

**OOCORP THE CONSOLIDATED SCHEDULE (formerly Corporate Contracts Schedule)** - The Consolidated Schedule encompasses most of the service schedules within the Multiple Awards Schedules program. This schedule provides a streamlined approach to fulfilling requirements that fall within the scope of more than one schedule for acquiring a total solution. Contractors under this schedule hold a single contract that includes two or more combined services from schedules such as: Facilities Maintenance, Office Imaging and Document Solutions, Training, Information Technology, Publications, Financial and Business Solutions, Advertising and Integrated Marketing Solutions, Language, Human Resources, Professional Engineering, MOBIS, Logworld, and Environmental.

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Category	Description
C J036	<p><b>Maintenance &amp; Repair of Special Industry Machinery</b> - A maintenance service agreement consists of preventative and repair (remedial) services. Preventative consists of those scheduled service calls necessary to maintain the equipment in first-class operating condition (e.g., cleaning, lubricating, adjusting, and replacing parts when needed). Repair (remedial) service consist of those unscheduled service calls necessary for repairs not caused by fire, water, accident, fluctuations in electrical power or the customer. The maintenance service agreement includes the cost of labor, replacement parts, and supplies (excluding expendable operating supplies). In the event the Government's equipment requires initial repair or overhaul prior to acceptance by the contractor for coverage under a maintenance service agreement, the charges for such repairs, including replacement parts and labor, will usually not be covered under the initial maintenance service agreement. In addition, charges for labor and replacement parts for complete rebuilding or overhauling of the Government's equipment are usually not included in the maintenance service agreement.</p>
C R418	<p><b>Professional Legal Services</b> - Assist agencies with the full spectrum of professional legal support required for the resolution, management.</p>
C R422A	<p><b>Market Research &amp; Public Opinion Service</b> - Services under this SIN provide comprehensive solutions using strategically targeted marketing tactics that include full service execution of media planning and creative multimedia campaigns. These comprehensive solutions encompasses services within: 541-1 Advertising, 541-2 Public Relations, 541-3 Web Based Marketing, and 541-4 Specialized Marketing. SIN 541-5 may not be used to fulfill individual requirements that are covered separately by other SINs in this Schedule. SIN 541-5 may only be used to fulfill comprehensive agency requirements that span multiple service offerings from the Schedule.</p>
C R422S	<p><b>Market Research and Public Opinion Services (SMALL BUSINESS SET ASIDE)</b> - Develop strategies for an agency to provide the maximum use of their Internet capabilities. Typical tasks may involve the consultation, development and implementation of the following web based tasks:</p>

Website design and maintenance services  
Search engine development  
E-mail marketing  
Interactive marketing  
Web based training  
Web casting  
Video conferencing via the web  
Section 508 compliance, including captioning services  
On-Line media management  
Related activities to web based marketing services  
Media will also be provided in a format that is compatible with the ordering agency's software requirements. Continual website updates and maintenance may also be required.

- C R701A** **Advertising Services** - Services under this SIN provide comprehensive solutions using strategically targeted marketing tactics that include full service execution of media planning and creative multimedia campaigns. These comprehensive solutions encompasses services within: 541-1 Advertising, 541-2 Public Relations, 541-3 Web Based Marketing, and 541-4 Specialized Marketing. SIN 541-5 may not be used to fulfill individual requirements that are covered separately by other SINs in this Schedule. SIN 541-5 may only be used to fulfill comprehensive agency requirements that span multiple service offerings from the Schedule.
- C R702** **Data Collection Services** - Assist agencies in the confirmation and validation of specific elements of an agency's portfolio of assets. Collect and organize data from an agency's files or a third party source, create asset inventory database, provide support for asset sales (e.g., asset valuations, investor war room and asset packaging, and closings), develop quality/information controls.
- C R703** **Accounting Services** - Accounting ? Transaction analysis, transaction processing, data analysis and summarization, technical assistance in devising new or revised accounting policies and procedures, classifying accounting transactions, special studies to improve accounting operations.
- Budgeting -  
Assess and improve the budget formulation and execution processes, conduct special reviews to resolve budget formulation or budget execution issues, provide technical assistance to improve budget preparation or execution processes.
- C R708A** **Public Relations Services** - Services under this SIN provide comprehensive solutions using strategically targeted marketing tactics that include full service execution of media planning and creative multimedia campaigns. These comprehensive solutions encompasses services within: 541-1 Advertising, 541-2 Public Relations, 541-3 Web Based Marketing, and 541-4 Specialized Marketing. SIN 541-5 may not be used to fulfill individual requirements that are covered separately by other SINs in this Schedule. SIN 541-5 may only be used to fulfill comprehensive agency requirements that span multiple service offerings from the Schedule.

