERCIAL PRICES
\$ 0 - \$500,000	7.5%
\$ 500,001 – \$1,000,000	13%

7. Quantity Discounts

Not applicable

8. Prompt Payment Terms

Net 30 days.

9a. Government Purchase Cards

Accepted up to micro-purchase threshold

9b. Government Purchase Cards

Accepted above the micro-purchase threshold

10. Foreign Items

Not applicable

11a. Time of Delivery

As negotiated with the ordering agency for each task order.

11b. Expedited Delivery

Not applicable

11c. Overnight and 2-day Delivery

Not applicable

11.d Urgent Requirements

When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering agency, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract. Agencies can also contact the Contractor at (540) 474-3411.

12. F.O.B. Points

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

13. Ordering Address

Highland Data Services Co., Inc.
Attn: GSA Sales / Edmund Hevener
P.O. Box 300
Blue Grass, VA 24413
Phone: 540-474-3411
Fax: 540-474-3441
email: sales@hdsco.com

14. Payment Address

Highland Data Services Co., Inc.
Attn: Bethel Crummett
P.O. Box 300
Blue Grass, VA 24413

15. Warranty Provision

Standard Commercial

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

As negotiated per task order.

21. List of Service and Distribution Points

Not Applicable

22. List of Participating Dealers

Not Applicable

23. Preventive Maintenance

Not Applicable

24. Environmental Attributes

Not Applicable

25. Data Universal Number System (DUNS) Number

12-182-9584

26. Registration in Central Contractor Registration (CCR) database

Highland Data Services Co., Inc. is registered in the CCR database.

FAR Part 52.212-4 Contract Terms and Conditions - Commercial Items (Sept 2005)

(a) *Inspection/Acceptance.* The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The Government reserves the right to inspect or test any supplies or services that have been tendered for acceptance. The Government may require repair or replacement of nonconforming supplies or reperformance of nonconforming services at no increase in contract price. The Government 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 item, unless the change is due to the defect in the item.

(b) *Assignment.* The Contractor or its assignee may assign its rights to receive payment due as a result of performance of this contract to a bank, trust company, or other financing institution, including any Federal lending agency in accordance with the Assignment of Claims Act (31 U.S.C. 3727). However, when a third party makes payment (*e.g.*, use of the Government wide commercial purchase card), the Contractor may not assign its rights to receive payment under this contract.

(c) *Changes.* Changes in the terms and conditions of this contract may be made only by written agreement of the parties.

(d) *Disputes.* This contract is subject to the Contract Disputes Act of 1978, as amended (41 U.S.C. 601-613). Failure of the parties to this contract to reach agreement on any request for equitable adjustment, claim, appeal or action arising under or relating to this contract shall be a dispute to be resolved in accordance with the clause at FAR 52.233-1, Disputes, which is incorporated herein by reference. The Contractor shall proceed diligently with performance of this contract, pending final resolution of any dispute arising under the contract.

(e) *Definitions.* The clause at FAR 52.202-1, Definitions, is incorporated herein by reference.

(f) *Excusable delays.* The Contractor shall be liable for default unless nonperformance is caused by an occurrence beyond the reasonable control of the Contractor and without its fault or negligence such as, acts of God or the public enemy, acts of the Government in either its sovereign or contractual capacity, fires, floods, epidemics, quarantine restrictions, strikes, unusually severe weather, and delays of common carriers. The Contractor shall notify the Contracting Officer in writing as soon as it is reasonably possible after the commencement of any excusable delay, setting forth the full particulars in connection therewith, shall remedy such occurrence with all reasonable

dispatch, and shall promptly give written notice to the Contracting Officer of the cessation of such occurrence.

(g) Invoice.

(1) The Contractor shall submit an original invoice and three copies (or electronic invoice, if authorized) to the address designated in the contract to receive invoices. An invoice must include—

(i) Name and address of the Contractor;

(ii) Invoice date and number;

(iii) Contract number, contract line item number and, if applicable, the order number;

(iv) Description, quantity, unit of measure, unit price and extended price of the items delivered;

(v) Shipping number and date of shipment, including the bill of lading number and weight of shipment if shipped on Government bill of lading;

(vi) Terms of any discount for prompt payment offered;

(vii) Name and address of official to whom payment is to be sent;

(viii) Name, title, and phone number of person to notify in event of defective invoice; and

(ix) Taxpayer Identification Number (TIN). The Contractor shall include its TIN on the invoice only if required elsewhere in this contract.

