



**GENERAL SERVICES ADMINISTRATION
Federal Supply Service
Authorized Federal Supply Schedule Pricelist**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu-driven database system. The INTERNET address for GSA Advantage! is: GSAAvantage.gov.

Multiple Award Schedule

Federal Supply Group: Professional Services

SCHEDULE CONTRACT NUMBER:

47QRAA22D00CA

CONTRACT PERIOD:

July 11, 2022 – July 10, 2027

CONTRACTOR:

ARC Healthcare LLC
1554 Polaris Parkway, Suite 325, Columbus, OH 43240-4085
614-512-2303
<https://www.myarhealthcare.com>

CONTRACTOR POINT OF CONTACT FOR CONTRACT ADMINISTRATION:

Amanda Ratliff
ARC Healthcare LLC
1554 Polaris Parkway, Suite 325, Columbus, OH 43240-4085
614-512-2303
amandar@myarhealthcare.com

BUSINESS SIZE:

Small Business
Woman Owned Small Business
Small Disadvantaged Business

For more information on ordering from Federal Supply Schedules go to GSA Schedules page at GSA.GOV.



Contents

1a. Table of awarded special item number(s) with appropriate cross reference to item	6
1b. Identification of lowest priced model number and corresponding price for each awarded Special Item Number:	6
1c. Identification of Services and Hourly Rates:	6
2. Maximum Order:	6
3. Minimum Order:	6
4. Geographic Coverage (delivery Area):	6
5. Point(s) of production (city, county, and state or foreign country):	6
6. Discount from list prices or statement of net price:	6
7. Quantity Discounts:	6
8. Prompt Payment Terms:	6
9 Foreign items (list items by country of origin):	7
10a. Time of Delivery (Contractor insert number of days):	7
10b. Expedited Delivery.	7
10c. Overnight and 2-day delivery.....	7
10d. Urgent Requirements.	7
11. F.O.B Point(s):	7
12a. Ordering Address(es):	7
12b. Ordering Procedures:	7
13. Payment address(es):	7
14. Warranty Provision:	8
15. Export Packing Charges (if applicable):	8
16. Terms and conditions of rental, maintenance, and repair (if applicable):	8
17. Terms and conditions of installation (if applicable):	8
18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):	8
18b. Terms and conditions for any other services (if applicable):.....	8
19. List of service and distribution points (if applicable):	8
20. List of participating dealers (if applicable):.....	8
21. Preventive maintenance (if applicable):.....	8
22a. Special Attributes such as Environmental Attributes (E.G., Recycled Content, Energy Efficiency, and/or Reduced Pollutants):	8
22b. Section 508 Compliance	8
23. Unique Entity Identifier (UEI) Number :.....	8
24. Notification regarding registration in System for Award Management (SAM) database:	9
Labor Category Descriptions	10
Hourly Rates	16



COMPANY OVERVIEW

ARC Healthcare (ARC) is a nationally based solutions and services company that provides a broad range of expertise in healthcare consulting, allied professional staffing, technology, call center, and other business process outsourcing support. Our growth and commitment to the woman owned small business community is at the forefront of everything we do. As a teaming partner, we are easy to work with and provide a “can do” attitude. Our resilience, dedication, and determination to our clients is given with transparency and commitment. Established in 2012, ARC is a certified woman owned, small, disadvantaged business with our primary operations based in Columbus, Ohio. Our leadership team is fueled by passion, backed by intelligence, and built on 25-years of experience.

MISSION

ARC is committed to delivering innovative, trusted solutions that are effective and efficient while, simultaneously upholding the overarching quality standards by our Federal, State and commercial clients. We are recognized and highly regarded for our services in staffing, administrative business support services, technology, and healthcare as well as throughout other verticals for leadership, distinction, and excellence.

