



General Service Administration  
Federal Supply Service  
Authorized Federal Supply Schedule Price List



## Mission Oriented Business Integrated Services (MOBIS)

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!**<sup>™</sup>, a menu-driven database system. The INTERNET address for **GSA Advantage!**<sup>™</sup> is:  
<http://www.GSAAdvantage.gov>.

**Schedule Title:** Mission Oriented Business Integrated Services (MOBIS)  
**Contract Number:** GS-23F-8107H  
**FSC Group:** 874  
**Contract Period:** October 1, 2012 – September 30, 2017

For more information on ordering from Federal Supply Schedules click on the FSS Schedules at [www.gsa.gov](http://www.gsa.gov)

**Contractor Name:** **Abt SRBI, Inc.**  
**Address:** 275 Seventh Avenue, Suite 2700  
New York, NY 10001  
**Phone Number:** 301-628-5530  
**Fax Number:** 301-608-3888  
**Website:** [www.abtsrbi.com](http://www.abtsrbi.com)  
**Business Size:** Large  
**Contract Administrator:** Kathleen Aguilar

*Price List Current through Modification PS-0042, dated 09/01/2015.*



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## Customer Information

- 1a. Table of Awarded Special Item Numbers (SINs):  
874-1, 874-1RC: Integrated Consulting Services  
874-5, 874-5RC: Ancillary Supplies and/or Services
- 1b. See attached price list
- 1c. See attached for labor category descriptions
2. Maximum Order: \$1,000,000
3. Minimum Order: \$100
4. Geographic Coverage (Delivery Area): Worldwide
5. Points of Production: New York, NY; Silver Spring, MD (DC); West Long Branch, NJ; Fort Myers, FL; Huntington, WV; Cambridge, MA; Durham, NC; Chicago, IL; Hadley, MA; Scottsdale, AZ
6. Discount from List Prices or Statement of Net Price: Net
7. Quantity Discount: 2% discount for task orders of \$1,000,000 or more
8. Prompt Payment Terms: None
- 9a. Government purchase cards **are accepted** below the micro-purchase threshold (currently \$3,000).
- 9b. Government purchase cards **are accepted** above the micro-purchase threshold (currently \$3,000).
10. Foreign Items: None
- 11a. Time of Delivery: Negotiated
- 11b. Expedited Delivery: Items available for expedited delivery are noted in the price list.
- 11c. Overnight and 2-day Delivery: Both overnight and 2-day delivery are available. The schedule customer may contact Abt SRBI, Inc. for rates.
- 11d. Urgent Requirements: Under the provisions of the Urgent Requirements clause of this contract, agencies may contact Abt SRBI, Inc. to effect an expedited delivery.
12. FOB Point: Destination
13. Ordering Address:  
**Abt SRBI, Inc.**  
8405 Colesville Road, Suite 300  
Silver Spring, MD 20910  
Attention: Kathleen Aguilar  
Phone: (301) 628-5530  
Email: [k.aguilar@srbi.com](mailto:k.aguilar@srbi.com)  
Website: [www.abtsrbi.com](http://www.abtsrbi.com)



14. Payment Address:  
**Abt SRBI, Inc.**  
PO Box 84 6134  
Boston, MA 02284-6134
15. Warranty Provision: None
16. Export Packing Charges: Not applicable
17. Terms and Conditions of Government Credit Card Acceptance: 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 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. Preventative maintenance: Not applicable
- 24a. Special attributes such as environmental attributes (e.g. recycled content, energy efficiency, and/or reduced pollutants): Not applicable
- 24b. 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. contractor's website or other location). The EIT standards can be found at [www.Section508.gov](http://www.Section508.gov): Not applicable
25. Data Universal Number System (DUNS) number: 053-76-1177
26. Notification regarding registration in SAM: Currently registered in SAM.



