



GENERAL SERVICES ADMINISTRATION

Federal Supply Service

Authorized Federal Supply Schedule Price List

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu-driven database system. The INTERNET address for GSA Advantage! is: GSAAdvantage.gov.

Schedule Title: Financial and Business Solutions

FSC Group: 520

Contract Number: GS-23F-0175S

For more information on ordering from Federal Supply Schedules click on the FSS Schedules at fss.gsa.gov.

Contract Period: May 8, 2006 through May 7, 2011

Hewitt

HEWITT ASSOCIATES LLC

100 HALF DAY ROAD

LINCOLNSHIRE, IL 60069

847.295.5000

www.hewitt.com/federalconsulting.

Contract Administration Source: Ed Flynn

Ed.flynn@hewitt.com

Business size: Large

Prices Shown Herein are Net (discount deducted)

Date: May 16th, 2006

CUSTOMER INFORMATION PAGE

1a. **Awarded Special Item Number:**

520-15 Outsourcing Recurring Commercial Activities for Management Services (See page 7 for a description of the services offered.)

1b. **Awarded Prices**

Labor Category	GSA Rate				
	5/8/06 to 5/7/07	5/8/07 to 5/7/08	5/8/08 to 5/7/09	5/8/09 to 5/7/10	5/8/10 to 5/7/11
On Going Project Manager	\$192.50	\$200.01	\$207.81	\$215.91	\$224.33
System PM/SA Advanced	\$251.35	\$261.15	\$271.34	\$281.92	\$292.91
Lead System Analyst	\$215.61	\$224.02	\$232.76	\$241.83	\$251.26
System Analyst	\$143.63	\$149.23	\$155.05	\$161.10	\$167.38
Business Analyst	\$132.68	\$137.83	\$143.21	\$148.79	\$154.60

Fixed Fee Service	GSA Rate				
	5/8/06 to 5/7/07	5/8/07 to 5/7/08	5/8/08 to 5/7/09	5/8/09 to 5/7/10	5/8/10 to 5/7/11
Enterprise Health & Welfare Ongoing Administration	\$9.97 /PPT/Mo	\$10.36 /PPT/Mo	\$10.76 /PPT/Mo	\$11.18 /PPT/Mo	\$11.62 /PPT/Mo
Enterprise Health & Welfare Implementation (One Time Fee)	\$251,889.17	\$261,712.85	\$271,919.65	\$282,524.51	\$293,542.97

1c. **Description of Labor Categories**

Labor Category	Experience	Education	Summary Job Description
System Project Manager/System SA Advanced	4 years	BA/BS or equivalent experience	<p>Key Responsibilities / Activities include:</p> <ul style="list-style-type: none"> • Aligned with a core service; • Leads system requirements meetings; • Manages system development and configuration; • Translates requirements into system specifications; • Primary lead for system integration development and testing; • Develops system solutions to administrative needs; • Acts as a liaison between system developers and testing team; and • Manages system setup and programmer analyst

Labor Category	Experience	Education	Summary Job Description
Ongoing Project Manager	4 years	BA/BS or equivalent experience	<p>Key Responsibilities / Activities include:</p> <ul style="list-style-type: none"> • Aligned with a core service; • Day to day ongoing operations; • Primary contact for client; • Manages scope & quality of services; • Manages Business Analyst activities and quality; • Manages scope of services; • Works with client to leverage Hewitt resources to meet client needs; • Defines and captures requirements; • Develops change controls for out of scope work; • Process scheduling; • Process flow; • Adherence to best practices and SOPs; and • Status and resolution of services issues
Lead Systems Analyst	5 Years	BA/BS or equivalent experience	<p>Key Responsibilities / Activities include:</p> <ul style="list-style-type: none"> • Lead systems requirements definition process • Oversee system setup during implementation • Manages system team during implementation • Liaison to Subject Matter Experts as needed • Identify the impact of other group activities on systems/technology • Participate in client leadership team responsibilities • Report project status and lead status meetings • Ensure appropriate change management procedures and ensure involvement of Quality Assurance • Manage the system team and resources • Develop team members
Systems Analyst	3 years	BA/BS or equivalent experience	<p>Key Responsibilities / Activities include:</p> <ul style="list-style-type: none"> • Conduct systems requirements definition process • Oversee system setup during implementation • Liaison to Subject Matter Experts as needed • Identify the impact of other group activities on systems/technology • Report project status • Ensure appropriate change management procedures and ensure involvement of Quality Assurance

Labor Category	Experience	Education	Summary Job Description
Business Analyst	0 years	BA/BS or equivalent experience and Hewitt training	Key Responsibilities / Activities include: <ul style="list-style-type: none"> • Aligned with a core service; • Attends requirements meetings; • Documents requirements; • Develops and executes unit, function, and system test plans; • Documents issues and works with others to resolve issues; • Researches issues / participant accounts; • Production process scheduling; • Manual administrative activities; and • Ensuring quality of individual work

2. **Maximum order:**

\$1,000,000

3. **Minimum order:**

\$300.00

4. **Geographic coverage (delivery area):**

Domestic Delivery Only

5. **Point(s) of production (city, county, and state or foreign country):**

Falls Church, Arlington County, Virginia
Lincolnshire, Lake County, Illinois

6. **Discount from list prices or statement of net price:**

Government net prices (discounts already deducted)

7. **Quantity discounts:**

Not Applicable

8. **Prompt payment terms:**

Not Applicable

9a. **Notification that Government purchase cards are accepted at or below the micro-purchase threshold.**

Yes

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold.

