



## Contract Holder

General Services Administration Federal Supply Service  
**Authorized Federal Supply Schedule  
Management Organizational & Business Improvement Schedule  
(MOBIS) PRICELIST**

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**Contract Number:** GS-10F-0486P  
**Contract Period:** August 12, 2014 through August 11, 2019  
**Business Size:** Woman-Owned Small Business (WOSB)  
**FSC Group:** 874

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## The Northridge Group, Inc.

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***We optimize people, process and technology***



## Company Overview

Founded in 1999 by Therese Fauerbach, The Northridge Group started with a team of top telecom industry executives. As the needs of our clients evolved, we have expanded beyond our telecom experience, developing deep expertise across public and private industries including healthcare, technology, financial services, transportation, and state, local and federal government.

As we've grown our business, we have remained steadfast in our commitment to hiring industry and subject matter experts with direct experience in the challenges you face. We have a broad network of resources to manage the large-scale challenges you face, keeping our team nimble enough to address our client's evolving needs.

At The Northridge Group, our ability to draw from many years of industry experience allows us to make quick assessments and define clear directions for problem solving, characteristics that have established Northridge as a respected leader in the management consulting arena.

Through deep sector knowledge, hard data and honest discussions, we provide real-world, actionable solutions that grow revenue, reduce costs and drive profitability. For us, every project is unique—we never settle for a standard approach. Instead, we assemble right-sized, customized teams for every project and create solutions tailored specifically to each client and project.

## Government Experience

Government organizations are under pressure to dramatically reduce costs while continuing to deliver critical services to constituents. With tight oversight and competing interests, encouraging innovation and corralling stakeholder support is a difficult, but necessary, task.

The Northridge Group leverages extensive private-sector experience to support local, state and federal agencies. We focus on cutting costs and improving performance so you can focus on what you do best—serving the public interest.

At Northridge, we understand that the success of government organizations is measured by results. Our extensive experience working with government organizations gives us a deep understanding of the unique operating procedures and workplace guidelines.

In addition to our MOBIS certification, we are also certified as a Women Owned Small Business (WOSB) in the System for Award Management (SAM).

To learn more about The Northridge Group, visit: <http://www.northridgegroup.com/>



## Services and Products

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

The Northridge Group Inc.'s ("Northridge") consultation services combine strategic, market, and industry expertise necessary to advise and implement improvements from business plan inception to delivery of services and capturing of desired results. Northridge staff members work together with Government managers and executives, to develop strategic goals, to implement improvements, and gain results in efficiency and enhanced performance. A few examples of the management consulting services available include:

**Contact Center Consulting** - With high customer expectations and the risk of negative social media mentions at all-time high, contact center operations are taking center stage in the quest for exceptional customer service—creating a need for contact center management that is flexible, informed and exceedingly efficient.

Northridge specializes in the implementation of transformational change within our clients' customer service operations. We provide Contact Center Management consulting to Government Agencies that recognize effective contact center management as a hallmark of exceptional customer service. Our consulting model is highly collaborative and designed to maximize the value of customer contact centers, leveraging customer touch points for end-to-end, cross-functional process improvements.

At Northridge, our customer-centered process begins by evaluating channel preferences and service expectations from your customers' point-of-view. Leveraging granular customer insights and decades of executive-level experience, our Contact Center Management consultants work with your organization to identify important opportunities for process consistency, channel alignment, and operational improvements.

Northridge Contact Center Management services include:

- Operational Assessments
- Customer Experience Analytics/Voice of the Customer (VOC) Program Analysis
- Interactive Voice Response (IVR) Redesign and Optimization
- Technology Assessments – Infrastructure and Applications
- Quality Contact Monitoring (QCM) services
- Regulatory Compliance Call Monitoring
- Agent Performance Call Monitoring

In today's highly competitive marketplace, customer satisfaction is the ultimate measure of your agency's success. At Northridge, our Contact Center Management consulting services deliver improved operational performance and optimized customer experience, converting call center interactions into satisfied customers.

