

# TAURAN MANAGEMENT GROUP

Integrity | Ingenuity | Innovation



## General Services Administration

### Federal Supply Service

#### Authorized Federal Supply Schedule Catalog/Price List

Online 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 GSA Advantage!® is: <https://www.GSAAdvantage.gov>.

#### Schedule Title: Multiple Award Schedule (MAS)

FSC Group: Professional Services

Class(es)/ Product Code(s): 541611, 561499N

Contract Number: 47QRAA24D0093

Contract Period: June 7, 2024, to June 6, 2029

#### Company:

Tauran Management Group  
1 North Broad Street, Suite A  
Luray, VA 22835  
540-742-7420  
540-315-8205 fax

Website: [www.TauranGroup.com](http://www.TauranGroup.com)

#### Contract Administrator:

Elizabeth Parker  
540-742-7420  
[bethp@taurangroup.com](mailto:bethp@taurangroup.com)

#### Business Size:

Minority-Owned Business  
Self-Certified Small Disadvantaged Business  
Economically Disadvantaged Women Owned Small Business  
Women-Owned Small Business  
Women-Owned Business  
Black American Owned

For more information on ordering go to the following website: <https://www.gsa.gov/schedules>

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## CUSTOMER INFORMATION

1a:

| SIN     | SIN Title  |
|---------|--|
| 541611  | Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services |
| 561499N | Network Connectivity Support Services  |
| OLM     | Order Level Materials  |

1b. N/A

1c. See attached price list

2. **Maximum order:** \$1,000,000 Orders may be placed above this threshold in accordance with FAR 8.404.

3. **Minimum order:** \$100.00

4. **Geographic coverage (delivery area):** Domestic

5. **Point(s) of production:** 1 North Broad Street, Suite A, Luray, VA 22835

6. **Discount from list prices or statement of net price:** Prices shown are Net (discount deducted). They also include the GSA Industrial Funding Fee (IFF).

7. **Quantity discounts:** 0.5% for single task orders with an initial value exceeding \$100,000.

8. **Prompt payment terms:** Net 15 Days

9. **Foreign items:** N/A

10a. **Time of delivery:** Normal Delivery

10b. **Expedited delivery:** N/A for services

10c. **Overnight and 2-day delivery:** N/A for services

10d. **Urgent Requirements:** Contact Contractor

11. **F.O.B point(s):** Destination

12a. **Ordering address(es):** FTS- 1 North Broad Street, Suite A, Luray, VA 22835

12b. **Ordering procedures:** See Federal Acquisition Regulation (FAR) 8.405

13. **Payment address(es):** FTS- 1 North Broad Street, Suite A, Luray, VA 22835

14. **Warranty provision:** None

15. **Export packing charges:** N/A

16. **Terms and conditions of rental, maintenance, and repair:** N/A

17. **Terms and conditions of installation:** N/A

18a. **Terms and conditions of repair parts:** N/A

18b. **Terms and conditions for any other services:** Established per Task Order

19. **List of service and distribution points:** N/A

20. **List of participating dealers:** N/A

21. **Preventive maintenance:** N/A

22a. **Special attributes:** N/A

22b. **Section 508 compliance:** N/A

**23. Unique Entity Identifier (UEI): CEPKGDEEDA18**

**24. Notification regarding registration in System for Award Management (SAM) database:**

Tauran is registered in the SAM database. Expiration date is February 13, 2025.

## SERVICES AND PRODUCTS:

### Contact Center and Hotline Solutions

Fraudulent activities, whether internal or external, pose a significant threat. Encouraging employees to come forward with concerns, such as ethical misconduct, harassment, fraud, or safety violations, can be challenging. A confidential hotline provides a safe avenue for employees to report concerns without fear of retaliation. This protection empowers employees to speak up, helping to prevent and address issues early, which can save an organization from legal and reputational damage. Tauran solutions include:

- **Live Customer Service Representatives:** Available 24 hours a day, 7 days a week, 365 days a year trained in handling fraud, waste, abuse, misconduct and mismanagement involving employees, contractors, programs and operations.
- **Interactive Voice Response (IVR):** Callers can access important information and complete transactions via voice or touch tone prompts.

### Program and Project Management

Effective project management contributes to the overall efficiency, compliance and success of an organization. Experienced managers are adept at coordinating resources, managing timelines, and mitigating risks to ensure projects are completed on time and within budget. Tauran solutions include:

- **Program Managers:** Strategically aligns multiple projects with organizational goals, ensuring cohesive execution and optimal resource utilization.
- **Project Managers:** Oversees the planning, execution, and completion of specific projects, ensuring they are delivered on time, within scope, and within budget.
- **Project Administrators:** Provides essential administrative support, including documentation, scheduling, and communication facilitation, to ensure smooth project operations.

### Support Specialist

Support specialists ensure seamless operations and robust technical infrastructure. Experienced support specialists excel in managing administrative functions, including documentation, scheduling, and communication, as well as the reliability and security of IT systems. With a commitment to efficiency and accuracy, we offer comprehensive solutions that enhance productivity and support the strategic goals of our clients. Tauran solutions include:

- **Administrative Assistant:** Efficiently manages day-to-day administrative tasks, such as scheduling, correspondence, and record-keeping, to ensure smooth and organized operations.
- **System Support Specialist:** Maintains and troubleshoots IT systems, ensuring continuous availability, security, and optimal performance of technological resources.