- C R708S** **Public Relations Services (Small Business Set Aside)** - Services include the making of all necessary arrangements for conferences, seminars and trade shows. Event-marketing services may include but are not limited to the following services for a show, event and/or booth:
- Project Management
  - Coordination and implementation of third party participation
  - Collection management of third party payment for participation
  - Liaison support with venue
  - Audiovisual and information technology support
  - Topic and speaker identification
  - Site location research
  - Reservation of facilities
  - On-site meeting and registration support
  - Editorial services
  - Automation and telecommunications support
  - Design and editing productions
  - Mailing and other communication with attendees including pre-post meeting mailings/travel support and computer database creation.
- C T001** **Arts/Graphics Services (Small Business Set-Aside)** - Commercial art, graphic design, and special effects that educate the consumer market about a product or service, may be required along with updating, rewriting, and/or editing materials. Types of services may include, but are not limited to:
- Developing conceptual design and layouts
  - Providing copywriting and technical writing services
  - Creating sketches, drawings, publication designs, and typographic layouts
  - Furnishing custom or stock artwork (including electronic artwork)
- C T006** **Film/Video Tape Production** - Videotape and film production services will be provided to inform the public and Government agencies about the latest products, services, and/or issues in various outputs such as: industry standard formats, CD-ROM, DVD and video streaming development. Filming in studios, on location, live shows, or events may also be required. Examples of services include, but are not limited to:
- Writing
  - Directing
  - Shooting
  - Arranging for talent/animation
  - Narration
  - Music and sound effects
  - Duplication
  - Distribution
  - Video scoring
  - Editing
- C W036** **Lease-Rent of Special Industry Machinery** - Rental Plan for Copiers - Rental plans for all copier equipment. Rental rates cover unrestricted normal use of the rented equipment up to the maximum number of copies (e.g., number of copies per month) identified in the rental agreement. An excess charge per copy is usually assessed for copies over the maximum number of copies provided for under the rental

agreement. The rental rate includes full-maintenance service (repairs, adjustments, replacements) by authorized service technicians, at no additional cost to the customer. Rental rates do not usually include the cost of consumable supplies.

Lease to Ownership Plans (LTOP) Copiers - Lease-to-Ownership Plans (LTOP) are intended for customers who want to lease all types of copiers to secure ownership. At the end of the lease period and upon final payment of all charges due, the Title: and the leased equipment is immediately transferred from the contractor to the government customer. The lease rate does not include the cost of maintenance or consumable supplies. Maintenance service is offered under SIN 51 57 Maintenance Service Agreements (Copier).

Operating Lease Plan For Copiers - Operating Lease plans under SIN 51 58a are applicable to copiers only. An operating Lease plan allows Federal customers to lease the equipment for a monthly rate over a period of time, with NO intent to purchase the equipment at the end of the lease agreement period. Ownership of the asset remains with the leaser. Consumable supplies are available for copier equipment under SIN 51 101 2. Consumable supplies and maintenance service shall be billed as a separate and additional charge.

Operating Lease Plan - (All Other Products) - Operating Lease plans under SIN 51 58b are applicable to all other products (e.g., laboratory imaging systems, mailroom equipment, typewriters, darkroom w/equipment and supplies, network optical systems) under this schedule with the exception of copiers. Operating Lease Plan for copiers are accepted under SIN 51 58a. Operating Lease plan allows Federal customers to lease the equipment for a monthly rate over a period of time, with NO intent to purchase the equipment at the end of the lease agreement period. Ownership of the asset remains with the leaser. Maintenance is not included under this SIN and therefore may be acquired under SIN 51 57. Consumable supplies are not included under this SIN.

**C 3610** **Printing, Duplicating, and Bookbinding Equipment** - Includes Offset Presses; Typesetting Machinery; Bookbinding Machinery; Photoengraving Machinery; Printing Type; Rules; Leads; Slugs; Line Gages; Quoins; Plate Hooks; Gelatin Process Machines; Spirit Process Machines; Stencil Process Machines; Offset Process Machines; Photostat Machines; Blueprint Printing and Developing Machines; Print Shop Furniture. Also includes microphotographic equipment; rental plans for copier equipment, special-application copier equipment, and duplicating equipment and all other equipment; includes directly related consumable supplies, attachments, accessories, and copy-control devices and systems; repair of Government-owned copier and other equipment not under maintenance service agreements; copier and other equipment maintenance service agreements; copier lease-to-ownership plans; copier and other equipment operating lease plans; copier/multifunctional digital equipment and supplies, parts, accessories, attachments and consumable supplies; cost-per-copy plans; flat-rate monthly fee copying plans; film transparency and

mounts; special application copier equipment, laminating equipment, paper folding equipment, digital duplicating equipment, aperture card microfilm readers and reader-printers, automated microfilm retrieval reader-printer systems for roll film and cartridge type formats also referred to as Computer Assisted Retrieval (CAR) Systems, portable microfiche readers, CD-ROM information retrieval systems, network optical imaging systems, electronic reader/scanner systems, micrographic duplicating equipment, microfilm finishing and editing equipment, micrographic film, microfilm reels, and their supplies, parts, accessories, attachments and consumable supplies; education and training support services for products included under this SIN. Includes copiers and all other equipment for overseas use. The following items are set aside for small businesses: Transparency film and mounts, all sizes laminating equipment and accessories; microfilm reels cartridges/magazines and aperture cards (without film) Refer to Schedule Number 36 for additional providers of this item.

