



**GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST**

**MISSION ORIENTED BUSINESS INTEGRATED SERVICES (MOBIS)
FSC GROUP 874, FSC CLASS 8742**

**CONTRACT NUMBER:
GS-10F-0332L**

**PERIOD COVERED BY CONTRACT:
August 1, 2001 through July 31, 2016**

**BUSINESS SIZE:
LARGE**

**DUNS NUMBER:
05-085-7788**

NATIONAL RESEARCH CORPORATION

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General Services Administration
Management Services Center Acquisition Division

Current through Modification PS-0020, dated February 23, 2015.

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.fss.gsa.gov>. For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at <http://www.fss.gsa.gov>.

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PRICELIST10

CUSTOMER INFORMATION

- 1a. Table of awarded Special Item Numbers (SINs):
Special Item No. 874-1/874-1RC Integrated Consulting Services
Special Item No. 874-5/874-5RC Ancillary Supplies and/or Services
- 1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract.

See Price Sheet
- 1c. If the Contractor is proposing hourly rates, corresponding job titles, experience, functional responsibility, and education for those employees or subcontractors who will perform these services. *Skill category descriptions begin on page 5.*
2. Maximum order: *\$1,000,000*
3. Minimum order: *\$100.00*
4. Geographic coverage (delivery area): *Domestic*
5. Point of production (city, county, and state or foreign country): *Same as Contractor.*
6. Discount from list prices or statement of net price: *Prices shown herein are net.*
7. Quantity discounts: *N/A*
8. Prompt payment terms: *Net 30 days*
- 9a. Notification that Government purchase cards are accepted below the micropurchase threshold: *Yes*
- 9b. Notification that Government purchase cards are accepted above the micropurchase threshold: *Yes*
10. Foreign items (list items by country of origin): *N/A*
11. Time of delivery: *As specified by the ordering agency on each task order*
12. F.O.B. Point: *As specified by the ordering agency on each task order.*
- 13a. Ordering address: *National Research Corporation*
1245 Q. Street
Lincoln, NE 68508

- 13b. Ordering Procedure: *For supplies and services, the ordering procedures, and information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.*
14. Payment address: *Same as company address.*
15. Warranty provision: *Contractor's standard commercial warranty.*
16. Export packing charges: *Not Applicable*
17. Terms and conditions of Government purchase card acceptance (any thresholds above the micropurchase level): *Contact contractor.*
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 indicating date of parts price lists and any discounts from list prices: *Not Applicable*
- 20a. Terms and conditions for any other services: *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, (e.g., recycled content, energy efficiency, and/or reduced pollutants): *Not Applicable*
- 24b. Section 508 compliance information: *Not applicable*
The EIT standards can be found at www.Section508.gov.
25. Data Universal Number System (DUNS) number: *050857788*
26. National Research Corporation is registered in the System for Award Management (SAM.gov) database: *Cage Code ITFT6*

NATIONAL RESEARCH CORPORATION

SKILL CATEGORY DESCRIPTIONS

- **Operations Manager**

Duties and Responsibilities: Manage all departments of operations, including but not limited to the Mailroom, Scanning, Inserting, Quality Assurance, and Coding. Insure that workflow, priorities, and objectives are being met. Develop and maintain quality relationships with vendors and Post Office. Additional duties include:

- Directly supervise up to 10 people
- Manage personnel issues (i.e., conflict management, enforcement of handbook, performance reviews, etc.)
- Prioritize print jobs and send them to the printer
- Inform associates of priorities and guarantee that they are being accomplished
- Generate of financial postage reports
- Maintain confidentiality of survey recipients
- Develop and maintain budget of the Operations department

Minimum Education/General Experience: BA/BS in related field, 10 years management experience. Knowledge of MS operating systems and MS Office

- **Account Director**

Duties and Responsibilities: Excellent organizational and communication skills required to effectively manage multiple satisfaction research projects for health care clients. Coordinate tasks across several areas of NRC Operations including production, quality assurance, programmer/analyst, graphics and print shop. Extensive telephone contact with clients and occasional client visits and on-site presentations. Specific job related duties include:

- client updates/correspondence/reviews/needs assessment/education
- report development, design and distribution
- research design and development
- response rate report review
- write sample plans
- review sampling procedures
- data analysis/application/interpretation/presentation
- develop intervention protocols

Minimum Education/General Experience: Bachelors Degree with Research Methodology coursework.

