GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

MULTIPLE AWARD SCHEDULE
FSC GROUP: Professional Services

CONTRACT NUMBER:
47QRAA20D007P

National Research Corporation
1245 Q ST
Lincoln, NE 68508
Phone: 402-475-2525
Fax: 402-475-9061
https://nrchealth.com/
Contract Administrator: Kirsten A Hattan
khattan@nrchealth.com

PERIOD COVERED BY CONTRACT:
July 9, 2020 through July 8, 2025

Price List current through Modification PO-0001, effective July 9, 2020

Business Size:
Large Business

For more information on ordering from Federal Supply Schedule click on the FSS Schedules button at fss.gsa.gov. On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSA Advantage!™, a menu-driven database system. The INTERNET address for GSA Advantage!™ is: http://www.GSAAdvantage.gov.
1a. Table of Awarded Special Item Numbers with appropriate cross-reference to page numbers:

<table>
<thead>
<tr>
<th>SIN</th>
<th>Recovery</th>
<th>SIN Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>541611</td>
<td>541611 RC</td>
<td>Management and Financial Consulting, Acquisition and Grants Management Support,</td>
</tr>
<tr>
<td></td>
<td></td>
<td>and Business Program and Project Management Services</td>
</tr>
<tr>
<td>ANCILLARY</td>
<td>ANCILLARY RC</td>
<td>Ancillary Supplies and Services</td>
</tr>
</tbody>
</table>

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply. See below.

1c. If the Contractor is proposing hourly rates a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item. See below.

2. Maximum Order: $1,000,000.00

3. Minimum Order: $100.00

4. Geographic Coverage (delivery Area): Domestic

5. Point(s) of production (city, county, and state or foreign country): Same as Contractor

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

7. Quantity discounts: None

   Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9a. Notification that Government purchase cards are accepted up to the micro-purchase threshold: Accepted

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: Accepted
10. Foreign items (list items by country of origin): None

11a. Time of Delivery (Contractor insert number of days): Specified on Task Order

11b. Expedited Delivery. The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: Contact Contractor

11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery is available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Contact Contractor

11d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to affect a faster delivery: Contact Contractor

12. F.O.B Points: Destination

13a. Ordering Address: Same as Contractor

13b. 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: Same as Contractor

15. Warranty provision: Contractor’s standard commercial warranty.

16. Export Packing Charges (if applicable): N/A

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): Contact Contractor

18. Terms and conditions of rental, maintenance, and repair (if applicable): N/A

19. Terms and conditions of installation (if applicable): N/A

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): N/A

20a. Terms and conditions for any other services (if applicable): N/A

21. List of service and distribution points (if applicable): N/A

22. List of participating dealers (if applicable): N/A
23. Preventive maintenance (if applicable): N/A

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): N/A

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contactor’s website or other location.) The EIT standards can be found at: www.Section508.gov/ Not applicable.