## The Abt SRBI Advantage

Abt SRBI, Inc. (a subsidiary of Abt Associates Inc. since 2007) is a national survey research organization with its headquarters in New York City, and executive offices in Silver Spring, MD (DC); West Long Branch, NJ; Ft. Myers, FL; Huntington, WV; Cambridge, MA; Durham, NC; Chicago, IL; Hadley, MA; Harrison, TN; Louisville, KY; Erlanger, KY; and Scottsdale, AZ. The firm specializes in public policy research, health research, evaluation research, market research and employee/customer satisfaction research. However, it conducts studies for a broad range of public and private clients on an even broader range of topics. Most of our work has been conducted on an ongoing basis with government agencies, universities and major corporations.

Our services include designing, conducting, analyzing and reporting public opinion, public policy and market research surveys. Surveys are conducted by telephone (CATI), mail (paper and OCR), in-person (including CAPI), web/Internet, e-mail, VRS and multi-mode. Our research includes random-digit-dialing (RDD) surveys of consumers at community, state, national or international levels; list based surveys of doctors and other professionals, businesses, employees, customers, and stakeholders; focus groups and qualitative research, as well as quantitative research. Abt SRBI, Inc. specializes in public policy research in the areas of health, environmental epidemiology, psychiatric epidemiology, veteran's issues, transportation and mass transit, energy, crime and victimization, drug and alcohol abuse, education, tax policy and tax forms, program evaluation and policy analysis, performance measurement and GPRA. Abt SRBI, Inc. also specializes in market research in product and market assessment, customer satisfaction, employee satisfaction, organizational communication, advertising tracking, finance, telecommunications, utilities, media, and business to business.

Abt SRBI, Inc. operates five telephone research centers, with approximately 450 telephone interviewing positions and a staff of approximately 900 experienced telephone interviewers. All interviewing positions are equipped for computer-assisted telephone interviewing (CATI) and are continuously monitored for quality control.

## Organization Strength: Quality

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Corporately, Abt SRBI, Inc. has always placed a high premium on data collection quality throughout its organization. The principals of Abt SRBI, Inc. have a national reputation for research and analysis of the highest quality. Top academic journals in the fields of political science, sociology and policy analysis, including the American Journal of Epidemiology, the American Political Science Review, the American Sociological Review, the American Journal of Political Science, Medicine, New England Journal of Medicine, Public Administration Review, and Public Opinion, among others, have published their research. Their papers are part of the proceedings of the American Statistical Association, American Association for Public Opinion Research, American Society for Public Administration, and the American Political Science Association. They have presented survey findings before Congressional committees and state legislative committees, to executive agencies and in public forums, as well as before the top management of corporate clients.



The survey operations and analysis staff of Abt SRBI, Inc. reflects the organizational commitment to quality research. The firm has a professional staff of about 120 and a support staff of approximately 1,000. This staff conducts surveys by telephone and mail from its interviewing centers in New York City, Ft. Myers, FL, West Long Branch, NJ, Huntington, WV and Hadley, MA. The Abt SRBI, Inc. telephone research centers are fully monitored telephone facilities with central line switching. Mail surveys are conducted from these centers, where sampling, mailing, receipt control and telephone follow-up for non-response or data cleaning can be closely integrated. We direct a national staff of field interviewers, located around the country, on in-person surveys. Abt SRBI, Inc. also conducts qualitative assessments, including focused group discussions and the in-depth interviews, on an as needed basis around the country.

The interviewing functions of the Abt SRBI, Inc. organization are supported by a sampling staff, a production staff, a coding staff, and a data processing staff, as well as a design and analysis staff. Most major phases of the research process are conducted in-house at Abt SRBI, Inc. This assures strict accountability, quality control, fast turnaround, and competitive pricing. The quality and experience of the Abt SRBI, Inc. research and operations staff have been tested in many difficult and important surveys for public and private clients. With its trained interviewing staff, professional supervisory staff, and skilled support staff, Abt SRBI, Inc. consistently exceeds industry standards for quality research. Abt SRBI, Inc. conducts more than 400 studies each year for government, industry, universities and other nonprofit clients.

## Organization Strength: Responsiveness

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Often, our clients need market and product information on extremely tight schedules, in order to meet their emerging decision-making situations with valid, up-to-date data. Because Abt SRBI, Inc. is a fully integrated research organization with a large in-place survey and support staff at its offices, including a sampling department, three large telephone research facilities, computer programmers and coders, it can provide rapid turnaround services for its clients without sacrificing quality or efficiency of service.