- C 5805** Telephone and Telegraph Equipment - SUBJECT TO COOPERATIVE PURCHASING - Refer to Schedule Number 70 for additional providers of this item.
- C 5810** Communications Security Equipment and Components - SUBJECT TO COOPERATIVE PURCHASING - Refer to Schedule Number 70 for additional providers of this item.
- C 5815** Teletype and Facsimile Equipment - SUBJECT TO COOPERATIVE PURCHASING - Includes Ticker Tape and Sigtot Equipment. Refer to Schedule Number 70 for additional providers of this item.
- C 5820C** Radio and Television Communication Equipment - SUBJECT TO COOPERATIVE PURCHASING - Except Airborne, Includes Telemetry Equipment; Monitors and Monitors/Receivers, Including Spare & Repair Parts and Accessories; Television Cameras, Color or Monochrome, Including Spare & Repair Parts and Accessories; Audio Equipment, Including Spare & Repair Parts and Accessories; Closed Circuit/Surveillance Equipment, Including Spare & Repair Parts and Accessories; Telecommunications Equipment, Including Spare & Repair Parts and Accessories. Refer to Schedule Number 70 for additional providers of this item.
- C 5821B** Radio and Television Communication Equipment, Airborne - SUBJECT TO COOPERATIVE PURCHASING - Includes Telemetry Equipment. Refer to Schedule Number 70 for additional providers of this item.
- C 5825** Radio Navigation Equipment, Except Airborne - SUBJECT TO COOPERATIVE PURCHASING - Includes Loran Equipment; Shoran Equipment; Direction Finding Equipment. Refer to Schedule Number 70 for additional providers of this item.
- C 5826** Radio Navigation Equipment, Airborne -SUBJECT TO COOPERATIVE PURCHASING - Includes Loran Equipment; Shoran Equipment; Direction Finding Equipment Refer to Schedule Number 70 for additional providers of this item.
- C 5830** Intercommunication and Public Address Systems - SUBJECT TO

**COOPERATIVE PURCHASING** - Except Airborne, Includes Wired Audio Systems; Office Type Systems; Shipboard Systems; Tank Systems. Refer to Schedule Number 70 for additional providers of this item.

- C 5841** **Radar Equipment, Airborne - SUBJECT TO COOPERATIVE PURCHASING** - Note-Radar assemblies and subassemblies designed specifically for use with fire control equipment or guided missiles are excluded from this class and are included in the appropriate classes of Group 12 or Group 14. Refer to Schedule Number 70 for additional providers of this item.
- C 5895B** **IT Communication Equipment - SUBJECT TO COOPERATIVE PURCHASING** - Refer to Schedule Number 70 for additional providers of this item.
- C 6015** **Fiber Optic Cables - SUBJECT TO COOPERATIVE PURCHASING** - Note-Included in this class are one or more discrete fiber optic conductors with a common protective covering in bulk form. May include electrical conductors/cables and/or reinforcing material. Refer to Schedule Number 70 for additional providers of this item.
- C 6020** **Fiber Optic Cable Assemblies and Harnesses - SUBJECT TO COOPERATIVE PURCHASING** - Note-Included in this class are items used for communication and/or data transmission having one or more fiber optic conductors/cables with processed end(s) or terminated in fitting(s). Excluded from this class are items used for illumination and/or image transmission. Refer to Schedule Number 70 for additional providers of this item.
- C 6145B** **Coaxial Cable for IT - SUBJECT TO COOPERATIVE PURCHASING** - Refer to Schedule Number 70 for additional providers of this item.
- C 6910** **Training Aids** - Includes Mockups; Cutaway Models; Scale Models; Training Films; Training Aid Maps; Navigational Training Aids; Flight Instrument Training Aids; Aircraft Instrument Training Aids; Vehicle Training Aids; Engine Instrument Training Aids; Hydraulic System Training Aids; Cutaway, Mockup, or Sectionalized Ammunition only; Training Equipment normally used in classroom training. Excludes Drill, Dummy, Exercise, Practice, or Simulated Ammunition and Weapons. Includes teaching machines and devices such as medical models & simulators, hands-on training devices; computer training devices etc. Refer to Schedule Number 69 for additional providers of this item.
- C 6930** **Operation Training Devices** - Includes Link Trainers; Automatic Pilot Training Devices; Drift Meter Training Devices; Celestial Navigation Trainers; Dead Reckoning Navigation Trainers; Instrument Flying and Landing Trainers; Terrain Projection Trainers; All operational training devices except communication and armament. Excludes Training Aids. Includes prepared printed, audio/visual and multi-media program instructional material (general education, computer, vocational/trade, health/safety and business. Refer to Schedule Number 69 for additional providers of this item.
- C 7010** **IT Equipment System Configuration - SUBJECT TO COOPERATIVE PURCHASING** - Note-a group of general-purpose analog, digital, or

hybrid electronic or electromechanical devices that are interconnected to operate as a system. Frequently referred to as an IT system, although the term "system" is not considered definitive. Includes an assembly of devices consisting of a central processing unit (CPU) and the necessary input/output devices, accessorial devices, analog measurement devices, software and/or firmware required to perform the desired objectives. Also includes subassemblies and units in which input/output devices, CPUs, and/or accessorial devices or components are incorporated into a single assembly or unit. A specially designed device incorporated into a system shall not influence the classification of the base assembly or unit. Refer to Schedule Number 70 for additional providers of this item.