Hewitt Associates LLC will not accept purchase cards over \$2,500.00

9. Foreign items:

Not applicable.

11a. Time of delivery:

Will be negotiated at the task order level

11b. Expedited delivery:

Items available for expedited delivery are noted in this price list.

11c. Overnight and 2-day delivery:

Will be negotiated at the task order level

11d. Urgent requirements:

See contract clause I-FSS-14-B. Agencies can contact the contact for contract administration to obtain faster delivery.

12. F.O.B. point(s):

Destination.

13a. Ordering address(es):

Ed Flynn,
Hewitt Associates LLC
2941 Fairview Park Drive
Falls Church, VA 22042-4514

13b. 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).

14. Payment address:

Hewitt Associates LLC
P.O. Box 95135
Chicago, IL 60694

15. **Warranty provision:**
Not applicable
16. **Export packing charges:**
Not applicable.
17. **Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level).**
Not Applicable
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**
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. **Preventative maintenance**
Not applicable.
- 24a. **Special attributes such as environmental attributes:**
Not Applicable

25. Data Universal Number System (DUNS) number:

06-799-9979

26. Notification regarding registration in Central Contractor Registration (CCR) database:

Registered and Registration valid to 04/14/07

DESCRIPTION OF SERVICES OFFERED

520 15 Outsourcing Recurring Commercial Activities for Financial Management

Services: Services that an agency identifies as recurring commercial activities which may include billing, payroll processing, application processing, claim processing, grant application management, loan application management, inventory management, and other financial management activities.

Hewitt Service: Enterprise Health & Welfare Ongoing Administration

Hewitt's Enterprise delivery model was developed to provide our clients with our industry-leading benefits administrative services, at a lower cost to our clients. Our delivery model provides Hewitt's full end-to-end benefits administration transaction processing for active and inactive populations, including:

- Full Annual Enrollment application processing and ongoing benefits changes support, including web and call center
- Eligibility, Reconciliation and Premium Payment process, (which often produces a reduction of 2 percent health care cost)
- COBRA administration
- Direct Billing process for inactive populations, including direct debit capabilities
- Robust decision support tools to support the future of health care option selection
- Dependent eligibility management
- Financial and government reporting
- Participant Advocacy
- Integrated communications support

We support our products and services with an industry-leading, three-pronged customer care program through:

- The Internet;
- Our intelligent and personalized call-routing system; and
- Live support through our Customer Care Center.

The Enterprise delivery model supports this broad scope of services at a competitive cost by leveraging a shared platform to deliver services to clients. We have utilized our deep knowledge of the most prevalent administrative practices and benefits designs across all our clients to develop a platform that utilizes pre-built components and menus of designs from which clients can choose. This allows us to build, replicate, and deliver our broad array of services to our clients in a more efficient manner, while taking advantage of all the technology, people and processes that we deliver to our largest outsourcing clients.

Our standard delivery model is priced based on some key requirements and assumptions that allow us to contain client's costs and drive more efficient administration:

- Employee population in the 5,000 – 30,000 range
- One inbound HR data feed and one outbound payroll feed

- Adherence to standard Enterprise processes (e.g. standard student certification timing, new hire enrollment windows, paperless dependent/student processes, etc.)
- Working with and leveraging our established carrier partnerships for Medical, Dental, Vision, and Welfare Plans
- Five year contract

Hewitt Service: Enterprise Health & Welfare Implementation (one time fee).

Implementation is the process of setting up and configuring the Hewitt system (processes, software, and hardware) on Hewitt's service platform, which enables the service to be delivered to the client and the client's participants/employees. For any given implementation, there could be some variances based on the client's current platform, interfaces required, or configuration changes. Unless these variances are extreme, however, the stated implementation fee would not change. A detailed requirements process would be used to ensure that the implementation is successful and that there were no extreme issues that required customization or out of scope work to resolve.

Typical implementation tasks include the following:

- Analysis and requirements identification process to gather and verify information required to configure the Enterprise Health and Welfare system
- Configuration of software options, call center configuration, set up of scripts, workflows, and call center tools
- Training/preparation of customer service representatives
- Conversion of indicative employee data and population of data bases (fresh start, no historical coverage conversion)
- Creation of standard Enterprise required interfaces and controls for integration with client platforms for incoming and out going feeds to and from Hewitt
- Set up of feeds to and from the client, external providers/insurers, and Hewitt
- Testing and verification and quality assurance
- Creation of client branding on web site

Full details are of Hewitt's Enterprise Health and Welfare service and the implementation process are provided in Hewitt's Enterprise Delivery Model which will be made available on request.