SERVICES

Provider Network Enrollment: ARC’s provider network development team provides quick, efficient, and cost-effective provider enrollment for new and expanding service areas. We offer project management professionals, provider enrollment experts, credentialing specialists, and leadership oversight to ensure providers are onboarded quickly for full compliance and network adequacy. Our wide range of provider enrollment functions include electronic contracting and credentialing, accurate provider directories, network adequacy reporting, and provider data maintenance. ARC custom codes agreements and forms to automate enrollment with electronic signature. Our tool and suite of services, allows for rapid network development and accurate reporting. We have provided services for the Defense Health Agency (DHA), Centers for Medicare and Medicaid Services (CMS), Centers for Disease Control and Prevention (CDC) and the Veterans Administration (VA).

Contracting and Customer Relationship Management (CRM) Tools: ARC’s proprietary Customer Relationship Management (CRM) tool, Fourleaf, helps manage and develop your relationships. We offer our Software as a Service (SaaS), cloud-based, and secure platform to manage client customer data across multiple industries. Fourleaf’s benefits include multiple modules to support client and provider management.

Claims Processing, Consulting and Oversight Services: ARC has extensive claims & appeal experience and supports claims processing, denial management, claims reconciliation, oversight, and management. We have provided services to ultimately support both DHA and CMS.

Data Management & Analytics: ARC’s passion is for connecting customers with organizations to promote beneficial relationships. We have assisted our clients to understand and resolve compliance audits, create repositories, and analyze large-scale data sets including claims, medical provider utilization, and healthcare spend data. ARC provides leading-edge “no-code” systems and technologies that support the furtherment of customer relationships. We have leveraged our experience in finding, managing, and analyzing more than 30,000 healthcare providers in support of the VA. Our call center help desk support, systems and software design, and analytical tools have supported the DHA, CMS, CDC, and VA. It is our goal to arm clients with database solutions for full and accurate reporting on demand.

Talent Acquisition and Allied Professional Staffing: ARC provides Government and commercial staffing services for administrative and clinical level positions. We recruit for adhoc, temporary, or permanent positions in a wide variety of industries and locations across the country.

Administrative Support: ARC provides administrative services support to government and corporate entities including but not limited to process office communications and emails, track and manage conversation history, organize records, faxing, sorting and perform filing work, data entry, proofreading and audio transcription services.



MULTIPLE AWARD SCHEDULE (MAS)

Category: Information Technology

Subcategory: H03. IT Services Subcategory

SIN 54151HEAL Health Information Technology Services

54151HEAL Includes a wide range of Health IT services to include connected health, electronic health records, health information exchanges, health analytics, personal health information management, innovative Health IT solutions, health informatics, emerging Health IT research, and other Health IT services.

FSC/PSC Code: DA01

Category: Professional Services

Subcategory: H01. Business Administrative Services Subcategory

SIN 541611 Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services

Provide operating advice and assistance on administrative and management issues. Examples include: strategic and organizational planning, business process improvement, acquisition and grants management support, facilitation, surveys, assessment and improvement of financial management systems, financial reporting and analysis, due diligence in validating an agency's portfolio of assets and related support services, strategic financial planning, financial policy formulation and development, special cost studies, actuarial services, economic and regulatory analysis, benchmarking and program metrics, and business program and project management.

FSC/PSC Code: R408

Category: Office Management

Subcategory: A08. Office Services Subcategory

SIN 561110 Office Administrative Services

Includes a range of turnkey day-to-day office administrative support services, such as clerical/ secretarial functions, data entry, payroll administration, recordkeeping, travel preparation, scheduling, notetaking, meeting management, drafting memos/notes/letters, purchasing/requisitioning supplies, and logistics.

FSC/PSC Code: R699

LARGE CATEGORY: MISCELLANEOUS **SUBCATEGORY: COMPLEMENTARY SINS**

SIN OLM Order-Level Materials (OLM)

OLMs are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Schedule contract or BPA. OLM pricing is not established at the Schedule contract or BPA level, but at the order level. Since OLMs are identified and acquired at the order level, the ordering contracting officer (OCO) is responsible for making a fair and reasonable price determination for all OLMs.