**C 7025** **IT input/output and Storage Devices - SUBJECT TO COOPERATIVE PURCHASING** - This class includes devices used to control and transfer information to and from a Computer (as modified). The input device is used for transferring data and instructions into a computer. The output device is used to transfer results of processing by the computer to IT peripheral devices. Input/output devices combine the above functions in the same device. This class includes printers, display units, disk drive units (magnetic, optical and floptical), tape drive units, terminals, data entry devices and transfer units. Also includes Optical Compact Disk (CD) devices used for the storage and retrieval of data and firmware. Refer to Schedule Number 70 for additional providers of this item.

**C 7030** **IT Software - SUBJECT TO COOPERATIVE PURCHASING** - Note- Software is a series of instructions or statements in a form acceptable to a CPU, designed to cause the ITE configuration to execute an operation or operations; or a collection of data in a form capable of being processed and operated on by a computer. Includes System programs, such as operating systems, assemblers, compilers, executive routines, interpreters, translators; utility programs, such as sort/merge programs, media conversion, maintenance diagnostic programs; and application programs, such as payroll, inventory control, and engineering analysis programs. Excludes Software designed to Government specifications to satisfy the requirements of a particular user or for use with ITE properly classifiable in an FSG other than FSG 70. Also excludes operating manuals and programmers' manuals properly classified in FSG 76. Refer to Schedule Number 70 for additional providers of this item.

**C 7035** **IT Support Equipment - SUBJECT TO COOPERATIVE PURCHASING** - This class includes various devices and associated control units which are designed or use in combination or conjunction with an ADPE configuration but are not part of the configuration itself. ADP support equipment includes magnetic tape testing, certifying, and cleaning equipment; disk pack testing, certifying and cleaning equipment; tape equipment, rewinders, splicers, spoolers and card reconditioners. Included in this class are complete units and components of related general purpose commercially available support equipment which are not specifically designed for use as part of a system such as a weapon system, control system, digital image processing system, missile system, communication system or navigation system. Also included are

support control systems and components not specifically designed for use with process control such as automatic machine tool processing operations in which flow, pressure, temperature or other parameters are controlled by instrument regulations in automatic machine tool and process operations. Refer to Schedule Number 70 for additional providers of this item.

**C 7042** **Mini and Micro Computer Control Devices - SUBJECT TO COOPERATIVE PURCHASING** - Includes Mini or micro computers used as control mechanisms where computer technology is essential in controlling, monitoring, measuring, and directing processes, devices, instruments or other equipment. Excludes Mini and micro computer control devices which are designed specifically for use in and/or integral to higher order systems, e.g., air-craft fire control systems, numerically controlled machine tools, sequence controlled printing equipment, motion measuring instruments, office information system equipment, and the like. Refer to Schedule Number 70 for additional providers of this item.

**C 7050** **IT Components - SUBJECT TO COOPERATIVE PURCHASING** - Note-This class includes IT Component Assemblies that are parts of analog, digital or hybrid data processing devices. Excluded from the class are items for which more specific classifications are suitable. The FSC structure and indexes will govern the classification of those items permitted classification in a single class only. Refer to Schedule Number 70 for additional providers of this item. Contact Debbie Lague:

**C 7125A** **Cabinets, Lockers, Bins, and Shelving** - Includes Kitchen Cabinets; Sectional Shelving. Also includes high density, movable filing systems and accessories - Electrical, mechanical, or manual movable shelf or rack filing systems consisting of shelves, racks, end panels, carriages, and tracks to accommodate items such as letter and legal files, books, binders, catalogs, X-Rays, EDP tapes, disk packs, printouts, tabulating cards, or cartridges. Includes filing system accessories. Includes storage units; bin racks and carts; light duty small cabinets (and parts); plastic storage bins; wood shelving and bookcases; display racks or shelves for books, periodicals, newspapers, etc.; metal bookcases (and installation); clothing lockers and accessories; locker benches; high-density storage cabinets with interchangeable drawers, roll-out shelves or roll-out trays, with or without locking hardware, interconnecting hardware, supporting bases, casters and work tops. Cabinets may be sold a components or as complete, preconfigured units; enclosure systems for modular electronic equipment - Includes cabinets, racks and cases for mounting electronic equipment, and accessories such as fans, electrical supplies doors, covers, etc. (excludes ADP furniture, acoustic enclosures and systems/modular furniture; reconfiguration/relocations services; design/layout services; rental; leasing; and international coverage. Excludes Foot Lockers; Filing Cabinets. THE FOLLOWING ITEMS ARE SET ASIDE FOR SMALL BUSINESSES: Shelving/bookcases; display racks and shelving. Refer to Schedule Numbers 71 I, 71 III A, 71 III B, 71 III D, 71 III Y and 71 XIV B for additional providers of this item.

