SERVE Center at the University of North Carolina at Greensboro

GENERAL SERVICES ADMINISTRATION - Multiple Awards Schedule

Professional Services – Business Administrative Services

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 GSA Advantage! is: GSA Advantage.gov. For more information on ordering from Federal Supply Schedule click on the FSS Schedules button at fss.gsa.gov.

Schedule: Federal Supply Group: Professional Services

Contract Number: 47QRAA19D006U

Contract Period: April 10, 2019 through April 9, 2024

Business Size: Other Than Small

Contractor: University of North Carolina at Greensboro

https://www.uncg.edu/

Contract Administrator: Valera Francis, Director, Office of Sponsored Programs
Office of Research & Engagement

Address: 1000 Spring Garden Street
Greensboro, NC 27412

Phone: 336-334-4919

Electronic Mail: vtfranc2@uncg.edu

Fax: 336-334-4624

Price list current as of Modification #PS-A812 effective February 3, 2020.
Executive Summary

The SERVE Center at the University of North Carolina Greensboro is a university-based research, evaluation, and technical assistance center. SERVE has been awarded over $200 million in contracts and grants, successfully managing 14 major awards including four consecutive contracts for the Regional Educational Laboratory for the Southeast (REL-SE) funded by the Institute of Education Sciences (IES) at the US Department of Education (USED), and four consecutive awards from USED for the National Center for Homeless Education (NCHE).

In addition, SERVE has secured contracts from the North Carolina Department of Public Instruction to operate and support the North Carolina Homeless Education Program, the North Carolina Foster Education Program, and the North Carolina 21st Century Afterschool Learning Centers project. Through these initiatives and many others, SERVE has provided extensive technical assistance at the local, state, and national levels, and has developed and disseminated thousands of products aimed at improving youth opportunities and outcomes.

SERVE is dedicated to the most efficient and effective use of data, research, and evaluation. When SERVE began, schools and districts were challenged by a lack of data...
and poor access to research. Today, the challenge for leaders is often too much information and too little time. We commit to helping educational leaders from early childhood to higher education make sense of the complicated array of data, research, and evaluation available, working closely with our clients to understand their organizational context and design tailored services.

For nearly 30 years, we have worked with educators and policymakers to improve education. We are committed to engaging collaboratively with our clients and our number one goal is quite simply, to SERVE.

### 1. Customer Information
- **a. SINs Awarded**
  - a. 541611; 541611RC Disaster and Recovery; OLM
- **b. Lowest Price Model**
  - b. Not Applicable
- **c. Labor Categories**
  - c. Provided in Table 2

### 2. Maximum Order
- $1,000,000

### 3. Minimum Order
- $100

### 4. Geographic Coverage
- Worldwide

### 5. Point(s) of Production
- Greensboro, Guilford County, NC

### 6. Discount from list prices or statement of net price
- Government net prices (discounts already deducted)

### 7. Quantity discounts
- Not Applicable

### 8. Prompt payment terms
- 0% if payment is made within 00 days, Net 30 days. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions
9. Government Purchase Cards
   a. Notification that Government Purchase Cards are accepted at or below the Micro-Purchase Threshold  
      Yes
   b. Notification that Government Purchase Cards are accepted or not accepted above Micro-Purchase Threshold  
      Will accept, Contact Contractor

10. Foreign Items  
    Not Applicable

11. a. Time of Delivery  
     Contact Contractor

11. b. Expedited Delivery  
     Contact Contractor

11. c. Overnight & 2-Day Delivery  
     Contact Contractor

11. d. Urgent Requirements  
     Contact Contractor

12. F.O.B. Point(s)  
    Services Only - Destination

13. Ordering Address and Procedures
   a. Ordering Address  
      Valera Francis, Director, Office of Sponsored Programs  
      Office of Research & Engagement  
      1000 Spring Garden Street  
      Greensboro, NC 27412  
      vtfranc2@uncg.edu  
      336-334-4919  
      Fax: 336-334-4624

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

14. Payment Address

Valera Francis, Director, Office of Sponsored Programs
Office of Research & Engagement
1000 Spring Garden Street
Greensboro, NC 27412

15. Warranty Provision

Contractor’s standard commercial warranty

16. Export Packing Charges

Not Applicable

17. Terms and Conditions of Government Purchase Card Acceptance

Contact Contractor

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, Indicating Date of Parts, Price Lists and Any Discounts from List Prices