OLMs are procured under a special ordering procedure that simplifies the process for acquiring supplies and services necessary to support individual task or delivery orders placed against a Schedule contract or BPA. Using this new procedure, ancillary supplies and services not known at the time of the Schedule award may be included and priced at the order level.

OLM SIN-Level Requirements/Ordering Instructions:

OLMs are:

- Purchased under the authority of the FSS Program
- Unknown until an order is placed



- Defined and priced at the ordering activity level in accordance with GSAR clause 552.238-115 Special Ordering

Procedures for the Acquisition of Order-Level Materials. (Price analysis for OLMs is not conducted when awarding the FSS contract or FSS BPA; therefore, GSAR 538.270 and 538.271 do not apply to OLMs)

- Only authorized for use in direct support of another awarded SIN.
- Only authorized for inclusion at the order level under a Time-and-Materials (T&M) or Labor-Hour (LH) Contract Line Item Number (CLIN)
- Subject to a Not To Exceed (NTE) ceiling price

OLMs are not:

- "Open Market Items"
- Items awarded under ancillary supplies/services or other direct cost (ODC) SINs (these items are defined, priced, and awarded at the FSS contract level)

OLM Pricing:

- Prices for items provided under the Order-Level Materials SIN must be inclusive of the Industrial Funding Fee (IFF).
- The value of OLMs in a task or delivery order, or the cumulative value of OLMs in orders against a FSS BPA awarded under an FSS contract, cannot exceed 33.33%.

NOTE: When used in conjunction with a Cooperative Purchasing eligible SIN, this SIN is Cooperative Purchasing Eligible.

NOTE: Subject to Cooperative Purchasing

FSC/PSC Code: 0000



CUSTOMER INFORMATION

1a. Table of awarded special item number(s) with appropriate cross reference to item descriptions and awarded price(s).

Special Item Number 54151HEAL - Health Information Technology Services

Special Item Number 541611 - Management and Financial Consulting, Acquisition and Grants, Management Support, and Business Program and Project Management Services

Special Item Number 561110 - Office Administrative Services

OLM - Order-Level Materials (OLM)

1b. Identification of lowest priced model number and corresponding price for each awarded Special Item Number:

Special Item Number	Labor Category	GSA Price with IFF
54151HEAL	Administrator	\$32.58
541611	Administrator	\$32.58
561110	Administrator	\$32.58

1c. Identification of Services and Hourly Rates:

See Pages 10 through 16, below.

2. Maximum Order:

\$1,000,000

3. Minimum Order:

\$100

4. Geographic Coverage (delivery Area):

Domestic, 50 States, DC,

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

Columbus, Ohio

6. Discount from list prices or statement of net price:

The GSA Net Prices published on the GSA Advantage website reflect the fully burdened price. The negotiated discount has been applied and the Industrial Funding Fee has been added.

7. Quantity Discounts:

Not Applicable

8. Prompt Payment Terms:

Net 30 days



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

9 Foreign items (list items by country of origin):

Not Applicable

10a. Time of Delivery (Contractor insert number of days):

Specified on the Task Order

10b. 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:

Please contact the Contractor for availability and rates.

10c. Overnight and 2-day delivery.

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

Please contact the Contractor for availability and rates.

10d. 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 effect a faster delivery:

Ordering Activities can contact the Contractor’s Representative for the purpose of requesting accelerated delivery to meet urgent requirements.

11. F.O.B Point(s):

Destination

12a. Ordering Address(es):

Amanda Ratliff
ARC Healthcare LLC
1554 Polaris PKWY STE 325, Columbus, OH 43240-4085
614-512-2303
N/A (facsimile)
amandar@myarchealthcare.com

12b. Ordering Procedures:

For supplies and services, the ordering procedures and information on Blanket Purchase Agreements (BPAs) are found in Federal Acquisition Regulation (FAR) 8.405-3.