(x) Electronic funds transfer (EFT) banking information.

(A) The Contractor shall include EFT banking information on the invoice only if required elsewhere in this contract.

(B) If EFT banking information is not required to be on the invoice, in order for the invoice to be a proper invoice, the Contractor shall have submitted correct EFT banking information in accordance with the applicable solicitation provision, contract clause (*e.g.*, 52.232-33, Payment by Electronic Funds Transfer—Central Contractor Registration, or 52.232-34, Payment by Electronic Funds Transfer—Other Than Central Contractor Registration), or applicable agency procedures.

(C) EFT banking information is not required if the Government waived the requirement to pay by EFT.

(2) Invoices will be handled in accordance with the Prompt Payment Act (31 U.S.C. 3903) and Office of Management and Budget (OMB) prompt payment regulations at 5 CFR Part 1315.

(h) *Patent indemnity.* The Contractor shall indemnify the Government and its officers, employees and agents against liability, including costs, for actual or alleged direct or contributory infringement of, or inducement to infringe, any United States or foreign patent, trademark or copyright, arising out of the performance of this contract, provided the Contractor is reasonably notified of such claims and proceedings.

(i) Payment.—

(1) *Items accepted.* Payment shall be made for items accepted by the Government that have been delivered to the delivery destinations set forth in this contract.

(2) *Prompt payment.* The Government will make payment in accordance with the Prompt Payment Act (31 U.S.C. 3903) and prompt payment regulations at 5 CFR Part 1315.

(3) *Electronic Funds Transfer (EFT).* If the Government makes payment by EFT, see 52.212-5(b) for the appropriate EFT clause.

(4) *Discount.* In connection with any discount offered for early payment, time shall be computed from the date of the invoice. For the purpose of computing the discount earned, payment shall be considered to have been made on the date which appears on the payment check or the specified payment date if an electronic funds transfer payment is made.

(5) *Overpayments.* If the Contractor becomes aware of a duplicate contract financing or invoice payment or that the Government has otherwise overpaid on a contract financing or invoice payment, the Contractor shall immediately notify the Contracting Officer and request instructions for disposition of the overpayment.

(j) *Risk of loss.* Unless the contract specifically provides otherwise, risk of loss or damage to the supplies provided under this contract shall remain with the Contractor until, and shall pass to the Government upon:

(1) Delivery of the supplies to a carrier, if transportation is f.o.b. origin; or

(2) Delivery of the supplies to the Government at the destination specified in the contract, if transportation is f.o.b. destination.

(k) *Taxes.* The contract price includes all applicable Federal, State, and local taxes and duties.

(l) *Termination for the Government's convenience.* The Government reserves the right to terminate this contract, or any part hereof, for its sole convenience. In the event of

such termination, the Contractor shall immediately stop all work hereunder and shall immediately cause any and all of its suppliers and subcontractors to cease work. Subject to the terms of this contract, the Contractor shall be paid a percentage of the contract price reflecting the percentage of the work performed prior to the notice of termination, plus reasonable charges the Contractor can demonstrate to the satisfaction of the Government using its standard record keeping system, have resulted from the termination. The Contractor shall not be required to comply with the cost accounting standards or contract cost principles for this purpose. This paragraph does not give the Government any right to audit the Contractor's records. The Contractor shall not be paid for any work performed or costs incurred which reasonably could have been avoided.

(m) *Termination for cause.* The Government may terminate this contract, or any part hereof, for cause in the event of any default by the Contractor, or if the Contractor fails to comply with any contract terms and conditions, or fails to provide the Government, upon request, with adequate assurances of future performance. In the event of termination for cause, the Government shall not be liable to the Contractor for any amount for supplies or services not accepted, and the Contractor shall be liable to the Government for any and all rights and remedies provided by law. If it is determined that the Government improperly terminated this contract for default, such termination shall be deemed a termination for convenience.

(n) *Title.* Unless specified elsewhere in this contract, title to items furnished under this contract shall pass to the Government upon acceptance, regardless of when or where the Government takes physical possession.

(o) *Warranty.* The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.