Not Applicable

20. a. Terms and Conditions for any other services

Not Applicable

21. List of Service and Distribution Points

Not Applicable

22. List of Participating Dealers

Not Applicable

23. Preventive Maintenance

Not Applicable

24. Special Attributes

Not Applicable
a. Environmental Attributes
b. Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and full details can be found on the UNC Greensboro website. The EIT standards can be found at: www.Section508.gov and https://ioc.uncg.edu/accessibility/

25. Data Universal Number System (DUNS) number: 61652567

26. Notification Regarding Registration in System for Award Management (SAM) database Registered

<table>
<thead>
<tr>
<th>Table 1. GSA-Approved Labor Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Labor Category</td>
</tr>
<tr>
<td>----------------</td>
</tr>
<tr>
<td>State Coordinator (On-Campus)</td>
</tr>
<tr>
<td>Administrative Assistant (On-Campus)</td>
</tr>
<tr>
<td>Trainer (On-Campus)</td>
</tr>
<tr>
<td>Evaluation Specialist (On-Campus)</td>
</tr>
<tr>
<td>Business Officer (On-Campus)</td>
</tr>
<tr>
<td>Policy Research Analyst (On-Campus)</td>
</tr>
<tr>
<td>Position</td>
</tr>
<tr>
<td>----------------------------------------------</td>
</tr>
<tr>
<td>Senior Policy Research Analyst (On-Campus)</td>
</tr>
<tr>
<td>Research Specialist (On-Campus)</td>
</tr>
<tr>
<td>Senior Research Specialist (On-Campus)</td>
</tr>
<tr>
<td>Program Specialist (On-Campus)</td>
</tr>
<tr>
<td>Senior Program Specialist (On-Campus)</td>
</tr>
<tr>
<td>Project Manager (On-Campus)</td>
</tr>
<tr>
<td>Director (On-Campus)</td>
</tr>
<tr>
<td>Senior Director (On-Campus)</td>
</tr>
<tr>
<td>State Coordinator (Off-Campus)</td>
</tr>
<tr>
<td>Administrative Assistant (Off-Campus)</td>
</tr>
<tr>
<td>Trainer (Off-Campus)</td>
</tr>
<tr>
<td>Evaluation Specialist (Off-Campus)</td>
</tr>
<tr>
<td>Business Officer (Off-Campus)</td>
</tr>
<tr>
<td>Policy Research Analyst (Off-Campus)</td>
</tr>
<tr>
<td>Senior Policy Research Analyst (Off-Campus)</td>
</tr>
<tr>
<td>Research Specialist (Off-Campus)</td>
</tr>
<tr>
<td>Role</td>
</tr>
<tr>
<td>------------------------------------------</td>
</tr>
<tr>
<td>Senior Research Specialist (Off-Campus)</td>
</tr>
<tr>
<td>Program Specialist (Off-Campus)</td>
</tr>
<tr>
<td>Senior Program Specialist (Off-Campus)</td>
</tr>
<tr>
<td>Project Manager (Off-Campus)</td>
</tr>
<tr>
<td>Director (Off-Campus)</td>
</tr>
<tr>
<td>Senior Director (Off-Campus)</td>
</tr>
</tbody>
</table>

**Service Contract Labor Standards (SCLS) Matrix**

<table>
<thead>
<tr>
<th>Administrative Assistant</th>
<th>SCLS Equivalent Code</th>
<th>Title Wage Determination No</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Clerk 01113</td>
<td>32015-4381</td>
<td></td>
</tr>
</tbody>
</table>

The Service Contract Labor Standards (SCLS) is applicable to this contract and it includes SCLC applicable labor categories. The prices for the indicated (**) SCLS labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS matrix. The prices awarded are in line with the geographic scope of the contract (i.e. nationwide).

**Labor Category Descriptions**

Substitution:

Please note the following regarding substitutions:
1. For all categories, a Bachelor's degree may be substituted for 4 years of experience.
2. For all categories, a Master's degree may be substituted for 6 years of experience, or a Bachelor's degree plus 2 years of experience.

**State Coordinator** - The State Coordinator is an individual that provides logistics and / or operational support to projects.

