

General Services Administration

GSA Federal Supply Service
Authorized Federal Supply Schedule Price List

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: gsaadvantage.gov.



Schedule Title: Multiple Award Schedule 738X for Human Resources and Equal Employment & Equal Employment EEO Services

Contract Number: GS-02F-0021T

For more information on ordering from Federal Supply Schedules click on FSS Schedules at fss.gsa.gov

Contract Period: November 20, 2006 to November 19, 2011

HR Management Solutions Incorporated dba HR Now!

3475 Lenox Road

Suite 660

Atlanta, GA 30326

Telephone: 404.442.7299

Fax: 404.364.0124

www.hrn timer.biz

Contract Administrator

Gwendolyn "Gwen" S. Thomas

3475 Lenox Road Suite 660

Atlanta, GA 30326

Telephone: 404.442.7299

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Email: gwen@hrnow.biz

Business Size: Small, Minority, Woman Owned

Customer Information Page

1a. Special Item Number

SIN 595-21- General Human Resources Services
Recruitment and internal placement, and training

1b. Pricing of Tasks

Human Resource Manager	2007	2008	2009	2010	2011
	\$155.20	\$160.63	\$166.25	\$172.07	\$178.10

*Pricing excludes training materials.

Expenses and Reimbursable Items:

HR Now! understands that staff travel is subject to reimbursement by the Government in accord with standard government regulations. Travel costs will be in accordance with the government per diem (lodging, meals and incidental expenses), with the regulatory implementation of Public Law 99-234, Federal Acquisition Regulation (FAR) 31.205-46, Travel Costs and the Contractor's cost accounting system. These costs are directly reimbursable after authorization by the ordering agency to accomplish any work under this contract.

Staff travel expenses can vary depending on the geographic scope. HR Now! agrees to work closely with the Government Project Manager prior to each project in estimating expenses for a particular engagement.

2. **Maximum order:** \$1,000,000

3. **Minimum order:** \$100

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

5. **Point(s) of production (city, county, and state, or foreign country):** Atlanta, GA 30326

6. **Discount from list prices or statement of net prices:** 3%

7. **Quantity discounts:** An additional 2% discount on orders over \$300,000.

8. **Prompt Payment terms:** Net 30

9a. **Notification whether Government purchase cards are accepted at or below the micro-purchase threshold-**
Yes

9b. **Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold.** Yes

10. **Foreign items:** Not applicable

11a. **Time of Delivery:** To be negotiated at the task order level.

11b. **Expedited delivery:** To be negotiated at the task order level.

11c. **Overnight and 2-day delivery:** To be negotiated at the task order level.

11d. **Urgent Requirements:** See contract clause I-FSS-14-B. Agencies can contact the contact for Contract Administration to obtain faster delivery

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

13a. **Ordering address(es):**

3475 Lenox Road Suite 660

Atlanta, GA 30326

13b. **Ordering Procedures:** For supplies and services, the ordering procedures, information on blanket purchase agreements (BPA's), and a sample BPA can be found at the GSA/FSS schedule homepage (fss.gsa.gov/schedules).

14. **Payment address(es):**

3475 Lenox Road Suite 660

Atlanta, GA 30326

15. **Warranty provision:** Not applicable

16. **Export packing charges:** Not applicable

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro purchase): Not applicable
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: Not applicable
- 20a. Terms and conditions for any other services: Not applicable
21. List of services and distribution points: Not applicable
22. List of participating dealers: Not applicable
23. Preventative maintenance- Not applicable
- 24a. Special attributes such as environmental attributes: Not applicable
- 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 and be found: Not Applicable
25. Data Universal Number System (DUNS) number: 075909445
26. Notification regarding registration in Central Contract Registration (CCR) database: Registered, 12/21/2001

About HR Now!

HR Now! is a preferred supplier of human resource products and services nationwide! Formed to benefit organizations by utilizing a portfolio network of diverse HR and technical resources, HR Now! collaborates on projects to serve customers nationwide in achieving world class performance through their people. By specializing in minimizing risks, increasing productivity and recruiting and retaining talent, HR Now! delivers customer-value through addressing the challenges of a changing workplace.