13. Payment address(es):



Amanda Ratliff
ARC Healthcare LLC
1554 Polaris PKWY STE 325, Columbus, OH 43240-4085
614-512-2303
N/A (facsimile)
amandar@myarchealthcare.com

14. Warranty Provision:

Standard commercial warranty. All services shall be performed in a good and workmanlike manner.

15. Export Packing Charges (if applicable):

Not Applicable.

16. Terms and conditions of rental, maintenance, and repair (if applicable):

Not Applicable.

17. Terms and conditions of installation (if applicable):

Not Applicable.

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):

Not Applicable.

18b. Terms and conditions for any other services (if applicable):

Not Applicable.

19. List of service and distribution points (if applicable):

Not Applicable.

20. List of participating dealers (if applicable):

Not Applicable.

21. Preventive maintenance (if applicable):

Not Applicable.

22a. Special Attributes such as Environmental Attributes (E.G., Recycled Content, Energy Efficiency, and/or Reduced Pollutants):

Not Applicable.

22b. Section 508 Compliance

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 standard can be found at: <http://www.Section508.gov/>.

23. Unique Entity Identifier (UEI) Number :



LUW5QV91BK86

24. Notification regarding registration in System for Award Management (SAM) database:
Contractor has a current registration in SAM.



Special Item Number 54151HEAL; 541611; 561110

Labor Category Descriptions

Licensed Practical Nurse

Duties and Responsibilities

- Assists clinical staff during the vaccination process.
- Observes individuals post vaccination for possible adverse reactions.
- Immediately alerts clinical staff of any clinical issues including possible adverse reactions.
- Maintains proper use of required Personal Protective Equipment (PPE), which will be provided.
- Adheres to infection control procedures.
- Maintains confidentiality in accordance with HIPAA.
- Solves moderately complex problems and/or conducts moderately complex analyses.
- Organizes workload, sets priorities, completes assignments in a timely manner and utilizes resources appropriately while complying with organizational standards.
- Performs all duties and functions in compliance with state and federal laws and regulations.
- Conforms with and supports quality assurance and improvement process.

Education/Experience

- Associate degree from accredited registered nursing program
- Current, valid unrestricted medical license in one of the U.S. states, territories or commonwealths
- Active hospital credentials and privileges
- Certifications: Applicable certification according to requirements for specialties, i.e.
 - Basic Life Support (BLS),
 - Advanced Cardiovascular Life Support (ACLS),
 - Advanced Trauma Life Support (ATLS),
 - Pediatric Advanced Life Support (PALS),
 - Certified Cardiopulmonary Resuscitation (CPRIII).
- Three years in respective area

Network Development Specialist I

Duties and Responsibilities

- Assist in developing/managing relationships with providers.
- Negotiate cost effective contracts in compliance with all state, provider, and client requirements.
- Manage/negotiate contracts for non-contracted providers in established markets.
- Specific projects/data analysis as directed by Network Development Supervisor.
- Responsible for maintaining documentation for all provider contracts.
- Must be able to apply principles of critical thinking to a variety of practical and emergent situations and accurately follow standardized procedures that may call for deviations.
- Must be able to apply sound judgment beyond a specific set of instructions and apply knowledge to different factual situations.



- Research on provider legal name, NPI, TIN, specialty, locations, phone numbers, website, etc.

Education/Experience

- High School Diploma or GED
- One year of Managed Care/Healthcare provider contracting or provider relations experience.

Network Development Specialist II

Duties and Responsibilities

- Assist in developing/managing relationships with providers.
- Negotiate cost effective contracts in compliance with all state, provider, and client requirements.
- Manage/negotiate contracts for non-contracted providers in established markets.
- Specific projects/data analysis as directed by Network Development Supervisor.
- Responsible for maintaining documentation for all provider contracts.
- Must be able to apply principles of critical thinking to a variety of practical and emergent situations and accurately follow standardized procedures that may call for deviations.
- Must be able to apply sound judgment beyond a specific set of instructions and apply knowledge to different factual situations.
- Research on provider legal name, NPI, TIN, specialty, locations, phone numbers, website, etc.

