



## **CUSTOMER INFORMATION**

1. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers: 874-1, 874-1RC
2. 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.
3. 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.
4. Maximum Order: \$1,000,000.00
5. Minimum Order: \$100.00
6. Geographic Coverage (delivery Area): Domestic and Overseas
7. Point(s) of production (city, county, and state or foreign country): Same as company address
8. Discount from list prices or statement of net price: Government net prices (discounts already deducted). See Attachment.
9. Quantity discounts:
  - Volume /Quantity discount: 1% for order exceeding \$150,000.00
  - Volume /Quantity discount: 2% for order exceeding \$500,000.00
  - Volume /Quantity discount: 5% for order exceeding \$1,000,000.00
10. Prompt payment terms: Net 30 days
11. Notification that Government purchase cards are accepted at or below the micro-purchase threshold: Yes
12. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: will accept over \$3,000
13. Foreign items (list items by country of origin): None
14. Time of Delivery (Contractor insert number of days): Specified on the Task Order
15. 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
16. 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: Contact Contractor
17. 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: Contact Contractor
18. F.O.B Points(s): Destination
19. Ordering Address(es): Force 3, Inc., ATTN: GSA Sales, 2151 Priest Bridge Drive, Crofton, MD 21114
20. 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](http://fss.gsa.gov/schedules)).
21. Payment address(es): Force 3, Inc., P.O. Box 79464, Baltimore, MD 21279-0464
22. Warranty provision.: Contractor's standard commercial warranty
23. Export Packing Charges (if applicable): N/A
24. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): Contact Contractor
25. Terms and conditions of rental, maintenance, and repair (if applicable): N/A
26. Terms and conditions of installation (if applicable): N/A
27. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): N/A
28. Terms and conditions for any other services (if applicable): N/A
29. List of service and distribution points (if applicable): N/A
30. List of participating dealers (if applicable): N/A
31. Preventive maintenance (if applicable): N/A
32. Special attributes such as environmental attributes, (e.g., recycled content, energy efficiency, and/or reduced pollutants): N/A
33. 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](http://www.Section508).
34. Data Universal Numbering System (DUNS) number: 55-6054591
35. Notification regarding registration in System for Award Management (SAM) database: Registered

**Force 3, Inc. – Contract Hourly Rates**

PSS Contract No. GS-10F-0230R

Option 2

Year 11

Year 12

Year 13

Year 14

Year 15

Title	Occupational Group *	03/10/2015 - 03/09/2016	03/10/2016 - 03/09/2017	03/10/2017 - 03/09/2018	03/10/2018 - 03/09/2019	03/10/2019 - 03/09/2020
Administrative Assistant **	3	\$30.33	\$30.93	\$31.55	\$32.18	\$32.83
Administrative Assistant, Senior **	3	\$35.92	\$36.64	\$37.37	\$38.12	\$38.88
Business Analyst	1	\$51.41	\$52.44	\$53.49	\$54.56	\$55.65
Business Analyst, Senior	1	\$66.10	\$67.42	\$68.77	\$70.14	\$71.55
Consultant	1	\$117.11	\$119.45	\$121.84	\$124.27	\$126.76
Consultant Principal	1	\$196.06	\$199.98	\$203.98	\$208.06	\$212.22
Consultant, Senior	1	\$149.34	\$152.33	\$155.38	\$158.49	\$161.65
Executive Assistant	2	\$57.56	\$58.71	\$59.88	\$61.08	\$62.30
Executive Program Director	2	\$134.59	\$137.28	\$140.03	\$142.83	\$145.69
General Office Clerk I **	3	\$21.48	\$21.91	\$22.35	\$22.80	\$23.25
General Office Clerk II **	3	\$27.34	\$27.88	\$28.44	\$29.01	\$29.59
Program Manager	2	\$89.86	\$91.66	\$93.49	\$95.36	\$97.27
Program Manager, Senior	2	\$104.77	\$106.86	\$109.00	\$111.18	\$113.40
Research Coordinator	1	\$44.07	\$44.95	\$45.85	\$46.76	\$47.70
Trainer I	1	\$41.13	\$41.95	\$42.79	\$43.65	\$44.52
Trainer II	1	\$58.75	\$59.93	\$61.13	\$62.35	\$63.60
Trainer III	1	\$78.84	\$80.41	\$82.02	\$83.66	\$85.34
Subject Matter Expert	1	\$112.61	\$114.86	\$117.16	\$119.50	\$121.90
Healthcare Specialist I	1	\$44.07	\$44.95	\$45.85	\$46.76	\$47.70
Healthcare Specialist II	1	\$73.44	\$74.91	\$76.41	\$77.94	\$79.50
Healthcare Specialist III	1	\$97.92	\$99.88	\$101.88	\$103.92	\$106.00
HIPAA Project Administrator	1	\$48.40	\$49.37	\$50.36	\$51.36	\$52.39
HIPAA Privacy Officer	1	\$89.17	\$90.95	\$92.77	\$94.63	\$96.52
Technical Expert I	1	\$157.20	\$160.34	\$163.55	\$166.82	\$170.16
Technical Expert II	1	\$185.46	\$189.17	\$192.95	\$196.81	\$200.75
Technical Expert III	1	\$193.41	\$197.28	\$201.22	\$205.25	\$209.35

