

**GENERAL SERVICES ADMINISTRATION**

Professional Service Schedule
Contract No. GS-10F-0262L

Industrial Group: 00CORP
FSC Class: 874
SINs: 874-1, 874-1RC, 874-6, 874-6RC

| | |
|--|---|
| Contract Number: | GS-10F-0262L |
| Contract Period: | May 15, 2001 through May 14, 2021 |
| Pricelist Effective: | through May 14, 2021 |
| Contractor: | Mercer (US) Inc. 1166 Avenue of the Americas FL30 New York, NY 10036-2708 |
| Contractor Web Site(s): | http://www.mercer-government.mercer.com |
| Contract Administration Point of Contact: | Mike Priniski Phone: (602) 522 6596 Fax: (612) 642 8686 Michael.priniski@mercerc.com |
| Business Size: | Large |
| DUNS Number: | 088459540 |
| Taxpayer Identification Number: | 13-2834414 |

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at <http://www.fss.gsa.gov>. On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through **GSA Advantage!**™, a menu-driven database system. The INTERNET address for **GSA Advantage!**™ is: <http://www.GSAAdvantage.gov>.

TABLE OF CONTENTS

Customer Information

Company Overview

MOBIS Summary of Services:

- SIN 874-1 Integrated Consulting Service
- SIN 874-1RC Integrated Consulting Services
- SIN 874-6 Acquisition Management Support
- SIN 874-6RC Acquisition Management Support

Labor Category Services:

- Partner/Strategist
- Project Lead/Lead Subject Matter Expert
- Subject Matter Expert
- Senior Consultant II
- Senior Consultant I
- Consultant
- Senior Analyst
- Analyst
- Support

Pricing Schedule

CUSTOMER INFORMATION

| Section | Subject | Description |
|---------|--|---|
| 1a. | Awarded Special Item Number(s) | SIN 874-1 Integrated Consulting Service SIN 874-1RC Integrated Consulting Services SIN 874-6 Acquisition Management Support SIN 874-6RC Acquisition Management Support |
| 1b. | Lowest Price | See Pricing Schedule |
| 1c. | Labor Category Description | See Labor Category Descriptions |
| 2. | Maximum Order: | \$1,000,000 |
| 3. | Minimum Order: | \$100 |
| 4. | Geographic Coverage (delivery Area): | FOB Domestic Only |
| 5. | Point(s) of Production: | Same as Contractor |
| 6. | Discount from list Prices or Statement of Net Price: | Government Net Prices (discounts already deducted). See Pricing Schedule |
| 7. | Quantity Discounts: | Negotiable |
| 8. | Prompt Payment Terms: | Net 30 Days |
| 9a. | Purchase Cards are Accepted up to the Micro-Purchase Threshold: | Yes |
| 9b. | Purchase Cards are Accepted or not Accepted above the Micro-Purchase Threshold: | Contact Contractor |
| 10. | Foreign Items: | None |
| 11a. | Time of Delivery: | Specified on the Task Order |
| 11b. | Expedited Delivery: Items available for expedited delivery are noted in this price list: | Contact Contractor |
| 11c. | Overnight and 2-day delivery: | Contact Contractor |
| 11d. | Urgent Requirements: | Contact Contractor |
| 12. | F.O.B. Points(s): | Destination |
| 13a. | Ordering Address(es): | Same as Contractor |
| 13b. | Ordering Procedures: | For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA), and a sample BPA can be found at the GSA/FSS Schedule homepage: http://fss.gsa.gov/schedules |
| 14. | Payment Address(es): | PO BOX 100260 Pasadena, CA 91189-0260 |
| 15. | Warranty Provision: | Contractor's Standard Commercial Warranty |
| 16. | Export Packing Charges: | Not Applicable |