Our talented consultants have the skill and experience to uncover advanced customer insights across channels and organizational functions. Northridge follows a well-developed approach to ensure support and measurement of these initiatives through the use of scorecards and defined metrics. Northridge offers customer care practices in call center design and management, technology assessments, and Quality Contact Monitoring services.

**The Customer Experience** - Northridge employs knowledge-based practices in customer experience and call center management. The company's business reputation has been built on improving processes and efficiencies in call centers. We understand that every customer interaction with your agency forms an impression. Combined, the aggregate of these impressions defines your customers' overall experience with your organization. Traditionally, each individual touch point has been measured separately, rather than measuring the combined aggregate of impressions that comprise the customer journey. Northridge assists our clients by enabling the end-to-end measurement and management of consumers' primary journeys.

Channel diversity and high consumer expectations have made the management of customer experiences more challenging than ever. At Northridge, we have a proven track record in providing End-to-End Customer Experience solutions that are customized to the data insight requirements of large and mid-sized organizations, in which the customer experience is recognized as central to customer service delivery in contact centers.

Northridge's End-to-End Customer Experience and Contact Center solutions include:

- Customer Experience Analytics/Voice of the Customer (VoC) Program Analysis
- Contact Center Operational Assessments
- Quality Contact Monitoring (QCM) services
- Interactive Voice Response (IVR) Redesign and Optimization
- Work Force Management (WFM) Optimization
- Technology Assessments -- Infrastructure and Applications
- Regulatory Compliance Monitoring
- Agent Performance Call Monitoring

<http://www.northridgegroup.com/End-to-End-Customer-Experience>



**Northridge Quality Contact Monitoring (QCM) Services** - In a marketplace characterized by emerging technologies and a diverse range of touch points, it's easy to lose sight of the fact that success begins and ends with the customer. More than ever, customers care about the level of service they receive from contact centers and quickly become frustrated with substandard contact center experiences.

For many organizations, internal quality contact monitoring efforts often fail to generate lasting improvements, largely because in-house staff members lack the time and resources to evaluate customer needs and agent performance. Our team of experts offers the objectivity and expertise to glean honest, practical insights for your call center management.

Northridge is a U.S. based, premier provider of Quality Contact Monitoring (QCM) services for large and mid-size organizations that envision its contact center as an integral part of its service delivery. Featuring experienced quality contact monitoring professionals and cutting edge processes, our QCM services offer the scale, linguistics, technology and infrastructure to successfully convert data-based insights into desired business outcomes.

Northridge provides a customized approach designed to address the full range of issues that affect contact centers. Featuring on-shore operations and resources, we offer a comprehensive set of offerings tailored to your specific requirements, using technology to enhance our delivery model.

- **Performance Solutions** – customized solutions tailored to your environment and business needs, linking data and analytics to practical strategies to improve performance at the agent, program, and organizational levels. Northridge has the capability to monitor a variety of customer interactions, such as:
  - Agent calls, live or pre-recorded
  - Customer/agent email or chat communications
  - Customer-entered transactions into customer-oriented systems
  - Agent quality monitoring simulations with language translation capabilities
- **Compliance Monitoring Solutions** – solutions designed to support compliance directives. With Northridge, you gain access to a Quality Contact Monitoring (QCM) services partner that has the experience and resources to deliver best-in-class Compliance Monitoring solutions for your contact centers. We can expertly align your agency practices with the demands of today's regulatory environment.

<http://www.northridgegroup.com/Quality-Contact-Monitoring>



**Telecom and Technology Management** - In many organizations, key stakeholders are expected to respond quickly with tasks related to the management of complex, critical telecom and technology resources—activities that are vital for containing costs, expanding services and delivering exceptional customer experiences. Innovations, such as Mobility Applications, Cloud Services and IP Communications present both opportunity and risk, creating serious obstacles for IT professionals tasked with balancing growth requirements and spending constraints.