25. Data Universal Numbering System (DUNS) number: 050857788

26. Notification regarding registration in System of Award (SAM) database: Registered (ITFT6)
### LABOR PRICING

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>541611</td>
<td>Account Director</td>
<td>Both</td>
<td>$186.38</td>
<td>$190.86</td>
<td>$195.44</td>
<td>$200.13</td>
<td>$204.93</td>
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<td>541611</td>
<td>Administrative Assistant**</td>
<td>Both</td>
<td>$51.90</td>
<td>$53.15</td>
<td>$54.42</td>
<td>$55.73</td>
<td>$57.06</td>
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<td>541611</td>
<td>Analyst Programmer</td>
<td>Both</td>
<td>$111.44</td>
<td>$114.11</td>
<td>$116.85</td>
<td>$119.66</td>
<td>$122.53</td>
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<td>541611</td>
<td>Coding Specialist**</td>
<td>Both</td>
<td>$44.03</td>
<td>$45.09</td>
<td>$46.17</td>
<td>$47.28</td>
<td>$48.41</td>
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<tr>
<td>541611</td>
<td>Data Collector**</td>
<td>Both</td>
<td>$42.80</td>
<td>$43.83</td>
<td>$44.88</td>
<td>$45.96</td>
<td>$47.06</td>
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<tr>
<td>541611</td>
<td>Group Lead**</td>
<td>Both</td>
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<td>$61.84</td>
<td>$63.32</td>
<td>$64.84</td>
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<td>541611</td>
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<td>541611</td>
<td>Mail Specialist**</td>
<td>Both</td>
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<td>$46.39</td>
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<td>$48.64</td>
<td>$49.81</td>
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<td>541611</td>
<td>Operations Coordinator**</td>
<td>Both</td>
<td>$75.49</td>
<td>$77.30</td>
<td>$79.16</td>
<td>$81.06</td>
<td>$83.00</td>
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<td>541611</td>
<td>Operations Manager</td>
<td>Both</td>
<td>$223.37</td>
<td>$228.73</td>
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<td>541611</td>
<td>Program Manager</td>
<td>Both</td>
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<td>541611</td>
<td>Quality Assurance Specialist**</td>
<td>Both</td>
<td>$42.80</td>
<td>$43.83</td>
<td>$44.88</td>
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<tr>
<td>541611</td>
<td>Senior Operator**</td>
<td>Both</td>
<td>$50.37</td>
<td>$51.58</td>
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<td>$54.08</td>
<td>$55.38</td>
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### SERVICE CONTRACT LABOR STANDARDS (SCLS)

<table>
<thead>
<tr>
<th>SCLS Eligible Labor Category</th>
<th>SCLS Equivalent Code Title</th>
<th>Wage Determination No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Assistant</td>
<td>01020 – Administrative Assistant</td>
<td>2015-5357</td>
</tr>
<tr>
<td>Operations Coordinator</td>
<td>01270 – Production Control Clerk</td>
<td>2015-5357</td>
</tr>
<tr>
<td>Group Lead</td>
<td>01113 – General Clerk III</td>
<td>2015-5357</td>
</tr>
<tr>
<td>Senior Operator</td>
<td>01090 – Duplication Machine Operator</td>
<td>2015-5357</td>
</tr>
<tr>
<td>Data Collector</td>
<td>01052 – Data Entry Operate II</td>
<td>2015-5357</td>
</tr>
<tr>
<td>Quality Assurance Specialist</td>
<td>01270 – Production Control Clerk</td>
<td>2015-5357</td>
</tr>
<tr>
<td>Coding Specialist</td>
<td>01613 – Word Processor III</td>
<td>2015-5357</td>
</tr>
<tr>
<td>Mail Specialist</td>
<td>01070 – Document Preparation Clerk</td>
<td>2015-5357</td>
</tr>
</tbody>
</table>

The Service Contract Labor Standards (SCLS), formerly known as the Service Contract Act (SCA), is applicable to this contract and it includes SCLS applicable labor categories. The prices for the cited 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).
# ANCILLARY PRICING

