

**General Services Administration  
Federal Acquisition Service  
Authorized Federal Acquisition 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: <http://www.gsaadvantage.gov>*

**Professional Services Schedule (PSS)**

**Industrial Group: 00CORP**

**Contract Number: GS-10F-0170P**

*For more information on ordering from Federal Supply Schedules click here: [For Federal Agency Customers - Ordering From Schedules](#)*

**Contract Period: 2/2/2004 - 2/1/2019**

**TOWERS WATSON**



**Towers Watson Delaware Inc.  
901 North Glebe Road  
Arlington, VA 22203  
Telephone: (703) 258-8000  
Fax: (703) 258-8585  
[www.towerswatson.com](http://www.towerswatson.com)**

**Business Size/Status: Large**

**Prices shown herein are NET (discount deducted).**

**Pricelist current through modification A492 dated April 15, 2016**



**Contract Holder**

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## GENERAL CONTRACT INFORMATION

1a. Table of Awarded Special Item Numbers (SINs): Please refer to [Page #4](#) for a more detailed description

- 874-1: Integrated Consulting Services

1b. Lowest Priced Model Number and Lowest Price: Please refer to our rates on [Page #10](#)

1c. Labor Category Descriptions: Please refer to [Page #7](#)

2. Maximum Order: \$1,000,000.00 (per SINs)

3. Minimum Order: \$100.00

4. Geographic Coverage: Domestic Only

5. Point of Production: Towers Watson Delaware Inc.  
901 North Glebe Road  
Arlington, VA 22203

6. Discount from List Price: All Prices Herein are Net

7. Quantity Discounts: Not Applicable

8. Prompt Payment Terms: Net 30 days

9a. Government Purchase Card **is** accepted at or below the micro-purchase threshold.

9b. Government Purchase Card **is** accepted above the micro-purchase threshold.

10. Foreign Items: None

11a. Time of Delivery: To Be Negotiated with Ordering Agency

11b. Expedited Delivery: To Be Negotiated with Ordering Agency

11c. Overnight and 2-Day Delivery: To Be Negotiated with Ordering Agency

11d. Urgent Requirement: To Be Negotiated with Ordering Agency

12. F.O.B. Point(s): Destination

13a. Ordering Address: Towers Watson Delaware Inc.  
Attn: Janid Harrington  
901 North Glebe Road  
Arlington, VA 22203

13b. For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. Payment Address: Towers Watson Delaware Inc.  
Attn: Accounts Receivable  
P.O. Box 741881  
Atlanta, GA 30374-1881

15. Warranty Provision: Standard Commercial Warranty

16. Export Packing Charges: Not Applicable

- |   |   |
|---|---|
| 17. Terms & Conditions of Government Purchase Card Acceptance:  | Contact Contract Administrator                                      |
| 18. Terms and conditions of rental, maintenance, and repair:  | Not Applicable  |
| 19. Terms and conditions of installation (if applicable):   | Not Applicable  |
| 20. Terms and conditions of repair parts indicating date of parts, price lists and any discounts from list prices:  | Not Applicable  |
| 20a. Terms and conditions for any other services (if applicable):   | Not Applicable  |
| 21. List of service and distribution points (if applicable):  | Not Applicable  |
| 22. List of participating dealers (if applicable):  | Not Applicable  |
| 23. Preventative maintenance (if applicable)  | Not Applicable  |
| 24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants.):   | Not Applicable  |
| 24b. 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. contractor's website or other location.) The EIT standards can be found at: <a href="http://www.Section508.gov/">www.Section508.gov/</a> | Contact Contract Administrator for more information.                |
| 25. Data Universal Number System (DUNS) Number:   | 003261047   |
| 26. Towers Watson Delaware Inc. <i>is</i> registered in the System for Award Management (SAM) Database.   |   |
| 27. Uncompensated Overtime:   | Towers Watson Delaware Inc. <i>practices</i> uncompensated overtime |

## **CONTRACT OVERVIEW**

GSA awarded Towers Watson Delaware Inc. a GSA Federal Acquisition Schedule contract for Professional Services Schedule Services (PSS), Contract Number GS-10F-0170P. Towers Watson's first option period was completed on July 27, 2014. GSA has exercised option period two from July 28, 2014 – February 1, 2019 with one additional 5-year option period remaining. The contract allows for the placement of Firm Fixed Price or Time and Materials task orders using the labor categories and ceiling rates defined in the contract.