Education/Experience

- Associates Degree; 3 years' experience

Network Development Specialist III

Duties and Responsibilities

- Developing/managing relationships with providers.
- Negotiate cost effective contracts in compliance with all state, provider, and client requirements.
- Manage/negotiate contracts for non-contracted providers in established markets.
- Specific projects/data analysis as directed by Network Development Supervisor.
- Responsible for maintaining documentation for all provider contracts.
- Must be able to apply principles of critical thinking to a variety of practical and emergent situations and accurately follow standardized procedures that may call for deviations.
- Must be able to apply sound judgment beyond a specific set of instructions and apply knowledge to different factual situations.
- Research on provider legal name, NPI, TIN, specialty, locations, phone numbers, website, etc.

Education/Experience

- Associates Degree; 5 years' experience

Registered Nurse

Duties and Responsibilities

- Assists clinical staff during the vaccination process.
- Observes individuals post vaccination for possible adverse reactions.
- Immediately alerts clinical staff of any clinical issues including possible adverse reactions.
- Maintains proper use of required Personal Protective Equipment (PPE), which will be provided.
- Adheres to infection control procedures.
- Maintains confidentiality in accordance with HIPAA.
- Solves moderately complex problems and/or conducts moderately complex analyses.
- Organizes workload, sets priorities, completes assignments in a timely manner and utilizes resources appropriately while complying with organizational standards.
- Performs all duties and functions in compliance with state and federal laws and regulations.
- Conforms with and supports quality assurance and improvement process.
- This list of essential functions is not exhaustive and may be supplemented and changed as necessary.

Education/Experience

- Associate degree from accredited registered nursing program
- Current, valid unrestricted medical license in one of the U.S. states, territories or commonwealths
- Active hospital credentials and privileges
- Certifications: Applicable certification according to requirements for specialties, i.e.
- Basic Life Support (BLS),
- Advanced Cardiovascular Life Support (ACLS),
- Advanced Trauma Life Support (ATLS),
- Pediatric Advanced Life Support (PALS),
- Certified Cardiopulmonary Resuscitation (CPRIII).
- Three years in their respective area

Administrator

Duties and Responsibilities

Perform duties requiring limited knowledge of office management systems and procedures. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of answering telephones, bookkeeping, typing, data entry or word processing, stenography, office machine operation, and filing. Check the accuracy of figures and data postings pertaining to business transactions submitted by other workers. Draft correspondence and schedule appointments. Perform data entry operations.

Education/Experience - High school diploma or GED; 1 year experience

Executive Office Administrator

Duties and Responsibilities

Performs a wide variety of tasks that require problem solving, research, tracking of documents, composing letters, developing tracking systems, contract processing, meeting and conference planning and general bookkeeping and administrative task.

Education/Experience

- Associates Degree; 5 years' experience

Interpreter

Duties and Responsibilities

Conducts medical and general interpreting for staff, patients, and their families. Assesses and monitors patients' understanding of information conveyed. Advises medical personnel about any cultural issues that might impact patient care. Records and monitors interpretation activities according to hospital and department standards. Works under moderate supervision.

Education/Experience

- Associates Degree; 1 year experience

Executive Manager

Duties and Responsibilities

Manages the day-to-day activities of an organization's operations. Implements company policies, procedures, and initiatives. Evaluates and enhances current operational systems. Coordinates operations with other functions. Ensures that project/department milestones/goals are met and adhering to approved budgets.

Education/Experience

- Bachelor's Degree; 8 years' experience

Contract Negotiator

Duties and Responsibilities

Prepares, reviews, administers, negotiates, and tracks contract proposals and renewals. Explains service terms to customers and answers questions about contracts. Secures necessary approvals and ensures that the standard contract terms are followed. Escalates issues involving customer claims about service to management.