(p) *Limitation of liability.* Except as otherwise provided by an express warranty, the Contractor will not be liable to the Government for consequential damages resulting from any defect or deficiencies in accepted items.

(q) *Other compliances.* The Contractor shall comply with all applicable Federal, State and local laws, executive orders, rules and regulations applicable to its performance under this contract.

(r) *Compliance with laws unique to Government contracts.* The Contractor agrees to comply with 31 U.S.C. 1352 relating to limitations on the use of appropriated funds to influence certain Federal contracts; 18 U.S.C. 431 relating to officials not to benefit; 40 U.S.C. 3701, *et seq.*, Contract Work Hours and Safety Standards Act; 41 U.S.C. 51-58, Anti-Kickback Act of 1986; 41 U.S.C. 265 and 10 U.S.C. 2409 relating to whistleblower protections; 49 U.S.C. 40118, Fly American; and 41 U.S.C. 423 relating to procurement integrity.

(s) *Order of precedence.* Any inconsistencies in this solicitation or contract shall be resolved by giving precedence in the following order:

- (1) The schedule of supplies/services.
- (2) The Assignments, Disputes, Payments, Invoice, Other Compliances, and Compliance with Laws Unique to Government Contracts paragraphs of this clause.
- (3) The clause at 52.212-5.
- (4) Addenda to this solicitation or contract, including any license agreements for computer software.
- (5) Solicitation provisions if this is a solicitation.
- (6) Other paragraphs of this clause.
- (7) The Standard Form 1449.
- (8) Other documents, exhibits, and attachments.
- (9) The specification.
- (t) Central Contractor Registration (CCR).

(1) Unless exempted by an addendum to this contract, the Contractor is responsible during performance and through final payment of any contract for the accuracy and completeness of the data within the CCR database, and for any liability resulting from the Government's reliance on inaccurate or incomplete data. To remain registered in the CCR database after the initial registration, the Contractor is required to review and update on an annual basis from the date of initial registration or subsequent updates its information in the CCR database to ensure it is current, accurate and complete. Updating information in the CCR does not alter the terms and conditions of this contract and is not a substitute for a properly executed contractual document.

(2)(i) If a Contractor has legally changed its business name, "doing business as" name, or division name (whichever is shown on the contract), or has transferred the assets used in performing the contract, but has not completed the necessary requirements regarding novation and change-of-name agreements in FAR Subpart 42.12, the Contractor shall provide the responsible Contracting Officer a minimum of one business day's written notification of its intention to (A) change the name in the CCR database; (B) comply with the requirements of Subpart 42.12; and (C) agree in writing to the timeline and procedures specified by the responsible Contracting Officer. The Contractor must provide with the notification sufficient documentation to support the legally changed name.

(ii) If the Contractor fails to comply with the requirements of paragraph (t)(2)(i) of this clause, or fails to perform the agreement at paragraph (t)(2)(i)(C) of this clause, and, in the absence of a properly executed novation or change-of-name agreement, the CCR information that shows the Contractor to be other than the Contractor indicated in the

contract will be considered to be incorrect information within the meaning of the “Suspension of Payment” paragraph of the electronic funds transfer (EFT) clause of this contract.

(3) The Contractor shall not change the name or address for EFT payments or manual payments, as appropriate, in the CCR record to reflect an assignee for the purpose of assignment of claims (see Subpart 32.8, Assignment of Claims). Assignees shall be separately registered in the CCR database. Information provided to the Contractor’s CCR record that indicates payments, including those made by EFT, to an ultimate recipient other than that Contractor will be considered to be incorrect information within the meaning of the “Suspension of payment” paragraph of the EFT clause of this contract.

(4) Offerors and Contractors may obtain information on registration and annual confirmation requirements via the internet at <http://www.ccr.gov> or by calling 1-888-227-2423 or 269-961-5757.

Description of Services

Since incorporating in 1983, Highland Data Services has provided document management and conversion services to State agencies and commercial clients. For the Federal Government HDS will provide the same services as described for the following SINS.

51 506 Document Conversion Services

Document Conversion Services provide for the following:

- Data Entry
- Scanning / Optical Character Recognition (OCR)
- Imaging
- Indexing

Data Entry – Data may be captured from paper forms, images, or microfilm by key entry operators using dedicated workstations with specifically designed data entry software. Output to end user agencies can include ASCII, Excel, Access or other formats as required.