Abt SRBI, Inc. has attempted to balance the competing concerns about the timeliness of information and quality of research procedures, without compromising the principles of survey research. The answer lies in structuring a process that eliminates time gaps between the procedures necessary to ensure the validity of the sample survey methodology and providing concurrent performance of procedures on separate time lines. In order to provide all necessary survey activities in-house, Abt SRBI, Inc. is structured as a full-service, fully integrated research organization. The organization maintains a large staff of analysts, interviewers and support personnel in order to conduct surveys on a rapid turnaround basis, frequently simultaneously with other major surveys. Moreover, Abt SRBI, Inc. practices strict adherence to schedules and deadlines at each stage of the survey process.



## Organization Strength: Customer Satisfaction

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Abt SRBI, Inc. is a full-service research organization with extensive experience in market research, customer research and employee research. The firm combines high designing and data collection standards with years of experience in all aspects of strategic research for large organizations. The result is strategic research that helps keep Abt SRBI, Inc. clients one step ahead of changes in their market environment.

Much of our work is conducted on an ongoing basis with long-term clients. In fact, we are extremely proud of our clients' satisfaction with our work. In 1997, Dun and Bradstreet Information Services conducted an independent rating of our customer satisfaction with supplier performance. On a scale of one to five, where one means exceeds expectations, three is meets expectations and five is below expectations, Abt SRBI, Inc. received an overall rating of 1.12 compared with an industry average of 1.44 by its customers. (An independent copy of this rating can be obtained from D&B Information for Abt SRBI, Inc. Duns Number 05-376-1177). We regard our high satisfaction rating by our customers as a key element of Abt SRBI, Inc.'s success.

## Current and Past Federal Clients Include:

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U.S. Air Force	U.S. Information Agency
U.S. Department of Agriculture	U.S. Navy
U.S. Department of Commerce	U.S. Postal Service
U.S. Department of Education	Environmental Protection Agency
U.S. Department of Energy	Federal Communications Commission
U.S. Department of Health and Human Services	General Accounting Office
U.S. Department of Homeland Security	National Academy of Sciences
U.S. Department of Housing & Urban Development	National Institutes of Health
U.S. Department of Interior	National Science Foundation
U.S. Department of Justice	Office of Technology Assessment
U.S. Department of Transportation	Smithsonian Institution
U.S. Department of Treasury	Social Security Administration
U.S. Department of Veterans' Affairs	Tennessee Valley Authority

## SIN 874-1, 874-1RC: Integrated Consulting Services

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The Abt SRBI, Inc. organization conducts surveys within a broad range of research designs. Some surveys are designed to estimate public attitudes, opinions, circumstances or behavior at a single point in time. These studies require a single cross-sectional design. Other studies require the tracking of opinion, behavior or circumstances over time. These studies involve a longitudinal research design, using either independent cross-sections, or a repeated panel design. Other studies require the location and interview of study subjects and controls as part of a retrospective research design. The



Abt SRBI, Inc. staff has experience in designing and executing studies within a variety of experimental and quasi -experimental designs.

Conducting all major phases of the research process in-house at Abt SRBI, Inc. assures strict accountability, quality control, fast turnaround, and competitive pricing. Specifically, our capabilities include:

