GENERAL SERVICES ADMINISTRATION
FEDERAL ACQUISITION SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE FSS PRICE LIST
MULTIPLE AWARD SCHEDULE
INDUSTRIAL GROUP: PROFESSIONAL SERVICES

CURRENT GSA CONTRACT NUMBER
GS-00F-318GA

CURRENT CONTRACT PERIOD:
AUGUST 11, 2022 THROUGH AUGUST 10, 2027

PCG ENTERPRISES, INC.

dba PACIFIC CONSULTING GROUP
76 Maple Avenue
Atherton, CA 94027
(650) 327-8108 tel
(650) 362-4400 fax

Business Size:	Small Business
Additional Designation:	Economically-Disadvantaged, Woman-Owned
Website:	www.pcgfirm.com
Email:	pcgmobis@pcgfirm.com
Principal:	Yvonne Nomizu
Direct telephone:	(650) 223-8230
Email:	ynomizu@pcgfirm.com
Contract Administration:	Michael Stavrianos
Direct telephone:	(301) 758-0371
Email:	mstavrianos@pcgfirm.com

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 to GSA Advantage! is:
GSA Advantage.gov.

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

GSA AWARDED TERMS AND CONDITIONS

1a.	Table of awarded Special Item Numbers (SIN)	541611 Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services 541910 Marketing Research and Analysis 611430 Professional and Management Development Training SIN OLM
1b.	Identification of the lowest priced model number and lowest unit price for that model for each SIN awarded in the contract.	See below labor category price list for details.
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.	See below labor category price list for details.
2.	Maximum Order:	$1,000,000
3.	Minimum Order:	$100
4.	Geographic coverage:	Worldwide
5.	Points of production:	Same as company address.
6.	Discount from List Prices or Statement of Net Price:	Government Net Prices (discounts already deducted.)
7.	Quantity discounts:	None

8.	Prompt payment terms:	1% at 10 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.	Foreign items (list items by country of origin:	None
10a.	Time of delivery:	Specified on the task order
10b.	Expedited delivery:	Services are available for expedited delivery based on discussion at time or order and dependent on size and nature of order
10c.	Overnight and 2-day delivery:	Written reports can be sent for overnight delivery as requested.
10d.	Urgent requirement:	Contact Contractor
11.	F.O.B. points:	Destination
12a.	Ordering Address(es):	Same as company address.
12b.	Ordering procedures:	See Federal Acquisition Regulation (FAR) 8.405-3 .
13.	Payment Address:	Pacific Consulting Group 76 Maple Avenue Atherton, CA 94027 accounting@pcgfirm.com
14.	Warranty provision:	Standard Commercial Items
15.	Export packing charges:	N/A
16.	Terms and conditions of rental, maintenance, and repair:	N/A
17.	Terms and condition of installation:	N/A

18a.	Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices:	N/A
18b.	Terms and conditions for any other services:	N/A
19.	List of service and distribution	N/A
20.	List of participating dealers:	N/A
21.	Preventive maintenance:	N/A
22a.	Special attributes such as environmental attributes:	N/A
22b.	Section 508 Compliance:	If applicable, indicate that Section 508 compliance information is available for the Information and Communications Technology (ICT) products and services and show where full details can be found (e.g. contractor's website or other location.) ICT accessibility standards can be found at: www.Section508.gov/.
23.	Unique Entity Identifier (UEI) Number	MDJWU54M3737
24.	Registration in System for Award Management (SAM) database:	Currently active. Renew in May of each year. CAGE code 1DKY9

PCG
fast forward to customer success

OVERVIEW OF CAPABILITIES AND EXPERTISE

For over 30 years, PCG has helped agencies in the public sector achieve operational and customer service goals. Improving service excellence and efficiency are critical for government agencies who are under constant scrutiny from various constituencies. PCG helps organizations be responsive to the public's expectations by understanding citizen needs, designing service experiences, and quantitatively gauging the expected customer and business results.

Key areas of expertise

- Research design and data collection
- Quantitative analysis of customer, market, product and healthcare data
- Customer satisfaction assessment
- Service operation improvement
- Customer experience innovation
- Data quality assurance and data security compliance
- Diagnostic and predictive modeling

SERVICES

For more information on our services, please see our website at http://www.pcgfirm.com

Customer Analytics, Customer Experience and Marketing Research Studies

- Qualitative and quantitative customer satisfaction research
- Market segmentation and persona profiling
- New services and program evaluation
- New product/service concept testing
- Customer needs assessment
- Message testing and behavioral influence assessment
- Channel mix optimization
- Employee engagement studies

Healthcare Research Analytics and Program Evaluation Services

- Analysis and reporting of Medicare data
- Evaluation of healthcare programs on patient satisfaction, outcomes and workflows
- Assessment of Sponsor and other stakeholder engagement
- Predictive physician adoption models for healthcare innovations
- Patient and physician satisfaction tracking
- Hospital and physician practice behavior change driver analysis
- Patient experience improvement

Process Improvement and Customer Experience Design Consulting

- Process streamlining
- Customer experience mapping and design
- Customer-centric change management
- Innovation facilitation
- Performance metric development
- Customer service improvement
- Organizational assessment
- High performing team development