Education/Experience

- Associates Degree; 4 years' experience

Data Analyst

Duties and Responsibilities

Provides research and analysis support. Researches and analyzes data related to a project topic. Applies health care industry knowledge to determine the accuracy and reasonableness of the data. Documents and summarizes the results to be used in developing client recommendations. Assists in developing processes and implementing solutions to meet the client's business needs. Translates more senior team members' knowledge of client's requirements into draft proposals for solutions.

Education/Experience

- Bachelor's Degree; 5 years' experience

Program Manager

Duties and Responsibilities

Plan and manage projects to control overall project scope, budgets, and schedules for multi-project engagements. Maintain contractor interface with the senior levels of the customer's organization and consult with customer and contractor personnel to formulate and review task plans and deliverables and provide conformance with program and project task schedules and costs and contractual obligations.

Education/Experience

- Bachelor's degree; 8 years' experience

Project Manager

Duties and Responsibilities

Manages, plans, and coordinates activities of projects. Reviews project proposals or plans to determine schedule, funding limitations, procedures for accomplishing projects, staffing requirements and allotment of available resources to various phases of projects. Establishes work plans and coordinates staffing for each phase of project and arranges for recruitment or assignment of project personnel. Identifies functional or cross functional requirements and resources required for each task.

Education/Experience

- Bachelor's degree; 6 years' experience



Service Contract Labor Standards/Service Contract Act (SCLS/SCA) Matrix

SCA Eligible Labor Category	SCA Equivalent Code Title	Wage Determination No
Administrator	01311 Secretary I	2015-4263
Executive Administrator	01313 Secretary III	2015-4263

The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes SCLS-applicable labor categories. Labor categories and fixed price services marked with a (**) 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).



Hourly Rates

Special Item Number 54151HEAL; 541611; 561110

The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes SCLS-applicable labor categories. Labor categories and fixed price services marked with a (**) 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).

SIN	Labor Category	Contractor or Customer Facility or Both	Year 1	Year 2	Year 3	Year 4	Year 5
54151HEAL; 541611; 561110	Licence Practical Nurse	Both	\$49.37	\$50.36	\$51.37	\$52.39	\$53.44
54151HEAL; 541611; 561110	Network Development Specialist I	Both	\$44.43	\$45.32	\$46.23	\$47.15	\$48.10
54151HEAL; 541611; 561110	Network Development Specialist II	Both	\$64.18	\$65.46	\$66.77	\$68.11	\$69.47
54151HEAL; 541611; 561110	Network Development Specialist III	Both	\$83.93	\$85.61	\$87.32	\$89.07	\$90.85
54151HEAL; 541611; 561110	Registered Nurse	Both	\$66.16	\$67.48	\$68.83	\$70.21	\$71.61
54151HEAL; 541611; 561110	**Administrator	Both	\$32.58	\$33.24	\$33.90	\$34.58	\$35.27
54151HEAL; 541611; 561110	**Executive Office Administrator	Both	\$69.12	\$70.50	\$71.91	\$73.35	\$74.82
54151HEAL; 541611; 561110	Interpreter	Both	\$32.58	\$33.24	\$33.90	\$34.58	\$35.27
54151HEAL; 541611; 561110	Executive Manager	Both	\$118.49	\$120.86	\$123.27	\$125.74	\$128.26
54151HEAL; 541611; 561110	Contract Negotiator	Both	\$88.87	\$90.64	\$92.45	\$94.31	\$96.19
54151HEAL; 541611; 561110	Data Analyst	Both	\$83.93	\$85.61	\$87.32	\$89.07	\$90.85
54151HEAL; 541611; 561110	Program Manager	Both	\$133.30	\$135.97	\$138.69	\$141.46	\$144.29
54151HEAL; 541611; 561110	Project Manager	Both	\$113.55	\$115.82	\$118.14	\$120.50	\$122.91