<table>
<thead>
<tr>
<th>SIN</th>
<th>Service</th>
<th>Unit of Issue</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>ANCILLARY</td>
<td>Market Insights Complete with Market Insights on Demand and Panel 1k: Max Bed Size 300</td>
<td>Each</td>
<td>$101,038.49</td>
</tr>
<tr>
<td>ANCILLARY</td>
<td>Market Insights Complete with Market Insights on Demand and Panel 1k: Max Bed Size 600</td>
<td>Each</td>
<td>$119,646.95</td>
</tr>
<tr>
<td>ANCILLARY</td>
<td>Market Insights Complete with Market Insights on Demand and Panel 1k: Max Bed Size 1,000</td>
<td>Each</td>
<td>$123,951.54</td>
</tr>
<tr>
<td>ANCILLARY</td>
<td>Market Insights Complete with Market Insights on Demand and Panel 1k: Max Bed Size 2,000</td>
<td>Each</td>
<td>$147,204.63</td>
</tr>
<tr>
<td>ANCILLARY</td>
<td>Market Insights Complete with Market Insights on Demand and Panel 1k: Max Bed Size 3,000</td>
<td>Each</td>
<td>$214,728.67</td>
</tr>
<tr>
<td>ANCILLARY</td>
<td>Market Insights Complete with Market Insights on Demand and Panel 1k: Max Bed Size 6,000</td>
<td>Each</td>
<td>$412,308.82</td>
</tr>
<tr>
<td>ANCILLARY</td>
<td>Market Insights Complete with Market Insights on Demand and Panel 1k: Max Bed Size 8,000</td>
<td>Each</td>
<td>$549,932.19</td>
</tr>
<tr>
<td>ANCILLARY</td>
<td>Market Insights Complete, Max Bed Size-300</td>
<td>Each</td>
<td>$50,020.98</td>
</tr>
<tr>
<td>ANCILLARY</td>
<td>Market Insights Complete, Max Bed Size-600</td>
<td>Each</td>
<td>$64,309.72</td>
</tr>
<tr>
<td>ANCILLARY</td>
<td>Market Insights Complete, Max Bed Size-1000</td>
<td>Each</td>
<td>$70,661.70</td>
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<tr>
<td>ANCILLARY</td>
<td>Market Insights Complete, Max Bed Size-2000</td>
<td>Each</td>
<td>$86,540.17</td>
</tr>
<tr>
<td>ANCILLARY</td>
<td>Market Insights Complete, Max Bed Size-3000</td>
<td>Each</td>
<td>$126,236.84</td>
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<tr>
<td>ANCILLARY</td>
<td>Market Insights Complete, Max Bed Size-6000</td>
<td>Each</td>
<td>$242,392.26</td>
</tr>
<tr>
<td>ANCILLARY</td>
<td>Market Insights Complete: Max Bed Size 8,000</td>
<td>Each</td>
<td>$343,707.51</td>
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<tr>
<td>ANCILLARY</td>
<td>Real-Time Pricing Tiers for Annual Patient Visits (APVs) via Multi-Mode: 0 - 99,999 APV</td>
<td>Each</td>
<td>$0.45</td>
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<tr>
<td>ANCILLARY</td>
<td>Real-Time Pricing Tiers for Annual Patient Visits (APVs) via Multi-Mode: 100,000 - 499,999 APV</td>
<td>Each</td>
<td>$0.41</td>
</tr>
<tr>
<td>ANCILLARY</td>
<td>Real-Time Pricing Tiers for Annual Patient Visits (APVs) via Multi-Mode: 500,000 - 999,999 APV</td>
<td>Each</td>
<td>$0.36</td>
</tr>
<tr>
<td>ANCILLARY</td>
<td>Real-Time Pricing Tiers for Annual Patient Visits (APVs) via Multi-Mode: 1,000,000 - 10,000,000 APV</td>
<td>Each</td>
<td>$0.33</td>
</tr>
<tr>
<td>ANCILLARY</td>
<td>Real-Time Pricing Tiers for per-Provider pricing via Multi-Mode: 0 - 50 Providers</td>
<td>Per Provider</td>
<td>$453.40</td>
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<tr>
<td>ANCILLARY</td>
<td>Real-Time Pricing Tiers for per-Provider pricing via Multi-Mode: 51 - 100 Providers</td>
<td>Per Provider</td>
<td>$430.73</td>
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<tr>
<td>ANCILLARY</td>
<td>Real-Time Pricing Tiers for per-Provider pricing via Multi-Mode: 101 - 250 Providers</td>
<td>Per Provider</td>
<td>$408.06</td>
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<tr>
<td>ANCILLARY</td>
<td>Real-Time Pricing Tiers for per-Provider pricing via Multi-Mode: 251 - 500 Providers</td>
<td>Per Provider</td>
<td>$385.39</td>
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<tr>
<td>ANCILLARY</td>
<td>Real-Time Pricing Tiers for per-Provider pricing via Multi-Mode: 501 - 999,999 Providers</td>
<td>Per Provider</td>
<td>$362.72</td>
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<tr>
<td>ANCILLARY</td>
<td>Survey</td>
<td>Each</td>
<td>$2.55</td>
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<tr>
<td>ANCILLARY</td>
<td>Processing Returned Survey</td>
<td>Each</td>
<td>$3.41</td>
</tr>
<tr>
<td>ANCILLARY</td>
<td>HCAHPS 2-Wave Mail</td>
<td>Per Survey</td>
<td>$13.60</td>
</tr>
</tbody>
</table>
LABOR CATEGORY DESCRIPTIONS