| Section | Subject | Description |
|---------|---|--------------------|
| 17. | Terms and Conditions of Government Purchase Card Acceptance: | Contact Contractor |
| 18. | Terms and Conditions of Rental, Maintenance, and Repair: | Not Applicable |
| 19. | Terms and Conditions of Installation: | Not Applicable |
| 20a. | Terms and Conditions of Repair Parts: | Not Applicable |
| 20b. | Terms and Conditions for Any Other Serv: | Not Applicable |
| 21. | List of Service and Distribution Points: | Not Applicable |
| 22. | List of Participating Dealers: | Not Applicable |
| 23. | Preventive Maintenance: | Not Applicable |
| 24a. | Special Attributes Such as Environmental Attributes: | Not Applicable |
| 24b. | Section 508 compliance information is available on Electronic and Information Technology (EIT) Supplies and Services: | Not Applicable |
| 25. | Data Universal Numbering System (DUNS) Number: | 088459540 |
| 26. | Registration in Central Contractor Registration (CCR) Database: | 1RSG7 |

COMPANY OVERVIEW

MERCER HUMAN RESOURCE CONSULTING

Mercer Human Resource Consulting (Mercer) is a leading global provider of consulting, outsourcing and investment services, with more than 25,000 clients worldwide. Mercer consultants help clients design and manage health, retirement and other benefits and optimize human capital. The firm also provides customized administration, technology and total benefit outsourcing solutions. Mercer's investment services include global leadership in investment consulting and multi-manager investment management.

Mercer's global network of more than 18,000 employees, based in over 40 countries, ensures integrated, worldwide solutions. Our consultants work with clients to develop solutions that address global and country-specific challenges and opportunities.

In the US, Mercer employs more than 7,200 people in 71 cities. One of Mercer's principle lines of business is a dedicated health and benefits practice. Within this practice, a specialized unit, Mercer Government Human Services Consulting (GHSC), focuses entirely on the unique and challenging needs of the public health care sector and provides a wide array of consulting services to both state and federal government health agencies across the country.

MERCER GOVERNMENT HUMAN SERVICES CONSULTING

GHSC has worked with over 30 states and the District of Columbia to provide varying levels of clinical, financial, operational, information management, and strategic consulting assistance.

GHSC has a dedicated staff of over 215 individuals focused on meeting the needs of our many government human services clients. Our staff consists of Medicaid and Medicare strategists, actuaries, certified public accountants, nurses, doctors, pharmacists, statisticians, policy and social service experts, and information system experts, as well as previous State agency directors, to ensure that we can fully understand all aspects of a program and all challenges and implications that will arise. This unique and comprehensive blend of professionals is one of the aspects that we believe differentiates GHSC from other consulting firms.

GHSC also has worked with the majority of states and their publicly-funded health care programs for more than 25 years. This combination of national experience and talented professional staff is a valuable benefit for all of our clients.

Services

The following list is a sampling of services we have provided to our clients:

- Actuarial Analysis and/or Rate Setting
- Behavioral Health (Mental Health and/or Substance Abuse)
- Benefit and Eligibility Change Analysis
- Child Welfare
- Clinical Studies
- Contractor Reporting and Monitoring (Financial, Quality, Operations)
- Data Analysis and/or Benchmarking
- Developmental Disabilities
- Disease Management
- Efficiency Analysis
- Encounter Data Validation
- Encounter Reporting and Analysis
- EQRO and/or Quality Strategy
- FQHC and Other Cost Reporting
- Health Care Reform/Uninsured
- Health Plan Reviews and/or Compliance Audits
- Long Term Care/Home and Community Based Services
- Pharmacy Services (Analysis/Policy)
- Procurement/Solicitation Assistance
- Program Implementation
- Risk Adjustment
- Waiver and/or State Plan Assistance

MOBIS SUMMARY OF SERVICES

Offered SINs:

- SIN 874-1 Integrated Consulting Service
- SIN 874-1RC Integrated Consulting Services
- SIN 874-6 Acquisition Management Support
- SIN 874-6RC Acquisition Management Support

SIN 874-1, SIN 874-1RC INTEGRATED CONSULTING SERVICES

GHSC partners with our clients in all aspects of strategic and operational human resource consulting and implementation. ***Our special areas of emphasis are health care***, including a dedicated government health care team specializing in state Medicaid, Medicare, physical health, behavioral health, developmental disabilities, child welfare, and long-term care programs, ***employee benefits, organizational process evaluation, performance management, strategic planning, systems alignment, compensation, financial planning, and actuarial services***. We also advise on ***risk management and investment issues***.