## **CONTRACT ADMINISTRATOR**

Janid Harrington  
Towers Watson Delaware Inc.  
901 North Glebe Road  
Arlington, VA 22203  
Telephone: (703) 258-8177  
Fax Number: (703) 258-7498  
Email: janid.harrington@towerswatson.com

## **MARKETING AND TECHNICAL POINT OF CONTACT**

Janid Harrington  
Towers Watson Delaware Inc.  
901 North Glebe Road  
Arlington, VA 22203  
Telephone: (703) 258-8177  
Fax Number: (703) 258-7498  
Email: janid.harrington@towerswatson.com

## **CONTRACT USE**

This contract is available for use by all federal government agencies, as a source for Professional Services Schedule Services. Executive agencies, other Federal agencies, mixed-ownership Government corporations, and the District of Columbia; government contractors authorized in writing by a Federal agency pursuant to 48 CFR 51.1; and other activities and organizations authorized by statute or regulation to use GSA as a source of supply may use this contract. Additionally, contractors are encouraged to accept orders received from activities within the Executive Branch of the Federal Government.

## **CONTRACT SCOPE**

Services specified in a task order may be performed at the contractor's facilities or the ordering agencies' facilities. The government will determine the contractor's compensation by any of several different methods (to be specified at the task order level) e.g., a firm-fixed price for services with or without incentives, labor hours or time-and-material.

The Special Item Numbers (SINs) available under this contract provide services across the full life cycle of a project. When task orders are placed, they must identify the SIN or SINs under which the task is being executed. Towers Watson Delaware Inc. has been awarded a contract by GSA to provide services under the following SINs:

874-1      Integrated Consulting Services

A full description of each SIN definition and examples of the types of work covered by the SIN are provided below.

## **SPECIAL ITEM NUMBER (SIN) DESCRIPTIONS**

### **SIN 874-1: INTEGRATED CONSULTING SERVICES**

Contractors shall provide expert advice and assistance in support of an agency's mission-oriented business functions. Services covered by this SIN include: Management or strategy consulting, including research, evaluations, studies, analyses, scenarios/simulations, reports, business policy and regulation development assistance, strategy formulation, and expert witness services

- Facilitation and related decision support services
- Survey services, using a variety of methodologies, including survey planning, design, and development; survey administration; data validation and analysis; reporting, and stakeholder briefings
- Advisory and assistance services in accordance with FAR 37.203

NOTE: Consulting services where the preponderance of work is specifically covered under other PSS SINS or GSA Schedules are not permitted under this SIN.

NOTE: Legal, expert witness, consulting, and audit services pertaining to financial matters are not covered under this SIN. Refer to 520 SINS. Consulting services relating to public relations are not covered under this SIN. Refer to SIN 541-2, Public Relations Services.

## INSTRUCTIONS FOR PLACING ORDERS FOR SERVICES BASED ON GSA SCHEDULE HOURLY RATES

GSA provides a streamlined, efficient process for ordering the services you need. GSA has already determined that Towers Watson Delaware Inc. meets the technical requirements and that our prices offered are fair and reasonable. Agencies may use written orders; facsimile orders, credit card orders, blanket purchase agreement orders or individual purchase orders under this contract.

If it is determined that your agency needs an outside source to provide PSS services, follow these simple steps:

Orders under the Micro-Purchase Threshold
<ul style="list-style-type: none"> <li>Select the contractor best suited for your needs and place the order.</li> </ul>
Orders in-between the Micro-Purchase Threshold and the Simplified Acquisition Threshold
<ul style="list-style-type: none"> <li>Prepare a SOW or PWS in accordance with FAR 8.405-2(b).</li> <li>Prepare and send the RFQ (including SOW and evaluation criteria) to at least <b>three</b> GSA Schedule contractors.</li> <li>Evaluate, then make a "Best Value" determination.</li> </ul> <p><b>Note:</b> The ordering activity should request GSA Schedule contractors to submit firm-fixed prices to perform the services identified in the SOW.</p>
Orders over the Simplified Acquisition Threshold
<ul style="list-style-type: none"> <li>Prepare the RFQ (including the SOW and evaluation criteria) and post on eBuy to afford all Schedule contractors the opportunity to respond, or provide the RFQ to as many Schedule contractors as practicable, consistent with market research, to reasonably ensure that quotes are received from at least <b>three</b> contractors.</li> <li>Seek price reductions.</li> <li>Evaluate all responses and place the order, or establish the BPA with the GSA Schedule contractor that represents the best value (refer to FAR 8.405-2(d)).</li> </ul> <p><b>Note:</b> The ordering activity should request GSA Schedule contractors to submit firm-fixed prices to perform the services identified in the SOW.</p>

### Developing a Statement of Work (SOW)

In the SOW, include the following information:

- Work to be performed,
- Location of work,
- Period of performance;
- Deliverable schedule, and

Special standards and any special requirements, where applicable.