HR Now! is a certified woman/minority-owned business enterprise (W/MBE), a General Services Administration Federal Schedule Holder (GSA), and in the Small Business Administration (SBA) 8 (a) program.

HR Now! is the winner of awards that include local to national recognition and is an active supporter of several metro Atlanta community service organizations and boards.

The HR Now! team provides the expert knowledge of solutions that make businesses efficient, effective and compliant.

What HR Now! does for its clients?

Recruitment and Internal Placement and Training

Recruitment & Internal Placement

1. Assess employee skills for potential to fill vacancies
2. Assess employee skills for potential for promotions and filling vacant positions
3. Collaborate with leadership to forecast and plan for sourcing, selection, and placement needs to include increasing diversity representation.
4. Develop and maintain professional relationships with college, university and community college placement offices, developing strong recruitment programs as a source to generate qualified applicants for managerial, exempt, and various senior level positions
5. Serve as an internal "External Recruiter" and directly recruit for managerial, exempt, and various senior level jobs within the organization
6. Represent organization in placement efforts and develop proactive strategies to recruit for upcoming key vacancies and future needs.
7. Design and implement the execution of a college relations program.
8. Develop industry contacts to hire qualified and talented individuals who compliment the organization's culture and brand, and select individuals who will provide added value to the department, business objectives and the Company.
9. Analyze the state of the talent market for competitiveness with respect to compensation and other factors and work closely with department leaders to deliver hiring strategies targeted towards each functional area.
10. Develop mentoring program for hiring managers on appropriate recruitment and interviewing practices and procedures partnering in conducting training on lawful hiring practices for managers.

Training

1) Customer Service

- a) Define Customer Service.
- b) How to identify the required skills.
- c) How to possess the ability to identify, understand, and meet customer needs.
- d) How to establish positive communication.
- e) Understanding how to respond to customer complaints
- f) Outlining the steps to handling difficult customers.
- g) How to measure success.

2) Discipline

- a) Know the importance of adhering to the organization's absenteeism policies.
- b) Understand the supervisor's central role in keeping attendance records, enforcing absenteeism policies, and keeping absenteeism rates down.
- c) As a result, be prepared to respond quickly and properly to excess absenteeism and failure to follow policies.

3) Diversity (Sensitivity)

- a) Understand what diversity does and does not mean.
- b) Show more awareness of differences and better integrate them into day-to-day actions.
- c) Avoid actions that create unfairness or the potential for a lawsuit.

4) Discrimination/Equal Employment Opportunity

- a) Know what groups are legally protected from employment discrimination.
- b) Understand what types of actions are considered discriminatory.
- c) As a result, avoid discrimination in their own actions and in the way their units function.

5) Employee Lawsuits

- a) Be aware of the major legal issues that affect the employer-employee relationship.
- b) Recognize the potential for lawsuits when employees believe that they have been wronged.
- c) As a result, conduct supervisory activities in ways that comply with the law, treat employees fairly, and protect themselves that their employers from lawsuits.

6) Family and Medical Leave Act

- a) Be familiar with the provisions of the federal Family and Medical Leave Act.
- b) Understand when and to whom the Act applies.
- c) Understand the Act's job and benefit protections.
- d) As a result, be prepared to help employees handle leaves appropriately.
- e) Understand provisions of any state law on family and medical leave.

7) Harassment

- a) Be able to recognize sexual harassment.
- b) Know it's essential to follow and enforce policies against sexual harassment.
- c) Be prepared to cooperate with sexual harassment investigations and sanctions.
- d) As a result, help to promote and maintain a comfortable, appropriate working environment.

8) Hiring

- a) Know how to plan an effective interview.
- b) Have a list of general questions to ask candidates.
- c) Know how to structure questions for particular candidates and positions.
- d) Know how to avoid questioning that strays into illegal areas.
- e) Understand how to listen to and interpret candidate's responses.
- f) Know how to "sell" the employer and job to qualified candidates.
- g) As a result, conduct focused, useful interviews that successfully identify the best candidates.