Five years project and personnel management experience. Excellent verbal and written communication required. Skilled in use of MSWord, Excel, and SAS or SPSS-PC. Primary market research and health care experience, research design, understanding of statistics and good analytical skills.

- **IS Specialist**

Duties and Responsibilities: Responsible for developing and maintaining internal information systems and assisting Account Teams in the use of client data. Creates client specific Internet reporting applications.

Minimum Education/General Experience: BA/BS in related field, Five years of information technology experience with Visual Basic, client/server application design, development and integration. Other experience of at least three years with object-oriented programming and concepts, SAS, and SQL server programming, and web application development, version control, technical design techniques, and database warehousing.

- **Analyst Programmer**

Duties and Responsibilities: Analyze health care market research data using SAS and SPSS software: clean and weight data, aggregate summary data comparisons, run check tables and SAS or SPSS reports to ensure accuracy. Must have effective verbal and written communication skills to coordinate with Research Consultants, Clients, Programmers, Quality Assurance, Graphics Team and other NRC Associates to assure that “perfect product” is produced. Excellent organizational and planning skills required.

Minimum Education/General Experience: Bachelors degree of social sciences with statistical training/knowledge and course training in research methods and 2 years of relevant experience. Excellent verbal/written communications required. SAS and SPSS programming skills, basic DOS/Windows computer applications, FoxPro (or other relational database), Excel and MS Word. Working experience with statistical applications software. Research methodology training/experience required.

- **Program Manager**

Duties and Responsibilities: Responsible for coordinating the many steps or phases of multiple research projects assigned to an Account Director. Duties include verifying reports, scheduling and follow-through on project timelines, weekly updates, tape frequency review, production meetings, compiling sample plans, and composing cover letters.

Minimum Education/General Experience: BA/BS in related field or equivalent with research methodology coursework and 3 years of relevant experience. Quantitative skills necessary for assisting in report writing and verification of reports. Excellent verbal, written and interpersonal communication skills necessary. Skills in the following computer applications Word, Excel and Access, with knowledge of SAS and SPSS. Minimum of one year NRC work experience.

- **Administrative Assistant**

Duties and Responsibilities: Provide administrative and clerical support for NRC divisions. Purchase supplies. Generate weekly schedule of employees. Responsible for prescreening and initial interviewing of applicants. Responsible for reporting volume, service levels, and rates of individuals, areas and departments. Facilitate training sessions.

Minimum Education/General Experience: High school diploma or equivalent and 2 years relevant experience. Previous hiring and screening experience required. Knowledge of MS operating systems and MS Office

- **Operations Coordinator**

Duties and Responsibilities: Coordinate and schedule the survey data collection steps of multiple research projects. Schedule staff and equipment use according to production needs. Maintain scheduling system.

Minimum Education/General Experience: High school graduate or equivalent, with research methodology course work or knowledge and 5 years relevant experience. Must be proficient in the use of MS Access, Excel and Word applications.

- **Group Lead**

Duties and Responsibilities: Distribute work and insure that priorities and objectives are being met according to National Research Corporation standards. Responsibilities include:

- Supervise up to 20 associates in one function/area
- Delegate projects to associates and follow up to make sure that they are completed prior to deadline
- Work closely with other departments to complete required tasks
- Assist with training associates and performing quality/job checks

Minimum Education/General Experience: High school diploma or equivalent and 5 years relevant experience. Knowledge of MS operating systems and MS Office. Ability to read, write, and comprehend the English language. One year previous supervisory experience.

- **Senior Operator**

Duties and Responsibilities: Distribute work and insure that priorities and objectives are being met according to National Research Corporation standards. Responsibilities include:

- Performing Group Lead duties when needed due to increase in workload or absence of Group Lead
- Insuring that projects in area are being completed prior to deadline
- Working closely with other departments to complete required tasks

Minimum Education/General Experience: High school diploma or equivalent and 5 years relevant experience. Knowledge of MS operating systems and MS Office

- **Data Collector**

Duties and Responsibilities: Responsible for conducting telephone interviews with designated respondents. This data collection can be general opinion surveys; both consumer and business to business, recruiting, and other types of telephone interviewing. Specific responsibilities include:

- Conducting telephone interviews accurately and efficiently.
- Demonstrating a professional telephone manner, listening skills, and attention to detail.
- Adhering to work schedules and departmental rules.
- Ensuring timekeeping and time reporting are maintained accurately.