**C 7460** **Visible Record Equipment** - Includes Manually operated and power operated visible record equipment; visible index files, rotary and

stationary; specially designed components, such as Wire and Bar Pockets, Cover Plates, Stop Wires, and Channel Stops; Control Boards; Binder Racks; devices and systems designed to automatically store and retrieve hard copy documents. For those microform automatic retrieval systems that contain an integral viewer or view/printer, see Class 6730. Includes cardbooks, portfolios, pocket and card frames; recordkeeping cabinets; index files; powered and non-powered rotary files; multimedia filing and storage trays, drawers, cases, wallets, flip files, racks, etc.; microfiche-type cabinets; microfilm records storage cabinets; aperture card type cabinets. THE FOLLOWING ITEMS ARE SET ASIDE FOR SMALL BUSINESSES: Pocket card file portfolio; Recordkeeping cabinets; Individual pocket card frame; Attachments and accessories; Microfiche type cabinets; Microfilm type cabinets. Refer to Schedule Number 36 for additional providers of this item.

- C D301 [IT Facility Operation and Maintenance Services](#) - SUBJECT TO COOPERATIVE PURCHASING - Refer to Schedule Number 70 for additional providers of this item. Contact:
- C D302 [IT Systems Development Services](#) - SUBJECT TO COOPERATIVE PURCHASING - Refer to Schedule Number 70 for additional providers of this item. Contact:
- C D304 [IT Telecommunications and Transmission Services](#) - SUBJECT TO COOPERATIVE PURCHASING - Refer to Schedule Number 70 for additional providers of this item.
- C D306 [IT Systems Analysis Services](#) - SUBJECT TO COOPERATIVE PURCHASING - Refer to Schedule Number 70 for additional providers of this item.
- C D307 [Automated Information System Design and Integration Services](#) - SUBJECT TO COOPERATIVE PURCHASING - Refer to Schedule Number 70 for additional providers of this item.
- C D308 [Programming Services](#) - SUBJECT TO COOPERATIVE PURCHASING - Refer to Schedule Number 70 for additional providers of this item.
- C D310 [IT Backup and Security Services](#) - SUBJECT TO COOPERATIVE PURCHASING - Refer to Schedule Number 70 for additional providers of this item.
- C D311 [IT Data Conversion Services](#) - SUBJECT TO COOPERATIVE PURCHASING - Refer to Schedule Number 70 for additional providers of this item.
- C D313 [Computer Aided Design/Computer Aided Manufacturing \(CAD/CAM\) Services](#) - SUBJECT TO COOPERATIVE PURCHASING - Refer to Schedule Number 70 for additional providers of this item.
- C D316 [Telecommunications Network Management Services](#) - SUBJECT TO COOPERATIVE PURCHASING - Refer to Schedule Number 70 for additional providers of this item.
- C D317 [Automated News Services, Data Services, or Other Information Services](#) - SUBJECT TO COOPERATIVE PURCHASING - Buying data, the

electronic equivalent of books, periodicals, newspapers, etc. Refer to Schedule Number 70 for additional providers of this item.

- C D399** [Other ADP and Telecommunications Services \(includes data storage on tapes, compact disks, etc.\) - SUBJECT TO COOPERATIVE PURCHASING](#) - Refer to Schedule Number 70 for additional providers of this item.
- C F999** [Other Environmental Services, Studies and Analytical Support](#) - Includes environmental planning services & documentation (e.g., environmental assessments, environmental impact statements, natural resource management plans, studies and consultations, cultural resource management plans, studies and consultations and waste management plans); environmental compliance services (e.g., environmental compliance audits, compliance management planning, waste and pollution prevention surveys,); environmental occupational training services; waste management services (e.g., hazard and exposure assessments, waste characterization studies, review and recommendation of waste tracking or handling systems, waste management planning, review of technologies and processes impacting waste management, and the management and operation of recycling programs.); hazardous material management software; and remote advisory services (e.g., telephone assistance with hazardous material spills, poisons, MSDS, and related services); Geographical Information Systems (GIS) (e.g. mapping and cartography, Natural Resource Planning, Site Selection, Migration Pattern Analysis, Pollution Analysis and Emergency Preparedness Planning); Remediation Services (e.g. excavation, removal, transportation, storage, treatment, and/or disposal of hazardous waste preparation, characterization, field investigation, conservation and closure of site, containment, monitoring and/or reduction of hazardous waste sites, and ordinance removal and support. Refer to Schedule Number 899 for additional providers of this item.
- C J070** [Information Technology - Maintenance of Equipment, Repair Services and/or Repair/Spare Parts - SUBJECT TO COOPERATIVE PURCHASING](#) - Refer to Schedule Number 70 for additional providers of this item.
- C N070** [Information Technology Installation of IT Equipment - SUBJECT TO COOPERATIVE PURCHASING](#) - (including firmware), software, supplies and support equipment. Refer to Schedule Number 70 for additional providers of this item.
- C R422** [Market Research and Public Opinion Services](#) - Services include, but are not limited to:  
Customizing strategic marketing plans  
Branding initiatives  
Creating public awareness of products, services, and issues  
Targeting market identification and analysis  
Establishing measurable marketing objectives; determining market trends and conditions; identifying and implementing appropriate strategies  
Conducting focus groups, telemarketing, individual interviews, preparing/distributing surveys, and compiling/analyzing results  
Establishing call centers (in relation to services provided under this

schedule)