Northridge offloads the burden of telecom and technology management with world-class services designed to optimize vendor relationships and the use of technology across your agency. Supported by decades of technology and telecom management experience, our collaborative approach equips your organization with a more efficient and holistic response to the entire telecom and technology management lifecycle.

**Taking Technology and Telecom Management to the Next Level:** Northridge Telecom Management addresses a full range of telecommunications challenges including telecom expense management and cost modeling, volume management (voice and data), contractual and regulatory management, invoicing, vendor management and emerging technologies. In all cases, our first priority is to help your agency identify the right technology solutions for your precise organizational needs.

With hands-on, interactive services delivered by seasoned industry veterans, our Telecom and Technology Management consulting team provides:

- **Lifecycle Management** – a telecom and technology lifecycle management approach that utilizes a usage-based chargeback mechanism to drive accountability and improve decision-makers' visibility into services and resources
- **Technology Roadmaps** – a collaborative, outcome-based process that carefully aligns technology infrastructure with your organization's goals and business strategy
- **Benchmarking, Contract Negotiations and Sourcing** – the benchmarking and negotiation of contractual terms, and the alignment of current and future requirements with vendor offerings and marketplace trends
- **Inventory Management** – an initial inventory of services-by-location, followed by the ongoing reconciliation of invoices and change orders against baseline inventory
- **Audit and Cost Optimization** – expert audits to identify volume and pricing errors, and cost optimization to improve the efficiency of bundled services on a go-forward basis

Staffed by professionals with extensive management experience, Northridge Telecom and Technology Management consultants understand that the achievement of your goals is the only real gauge of effective telecom and technology strategy. We are uniquely equipped to bring your organization's most important infrastructure and services projects in on time and on budget.



**Business Process Management Consulting** – Transparent processes drive robust success. For many organizations, growth targets and key results hinge on the transformation of critical processes, from inefficient and unproductive routines to highly optimized processes that are adopted and embraced throughout an agency, or across multiple agencies. But effecting process change can be difficult, especially when it involves the buy-in of diverse stakeholders who are heavily invested in familiar routines and resources.

Northridge specializes in bringing best-in-class Business Process Management services to organizations in which the status quo is no longer effective. Our Business Process Management consulting team works hand-in-hand with individuals at every level of your organization.

At Northridge, we apply proven, real-world experience and an interactive, collaborative approach to your organization’s most sophisticated Business Process Management challenges. Working with individuals across your agency, we provide the organizational and program support required to drive process change through current state optimization, future state visioning, and the development of critical prototypes and tools.

Committed to innovation, our Business Process Management consulting team aligns an impressive range of process-based tools, assessments, benchmarking strategies and other techniques. Starting with a comprehensive documentation of current processes, we assess upstream implications, then identify and prioritize inefficiencies and barriers to success. Through scorecard development, we gain visibility to the right metrics that enable transformational internal change by providing a clear window into operations. Northridge consultants nimbly identify and resolve process issues to avoid project delays or cost overruns.

Additionally, the Northridge team looks for redundancies and opportunities for streamlined operations, recommending process improvements based on best practices and subject-matter area benchmarks. Leveraging these insights, we work to develop a detailed implementation roadmap to ensure the timely achievement of key objectives.

Northridge Business Process Management services include the analysis of specific in-scope processes for:

- Complexity and interdependencies
- Functional roles and organizational accountability
- Current process resources, systems and tooling
- Metrics that measure process effectiveness and outcome
- Process governance



As an end-to-end Business Process Management consulting firm, we gauge our success on your satisfaction. From beginning to end, Northridge offers the sophistication, expertise and practical approach your organization needs to achieve measurable process improvements and substantive impact. For more information on our Management Consulting Services, visit:

<http://www.northridgegroup.com/Professional-Services>

### **SIN 874-7: INTEGRATED BUSINESS PROGRAM SUPPORT SERVICES**

Northridge has a highly developed skill set in program and project management. Northridge distinguishes program management as large scale initiatives that cross several platforms with breakthrough objectives; whereas project management is a more discrete subset of a program, where milestones are on the program's critical path. Clients know when a program is expertly managed the Northridge way: objectives are developed, stakeholders are engaged, the resources are allocated, and timelines and activities determine the future courses of action. Deliberate consideration is given to the interrelationships among all the many program elements to optimize cost, schedule and performance. The focus of all Northridge professionals is the project goal, anticipating both the steps and the expected obstacles and hurdles along the way. Northridge staff members adhere to the practices that have won Northridge client acclaim, respect and ultimate customer goal achievement.