Minimum Education/General Experience: High school diploma or equivalent, 4 years relevant experience, strong decision, and oral and written communication skills. One year experience using personal computer.

- **Quality Assurance Specialist**

Duties and Responsibilities: Assure accuracy of data on all surveys. This includes

- Checking the spelling and alignment of the data
- Editing data on SPSS and AP sheets
- Editing layout and print on reports
- Assuring print quality

Minimum Education/General Experience: High school diploma or equivalent and 4 years relevant experience. Ability to read, write, and comprehend the English language.

- **Coding Specialist**

Duties and Responsibilities: Code and input the comments from surveys into the computer. Troubleshoot challenges that occur while entering in the information

Minimum Education/General Experience: High school diploma or equivalent and 4 years relevant experience. Three months data entry experience and use of MS operating system and MS Office.

- **Mail Specialist**

Duties and Responsibilities: Process and sort mail into correct categories. Assembles surveys for distribution. Responsibilities include:

- Separate mail into the correct categories
- Read comments and determine urgency
- Fold and insert surveys into envelopes according to the priority list.
- Operate mechanical equipment
- Stock Insert area with necessary items
- Operating, inserting, folding, and metering machines
- Assemble large questionnaires by hand

Minimum Education/General Experience: High school diploma or equivalent, or enrolled in such a program and 1 year relevant experience. Ability to read, write and comprehend the English language.

SERVICE CONTRACT ACT MATRIX

Contract Labor Category	SCA Equivalent Code – Title	WD Number
Administrative Assistant	01020 – Administrative Assistant	05-2323
Operations Coordinator	01270 – Production Control Clerk	05-2323
Group Lead	01113 – General Clerk III	05-2323
Senior Operator	01090 – Duplication Machine Operator	05-2323
Data Collector	01052 – Data Entry Operate II	05-2323
Quality Assurance Specialist	01270 – Production Control Clerk	05-2323
Coding Specialist	01613 – Word Processor III	05-2323
Mail Specialist	01070 – Document Preparation Clerk	05-2323
<p>“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 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.”</p>		

NATIONAL RESEARCH CORPORATION
FSS AUTHORIZED MOBIS SCHEDULE PRICELIST

LABOR CATEGORY	Year 11	Year 12	Year 13	Year 15	Year 15
	8/1/12 – 7/31/13	8/1/13 – 7/31/14	8/1/14 – 7/31/15	8/1/15 – 7/31/16	8/1/16 – 7/31/17
Operations Manager	\$178.97	\$184.70	\$190.61	\$196.71	\$203.00
Account Director	\$149.34	\$154.12	\$159.05	\$164.14	\$169.39
IS Specialist	\$121.85	\$125.75	\$129.77	\$133.92	\$138.21
Analyst Programmer	\$83.93	\$86.62	\$89.39	\$92.25	\$95.20
Program Manager	\$70.93	\$73.20	\$75.54	\$77.96	\$80.45
Administrative Assistant	\$39.09	\$40.34	\$41.63	\$42.97	\$44.34
Operations Coordinator	\$56.85	\$58.67	\$60.55	\$62.49	\$64.49
Group Lead	\$45.48	\$46.94	\$48.44	\$49.99	\$51.59
Senior Operator	\$37.94	\$39.15	\$40.40	\$41.70	\$43.03
Data Collector	\$32.23	\$33.26	\$34.33	\$35.42	\$36.56
Quality Assurance Specialist	\$32.23	\$33.26	\$34.33	\$35.42	\$36.56
Coding Specialist	\$33.16	\$34.22	\$35.31	\$36.44	\$37.61
Mail Specialist	\$34.12	\$35.21	\$36.34	\$37.50	\$38.70

SIN 874 5/874 5RC

Part Description	Quantity	Price
Health Care Market Guide	1-2	\$16,224.64
Health Care Market Guide	3-5	\$15,142.99
Health Care Market Guide	6-10	\$12,979.66
Health Care Market Guide*	11-20	\$10,816.34
* Maximum 20 Guides per order		

Support Product	Price	Unit
Program for Patient Centered Care (price per year)	\$14,357.68	Per Year
Survey	\$2.55	Per Survey
Pre-Note Letter or Postcard	\$0.70	Per Pre-Note Letter
Postcard	\$0.43	Per Postcard
Processing Returned Survey	\$3.41	Per Returned Survey
Long Distance Telephone	\$0.07	Per Minute