### Preparing a Request for Quote (RFQ)

- Include the SOW and evaluation criteria;
- Request fixed price, ceiling price, or, if not possible, labor hour or time and materials order;
- If preferred, request a performance plan from contractors and information on past experience; and include information on the basis for selection.
- May be posted on GSA's electronic RFQ system, e-Buy

For more information related to ordering services, go to <http://www.gsa.gov/schedules-ordering> and client "Ordering Information". Also see summary guidelines in the [Multiple Award Schedule \(MAS\) Desk Reference Guide, Ordering Procedures.](#)

## BLANKET PURCHASE AGREEMENT (8.405-3)

Ordering activities may establish BPAs under any schedule contract to fill repetitive needs for supplies or services. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPAs and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). In determining how many BPAs to establish, consider:

- The scope and complexity of the requirement(s);
- The need to periodically compare multiple technical approaches or prices;
- The administrative costs of BPAs; and
- The technical qualifications of the schedule contractor(s).

Establishment of a single BPA, or multiple BPAs, shall be made using the same procedures outlined in 8.405-1 or 8.405-2. BPAs shall address the frequency of ordering, invoicing, discounts, requirements (e.g. estimated quantities, work to be performed), delivery locations, and time.

When establishing multiple BPAs, the ordering activity shall specify the procedures for placing orders under the BPAs.

Establishment of a multi-agency BPA against a Federal Supply Schedule contract is permitted if the multi-agency BPA identifies the participating agencies and their estimated requirements at the time the BPA is established.

Ordering from BPAs:

Single BPA. If the ordering activity establishes one BPA, authorized users may place the order directly under the established BPA when the need for the supply or service arises.

Multiple BPAs. If the ordering activity establishes multiple BPAs, before placing an order exceeding the micro-purchase threshold, the ordering activity shall:

- Forward the requirement, or statement of work and the evaluation criteria, to an appropriate number of BPA holders, as established in the BPA ordering procedures; and
- Evaluate the responses received, make a best value determination (see 8.404(d)), and place the order with the BPA holder that represents the best value.

BPAs for hourly rate services. If the BPA is for hourly rate services, the ordering activity shall develop a statement of work for requirements covered by the BPA. All orders under the BPA shall specify a price for the performance of the tasks identified in the statement of work.

Duration of BPAs. BPAs generally should not exceed five years in length, but may do so to meet program requirements. Contractors may be awarded BPAs that extend beyond the current term of their GSA Schedule contract, so long as there are option periods in their GSA Schedule contract that, if exercised, will cover the BPA's period of performance.

Review of BPAs:

The ordering activity that established the BPA shall review it at least once a year to determine whether:

- The schedule contract, upon which the BPA was established, is still in effect;
- The BPA still represents the best value (see 8.404(d)); and
- Estimated quantities/amounts have been exceeded and additional price reductions can be obtained.

The ordering activity shall document the results of its review.

## LABOR CATEGORY DESCRIPTIONS

### Substitutions Methodology

- Education can be substituted with experience at two years of additional experience for one year of education.
- Experience can be substituted with education at one year of advanced education for one year of experience.

GSA Labor Category	GSA Minimum/ General Experience	GSA Functional Responsibility	GSA Minimum Education
<b>Client Executive</b>	20 years of progressively responsible project/program management/direction. Experience includes 10 years of first line supervisory experience.	Oversees the business unit or region. Overall accountability to ensure every client and project receives the appropriate support and resources required to deliver quality results.	Master's Degree
<b>Senior Director</b>	20 years of progressively responsible project/program management/direction. Experience includes 10 years of first line supervisory experience.	Oversees a specific line of business or project on a national basis. Overall accountability to ensure client receives the appropriate support and resources required to deliver quality results. May provide thought leadership to clients on behalf of the line of business or project.	Master's Degree
<b>Director</b>	20 years of progressively responsible project/program management/direction. Experience includes 10 years of first line supervisory experience.	Oversees all projects in a line of business. Overall accountability to ensure every project receives the appropriate support and resources required to deliver quality results. Provides thought leadership to clients.	Master's Degree
<b>Senior Program Manager</b>	15 years of progressive experience. Experience includes seven years managing and administering contracts and projects and first line supervisory experience.	Provides primary interface with client senior leadership. Provides guidance and direction on strategic matters for all MOBIS projects.	Master's Degree
<b>Program Manager</b>	13 years of progressive experience. Experience includes five years managing and administering contracts and projects and first line supervisory experience.	Provides primary interface with client senior leadership. Provides guidance and direction on strategic matters for all MOBIS projects.	Master's Degree
<b>Account Manager</b>	12 years progressive experience. Demonstrated success in simultaneously managing multiple projects.	Provides primary interface with client management personnel regarding overall client satisfaction. Responsible for contract management and minimizing costs while maximizing efficiency in achieving contract requirements. Ensures all MOBIS activities conform to terms and conditions of contract and task ordering procedures.	Master's Degree