**C R425** **Engineering and Technical Services** - Includes strategic planning for technology programs/activities (e.g., define and interpret high-level organizational engineering performance requirements such as projects, systems, missions, etc., and the objectives and approaches to their achievement. Typical associated tasks include, but are not limited to an analysis of mission, program goals and objectives, requirements analysis, organizational performance assessment, special studies and analysis); concept development and requirements analysis (e.g., abstract or concept studies and analysis, requirements definition, preliminary planning, the evaluation of alternative technical approaches and associated costs for the development or enhancement of high level general performance specifications of a system, project, mission or activity. Typical associated tasks include, but are not limited to requirements analysis, cost/cost-performance trade-off analysis, feasibility analysis, regulatory compliance support, technology conceptual designs); system design, engineering and integration (e.g., translation of a system (or subsystem, program, project, activity) concept into a preliminary and detailed design (engineering plans and specifications), performing risk identification/analysis/mitigation, traceability, and then integrating the various components to produce a working prototype or model of the system. Typical associated tasks include, but are not limited to computer-aided design, design studies and analysis, high level detailed specification preparation, configuration management and document control, fabrication, assembly and simulation, modeling); test and evaluation (e.g., demonstrate that a prototype system (subsystem, program, project or activity) performs in accordance with the objectives outlined in the original design. Typical associated tasks include, but are not limited to testing of a prototype and first article(s) testing, environmental testing, independent verification and validation, reverse engineering, simulation and modeling (to test the feasibility of a concept), system safety, quality assurance, physical testing of the product or system); integrated logistics support (e.g, analysis, planning and detailed design of all engineering specific logistics support including material goods, personnel, and operational maintenance and repair of systems throughout their life cycles. Typical associated tasks include, but are not limited to ergonomic/human performance analysis, feasibility analysis, logistics planning, requirements determination, policy standards/procedures development, long-term reliability and maintainability); acquisition and life cycle management (e.g., planning, budgetary, contract and systems/program management functions required to procure and/or produce, render operational and provide life cycle support (maintenance, repair, supplies, engineering specific logistics) to technology-based systems, activities, subsystems, projects, etc. Typical associated tasks include, but are not limited to operation and maintenance, program/project management, technology transfer/insertion); training, privatization and outsourcing. Refer to Schedule Number 871for additional providers of this item.

**C R499** **Other Professional Services Management, Organization and Business Improvement Services (MOBIS)** - Includes consulting services (e.g.,

providing expert advice, assistance, guidance or counseling in support of agencies' management, organization, and business improvement efforts; studies, analyses and reports documenting any proposed developmental, consultative or implementation efforts); facilitation services (e.g., facilitation and related decision support services to agencies engaging in collaboration efforts, working groups, or integrated product, process, or self-directed teams; employment of problem solving techniques, defining and refining the agenda, debriefing and overall meeting planning, resolving disputes, disagreements, and divergent views, logistical meeting/conference support when performing technical facilitation, convening and leading large and small group briefings and discussions, providing a draft for the permanent record, recording discussion content and focusing decision-making and preparing draft and final reports for dissemination); survey services (e.g., planning survey design sampling; survey development, pretest/pilot surveying, defining and refining the agenda, survey database administration, assessing reliability and validity of data, determining proper survey data collection methodology, administering surveys using various types of data collection methods and analyses of quantitative and qualitative survey data; production of report, graphs, charts, and tables; description of data collection and survey administration methods; discussion of sample characteristics and the representative nature of data; analysis of non-response; and briefings of results to include discussion of recommendations and potential follow-up actions); training services (e.g., off-the-shelf or customized off-the-shelf training packages to meet specific agency needs related to management, organizational and business improvement services, such as, but not limited to: customer service, team building, ISO 9000 and ISO14000, process improvement, performance measurement, statistical process control, performance problem-solving, business process reengineering, quality management change, management strategic planning and benchmarking); support products used in support of services offered including workbooks, training manuals, slides, videotapes, overhead transparencies, software programs, etc. Any support products offered must be supplied in conjunction with services offered herein); privatization support services and documentation (e.g., support, assistance and documentation generation required in the conduct of OMB Circular A-76 studies such as development of Performance Work Statements (PWS), development of Quality Assurance Surveillance Plans (QASP) performance of management studies to determine the Government's Most Efficient Organization (MEO), development of in-house Government cost estimates, comparisons of in-house bids to proposed or ISSA prices, and Administrative Appeal Process support); program integration and program management services (e.g., services to manage and integrate various management and business improvement programs and projects that may or may not be the result of MOBIS recommendations. May include: projects internal to Federal agencies; project management that connects and maintains liaison between multiple contractors; monitoring of multiple projects); expert services supporting agency Alternative Dispute Resolution (ADR) programs both formal and informal. ADR of EEO disputes is excluded

and is covered under a separate GSA schedule. Services could include ombudsmen, negotiated rule-making, special masters, early neutral evaluation, non-binding arbitration, mediation, partnering, magistrates, private judging, binding arbitration, conciliation, consensus building, and neutral experts. Refer to Schedule Number 874 for additional providers of this item.