Scanning / OCR – Data may be captured from paper forms through the use of Optical Character Recognition (OCR) Software which allows for automated data capture of forms. Any unreadable or questionable text is subsequently captured by key entry operators as required.

Imaging – Documents are scanned to create digital images in .jpg or PDF formats as required by end user agencies.

Indexing – For image search and retrieval, index information is captured by key entry operators and assigned to each image or groups of images as required by end user agencies. Images can be assigned to proper files using protocols established by the agency.

733 4 List Management Services

List Management Services provide for the following:

- Data Entry
- Letter Opening
- Clerical Tasks

Data Entry – Data may be captured from paper forms, images, or microfilm by key entry operators using dedicated workstations with specifically designed data entry software. Output to end user agencies can include ASCII, Excel, Access or other formats as required.

Letter Opening – HDS utilizes high-speed automated letter opening equipment and the associated personnel to sort and open mail pieces. This can be performed independently or in preparation for data entry, scanning, imaging, or sorting.

Clerical Tasks – Clerical tasks may include coding, copying, sorting, and batching as required independently or in preparation for additional tasks.

For services provided under either SIN and per the specifications of the task order Highland Data Services will:

- Furnish all equipment or other items required to perform the services, unless government furnished equipment is specified by the customer.
- Act independently and not as an agent of the customer.
- Provide services that conform to standard commercial practices.
- Perform quality assurance to ensure required output standards.
- Return all original material to the customer unless otherwise specified for disposal.
- Maintain a backup copy of all data generated for a period of six months unless otherwise specified.
- Correct errors caused by Highland Data Services with no charge to the customer.
- Ensure that services are performed by qualified personnel.

The place of performance will be determined by the task order. If required at a government facility, Highland Data Services will require adequate space and electricity; all equipment, personnel, and other materials will be provided.

Labor Category Descriptions (Applicable to all SINs)

KEY ENTRY OPERATOR I

Minimum Experience: Must demonstrate basic keyboarding skills.

Responsibilities/Tasks: Utilizes a data entry computer workstation to input data. Data can be captured from sources that include paper, images, or microfilm. Data to be captured is readily determined with minimal searching requirements. Performs data capture for reject and repair functions of OCR data capture software processing. Works under the supervision of Key Entry Supervisor.

Minimum Education: High School Diploma or General Education Degree (GED)

KEY ENTRY OPERATOR II

Minimum Experience: Two years of work experience, one of which must be job related.

Responsibilities/Tasks: Utilizes a data entry computer workstation to input data. Data can be captured from sources that include paper, images, or microfilm. Determines appropriate data to be captured from source documents which may involve searching documents. Provides key entry verification of data captured by Key Entry Operator I for appropriate applications. Performs data capture for reject and repair functions of OCR data capture software processing. Performs routine quality control checks that include random sampling. Works under the supervision of Key Entry Supervisor.

Minimum Education: High School Diploma or General Education Degree (GED)

DUPLICATING MACHINE OPERATOR

Minimum Experience: Must demonstrate capabilities to work with a variety of office equipment, including high speed optical scanners.

Responsibilities/Tasks: Operates high speed optical scanners for the purposes of capturing data via OCR and/or images. Scans paper documents into scanning device by batch as prepared by Document Preparation Clerk. Submits batches for processing by Computer Operator I. Must monitor performance of scanning devices, and report any problems to the Key Entry Supervisor. Works under the supervision of Key Entry Supervisor.

Minimum Education: High School Diploma or General Education Degree (GED)

DOCUMENT PREPARATION CLERK

Minimum Experience: Must demonstrate skills necessary for organization and an attention to detail.

Responsibilities/Tasks: Logs in all work to be processed upon receipt. For data capture, removes all unnecessary documents, sorts, and batches for distribution to key entry personnel. For scanning, prepares all pages to be scanned by sorting, removing staples, and unnecessary pages. Communicates work received to Key Entry Supervisor so that appropriate resources can be allocated for scanning or data capture. Works under the supervision of the Key Entry Supervisor.

Minimum Education: High School Diploma or General Education Degree (GED)

GENERAL CLERK II

Minimum Experience: Must demonstrate skills necessary for organization and an attention to detail.