**LABOR RATES:**

| SIN     | SIN Title  | Subcategory                      |
|---------|--|----------------------------------|
| 541611  | Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services | Business Administrative Services |
| 561499N | Network Connectivity Support Services  | Office Services                  |
| OLM     | Order Level Materials  |                                  |

**Service Contract Labor Standards:** The Service Contract Labor Standards (SCLS), formerly known as the Service Contract Act (SCA), is applicable to this contract as it applies to the entire Multiple Award Schedule (MAS) and all services provided. SCLS eligible labor categories (indicated with \*\*) in this pricelist are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).

| SCLS Eligible Labor Category        | SCLS Equivalent Code and Title  | Wage Determination |
|-------------------------------------|---------------------------------|--------------------|
| Administrative Assistant            | 01020 Administrative Assistant  | 2015-4333          |
| Customer Service Representative I   | 01041 Customer Service Rep 1    | 2015-4333          |
| Customer Service Representative II  | 01042 Customer Service Rep 2    | 2015-4333          |
| Customer Service Representative III | 01043 Customer Service Rep 3    | 2015-4333          |
| System Support Specialist           | 14170 System Support Specialist | 2015-4333          |

| Labor Category                        | GSA Price w/IFF |
|---------------------------------------|-----------------|
| Administrative Assistant **           | \$47.86         |
| Customer Service Representative I**   | \$28.72         |
| Customer Service Representative II**  | \$30.63         |
| Customer Service Representative III** | \$32.54         |
| System Support Specialist**           | \$49.77         |
| Program Manager                       | \$64.23         |
| Project Administrator                 | \$52.64         |
| Project Manager                       | \$62.22         |

## LABOR CATEGORY DESCRIPTIONS

| Labor Category            | Functional Responsibilities  | Min. Education                          | Min. Experience |
|---------------------------|--|---|-----------------|
| Administrative Assistant  | In addition to secretarial duties (filing, taking phone calls, scheduling appointments, making travel arrangements), this position will provide administrative support to executive staff with office management responsibilities to include budgeting, personnel records, and payroll. May work independently on projects requiring research and preparation of briefing charts and other presentation materials. | High School                             | 1               |
| Customer Service Rep I    | Receives, comprehends, provides, and responds to routine informational inquiries and service requests using various communication technologies including but not limited to telephones, e-mail, facsimile, postal mail, and the Internet.  | High School                             | 0-1             |
| Customer Service Rep II   | Responsible for performing duties detailed in CSR I job description. In addition, CSR II is responsible for responding to escalated and more complex inquiries on a broader scope of topics. Tasks may require simple adaptation and interpretation of provided reference materials.   | High School                             | 1               |
| Customer Service Rep III  | Responsible for performing duties detailed in CSR I and CSR II job descriptions. In addition, CSR III is responsible for supervising and advising CSR I and CSR II.  | High School                             | 2               |
| System Support Specialist | Provides troubleshooting assistance and problem resolution for computer systems in a variety of environments. Such assistance and resolution are provided for personal computers, mini/mainframe computers, client-servers as well Local Area Networks (LANs), Wide Area Networks (WANs), and web pages.   | High School                             | 1               |
| Program Manager           | Coordinates and monitors the schedule, budget, and technical performance of programs. Ensures adherence to master plans and schedules, develops solutions to program problems, and directs work of incumbents assigned to program from various departments. Ensures projects are completed on time and within budget. Acts as advisor to program team regarding projects, tasks,                                   | Bachelors or Professional Certification | 3               |

|                       |   |  |   |
|-----------------------|---|--|---|
|                       | and operations. Requires a bachelor's degree. Typically reports to a department head. Manages subordinate staff in the day-to-day performance of their jobs. First level manager. Ensures that project/department milestones/goals are met and adhering to approved budgets. Has full authority over personnel actions. Extensive knowledge of the function and department processes.   |  |   |
| Project Administrator | Coordinates project activities to ensure the project is on schedule. Provides administrative and logistical support including meeting arrangement, progress tracking, and documentation. Typically reports to a project leader or manager. Works independently within established procedures associated with the specific job function. Has gained proficiency in multiple competencies relevant to the job.  | Associates or Professional Certification | 1 |
| Project Manager       | Manages complex projects from planning through delivery. Liaises between project members, cross-functional teams, external vendors, and other stakeholders to ensure deliverables, requirements, schedules, cost, and meeting plans are communicated. Utilizes appropriate tools to plan project timelines, tasks, milestones, and deadlines. Communicates schedule and changes to all stakeholders. Plans and facilitates project meetings to align the project team to methods and goals and to track project tasks. Prepares agendas, meeting notes, and project summaries. Monitors task completion status to identify at risk project tasks and to develop mitigation plans. Allocates resources, budgets, and hours to the project and adjusts allocations when necessary. Typically reports to a manager or head of a unit/department. Work is highly independent. May assume a team lead role for the work group. A specialist on complex technical and business matters. | Associates or Professional Certification | 2 |



**TERMS AND CONDITIONS**

| Clause      | Title   |
|-------------|---|
| 552.238-79  | CANCELLATION (MAY 2019)   |
| 552.238-81  | PRICE REDUCTIONS (MAY 2019)   |
| 552.238-77  | SUBMISSION AND DISTRIBUTION OF AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LISTS (MAR 2020)                          |
| 552.238-88  | GSA ADVANTAGE!® (MAY 2019)  |
| I-FSS-639   | CONTRACT SALES CRITERIA (SEP 2023)  |
| 52.204-25   | PROHIBITION ON CONTRACTING FOR CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT (NOV 2021) |
| 552.216-70  | ECONOMIC PRICE ADJUSTMENT - FSS MULTIPLE AWARD SCHEDULE CONTRACTS (SEP 1999) (ALTERNATE I - SEP 1999)             |
| 552.238-116 | OPTION TO EXTEND THE TERM OF THE FSS CONTRACT (MAR 2022)  |
| 552.238-80  | INDUSTRIAL FUNDING FEE AND SALES REPORTING (JUL 2020)   |