GHSC is richly positioned from a human capital standpoint to develop seamless government and business solutions and deliver them to clients anywhere in the world. Our commitment to full ownership of all our operations allows GHSC consultants to share thought leadership and maintain the highest service and technical standards wherever we work.

Our Government Human Services Consulting specialty unit has provided a wide array of consulting services to state and local governments for more than 25 years and has experience in over 35 states. GHSC is also recognized by the Centers for Medicare and Medicaid Services (CMS) as a Peer Review-like Organization. Throughout an engagement, we draw on the extensive experience we have gained in working with numerous states to develop a strategy that fits the unique needs and specifications of our client state.

Mercer's government health care team is comprised of over 165 professional staff offering a comprehensive approach and the ability to customize a project team to meet the unique needs of any given project. Our staff offers specialized training and experience in all aspects of government health care consulting including clinical, financial, actuarial, information systems technology, pharmacy, communications, policy development, strategic planning, and performance and quality measurement services.

SIN 874-1, SIN 874-1RC INTEGRATED CONSULTING SERVICES

Description

In keeping with the *Schedule of Items: SIN 874-1: Consulting Services*, GHSC's consulting experiences cumulatively demonstrate strengths in each of the areas stated in the MOBIS schedule. To view the technical requirements from the perspective of core functional domains, the following could be identified as primary areas of focus:

1. **Organizational Structure/Assessment:** Including but not limited to systems alignment, leadership systems and organizational assessments.
2. **Strategic Planning:** Including policy development, prioritization of initiatives, action planning and implementation, and transitional strategy development.
3. **Financial Planning and Review:** Including actuarial services, financial and accounting system development, monitoring rate setting and budget forecasting.
4. **Baseline Measurement and Evaluation:** Encompassing performance measures and indicators, clinical quality program audits, and evaluations.
5. **Implementation/Improvement Measures:** Evaluation of such performance indicators as cycle time, defining and measuring high performance work and process, and productivity improvement.

GHSC's aim of providing clients with holistic and comprehensive consulting services entails a tailored approach. Specifically, it is an integrated approach that draws on past proven methods combined with the development of new approaches that lend themselves to the unique organizational needs of the client. This method ensures that "economies of scale" are used where appropriate – thus maximizing the value of the services provided – while recognizing the need for development of novel solutions that ensure the quality of services provided.

GHSC's approach of incorporating proper measurement of both process and performance measures ensures that the provision of services satisfy the following key functions. First, the goals and objectives of the client are at the forefront of the action plan. Second, meaningful ways of capturing quality improvement are in place allowing for evaluation of important indicators for success. Finally, the monitoring infrastructure is established for continuous improvement as the organization evolves according to changing business priorities and needs.

SIN 874-6, SIN 874-6RC ACQUISITION MANAGEMENT SUPPORT

For public agencies considering the privatization of support services, GHSC provides strategic and operational planning support, evaluation and design of procurement and purchasing systems, quality assurance design and monitoring, interagency agreement development and negotiation, organizational assessment, bidder evaluation, expenditure and revenue modeling and options analysis, and development of public-private partnership agreements.

Description

For each of the services listed, the following statements offer examples of the capabilities of GHSC.