- Five centralized telephone research centers with 450 fully monitored and supervised computer-assisted telephone interviewing (CATI) positions with a staff of hundreds of telephone interviewers;
- Specially trained and experienced interviewers, including executive interviewers experienced in interviewing executive population, sensitive-subject interviewers, medically trained interviewers (nurses) and native-speaker bilingual interviewers (including Spanish, Russian, Chinese and others);
- A demonstrated ability to locate and interview various sample populations, including first-time location since last contact many years before, and tracking populations from baseline to follow-up over a span of years or decades;
- A demonstrated ability to achieve extremely high response rates;
- Complete in-house sampling, field, coding, data processing and production departments, which allows us to continuously monitor quality control procedures at every stage of the project;
- An experienced full-time operations and interviewing team for both telephone and in- person interviewing, with a highly trained corps of experienced interviewers;
- An in-house mail survey operation that includes form development and optical scanning software;
- Internet survey software located on an established and secure web site;
- A senior staff of professional researchers with a strong background in survey methodology and analysis, as well as specialized expertise in substantive research areas;
- A Washington area office to facilitate consultation and coordination with government clients that is linked to our New York research facilities by telecopier, telex and computer telecommunications;
- A staff with a long established reputation, among both research organizations and federal agencies, for both methodological competence and personal integrity;
- Experience in drawing and fielding records based samples, including samples drawn from personnel files, tax records, military records, other government records, business lists, customer records and hospital files;
- Experience conducting surveys with children and adults on sensitive topics, including studies on crime, victimization, exposure, natural disasters, disease and terrorist activities;
- Experience in surveys of customer satisfaction;
- Experience in the design of employee surveys, including surveys of job satisfaction, workplace communications and organizational climate;

- Experience, capabilities and staffing for high volume in-bound calls for respondent assistance in self-administered mail and Internet surveys, including multiple lines to support our toll-free numbers, which are staffed from 7:30 A.M. to 12:00 A.M., Eastern Time;
- Experience in presenting survey findings to senior management in federal agencies and large corporations;
- Three decades of experience conducting highly successful studies for federal agencies; and
- One of the highest ratings on customer satisfaction among survey research organizations by the Dun & Bradstreet Marketing Service.

The Abt SRBI, Inc. organization has both the organizational capability and experience to develop, conduct and analyze surveys, according to the highest methodological standards, among almost any population, on almost any topic. Abt SRBI, Inc. has repeatedly demonstrated its ability to conduct:

- National cross-sectional surveys of the American adult population, with sample sizes normally ranging from 1,000 to 40,000;
- National surveys of particular subpopulations, identified by systematic population screening, in one case requiring 200,000 screening interviews;
- State and regional cross-sectional surveys, such as a statewide survey of 15,000 households;
- Community and multi-community studies, including one study of 45 communities and 20,000 interviews;
- National surveys of business and industry, usually stratified by industrial code and size;
- National and statewide surveys of various occupational and professional groups;
- Market and regional surveys of consumers and customers; and
- Other surveys of hard-to-reach and low incidence populations.

## Survey Research Experience

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Abt SRBI, Inc. is experienced and can provide excellent service and quality conducting surveys in all areas, including:

- Customer Satisfaction and Service Quality Measurement
- Public Sector Customer Satisfaction and Quality Improvement Surveys
- Employee Research
  - Employee Surveys for the Federal Government
  - Private Sector Employee Surveys
  - Strategic Business Unit Communications Tracking
  - Communications During Work Force Reductions
  - Employee Transition Surveys
  - Qualitative Research in Message Communications and Value Building
- Marketing Process Implementation Surveys
- Special Events Surveys
- Mystery Shopper Surveys
- Surveys of Veterans (General Populations, Users of Specific Services, Environmental

- Epidemiology, Program Evaluations)
- Surveys in Health Care
    - Surveys of the Public
    - Surveys of Patients identified with specific conditions
    - Surveys of Physicians, Nurses, Pharmacists, Therapists and other Health Care Providers
    - Surveys of Administrators of Health Care Institutions
    - Surveys of Non-Professional Caregivers
  - Research in Mental Health and Psychiatric Epidemiology
  - Motivational and Psychological Research
  - Surveys on Science and Technology developments
  - Surveys after Traumatic Events, including crime and natural disasters
  - Studies of Crime, Violence and Victimization
  - Sensitive Topics Research
  - Studies on Drug and Alcohol Use and Abuse
  - Surveys on Transportation Issues and Behaviors
  - Surveys on Financial Subjects or Financial Products
  - Surveys for the Telecommunications Industry
  - Surveys for the Utility Industry
  - Audience Measurement and Tracking
  - Cross-national surveys in North America, Latin America, South America, Western and Eastern Europe

## Telephone Survey Research

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On telephone surveys conducted by Abt SRBI, Inc., interviewing is conducted from our telephone research centers located in New York City, Long Branch, NJ, Ft. Myers, FL, Huntington, WV and Hadley, MA. The Abt SRBI, Inc. telephone research facilities have 450 fully monitored and fully supervised interviewing positions. We have a staff of several hundred experienced telephone interviewers who are drawn upon to staff these positions on 14 shifts each week.