- \* 1 - Occupational Group "Professional and related"
- 2 - Occupational Group "Management, professional, and related"
- 3 - Occupational Group "Office and administrative support"

SCA Eligible Labor Category	SCA Equivalent Code – Title	WD Number
Administrative Assistant	01013 – Accounting Clerk III	05-2393
Administrative Assistant, Sr.	01020 – Administrative Assistant	05-2393
General Office Clerk I	01111 – General Office Clerk 1	05-2393
General Office Clerk II	01112 – General Office Clerk 2	05-2393

The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the indicated (\*\*) SCA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e. nationwide).

**SECTION II LABOR CATEGORY DESCRIPTIONS**

PSS LCATS

Equivalent Experience/ Education Matrix:

- Associates Degree = 2 years of related experience
- Bachelor's Degree = 4 years of related experience
- Master's Degree = 6 years of related experience
- Doctoral Degree = 8 years of related experience
- Related Certifications can be substituted for 1 year of experience

TITLE	ROLE	EXPERIENCE / EDUCATION
Administrative Assistant	Performs general tasks in support of consulting services and to aid the Senior Administrative Assistant. Assists in typing reports from consulting engagements, proposals, and correspondence. Other responsibilities will include: preparing cost/expense reports, developing spreadsheet schedules, collecting timesheets, answering telephones, handling mail and maintaining files as they relate to consulting engagements.	Associate's Degree and 1-2 years' experience
Administrative Assistant Senior	Performs general tasks in support of consulting services to aid in the ongoing administrative support to several consultants. Primary duties will include: typing reports, proposals, correspondence and other documentation with accuracy, coordinating travel, arranging meetings and maintaining staff schedules as they relate to consulting engagements. Additional responsibilities will include: preparing cost/expense reports, developing spreadsheet schedules, collecting timesheets and ensuring adherence to company policy, answering telephones, handling mail and maintaining files as they relate to consulting	Associate's Degree and 3-5 years' experience
Business Analyst	Performs general tasks in support of consulting services task orders. Responsible for supporting the management, organizational and business improvement consulting initiatives. Responsibilities will include performing financial analysis using established and approved client protocols and formulas and providing reports to the consulting Management Staff. A complete understanding of earned value, government contracting types, cost accounting principles, the FAR. DFAR and related or agency specific regulation in terms of financial reporting and certifications is required.	Bachelor's Degree and 3-6 years' experience

TITLE	ROLE	EXPERIENCE / EDUCATION
Business Analyst Senior	<p>Performs general tasks in support of consulting services task orders. Responsible for supporting the management, organizational and business improvement consulting initiatives. Responsibilities will include performing financial analysis using established and approved client protocols and formulas and providing reports to the Management Staff. A complete understanding of earned value, government contracting types, cost accounting principles, the FAR, DFAR and related or agency specific regulation in terms of financial reporting and certifications is required. Considered a member of the Management Staff and may supervise staff.</p>	Bachelor's Degree and 6-10 years' experience
Consultant	<p>Performs business operations and process analysis applying appropriate assessment and evaluation methodologies. Prepares comprehensive reports concisely applying findings and makes formal recommendation to executive and subordinate customer management. Applies process improvement and reengineering methodologies to manage and perform complex process modernization projects. Performs function consultation for customers and clients. Prepares complex recommendations and proposals. Leads deployment teams in roll-outs at client and customer work sites. Designs and presents customer-client orientation and training. Requires a thorough knowledge of employer's products and solutions.</p>	Bachelor's Degree and 7 years' experience