**C R604** **Mailing and Distribution Services** - Includes mail room management services (e.g., accepting incoming mail from USPS and courier services such as UPS and FEDEX; accepts and signs for certified mail, registered mail & overnight mail; makes distribution of all mail using an office roster; processes outgoing mail, metering flats, letters, packages, etc.); presort mail (e.g., provide a minimum of presort mail and barcode services applicable to the postage discount level offered, for domestic First Class Federal Government Mail, for various Federal Agencies in accordance with standard commercial practices and all USPS regulations. Contractors are required to have and continually maintain an USPS Coding Accuracy Support System (CASS) certification; miscellaneous mail services (e.g., preparing/packaging mail, addressing, labeling, folding, inserting, bursting, collating, mail match, wrapping, software services, metering & stamping mail; list management services (e.g., data entry, address label printing, lists management, list cleanup and list coding); mailroom ergonomic analysis services (e.g., workflow analyses, studying and improving mailroom processes, productivity studies, task analysis, time & motion studies, determining optimal mailroom layout, site-specific ergonomic training, space planning, and process equipment assessments). Refer to Schedule Number 733 I for additional providers of this item.

**C R608** **Translation and Interpretation Services (including Sign Language)** - Translation services include multilingual translation services in native languages to include but not limited to the translation of business, legal, medical, technical documents, software, manuals, websites, internet, video and audio in written, braille, graphic, electronic, multi-media and various other forms of communication; interpretation services include multilingual interpretation services (simultaneous and/or consecutive) in native languages for meetings, conferences, seminars, litigation proceedings, briefings, training, escort and various other forms of voice communication. Sign language may be included; training and educational materials (e.g., instructional training and/or educational materials, to include but not limited to foreign language training, language immersion training, publication, software, audio, video and various other forms and products in support of Translation and interpretation language services). Refer to Schedule Number 738 I for additional providers of this item.

**C R611** **Credit Reporting Services** - Business Information Services)? Electronic and non-electronic transmission (excluding voice communication) of Consumer Credit Reports, Address Verification Reports, Skip Location Reports, Public Information, Domestic Business Profile, International Business Profile, Mortgage Reports, Supplemental Credit Reference Reports, Bond Rating, Managed Fund Rating, Institutional Ranking, Data Processing (credit/financial) Credit Scoring, Merged Credit Files,

Credit Risk Assessment and Miscellaneous Business Information (BIS) Services. May provide computer software intended for BIS use and customization of reports.

**C R699B** **Other Administrative Support Services** - Includes document conversion services (e.g., scanning of original documents text and graphic images into digital data; transferring data among media); needs assessment and analysis services (e.g., conducts a needs assessment and analysis of the customer's current and required capabilities and provides recommendations on the configuration for a document management system that will meet the customer's needs); record management services (e.g., record center establishment, development, and maintenance; records facility management; establishing an inventory of agency-wide records, implementation of automated record management systems; data entry; records archiving, disposition and storage; vital records identification; records movement planning and disaster recovery; and records life-cycle management); document production services include the equipment and contractor provided operational and management personnel required for effective on-site document production. In addition, single or multiple shift production operations; consumable supplies; on-going maintenance; and customized agency reports are included); litigation support services (e.g., managing legal documents; document preparations, organizing, copying materials and files, coding, scanning, indexing, database development, document analysis, software and systems support). Refer to Schedule Number 36 for additional providers of this item.

**C R701** **Advertising Services** - Making all necessary arrangements for exhibits in various venues (museums, malls, tradeshow, etc.) may be required. The key components within the category include, but are not limited to: Conceptualizing, designing and producing exhibits and their accompanying materials  
Providing and/or making recommendations for carpet and padding installation for exhibit property  
Preview set-up and dismantling of exhibit property  
Cleaning, prepping, and storing exhibit property for future use  
Shipping exhibit property to and from designated site(s)  
Media illumination services.

**C R704** **Auditing Services** - Financial & Performance Audits? Perform financial statement audits, financial-related audits and performance audits. An independent assessment of an audited entity's a) financial statements in conformity with generally accepted accounting principles, b) financial information, adherence to financial compliance requirements and internal controls, or c) organization or program performance to identify areas for improvement.

**Complementary Audit Services** -

Other services performed by auditors including assist in developing questions for use at hearings, develop methods and approaches in evaluating a new or proposed program and forecast potential program outcomes.

Recovery Audits? Audits performed to recover funds resulting from overpayments, duplicate payments and underpayments. Performed under the authority of Section 354 of the National Defense Authorization Act for FY 96 (Public Law 104-106; 110 Stat. 268; 10 U.S.C. 2461), and Section 388 of the National Defense Authorization Act for FY 98.