**Timing is Everything** - A project is only as good as the schedule it keeps. Northridge program and project managers have expertise in all aspects of project management – from initiating and planning to executing, controlling, and closing. These management professionals utilize proven tools, methodologies, and practical know-how in these areas of program management ensuring the following: integration, scope, timeline, cost, quality, staff/people, communications and risk; as Northridge likes to say “many moving parts, all moving together.”

**When Failure Simply Isn't an Option** - In Government organizations, the development and implementation of a new program is a high stakes venture. Although program initiatives enable access to important opportunities, the risks can be intimidating. Time, budget spend, organizational focus—it all adds up and creates a scenario in which careful and thoughtful organizational leadership is critical to program success.

At Northridge, we know that complex projects require sophisticated and experienced program management. Whether you're building a new Program Management Office (PMO) from the ground up or optimizing an existing PMO, our Program Management consulting philosophy is grounded in our belief that critical programs require oversight that achieves the right balance between strategic and tactical planning. We work tirelessly to mitigate your risk, create cross-functional alignment, clearly communicate expectations, and ensure that your organization achieves key outcomes and program benchmarks.



**Sophisticated Program Management for Better Outcomes** - Northridge Program Management consulting offers end-to-end program management designed to address the risks and complexities of key programs and projects. From project planning and resource allocation to financial management and results tracking, the Northridge team delivers best-in-class services that target the management of strategic issues and program risk.

At Northridge, we subscribe to the idea that “if you can’t measure it, you can’t manage it.” To address the complexity of multiple advanced programs, we work with your organization to create a Program Management Office comprised of four essential elements:

- **Project Portfolio Management** – the identification and prioritization of projects that generate the greatest benefit and highest impact for organizational and departmental goals
- **Scorecard Development** –visibility to the right metrics through the development of management scorecards that enable transformational change by providing a clear window into operations
- **Cross-Functional Alignment** – the optimization of resources in a manner that strengthens governance and cohesion across teams
- **Strategic Alignment and Communication** – the alignment of projects with business goals and improved communication across the organization

Complex projects require sophisticated program management—not simple task oversight. At Northridge, we provide Program Management consulting that delivers real results, supported by the development of management scorecards that enable significant transformation by quantifying the outcomes of your organization’s most important programs and projects.

For more information on Program Management, visit:

<http://www.northridgegroup.com/Program-Management>

## Customer Successes

**+** Passionate about improving the Customer Experience

*“Northridge has been very hands on and highly engaged in PBGC’s Customer Care Third Party monitoring project. The level of attention to the nuances of call monitoring is greatly appreciated and their monitoring processes are very insightful and align with the Call Center’s mission to improve participant customer service.... **You guys Rock!!**”*

**Synthia Harden**  
Contracting Officers Technical Representative  
Pension Benefit Guaranty Corporation, U.S. Federal Government Agency

*“Every deliverable was exceptionally high quality... Presentations were extraordinarily clear and appropriate for the target audience... The Northridge Group is the most customer-oriented vendor I have ever encountered.”*

**Shawn Freeman**  
Contracting Officer's Technical Representative  
The Department of the Treasury

**+** CPAR Rating: EXCEPTIONAL across all categories

**+** Straightforward, honest communication

*“... when I sit down to talk with the Northridge team – it’s one of those things on my calendar that I look forward to because I know it’s going to be productive, it’s going to be pleasant, I’m going to laugh a little. There won’t be a lot of buzzwords getting thrown around .... by the time it’s over, I’m going to feel like **they’ve made my life easier.**”*