TITLE	ROLE	EXPERIENCE / EDUCATION
Consultant Principal	<p>Performs business operations and process analysis applying appropriate assessment and evaluation methodologies. Prepares comprehensive reports concisely applying findings and makes formal recommendation to executive and subordinate customer management. Applies process improvement and reengineering methodologies to manage and perform complex process modernization projects. Will be responsible for effectively managing the transition of an existing project team to a new team. The management of project teams in the performance of project tasks, goals and objectives supporting Management. Organizational and Business Improvement initiatives. Will be fully engaged in the creation and delivery of work product. Provide project management services. Interviewing, training, and providing other additional forms of knowledge transfer to the project staff and to the client including the preparation of policies and procedures and the delivery of client training in terms of those documents. Act as a key coordinator between multiple project (task) teams.</p>	Master's Degree and 10 years' experience
Consultant Senior	<p>Supports business operations and process analysis applying appropriate assessment and evaluation methodologies. Assists in the preparation of reports identifying findings as a result of analysis previously performed. Duties include activity and data modeling, developing modern business methods, identifying best practices and creating and assessing performance measurements. Will be fully engaged in the creation and delivery of work product including the preparation of policies and procedures and the delivery of client training in terms of those documents. May work under the supervision of the Principal Consultant, may manage staff or work independently.</p>	Bachelor's Degree and 10 years' experience
Executive Assistant	<p>Performs clerical and administrative functions in support of consulting engagements. Responsible for confidential and time sensitive material. Prepares routine and advanced correspondence including deliverables, studies, charts, presentations and reports. Relies on experience and judgment to plan and accomplish goals. May direct and lead the work of others. Typically reports to project lead. A wide degree of creativity and latitude is expected.</p>	Bachelor's Degree and 6-10 years' experience

TITLE	ROLE	EXPERIENCE / EDUCATION
Executive Program Director	Responsible for administration and management of one or more complex, long-term consulting programs focusing on current and future needs of a single client. Primary elements include providing consulting services on finance/profit and loss, human resources/staffing, quality control, process improvement and business process reengineering.	Master's Degree and 8 years' experience
General Office Clerk I	Performs general tasks such as filing, coding, and completing forms in support of consulting services tasks. Assists in the preparation of documentation in support of a consulting project. Writes/rewrites and edits material provided by engineers, and other specialists. May prepare original text based on data provided. Documentation may include reports, proposals, user manuals, and reference materials for internal and external distribution. Works under immediate supervision.	High School Diploma or equivalent
General Office Clerk II	Performs general tasks such as filing, coding, and completing forms in support of consulting services tasks. Assists in the preparation of documentation in support of a consulting project. Writes/rewrites and edits material provided by engineers, and other specialists. May prepare original text based on data provided. Documentation may include reports, proposals, user manuals, and reference materials for internal and external distribution. Works under immediate supervision.	High School Diploma or equivalent and 2-5 years' experience
Program Manager	Responsible for the completion of assigned complex consulting engineering projects within budgetary and scheduling guidelines. High-level individual contributor, leading a group.	Bachelor's Degree and 6-8 years' experience
Program Manager, Senior	Responsible for the oversight of a consulting program/project. Primary functions may include staffing, financial reporting and accountability, future needs assessment and delivery. Typically supervises one or more program managers and senior level staff.	Master's Degree and 8-20 years' experience
Research Coordinator	Performs research support for consulting service engagements by performing planning, scheduling and data management for the staff. Utilizes mathematical and scientific techniques to compile and analyze data. Assists in the preparation of consulting reports detailing procedures, outcomes, observations and related research material. Has knowledge of commonly-used concepts, practices, procedures within a particular field.	Bachelor's Degree and 1-4 years' experience

TITLE	ROLE	EXPERIENCE / EDUCATION
Trainer I	Conducts training programs in support of consulting service, management improvement or business process re-engineering engagements. Monitors and reports the effectiveness of training to client. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a manager.	Bachelor's Degree 0-3 years' experience
Trainer II	Conducts training programs in support of consulting service, management improvement or business process re-engineering engagements. Monitors and reports the effectiveness of training to client. Has knowledge of commonly- used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a manager.	Bachelor's Degree and 2-5 years' experience
Trainer III	Designs and conducts training programs in support of consulting services. Monitors and reports the effectiveness of training to client. May be involved in initial plan design and existing plan enhancements. Familiar with a variety of the field's concepts, practices and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. May report directly to an executive or head of a unit/department.	Bachelor's Degree and 6 years' experience
Subject Matter Expert	Responsible for providing vision and strategy for consulting engagements, using state-of-the-art technology and tools. Individual is responsible for working with the client providing guidance and recommendations on user requirements. Requires an in-depth knowledge of information systems and management practices. Leads groups of managers, engineers, analysts and/or technicians in the project development, working between multiple clients and vendors. Develops high-level business plans strategies.	Bachelor's Degree and 5 years' experience