- 1. Strategic and Operational Planning:** GHSC has conducted strategic planning for state Medicaid, behavioral health, developmental disabilities, and child welfare programs. Specifically, this planning has been directed to the privatization of the service delivery system and risk management responsibilities. Concurrent with strategic planning, GHSC has also conducted operational and implementation planning to accomplish these strategic directions.
- 2. Procurement and Purchasing Design:** As part of the privatization process, GHSC has evaluated and redesigned procurement and purchasing systems for state and local governments. These changes have included vendor rate development and contract language modifications to include risk management clauses, bidder evaluation criteria, and contract compliance measures.
- 3. Quality Assurance Design and Monitoring:** GHSC has designed quality assurance programs for state Medicaid and social service agencies, and has also developed continuous quality improvement initiatives for private agencies. These efforts have been focused on clarifying the contract and performance expectations between the state agencies and private contractors.
- 4. Interagency Agreements/Negotiation:** GHSC has developed and mediated interagency agreements between state Medicaid agencies and other state agencies to include behavioral health and developmental disabilities. These agreements include the alignment of key authorities and operational responsibilities, and development of enabling legislation.
- 5. Organizational Assessment:** As part of major state and local government shifts toward privatization, GHSC has conducted organizational assessments of key management functions to include fiscal and information systems, supervisory systems, employee attraction and retention, and procurement and quality management systems; assessments include work flow and critical path analyses.

SIN 874-6, SIN 874-6RC ACQUISITION MANAGEMENT SUPPORT

6. **Bidder Evaluation:** GHSC has developed Request for Proposals, developed and provided bidder evaluation and selection, and designed private provider “report cards” for contract compliance and evaluation.
7. **Expenditure and Revenue Modeling/Options Analysis:** As health and social service privatization options are developed, GHSC has conducted expenditure and revenue modeling for public agency and legislative consideration. This financial modeling is combined with outcome data; public agencies considering privatization strategies are provided a range of solutions and impact analyses.

LABOR CATEGORY DESCRIPTION

PARTNER/STRATEGIST

Description: Fifteen or more years of progressive responsibility in client-focused consulting or industry experience with a demonstrated ability to design, lead and manage multiple and complex client engagements in an efficient and effective manner; demonstrated ability to identify issues and implement alternative solutions; experienced in serving as a client relationship manager, especially for larger clients and projects; experienced in mentoring and leading other staff; demonstrated ability to work with teams that span multiple geographic locations; effective in maintaining marketplace visibility through public speaking engagements and participation in social business functions; four year college degree in finance, actuarial, business, health, clinical or related field.

Education/Certification: Four year college degree in finance, actuarial, business, health, clinical or related field.

Years of Experience: 15 or more years.

PROJECT LEADER/LEAD SUBJECT MATTER EXPERT

Description: Ten or more years of progressive responsibility in client-focused consulting or industry experience with a demonstrated ability to design, lead and manage multiple and complex client engagements in an efficient and effective manner; demonstrated ability to identify issues and implement alternative solutions; experienced in serving as a hands-on project manager, especially for larger clients and projects; experienced in mentoring other staff, especially in project management; demonstrated ability to work with teams that span multiple geographic locations; effective in maintaining marketplace visibility through public speaking engagements and participation in social business functions; four year college degree in finance, actuarial, business, health, clinical or related field.

Education/Certification: Four year college degree in finance, actuarial, business, health, clinical or related field; actuarial or CPA certification; prefer advanced degree.

Years of Experience: 10 or more years.

SUBJECT MATTER EXPERT

Description: Eight or more years of progressive responsibility in client-focused consulting or industry experience with a demonstrated ability to provide expertise on multiple and complex client engagements in an efficient and effective manner; demonstrated ability to identify issues and implement alternative solutions; experienced in serving as a subject matter expert, especially for larger clients and projects; experienced in mentoring other staff, especially in subject matter expertise; demonstrated ability to work with teams that span multiple geographic locations; effective in maintaining marketplace visibility through public speaking engagements and participation in social business functions; four year college degree in finance, actuarial, business, health, clinical or related field; relevant certification.

Education/Certification: Four year college degree in finance, actuarial, business, health, clinical or related field; actuarial or CPA certification.

Years of Experience: 8 or more years.

SENIOR CONSULTANT II

Description: Eight or more years of experience in identifying, designing, recommending and implementing efficient, innovative business solutions to clients' complex challenges; ability to market organizational strengths successfully; superior analytical, strategic planning, communication, and listening skills; excellent organizational and project management skills; proven management skills in leading complex projects; ability to manage, motivate, and mentor more junior level staff; four year college degree in finance, actuarial, business, health, clinical or related field.