9) Job Descriptions

- a) Understand the key issues affecting nondiscriminatory job descriptions.
- b) Understand legal descriptions of disabilities and employer's "reasonable accommodations" for disabled employees.
- c) Know how to write job descriptions that don't discriminate against the disabled.
- d) As a result, focus job descriptions on essential job functions.

10) Performance Appraisals

- a) Understand the objectives of the performance appraisal system.
- b) Recognize the system's value for company, supervisor, and employee.
- c) Know how the system supports fair treatment, equal employment opportunity, and avoids even the appearance of perception of discrimination.
- d) As a result, be prepared to use performance appraisal to recognize employee accomplishments and help employees improve performance.

11) Personnel Files (Record keeping)

- a) What types of records to maintain on each employee?
- b) Understand what constitutes confidential employee information.
- c) As a result, help to keep personnel files that meet legal requirements and protect against discrimination charges.

12) Recruitment and Selection

- a) Why is good Recruitment and Selection important?
- b) What are the legal requirements?
- c) Methods to advertise the position.
- d) Selection of the Candidate
- e) Negligent hiring and it's effects
- f) Re-hiring former employees
- g) Record-keeping

13) References

- a) Recognize the importance of checking references of prospective employees carefully.
- b) Know the company's policies and procedures for obtaining references.
- c) As a result, check and obtain references that help determine candidates' suitability for jobs.

14) Termination

- a) Understand the importance of documenting the reasons for any termination.
- b) Recognize the need to avoid retaliating, or appearing to retaliate, against employees for exercising their legal rights.
- c) As a result, discharge employees only for cause and when there is documented proof of the reasons.

Certifications, Awards and Recognition

HR Now! is a certified woman/minority-owned business enterprise (W/MBE) with certifications from the National and state of Georgia Women's Business Councils (WBENC and GWBC); the National and state of Georgia Minority Supplier Development Councils (NMSDC and GMSDC); the State of Georgia DOT, City of Atlanta, county governments and the Small Business Administration (SBA) 8 (a) program.

In May, 2004 HR Now! won the the 2003 Supplier of the Year – Class I Award from the Georgia Minority Supplier Development Council (GMSDC). This award recognizes a GMSDC-certified minority supplier who has demonstrated outstanding quality and service. The winner of this award is also exemplified through its strong potential of expansion and development. Over 400 corporations and 700+ Minority Business Owners nominated and voted for the winner of this prestigious award.

In August, 2004 HR Now! was a featured entrepreneurial highlighted company in the IN FOCUS magazine. The article featured Gwen's business experiences and allowed her to share the story about HR Now! In April, 2005 at the 2005 Atlanta Women's Power Caucus, IN FOCUS awarded Gwen the prestigious Shooting Star – Champion Award, for her outstanding business and community service.

In December, 2004, HR Now! was inducted into the 2004 – 2006 Class of the Georgia Governor's Mentor Protégé Program. The Home Depot was the Mentor to Protégé partner HR Now! In October, 2005, HR Now! won the coveted National Supplier of Year – Class I Award from the National Minority Supplier Development Council in Dallas, TX.

In June 2006 the Georgia Mentor Protégé Program awarded HR Now! and The Home Depot the coveted Team Performance Award for Excellence in Partnership.

In October 2006, The Home Depot recognized HR Now! as one of the company's Top Ten Suppliers at the National Minority Supplier Development Council's Annual Conference in San Diego, California.

During the years of 2006 and 2007 Gwen Thomas serves as Chairperson for the Minority Business Enterprise Input Committee in the state of Georgia, representing over 700 certified minority suppliers in the Georgia Minority Business Council.

In January, 2007 Gwen was appointed to a newly created position as the National Industry Group Chairperson for the National Minority Supplier Council's Minority Business Enterprise Input Committee representing over 17,000 certified minority businesses nationwide.