**Terry Larkin**  
Former Deputy Director  
State of Illinois, Department of Employment Security

For examples of results we have achieved for our clients, visit: <http://www.northridgegroup.com/Case-Studies>

# Price and Labor Categories

## Labor Rates

MOBIS professional labor rates and labor category descriptions for the following SINs are shown below. For each project, Northridge will assign consultants in the appropriate labor categories with the required skill sets. Our consultants have expertise across many fields including:

- Business Strategy
- Project Management
- Program Management
- Contact Center Management
- Call Center Assessments
- Agent coaching, productivity and efficiency
- Telecommunications and Technology Strategy and Management
- Technology Assessments
- Quality Monitoring Assessors
- Quality Call Monitoring Program Development
- Enhancing the Customer Experience and the Customer Journey

SIN 874-1 Integrated Consulting Services

SIN 874-7 Integrated Business Program Support Services

Category	Price
Partner	\$350.00
Program Manager II	\$300.00
Program Manager I	\$205.71
Project Manager	\$171.43
Senior Consultant I	\$300.00
Consultant IV	\$243.38
Consultant III	\$200.00
Consultant II	\$159.30
Consultant I	\$130.00
Analyst II	\$130.00
Analyst I	\$100.00
Junior Analyst	\$80.00
Project Coordinator	\$77.14



## **Labor Category Descriptions**

### **PARTNER**

Experience managing large-scale projects. Substantial experience in managing the organizational issues associated with client requirements. Manages contractual relationship with agencies and departments through organizational and business improvement services. Authority to dedicate corporate resources to a client project. Defines project approach, methods and staffing. Conducts quality assurance over key project deliverables. Resolves issues with staff, tools, and methods. Participates in project staff and client meetings to resolve issues through senior personnel with own subject matter expertise gained through industry leadership and other projects. Capable of negotiating and making binding decisions for the company.

*Position Qualifications:* Bachelor's degree – advanced degree preferred but not required – with a minimum of 20 years experience in management, business consulting and/or organizational development environment with demonstrated ability in the management of large-scale projects. Member of the Northridge leadership team.

### **PROGRAM MANAGER II**

Provides leadership and authority to the development of large program initiatives. Uses subject matter expertise to direct client solutions and ensure state of the art practices from extensive industry knowledge and experience in management, business consulting and/or organizational development environment with demonstrated ability in the management of large-scale projects. Facilitates understanding across wide range of disciplines and program stakeholders. Gains agreement at top executive levels for direction and/or re-direction of costly resources.

*Position Qualifications:* Bachelor's degree – advanced business degree required or relevant industry experience – with a minimum of 15 years experience in management, business consulting and/or organizational development environment with demonstrated ability in the management of large-scale projects. Past experience includes an executive position with a Fortune 500 firm.

### **PROGRAM MANAGER I**

Manages the contractual relationship with clients and oversees several projects at the programmatic level. Meets and confers with client regarding the status of specific program and management activities and problems, issues or conflicts regarding resolution. Conducts quality assurance over key project deliverables. Resolves issues with staff, tools and methods. Conducts and or participates in project staff meetings and client meetings to resolve issues through application of company resources or experiences gained on other projects.



*Position Qualifications:* Bachelor's degree – advanced degree preferred but not required – with a minimum of 15 years experience in management, business consulting and/or organizational development environment with record of achievement in the management of large consulting, facilitation management and business process improvement projects.

### **PROJECT MANAGER**

Manages the day-to-day operations of the project. Prepares project estimates and work plans using company experience on prior projects and the proprietary company methods and tools for planning and estimating projects. Prepares and presents project status reports to company and client management. Resolves project staffing and planning issues. Manages the company staff assigned to the project. Conducts preliminary quality assurance over project deliverables and project activities.

*Position Qualifications:* Bachelor's degree – advanced degree preferred but not required – with a minimum of 12 years experience in management, business consulting and/or organization transformational environment.