Responsibilities/Tasks: Provides routine clerical task that include filling, stapling, sorting, letter opening, batching, and document distribution. May assist Document Preparation Clerk as needed. Works under the supervision of the Key Entry Supervisor.

Minimum Education: High School Diploma or General Education Degree (GED)

COMPUTER OPERATOR I

Minimum Experience: Two years of work experience, one of which must be job related.

Responsibilities/Tasks: Assists Key Entry Supervisor with quality control random sampling and reporting. Works with Computer Programmer III to develop key entry programs and develop key entry instructions. Compiles captured data and images for output and distribution to customer end-users. Assists Computer Programmer III monitor performance of data capture and OCR data capture software. Monitors workloads and functions as being processed through OCR data capture software. Distributes workloads to key entry personnel through OCR data capture software system. Works under the supervision of Computer Programmer III.

Minimum Education: High School Diploma or General Education Degree (GED)

COMPUTER PROGRAMMER III

Minimum Experience: Four years of work experience, two of which must be job related.

Responsibilities/Tasks: Responsible for maintaining all data capture and OCR data capture software. Works with Project Manager to evaluate and recommend necessary software and hardware resources. Develops, updates, and maintains data capture programs for job-specific requirements. Compiles and outputs data and images to client networks. Implements and monitors performance of telecommunications resources for data and image transmission to clients. Works with Key Entry Supervisor to develop data capture instructions for keying personnel. Works under the supervision of Project Manager.

Minimum Education: Bachelor's degree from an accredited university or equivalent experience.

KEY ENTRY SUPERVISOR

Minimum Experience: Four years of work experience, two of which must be job related.

Responsibilities/Tasks: Supervises key entry, document preparation, and duplicating machine personnel. Works closely with Project Manager to schedule appropriate resources for required workloads. Provides quality control functions for output of data and images, and maintains quality control reports for review by Project Manager. Works with Computer Programmer to develop data capture instructions for use by key entry personnel. Trains key entry personnel for data capture, and provides re-training as needed. Monitors productivity of data capture personnel with Project Manager. Works under the supervision of Project Manager.

Minimum Education: Bachelor's degree from an accredited university of equivalent experience.

PROJECT MANAGER

Minimum Experience: Four years of work experience, two of which must be job related.

Responsibilities/Tasks: Works closely with Computer Programmer III and Key Entry Supervisor to assure that all human, hardware, and software resources are in place to meet customer requirements on a short-term and long-term basis. Primary point-of-contact with clients, responsible for scheduling workloads, providing progress reporting, and monitoring all aspects of contract performance. Develops performance criteria for productivity and quality control and monitors with Key Entry Supervisor and Computer Programmer.

Minimum Education: Bachelor's degree from an accredited university of equivalent experience.

HDS GSA/FSS Approved Schedule 36 Labor Category Rates

Labor Category	Commercial Price per Hour	Offsite Government Price Per Hour		Onsite Government Price Per Hour	
		7.5% Discount *	13% Discount **	Contracts Up To \$500,000	Contracts Exceeding \$500,000
Key Entry Operator I	\$27.80	\$25.72	\$24.19	\$23.22	\$21.69
Key Entry Operator II	\$31.95	\$29.54	\$27.79	\$27.04	\$25.29
Duplicating Machine Operator	\$29.95	\$27.70	\$26.06	\$25.20	\$23.56
Document Preparation Clerk	\$29.95	\$27.70	\$26.06	\$25.20	\$23.56
General Clerk II	\$27.80	\$25.72	\$24.19	\$23.22	\$21.69
Computer Operator I	\$36.95	\$34.22	\$32.18	\$31.47	\$29.43
Computer Programmer III	\$48.50	\$44.77	\$42.11	\$42.02	\$39.36
Key Entry Supervisor	\$55.75	\$51.57	\$48.50	\$48.82	\$45.75
Project Manager	\$68.50	\$63.36	\$59.60	\$60.36	\$56.60

* discount applies to contracts with a total contract value up to \$500,000

** discount applies to contracts with a total contract value in excess of \$500,000

For applicable labor categories, all wages and benefits will be paid in accordance with U.S. Department of Labor Wage Rate Determination No. 1994-2548 (Rev. 06/17/2005).