Minimum Education: Bachelor’s Degree
Minimum Years of Experience: 8 Years

**Administrative Assistant** - The Administrative Assistant may assist the project staff with scheduling and coordination of meetings and preparation and sending of reports. The Administrative Assistant also is responsible for clerical services. These responsibilities may include: word processing of reports, work plans, focus group transcripts, correspondence; establishment and maintenance of schedules, files, and other records; management and facilitation of phone, mail, and fax communications, and coordinating.
project meetings. In addition, he/she may maintain computer databases and inventories of supplies and equipment.  
Minimum Education: High School Diploma  
Minimum Years of Experience: 0

**Trainer** - The Trainer is an individual with substantial experience in delivering the content of instructional material in the formats designed specifically to meet educational objectives for defined target audiences.  
Minimum Education: Bachelor’s Degree  
Minimum Years of Experience: 4 Years

**Evaluation Specialist** - An Evaluation Specialist may be called upon to provide input and assistance as needed by a project or tasks. Likely provides assistance for designing monitoring and evaluation plans; assessing needs and designing and implementing program data collection activities. May provide support for analysis, interpretation, and reporting of program results.  
Minimum Education: Bachelor’s Degree  
Minimum Years of Experience: 3 Years

**Business Officer** - The Business Officer manages contracting requirements between UNCG and the customer. He or she may be responsible for managing contractual expenditures, providing contract budget projections, and analyzing and reconciling contract budgets. Further, the Business Manager may be responsible for purchasing technical equipment and coordinating all subcontracts.  
Minimum Education: Bachelor’s Degree  
Minimum Years of Experience: 3 Years

**Policy Research Analyst** - The Policy Research Analyst processes and reports on data analysis, maintains databases, identifies approaches for data quality and data cleansing, provides technical support. They may conduct research and analysis related to high-level policy issues.  
Minimum Education: Bachelor’s Degree  
Minimum Years of Experience: 5 Years

**Senior Policy Research Analyst** - The Senior Policy Research Analyst plans, organizes and/or leads major consulting assignments. May determine objectives and methodology; selects and assigns staff; establishes and monitors schedules and progress, taking corrective action as necessary. Responsible for multiple project output and deliverables, may function as subject matter expert on own or other assignments. Responsible for designing and/or conducting research and analysis related to high-level policy issues.  
Minimum Education: Master’s Degree  
Minimum Years of Experience: 8 Years

**Research Specialist** - The Research Specialist may serve as a project coordinator and conduct literature reviews. He or she may also perform statistical and descriptive analyses
for projects; conduct program evaluation activities; develop research designs, methodologies, and instrumentation; gather and manage research data; prepares written reports of research findings and/or other project related duties.

**Minimum Education:** Bachelor's Degree  
**Minimum Years of Experience:** 3 Years

**Senior Research Specialist** – The Senior Research Specialist may serve as a project coordinator, project team lead, and manage grants and contracts. He or she is responsible for conducting literature reviews, analyzing results, communicating with clients, working with staff to design project research protocols, data collection instruments and/or quality assurance procedures. The Senior Research Specialist may attend or present findings at conferences. Additional responsibilities may include the development of work plans, timelines, reports, budgets, invoices, and other necessary financial and administrative records.

**Minimum Education:** Master's Degree  
**Minimum Years of Experience:** 6 Years

**Program Specialist** - The Program Specialist, under general supervision, may provide support in the planning, monitoring, and development of program lifecycle analyses. May coordinate project team's activities and review formatting of client presentations. Likely keeps references and completed case study library up to date. Duties may also include establishing project and team setup in the project office. Also may coordinate tracking, storage and organization of project documents.

**Minimum Education:** Bachelor's Degree  
**Minimum Years of Experience:** 8 Years

**Senior Program Specialist** - The Senior Program Specialist may be responsible for planning, monitoring, and developing program lifecycle requirements analysis. Provides program integration support and program oversight. May supervise others.

**Minimum Education:** Master's Degree  
**Minimum Years of Experience:** 10 Years

**Project Manager** - The Project Manager can be expected to be responsible for timelines, resource allocation, and compliance with deliverable schedules, and may provide day to day operational oversight; this person is the day to day interface point of contact with the customer.

**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 5 Years

**Director** - The Director may be responsible for general project oversight, fiscal integrity, timely completion of project activities and required reports. Specific responsibilities may include oversight, direction, evaluation of staff, budget and project progression, implementing and monitoring project activities and the development of appropriate project reports.

**Minimum Education:** Master's Degree
Minimum Years of Experience: 8 Years

**Senior Director** - The Senior Director may be in charge of programs of significant magnitude, manages multiple tasks, ensures that the quality of the services and deliverables meet standards, and is responsible for developing best strategies and approaches project /program related issues; this individual has the necessary mastery of the subject matter, has excellent leadership, organizational and communications skills, and understands the mission of the enterprise or program.
Minimum Education: Master's Degree
Minimum Years of Experience: 12 Years