Operations Manager
Duties and Responsibilities: Manage all departments of operations, including but not limited to the Mailroom, Scanning, Inserting, Quality Assurance, and Coding. Insure that workflow, priorities, and objectives are being met. Develop and maintain quality relationships with vendors and Post Office. Additional duties include:

➢ Directly supervise up to 10 people
➢ Manage personnel issues (i.e., conflict management, enforcement of handbook, performance reviews, etc.)
➢ Prioritize print jobs and send them to the printer
➢ Inform associates of priorities and guarantee that they are being accomplished
➢ Generate of financial postage reports
➢ Maintain confidentiality of survey recipients
➢ Develop and maintain budget of the Operations department

Minimum Education/General Experience: BA/BS in related field, 10 years management experience.
Knowledge of MS operating systems and MS Office

Account Director
Duties and Responsibilities: Excellent organizational and communication skills required to effectively manage multiple satisfaction research projects for health care clients. Coordinate tasks across several areas of NRC Operations including production, quality assurance, programmer/analyst, graphics and print shop. Extensive telephone contact with clients and occasional client visits and on-site presentations. Specific job related duties include:

➢ client updates/correspondence/reviews/needs assessment/education
➢ report development, design and distribution
➢ research design and development
➢ response rate report review
➢ write sample plans
➢ review sampling procedures
➢ data analysis/application/interpretation/presentation
➢ develop intervention protocols

Minimum Education/General Experience: Bachelors Degree with Research Methodology coursework. Five years project and personnel management experience. Excellent verbal and written communication required. Skilled in use of MSWord, Excel, and SAS or SPSS-PC. Primary market research and health care experience, research design, understanding of statistics and good analytical skills.

IS Specialist
Duties and Responsibilities: Responsible for developing and maintaining internal information systems and assisting Account Teams in the use of client data. Creates client specific Internet reporting applications.

Minimum Education/General Experience: BA/BS in related field, Five years of information technology experience with Visual Basic, client/server application design, development and integration. Other experience of at least three years with object-oriented programming and concepts, SAS, and SQL server programming, and web application development, version control, technical design techniques, and database warehousing.
Analyst Programmer

**Duties and Responsibilities:** Analyze health care market research data using SAS and SPSS software: clean and weight data, aggregate summary data comparisons, run check tables and SAS or SPSS reports to ensure accuracy. Must have effective verbal and written communication skills to coordinate with Research Consultants, Clients, Programmers, Quality Assurance, Graphics Team and other NRC Associates to assure that “perfect product” is produced. Excellent organizational and planning skills required.

**Minimum Education/General Experience:** Bachelors degree of social sciences with statistical training/knowledge and course training in research methods and 2 years of relevant experience. Excellent verbal/written communications required. SAS and SPSS programming skills, basic DOS/Windows computer applications, FoxPro (or other relational database), Excel and MS Word. Working experience with statistical applications software. Research methodology training/experience required.

Program Manager

**Duties and Responsibilities:** Responsible for coordinating the many steps or phases of multiple research projects assigned to an Account Director. Duties include verifying reports, scheduling and follow-through on project timelines, weekly updates, tape frequency review, production meetings, compiling sample plans, and composing cover letters.