- C R705** **Debt Collection Services** - Debt Collection: Provide collection services and servicing of defaulted loans which may include borrower negotiations, restructuring, and workout agreements.
- C R706** **Logistics Support Services** - Includes supply and value chain management (e.g., planning, development, management, operation, and maintenance of logistics systems dealing with the acquisition support, movement, and maintenance of resources); acquisition logistics (e.g., Services may include acquisition logistics or integrated logistics support associated with the design, development, test, production, fielding, sustainment, and improvement of cost effective systems including the eventual disposal or salvage of these systems. Contractors may provide logistics expertise in the pre-production or design phase of systems to ensure that the system can be supported through its lifecycle and that the infrastructure elements necessary for operational support are identified and acquired. These services may continue through the life cycle of the system or product and include guidance, assistance and/or operational support); distribution and transportation logistics services (e.g., moving and storage (excluding household goods), transportation system development and management, carrier management and routing, and freight forwarding. Services may include planning and design, implementation, or operation of systems or facilities for the movement of supplies, equipment or people by road, air, water, rail, or pipeline); deployment logistics (e.g., contingency planning; inventory/property planning, movement, storage, and accountability; and communications and logistics systems to permit rapid deployment and management of supplies and equipment. Expert guidance or operational support to identify and utilize regional or global resources, and integrate public and private sector resources); logistics training services (e.g., training in system operations and automated tools for supply and value chain management, property and inventory management, distribution and transportation management, and maintenance of equipment and facilities supporting these activities); and support products. Refer to Schedule Number 874 V for additional providers of this item.
- C R708** **Public Relations Services** - Services include, but are not limited to: providing customized media and public relation services such as the development of media messages and strategies; providing recommendations of media sources for placement of campaigns; preparing media materials such as: background materials, press releases, speeches and presentations and press kits. Other related services may fall under the following categories: Executing media programs  
Conducting press conferences  
Scheduling broadcast and/or print interviews

Press, public relations and crisis communications  
Media training: Training of agency personnel to deal with media and media responses  
Media alerts  
Press clipping services  
Related activities to public relations services Only small businesses may offer the items described.

C R710

**Financial Services - Program Financial Advisor-**

Assist agencies on cross-cutting issues, asset marketability, program development, trust or other monetary fund management/benefit administration, equity monitoring, originations, and addresses any other considerations regarding the acquisition, management and/or resolution of an asset.

**Transaction Specialist-**

Assist agencies in all asset resolution related areas including valuation/pricing, portfolio stratification, restructuring and disposition strategies which best meet agency goals. Make specific recommendations as to the best execution. Conduct a sale or other disposition vehicle. Provide marketing expertise, budget and credit reform analyses.

**Loan Servicing & Asset Management)-Assist agencies in servicing, monitoring and maintaining loan assets which may include establishing loan database, remittance processing, verify and update borrower data, issue forms and correspondence, process loan cancellations and consolidations, billing services, credit bureau reporting, and transfer and discharge loans. Provide servicing of troubled loans which may include borrower negotiations, restructuring, foreclosure and supervision of the sale of the collateral and workout agreements.**

**Complementary Financial Management Services -**

Assess and improve financial management systems, financial reporting and analysis, strategic financial planning, financial policy formulation and development. Devise and implement performance measures, conduct special cost studies, perform actuarial services, perform economic and regulatory analysis, assist with financial quality assurance efforts, perform benchmarking.

**Outsourcing Recurring Commercial Activities for Financial Management Services -Services that an agency identifies as recurring commercial activities which may include billing, payroll processing, application processing, claim processing, grant application management, loan application management, inventory management, and other financial management activities.**

Also includes Introduction of New Financial Services

C R799A

**Energy Management Services - Includes energy management program support (e.g., energy planning and strategies, energy choice analysis, risk management, metering services, billing and management oversight, and preparing agency statements of work); energy audit**

services; supplying natural gas sources; supplying electricity (renewable sources too) and emergency power. Refer to Schedule Number 871 II for additional providers of this item.

- C R799B** [Human Resource Services](#) - Includes a variety of EEO services such as investigation of complaints (single or multiple issues);, alternative dispute resolution; training; consulting; on-line reporting systems; reference materials; analysis; recommendations; and EEO counseling. Also includes a variety of human resource services such as planning; recruitment and internal placement; pre-employment screening; position classification; personnel actions; training; employee assistance; employee relations; outplacement; review and integration services; and workers compensation. Refer to Schedule Number 738 X for additional providers of this item.
- C U006** [Vocational/Technical Training/Curriculum Development Services](#) - Includes general education, computer, vocational/trade, health/safety, business (Excluding procurement training courses developed by FAI (Federal Acquisition Institute and DAU (Defense Acquisition University) for GS-1102 job series).
- C U008** [Training/Curriculum Development](#) - Refer to Schedule Number 69 for additional providers of this item.
- C U012** [IT Software, Equipment, and Telecommunications Training](#) - **SUBJECT TO COOPERATIVE PURCHASING** - Refer to Schedule Number 70 for additional providers of this item.
- C U099** [Other Education and Training Services](#) - Excludes procurement training courses developed by FAI (Federal Acquisition Institute and DAU (Defense Acquisition University) for GS-1102 job series.