<b>GSA Labor Category</b>	<b>GSA Minimum/ General Experience</b>	<b>GSA Functional Responsibility</b>	<b>GSA Minimum Education</b>
<b>Technical Manager</b>	12 years progressive experience. Experience includes five years managing and administering projects and first line supervisory experience with all levels of project personnel.	Serves as strategic advisor on technical matters to the project team. Plans and controls overall activities of the MOBIS contract. Responsible for technical work and quality of work associated with all task orders issued under the contract.	Master's Degree
<b>Project Manager</b>	10 years experience. Experience includes five years of project management and supervisory experience with all levels of project personnel.	Provides primary interface with the client on project-specific issues. Plans, organizes and controls overall activities of one or more MOBIS task orders. Responsible for project management, to include, scheduling, resources and costs associated with specific projects. Provides administrative direction for project personnel, reviews work products and delivers presentations.	Bachelor's Degree
<b>Team Leader</b>	Eight years of experience. Experience includes performing cost, schedule and quality control management, and demonstrated success in supervising project personnel.	Interfaces with the client project management on a daily basis. In coordination with the Project Manager and other Team Leaders, is responsible for the design, development and technical execution of large MOBIS projects. Provides direction and guidance to team members. Delegates tasks and reviews work products for completeness and adherence to customer requirements. Prepares team's status reports.	Bachelor's Degree
<b>Senior Consultant</b>	Six years of consulting experience. Demonstrated success on large, multi-disciplinary project teams.	Interfaces with the client on a daily basis. Responsible for the design, development and technical execution of less complex MOBIS projects and supports execution of more complex projects. Monitors execution of less complex project activities and provides technical direction to lower level project team members.	Bachelor's Degree
<b>Consultant</b>	Five years of consulting experience. Demonstrated success on smaller project teams.	Interfaces with the client on a daily basis. Performs as lead to MOBIS project task teams, providing task-specific technical direction and guidance to team members.	Bachelor's Degree
<b>Junior Consultant</b>	Four years of business experience.	Interfaces with the client on a daily basis. Leads small MOBIS project tasks ensuring completion within estimated time frames.	Bachelor's Degree
<b>Technical Analyst</b>	Four years of business experience.	Provides technical assistance to project teams in specific areas. Performs as a technical analyst - supporting the completion of smaller project tasks within technical specialty within estimated time frames.	Bachelor's Degree
<b>Senior Business Analyst</b>	Four years of business experience.	Provides assistance to project teams in specific business areas. Performs as an analyst and project team member - supporting the completion of smaller project tasks within estimated time frames.	Bachelor's Degree

<b>GSA Labor Category</b>	<b>GSA Minimum/ General Experience</b>	<b>GSA Functional Responsibility</b>	<b>GSA Minimum Education</b>
<b>Business Analyst</b>	Three years of business experience.	Provides assistance in data collection and materials development.	Bachelor's Degree
<b>Technical Assistant</b>	Two years of experience providing technical support to project teams.	Provides assistance in area of technical specialty to project teams.	Associate's degree or technical training
<b>Assistant</b>	Over two years of progressive experience providing administrative support in a professional environment.	Performs administrative functions to support project teams.	High School Diploma
<b>Support Staff</b>	Experience in a professional environment providing word processing and general administrative support.	Performs administrative functions to support project teams.	High School Diploma

**HOURLY RATES FOR SERVICES  
SIN 874-1**

<b>GSA Labor Category</b>	<b>GSA Hourly Rate</b>
Client Executive	\$ 550.00
Senior Director	\$ 525.00
Director	\$ 510.00
Senior Program Manager	\$ 490.00
Program Manager	\$ 460.00
Account Manager	\$ 440.00
Technical Manager	\$ 415.00
Project Manager	\$ 380.00
Team Leader	\$ 365.00
Senior Consultant	\$ 325.00
Consultant	\$ 295.00
Junior Consultant	\$ 280.00
Technical Analyst	\$ 260.00
Senior Business Analyst	\$ 230.00
Business Analyst	\$ 215.00
Technical Assistant	\$ 175.00
Assistant	\$ 135.00
Support Staff	\$ 110.00

Towers Watson Delaware Inc. acknowledges that the Service Contract Act (SCA) is applicable to this contract as it applies to the entire PSS Schedule and all services provided. While no specific labor categories have been identified as being subject to SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCA eligible labor categories. If and / or when the Contractor adds SCA labor categories / employees to the contract through the modification process, the Contractor must inform the Contracting Officer and establish a SCA matrix identifying the GSA labor category titles, the occupational code, SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.