### **SENIOR CONSULTANT I**

Acts as executive program manager in a highly specific industry discipline. Conducts program performance quality analyses and/or assessments and develops mission-critical corrective measures and standards. Validates program performance with scientific objectivity through reputation as industry thought leader. Experienced in cradle to grave enterprise-wide initiatives. Plays a key role in driving forward technology initiatives.

*Position Qualifications:* Bachelor's degree – advanced degree preferred but not required – with a minimum of 15 years experience in management, business and/or consulting program management. Past experience would include functional-specific executive position in a Fortune 500 firm, e.g., IT, Technology, Network, Marketing.

### **CONSULTANT IV**

Extensive specialized knowledge of business issues related to implementing systems or specialized experience in business best practices and/or the management of complex business change. Applies knowledge of industry best practices, business process transformation, or change management methods. Provides subject matter knowledge to project team members and client contacts. Prepares, individually or with others, functional deliverables. Transfers functional knowledge to client team members and/or other appropriate client contacts. Works with the program manager to allocate staffing and resolve business issues.

*Position Qualifications:* Bachelor's degree – advanced business or technology-related degree or certification credentials preferred but not required – with a minimum of 15 years experience in management, business and/or consulting environment.



**CONSULTANT III**

Experience in analysis of business or functional issues. Experience analyzing proposed system or process modifications and identifying and designing alternate functional or business solutions. Provides business process perspectives. Conducts or participates in requirements analysis sessions. Advises on business and management improvement issues. Prepares, individually or with others, functional deliverables. Transfers functional knowledge to client team members and/or other appropriate client contacts.

*Position Qualifications:* Bachelor’s degree – advanced degree preferred but not required – with a minimum of 12 years experience in large-scale management, business and/or consulting environment.

**CONSULTANT II**

Responsible for business and technical execution of small to medium-size complex projects. Interacts with customer on technical issues. Experience in analysis of business or functional issues and or training/certification in analysis of functional issues. Experience analyzing proposed system modifications and identifying and designing alternate functional/business solutions. Provides business process perspectives. Conducts/Participates in requirements analysis sessions. Advises on business and management improvement issues. Performs/contributes to functional deliverables. Transfers functional knowledge to agency/department team members.

*Position Qualifications:* Bachelor’s degree – advanced academic or technical qualifications preferred but not required – with a minimum of 10 years experience in management, business and/or consulting systems environment.

**CONSULTANT I**

Experience in current business or functional issues and performs successfully in a team environment. Supports business and management process teams across a variety of issues. Performs surveys, conducts research, and prepares deliverables related to business and functional support tasks. Prepares, individually or with others, functional deliverables. Transfers functional knowledge to client team members and/or other appropriate client contacts.

*Position Qualifications:* Bachelor’s degree required with a minimum of 8 years experience in cross-functionality of management, business and/or consulting environment.

**ANALYST II**

Possesses expert-level knowledge of most phases of business improvement and organizational systems life cycle. Considers the business implications of innovative tools and technologies to the current and future business environment. Under general direction formulates and defines systems scope and objectives through research and fact-finding combined with an understanding of business transformation processes and systems and industry requirements. With this knowledge devises or



modifies procedures to solve problems considering systems, processes, limitations, operation time, quality assurance and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system or business process requirements.

*Position Qualifications:* Bachelor's degree – advanced degree preferred but not required – with a minimum of 8 years of relevant experience.

### **ANALYST I**

Under general supervision, assists in formulating and defining business processes to include systems analysis and objectives through research and fact-finding combined with a basic understanding of business transformation processes and industry requirements. Includes analysis of business and user needs; organizational resources; products and services; operational and management processes. May also produce and document requirements and or findings.

*Position Qualifications:* Bachelor's degree – advanced degree required - and 5 years of relevant experience.

### **JUNIOR ANALYST**

Under general supervision, assists in formulating and defining business processes to include systems analysis and objectives through research and fact-finding combined with a basic understanding of business transformation processes and industry requirements. Responsible for publications management and editorial services, including concept design and development of documentation as appropriate for each project. Gathers, analyses, composes data/information required for preparation of surveys, training materials and communication deliverables. Translates information into clear, readable documents to be used by client personnel at multiple levels. Prepares, disseminates and provides for the orderly safeguard of documentation.