Our telephone interviewing staff consists of more than 900 telephone interviewers, who are employed on a part-time basis by our firm. The interviewing staff is drawn primarily from professionals with communications skills. The core interviewing staff has a regular and permanent interviewing schedule. The remainder of the interviewing staff is drawn upon for studies depending on their special qualifications and availability. We have specially trained executive interviewers for executive samples. We also have a staff of interviewers trained to conduct sensitive interviews and interviews with children.

**Interviews in Spanish and Other Languages.** We frequently conduct telephone interviews in Spanish and other languages, including Russian and Chinese. For example, Spanish-speaking respondents are handled on the telephone surveys by using Abt SRBI, Inc.'s trained cadre of Spanish-



speaking interviewers. Whenever an interviewer encounters a Spanish-speaking respondent, the interview will be switched to a Spanish-speaking interviewer.

## Response Rates

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One of Abt SRBI, Inc.'s strengths is our corporate commitment to obtaining high response rates on all its surveys, particularly on surveys with important policy implications. The result is that Abt SRBI, Inc. obtains some of the highest response rates in the industry. Abt SRBI, Inc. has established a reputation for extremely good response rates on extremely difficult studies, even studies of difficult to reach populations, such as low income or limited-literacy populations.

## Rapid Turn-Around Studies

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Abt SRBI, Inc. conducts rapid turnaround telephone surveys on a regular basis for the major news organizations. These studies require that the survey instrument be developed and finalized within a day or less. The sample is drawn while the instrument is being developed. The interviewing may be limited to a single night. The top line survey results, including cross - tabulations, may be needed the day after interviewing. This type of turnaround is reasonably common in television audience research and election polling conducted by Abt SRBI, Inc.

The requirement of OMB approval prior to governmental data collection, as well as the standard 60 day approval period, means that rapid turnaround research most government studies is unlikely. However, if a mechanism for quick turnaround OMB approval, or exemption from OMB approval is available, then we would adopt the same methods of quick turnaround research that we conduct for ABC or NBC - when data is needed in days, rather than months.

## Mail Surveys

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Mail surveys often have lower response rates compared to other survey methods, such as telephone and in-person surveys. The design of a survey to be conducted by mail should incorporate research methods which will serve to maximize response rate without compromising the quality of the research, the timing of the study or the cost to the sponsor. The cost considerations associated with the number of people to be included in the study dictate that a self-administered survey is the only realistic way to accomplish the task at hand.

The primary shortcoming of mail surveys is the low response rate. Typically this is compensated for by multiple contacts - reminder cards and additional mailing of the questionnaires. Abt SRBI, Inc.'s experience can assure quality data collection using a mail survey.

Abt SRBI, Inc. has in-house staff that can prepare machine-scannable questionnaires, as well as its own scanning system.

## Internet Surveys

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**SRB Interactive** devoted entirely to email and Internet or "Web" surveys. **SRB Interactive** brings integrated and comprehensive e-Research technology, analytic, and reporting services to Abt SRBI,

Specific advantages of e-Research include:

- Efficient and effective follow up, continuous, and longitudinal research is easily supported and maintained;
- Common research costs (mailings, telephone solicitation, data entry, data tabulation, and reporting) are often reduced;
- Internet Surveys are broadcast simultaneously to thousands of potential respondents; and
- Internet Survey results can be delivered in less than half the time of traditional surveys.

Internet surveys provide convenient access that makes it easier for many respondents to participate.

**SRB Interactive** offers the following features:

- Executes complex logic, similar to traditional CATI programs;
- Handle multiple languages;
- Controls "real time" reporting (top line summaries and graphs);
- Data can be delivered in a variety of usable formats for analysis, including SPSS, SAS and Excel;
- Maximum reliability-continuous uptime is virtually assured;
- Exceptional scalability and performance; and
- State of the art data security.