TITLE	ROLE	EXPERIENCE / EDUCATION
Healthcare Specialist I	Provides Management, Organizational and Business Improvement support for medical-specific consulting projects. Supports business operations and process analysis applying appropriate assessment and evaluation methodologies for medical clients. Contributes to the development of comprehensive reports concisely identifying findings and makes formal recommendation to executive and subordinate agency management. Supports project transitions. Knowledgeable in medical terminology and applicable state and federal statutes. May lead project teams in the performance of project tasks, goals and objectives.	Formal training as required and 1-2 years' experience
Healthcare Specialist II	Provides Management, Organizational and Business Improvement support for medical-specific consulting projects. Supports business operations and process analysis applying appropriate assessment and evaluation methodologies for medical clients. Contributes to the development of comprehensive reports concisely identifying findings and makes formal recommendation to executive and subordinate agency management (hospital, clinic, executive committee, etc.) Supports project transitions. Knowledgeable in medical terminology and applicable state and federal statutes. May lead project teams in the performance of project tasks, goals and objectives.	Bachelor's Degree and 3 years' experience. May require state licensing
Healthcare Specialist III	Provides Management, Organizational and Business Improvement support for medical-specific consulting projects. Performs business operations and process analysis applying appropriate assessment and evaluation methodologies for medical clients. Prepares comprehensive reports concisely identifying findings and makes formal recommendation to executive and subordinate agency management (hospital, clinic, executive committee, etc.) Effectively manages project transitions, the management of project teams in the performance of project tasks, goals and objectives. Knowledgeable in medical terminology and applicable state and federal statutes.	Bachelor's degree and 6 years' experience. May require state licensing.

TITLE	ROLE	EXPERIENCE / EDUCATION
HIPAA Project Administrator	Provides Management, Organizational and Business Improvement support for consulting projects, associated with the agencies compliance with HIPAA and other related Health Care efforts including JCAHO inspection preparation work. Supports business operations and process analysis applying appropriate assessment and evaluation methodologies. Contributes to the development of comprehensive reports concisely identifying findings and makes formal recommendation to executive and subordinate agency management (hospital, clinic, executive committee, etc.)	3-6 years' HIPAA experience
HIPAA Privacy Officer	Provides Management, Organizational and Business Improvement support for consulting projects, associated with the agencies compliance with HIPAA and other related Health Care efforts including JCAHO inspection preparation work. Performs business operations and process analysis applying appropriate assessment and evaluation methodologies. Support agency efforts in the Health Care field focusing on HIPAA Title 1 auditing, Title II Privacy, Security and Transaction Code Set support. Prepares comprehensive reports concisely identifying findings and makes formal recommendation to executive and subordinate agency management (hospital, clinic, executive committee, etc.) Responsible for effectively managing project transitions, the management of project teams in the performance of project tasks, goals and objectives.	Master's Degree and 10 years' experience
Technical Expert I	Provide expert, independent services and leadership in specialized technical areas for consulting services. Provides expertise on an as-needed basis to all task assignments. Provides expert advice and assistance using high-level, state-of-the-art tools. Coordinates with contractor management and Government personnel to ensure that the project has been properly defined and that the solution will satisfy requirements.	Bachelor's Degree and 8 years' experience

TITLE	ROLE	EXPERIENCE / EDUCATION
Technical Expert II	Provide expert, independent services and leadership in specialized technical areas for consulting services. Provides expertise on an as-needed basis to all task assignments. Provides expert advice and assistance using high-level, state-of-the-art tools. Coordinates with contractor management and Government personnel to ensure that the project has been properly defined and that the solution will satisfy requirements.	Bachelor's Degree and 10 years' experience
Technical Expert III	Provide expert, independent services and leadership in specialized technical areas for consulting services. Provides expertise on an as-needed basis to all task assignments. Provides expert advice and assistance using high-level, state-of-the-art tools. Coordinates with contractor management and Government personnel to ensure that the project has been properly defined and that the solution will satisfy requirements.	Master's Degree and 12 years' experience