**Minimum Education/General Experience:** BA/BS in related field or equivalent with research methodology coursework and 3 years of relevant experience. Quantitative skills necessary for assisting in report writing and verification of reports. Excellent verbal, written and interpersonal communication skills necessary. Skills in the following computer applications Word, Excel and Access, with knowledge of SAS and SPSS. Minimum of one year NRC work experience.

Administrative Assistant

**Duties and Responsibilities:** Provide administrative and clerical support for NRC divisions. Purchase supplies. Generate weekly schedule of employees. Responsible for prescreening and initial interviewing of applicants. Responsible for reporting volume, service levels, and rates of individuals, areas and departments. Facilitate training sessions.

**Minimum Education/General Experience:** High school diploma or equivalent and 2 years relevant experience. Previous hiring and screening experience required. Knowledge of MS operating systems and MS Office.

Operations Coordinator

**Duties and Responsibilities:** Coordinate and schedule the survey data collection steps of multiple research projects. Schedule staff and equipment use according to production needs. Maintain scheduling system.

**Minimum Education/General Experience:** High school graduate or equivalent, with research methodology coursework or knowledge and 5 years relevant experience. Must be proficient in the use of MS Access, Excel and Word applications.
Group Lead
**Duties and Responsibilities:** Distribute work and insure that priorities and objectives are being met according to National Research Corporation standards. Responsibilities include:

- Supervise up to 20 associates in one function/area
- Delegate projects to associates and follow up to make sure that they are completed prior to deadline
- Work closely with other departments to complete required tasks
- Assist with training associates and performing quality/job checks

**Minimum Education/General Experience:** High school diploma or equivalent and 5 years relevant experience. Knowledge of MS operating systems and MS Office. Ability to read, write, and comprehend the English language. One year previous supervisory experience.

Senior Operator
**Duties and Responsibilities:** Distribute work and insure that priorities and objectives are being met according to National Research Corporation standards. Responsibilities include:

- Performing Group Lead duties when needed due to increase in workload or absence of Group Lead
- Insuring that projects in area are being completed prior to deadline
- Working closely with other departments to complete required tasks

**Minimum Education/General Experience:** High school diploma or equivalent and 5 years relevant experience. Knowledge of MS operating systems and MS Office

Data Collector
**Duties and Responsibilities:** Responsible for conducting telephone interviews with designated respondents. This data collection can be general opinion surveys; both consumer and business to business, recruiting, and other types of telephone interviewing. Specific responsibilities include:

- Conducting telephone interviews accurately and efficiently.
- Demonstrating a professional telephone manner, listening skills, and attention to detail.
- Adhering to work schedules and departmental rules.
- Ensuring timekeeping and time reporting are maintained accurately.

**Minimum Education/General Experience:** High school diploma or equivalent, 4 years relevant experience, strong decision, and oral and written communication skills. One year experience using personal computer.

Quality Assurance Specialist
**Duties and Responsibilities:** Assure accuracy of data on all surveys. This includes

- Checking the spelling and alignment of the data
- Editing data on SPSS and AP sheets
- Editing layout and print on reports
- Assuring print quality

**Minimum Education/General Experience:** High school diploma or equivalent and 4 years relevant experience. Ability to read, write, and comprehend the English language.

Coding Specialist
**Duties and Responsibilities:** Code and input the comments from surveys into the computer. Troubleshoot challenges that occur while entering in the information

**Minimum Education/General Experience:** High school diploma or equivalent and 4 years relevant experience. Three months data entry experience and use of MS operating system and MS Office.
Mail Specialist
Duties and Responsibilities: Process and sort mail into correct categories. Assembles surveys for distribution. Responsibilities include:
➢ Separate mail into the correct categories
➢ Read comments and determine urgency
➢ Fold and insert surveys into envelopes according to the priority list.
➢ Operate mechanical equipment
➢ Stock Insert area with necessary items
➢ Operating, inserting, folding, and metering machines
➢ Assemble large questionnaires by hand
Minimum Education/General Experience: High school diploma or equivalent, or enrolled in such a program and 1 year relevant experience. Ability to read, write and comprehend the English language.