Internet surveys can be highly personalized for greater relevance to each respondent's situation. They combine the features of both a mail survey (in terms of its physical and visual layout) with the accuracy and safeguards of a CATI program thereby potentially decreasing sampling error associated with both mail and telephone modes.

This system also allows for tight control over the sampling, the acquisition, and the recruitment of respondents, while addressing both data security and confidentiality concerns. Respondents access the survey through Abt SRBI, Inc.'s web site where they are protected by Abt SRBI, Inc.'s strict data security system. Using an ID tracking system, respondents can access the survey and, if they choose, abandon and return at a later time to the place in the survey that they left. Abt SRBI, Inc. can contact users by telephone or e-mail to encourage them to access the survey, or to re-access and finish it.

## Sample Location and Tracking

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For longitudinal studies or studies with a follow-up component, it is essential to the success of the study to be able to locate subjects from the initial baseline sample and re-interview them at subsequent points in time. The design requires that every attempt be made to locate and interview

each member of the baseline sample in the current follow-up interview phase. Sample attrition could have serious consequences for the study design and the credibility of the study results, since a number of likely sources of panel loss will be correlated with the key outcome measures (e.g., death, incarceration, institutionalization, vagrancy, etc.). Hence, every effort must be made in the research design and procedures to ensure a maximum retention of the initial sample.

The research staff at Abt SRBI, Inc. has an unusually high degree of experience in designing and conducting longitudinal survey efforts. The experience of the Abt SRBI, Inc. staff is that virtually any population can be tracked over time, if that objective is designed into the study from the beginning.

Abt SRBI, Inc. staff use last-known address, social security numbers, or military id numbers as keys to current location of address and telephone number. Abt SRBI, Inc. has licenses to use several credit bureau address databases, reverse telephone directories, Internet directories, directory assistance and referrals in order to find current addresses and telephone numbers. Our experience demonstrates that it is possible to locate over 90% of any given population if correct SSN and name is provided.

## Qualitative Research and Focus Groups

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The staff of Abt SRBI, Inc. is highly experienced in the design, execution and analysis of qualitative research, including focused group discussions. Abt SRBI, Inc. conducts focus groups, both in the development of quantitative research projects, and as stand -alone qualitative research projects.

Abt SRBI, Inc. has conducted focus groups with community, technical and leadership samples throughout the United States. Abt SRBI, Inc. uses qualitative research in the following ways:

- Methodological investigations to find ways to improve response rates in large scale studies;
- Internal evaluation of corporate policies and procedures;
- Communication effectiveness and user perception studies including evaluation of print materials (newspaper, magazines, etc.) for both external readers and internal readership of house organs, as well as advertising formats for countless clients;
- Cognitive assessment of survey instruments and instructional materials prior to formal pretest;
- Evaluation of staff organizations (health benefits consultants) functions in serving the needs of large corporations;
- Evaluation of voluntary compliance strategies, such as community intervention campaigns, on organizational policies and programs in selected communities;
- Other behavioral modification and motivational methods evaluation studies.

Internet panels may be used for large scale qualitative research, when in-depth interviews and focus groups are not sufficient.