*Position Qualifications:* Bachelor's degree and 2 or more years of writing and documentation experience in a business systems and/or management-consulting environment.

### **PROJECT COORDINATOR**

Under general supervision, assists senior personnel in producing and documenting project requirements and or findings, including, but not limited to, technical drawings, flow diagrams, organizational diagrams, graphical/documentation planning and support, project administration, program management support, meeting scheduling, records management and data input for program deliverables.

*Position Qualifications:* 2 or more years of relevant experience. College degree preferred, but not required.

## Customer Information

**1a. Special Item Numbers:** See pages 6-7 for descriptions.

SIN 874-1 Integrated Consulting Services

SIN 874-7 Integrated Business Program Support Services

**1b. Lowest priced model and lowest unit prices:** Prices shown in pricelist are net.

**1c. Labor Category Descriptions:** See page 9.

**2. Maximum Order:** \$ 1 million. Orders exceeding the maximum order threshold may be placed in accordance with clause I-FSS-125, "Requirements Exceeding the Maximum Order (SEP 1999)."

**3. Minimum Order:** \$100.00

**4. Geographic Coverage:** Domestic only.

**5. Points of Production:** Rosemont, IL

**6. Statement on Net Price:** Prices shown in pricelist are net (discounts already deducted).

**7. Quantity Discounts:** None offered.

**8. Prompt Payment Terms:** Net 30, 0% discounts

**9a. Acceptance of Government purchase cards below micro-purchase threshold:** The Northridge Group, Inc. is willing to accept Government Purchase Cards below the micro-purchase threshold.

**9b. Acceptance of Government purchase cards above micro-purchase threshold:** The Northridge Group, Inc. is not willing to accept Government Purchase Cards above the micro-purchase threshold.

**10. Foreign Items:** None

**11a. Time of Delivery:** To be negotiated per each delivery order between contracting agency and contractor.

**11b. Expedited Delivery:** To be negotiated per each delivery order between contracting agency and contractor.

**11c. Overnight and Two-day Delivery:** N/A

**11d. Urgent Requirements:** Contact The Northridge Group, Inc. for urgent requirements.

**12. F.O.B Points:** Destination



**13. Ordering Address:**

The Northridge Group, Inc.  
9700 W. Higgins Road, Suite 600  
Rosemont, IL 60018-4776  
Attn: Therese K. Fauerbach  
Phone: (847) 692-6720  
Fax: (847) 518-2263  
therese.fauerbach@northridgegroup.com

**14. Payment Address:**

The Northridge Group, Inc.  
9700 W. Higgins Road, Suite 600  
Rosemont, IL 60018-4776  
Attn: Therese K. Fauerbach  
Phone: (847) 692-6720  
Fax: (847) 518-2263  
therese.fauerbach@northridgegroup.com

**15. Warranty Provision:** N/A

**16. Export Packing Charges:** N/A

**17. Terms and conditions of Government commercial credit card acceptance:** N/A

**18. Terms and conditions of Government rental, maintenance, and repair:** N/A

**19. Terms and conditions of installation:** N/A

**20. Terms and conditions of repair parts indicating date of parts price lists and any discount from list prices:** N/A

**21. List of service and distribution points:** N/A

**22. List of participating dealers:** N/A

**23. Preventive Maintenance:** N/A

**24a. Environmental Attributes:** N/A

**24b. Section 508 Compliance:** No.

**25. Data Universal Number (DUNS):** 12-6478838

**26. Notification regarding registration in the System for Award Management (SAM) database:** The Northridge Group, Inc. has completed registered and is the entity is active in the SAM database.

**27. Uncompensated Overtime:** The Northridge Group, Inc. labor rates proposed is based on a 40-hour week. Overtime hours are NOT authorized unless approved in advance by a supervisor.