Education/Certification: Four year college degree in finance, actuarial, business, health, clinical or related field.

Years of Experience: 8 or more years.

SENIOR CONSULTANT I

Description: Six or more years of experience in identifying and implementing efficient, innovative business solutions to clients' complex challenges; the ability to market organizational strengths successfully; superior analytical, strategic planning, communication, and listening skills; excellent organizational and project management skills; proven management skills in leading projects; ability to manage, motivate, and mentor more junior level staff; four year college degree in finance, actuarial, business, health, clinical or related field.

Education/Certification: Four year college degree in finance, actuarial, business, health, clinical or related field.

Years of Experience: 6 or more years.

CONSULTANT

Description: Four or more years of experience in delivering and managing client solutions and direct experience in general or a variety of specialized client focused needs; demonstrated proficiency with project management and client activity systems; ability to analyze & interpret client data; ability to identify, design, recommend, and implement efficient, innovative business solutions to clients' complex challenges; superior analytical and communication skills as well as excellent interpersonal and team skills; knowledge of the specific area of client focus and an awareness of trends influencing the future needs and solutions of clients; four year college degree in finance, actuarial, business, health, clinical or related field.

Education/Certification: Four year college degree in finance, actuarial, business, health, clinical or related field.

Years of Experience: 4 or more years.

SENIOR ANALYST

Description: Two or more years of experience analyzing data and working in client teams; strong command of Excel and Access; excellent interpersonal skills, strong oral and written communication skills; ability to prioritize and handle multiple tasks in a demanding work environment; ability to work independently and on a team; four year college degree in finance, actuarial, business, health, clinical, or related field.

Education/Certification: Four year college degree in finance, actuarial, business, health, clinical or related field.

Years of Experience: 2 or more years.

ANALYST

Description: Zero to two years experience; professional position requiring a BS or BA in the relevant area of focus with superior analytical and mathematical skills; strong command of Excel; working knowledge of Access; excellent interpersonal skills, strong oral and written communication skills; ability to prioritize and handle multiple tasks in a demanding work environment; ability to work independently and on a team; four year college degree in finance, actuarial, business, health, clinical, or related field.

Education/Certification: Four year college degree in finance, actuarial, business, health, clinical or related field.

Years of Experience: 0 to 2 years.

SUPPORT

Description: At least three years of administrative assistant experience (consulting environment or professional service industry preferred); proficiency in MS Office, with demonstrated expertise in Word, Excel, and PowerPoint; exceptional interpersonal, organizational, business communication, and time management skills; demonstrated diplomacy in dealings with service areas, consultants, and clients; strong attention to detail and follow-up skills; ability to work well under pressure, juggle tasks (both client and office-related) and work efficiently against deadlines; ability to prioritize multiple projects and adjust workload accordingly; demonstrated problem-solving capabilities; excellent oral and written communication skills; willingness to learn and adapt to new responsibilities; basic project management skills; high school or equivalent diploma.

Education/Certification: No requirement.

Years of Experience: 3 years.

PRICING SCHEDULE

MOBIS Labor Categories
Applicable to SIN's
874-1, 874-6

Contract Year
Through 5/14/16

| <u>Labor Category</u> | <u>Government Hourly Rate</u> |
|---|-------------------------------|
| Partner/Strategist | \$554.13 |
| Project Leader/Lead Subject Matter Expert | \$489.01 |
| Subject Matter Expert | \$438.26 |
| Senior Consultant II | \$354.19 |
| Senior Consultant I | \$336.25 |
| Consultant | \$303.35 |
| Senior Analyst | \$246.59 |
| Analyst | \$193.78 |
| Support | \$111.60 |

All prices include IFF.

SCA Matrix

SCA Eligible Contract Labor Category SCA Equivalent Code - Title WD Number
Support 01020 - Administrative Assistant 05-2375

The Service Contract Act (SCA) is applicable to this contract and it includes a SCA applicable labor category. The prices for the cited SCA labor categories are based on the U.S. Department of Labor WD Number(s) identified in the SCA matrix. The prices offered are based on the preponderance of where work is performed and should the Contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.