## Labor Category Descriptions

<b>SUMMARY DESCRIPTION FOR LABOR CATEGORY (SCA Equivalent Title)</b>	<b>REQUIRED EDUCATION AND EXPERIENCE</b>
<p><b>PRINCIPAL</b> Officers responsible for the profitability and growth of the company. Accountable to the Board of Directors for all activities of the company. All senior staff report to this position. This position includes the President, Chief Operating Officer and Chief Marketing Officer. May direct critical and complex surveys and business development activities.</p>	<p><b>Minimum Education:</b> Ph.D. <b>Minimum Experience:</b> 16 years of survey research experience</p>
<p><b>SENIOR VICE PRESIDENT</b> Senior individual who is responsible for profitability and growth of a practice group within the company. Directs Analyst/Project Managers in conducting surveys and focuses on business development.</p>	<p><b>Minimum Education:</b> Ph.D. <b>Minimum Experience:</b> 11 years of survey research experience</p>
<p><b>VICE PRESIDENT</b> Senior individual who directs Analyst/Project Managers in conducting surveys. Develops new business and directs complex studies.</p>	<p><b>Minimum Education:</b> Ph.D. <b>Minimum Experience:</b> 6 years of survey research experience</p>
<p><b>SENIOR ANALYST/PROJECT DIRECTOR LEVEL 3</b> Senior survey research individual whose primary responsibility is project management/analysis. Some business development responsibilities. Acts as primary lead contact on critical studies. Will manage multiple surveys simultaneously.</p>	<p><b>Minimum Education:</b> Ph.D. <b>Minimum Experience:</b> 3 years of survey research experience</p>
<p><b>SENIOR ANALYST/PROJECT DIRECTOR LEVEL 2</b> Senior survey research individual whose primary responsibility is project management/analysis. Acts as primary lead contact on critical studies. Will manage multiple surveys simultaneously.</p>	<p><b>Minimum Education:</b> Ph.D. <b>Minimum Experience:</b> 1 year of survey research experience</p>
<p><b>SENIOR ANALYST/PROJECT DIRECTOR LEVEL 1</b> Senior survey research individual whose primary responsibility is project management/analysis. Acts as primary lead contact on assigned studies. May manage multiple surveys simultaneously.</p>	<p><b>Minimum Education:</b> Ph.D. <b>Minimum Experience:</b> 0 years of survey research experience</p>
<p><b>ANALYST/PROJECT MANAGER LEVEL 3</b> Survey research position whose primary responsibility is project management/analysis. Will work closely with the operations staff in the coordination of multiple survey activities. Assists with survey design, questionnaire writing, and report writing.</p>	<p><b>Minimum Education:</b> Master's Degree <b>Minimum Experience:</b> 1 year of survey research experience</p>
<p><b>ANALYST/PROJECT MANAGER LEVEL 2</b> Survey research position whose primary responsibility is project management/analysis. Will work closely with the operations staff in the coordination of survey activities. Assists with survey design and questionnaire writing.</p>	<p><b>Minimum Education:</b> Bachelor's degree <b>Minimum Experience:</b> 0 years of survey research experience</p>

<b>SUMMARY DESCRIPTION FOR LABOR CATEGORY</b> <i>(SCA Equivalent Title)</i>	<b>REQUIRED EDUCATION AND EXPERIENCE</b>
<b>ANALYST/PROJECT MANAGER LEVEL 1</b> Entry-level survey research position whose primary responsibility is assisting with project management/analysis. Will work closely with the operations staff in the coordination of survey activities. Assists with questionnaire writing.	<b>Minimum Education:</b> Bachelor's degree <b>Minimum Experience:</b> 0 years of survey research experience
<b>SURVEY PROGRAMMING MANAGER</b> Directs the computer programming work done by Survey Programmers. May also handle complex client requirements. Will have working knowledge of statistical and application software used to produce banners/stubs, regressions and other data processing reports.	<b>Minimum Education:</b> Ph.D. <b>Minimum Experience:</b> 1 year in survey programming management
<b>PROGRAM DEVELOPER</b> Responsible for systems design and program development for complex data collection activities in survey research. May provide technical direction for other Survey Programmers.	<b>Minimum Education:</b> Ph.D. <b>Minimum Experience:</b> 0 years software development experience
<b>SURVEY PROGRAMMER LEVEL 3</b> Performs software tasks of a significant scope and complexity which may require the use of higher and lower language routines, utilities, etc. Primary activity is tabulation/spec writing.	<b>Minimum Education:</b> Ph.D. <b>Minimum Experience:</b> 1 year programming experience
<b>SURVEY PROGRAMMER LEVEL 2</b> Performs software tasks of a significant scope and complexity which may require the use of higher and lower language routines, utilities, etc. Responsible for the daily activity of CATI/Web programming and/or tabulation/spec writing.	<b>Minimum Education:</b> Master's degree <b>Minimum Experience:</b> 0 years programming experience
<b>SURVEY PROGRAMMER LEVEL 1</b> Entry-level programming position. Performs programming tasks primarily related to application software of moderate complexity. Responsible for the daily activity of CATI/Web programming and/or tabulation/spec writing.	<b>Minimum Education:</b> Bachelor's degree <b>Minimum Experience:</b> 0 years programming experience
<b>CODING EDITING DATA PREP MANAGER</b> Manages the Coding, Editing, and Data Preparation functions and staff. Communicates directly with project managers. Schedules work within the department.	<b>Minimum Education:</b> Master's degree <b>Minimum Experience:</b> 4 years coding experience
<b>CODING EDITING DATA PREP LEVEL 3</b> Responsible for codifying open-ended responses to questionnaires, editing data questionnaire content for accuracy and consistency, preparing data for data entry, data entry, and key verification. Also may prepare paper questionnaires and other mailing materials for assembly and mailing. Maintains accurate records of questionnaire material mailed to respondents and returns back to Abt SRBI.	<b>Minimum Education:</b> Bachelor's degree <b>Minimum Experience:</b> 1 year coding experience

<b>SUMMARY DESCRIPTION FOR LABOR CATEGORY</b> <i>(SCA Equivalent Title)</i>	<b>REQUIRED EDUCATION AND EXPERIENCE</b>
<b>CODING EDITING DATA PREP LEVEL 2</b> Assists with codifying open-ended responses to questionnaires, editing data questionnaire content for accuracy and consistency, preparing data for data entry, data entry, and key verification. Also prepares paper questionnaires and other mailing materials for assembly and mailing. Maintains accurate records of questionnaire material mailed to respondents and returns back to Abt SRBI.	<b>Minimum Education:</b> Bachelor's degree <b>Minimum Experience:</b> 0 years coding experience
<b>CODING EDITING DATA PREP LEVEL 1**</b> <b>(01070 – Doc Prep Clerk)</b> Assists with preparing paper questionnaires and other mailing materials for assembly and mailing. Maintains accurate records of questionnaire material mailed to respondents and returns back to Abt SRBI.	<b>Minimum Education:</b> High school diploma <b>Minimum Experience:</b> completion of coding training at Abt SRBI
<b>TELEPHONE CENTER MANAGER</b> Responsible for the overall operation of a telephone interviewing facility. All telephone center supervisors report to this position. Communicates directly with survey management team.	<b>Minimum Education:</b> Master's degree <b>Minimum Experience:</b> 0 years in telephone center operations
<b>SENIOR TELEPHONE CENTER SHIFT COORDINATOR</b> Manages the day or evening interviewing shifts of Telephone Interviewers. Responsible for scheduling and assigning staff to surveys. Operates as the lead coordinator during large shifts.	<b>Minimum Education:</b> Bachelor's degree <b>Minimum Experience:</b> 4 years in telephone center operations
<b>TELEPHONE CENTER SHIFT COORDINATOR</b> Manages the day or evening interviewing shifts of Telephone Interviewers. Responsible for scheduling and assigning staff to surveys.	<b>Minimum Education:</b> Bachelor's degree <b>Minimum Experience:</b> 1 year in telephone center operations
<b>TELEPHONE CENTER PRODUCTION ASSISTANT**</b> <b>(01113 – General Clerk III)</b> Assists the Telephone Center Shift Coordinator with the day and evening interviewing shifts of Telephone Interviewers. Responsible for monitoring live interviews for quality control, running reports, and training interviewers.	<b>Minimum Education:</b> Bachelor's degree <b>Minimum Experience:</b> 0 years in telephone center operations
<b>TELEPHONE INTERVIEWER LEVEL 3**</b> <b>(01420 – Survey Worker)</b> Advanced level telephone interviewing – English language.	<b>Minimum Education:</b> High school diploma <b>Minimum Experience:</b> 800 hours of telephone interviewing experience at Abt SRBI Completion of interviewer training course, both general and project specific, at Abt SRBI.
<b>TELEPHONE INTERVIEWER LEVELS 1-2**</b> <b>(01420 – Survey Worker)</b> Entry level telephone interviewing – English language.	<b>Minimum Education:</b> High school diploma <b>Minimum Experience:</b> Completion of interviewer training courses, both general and project specific, at Abt SRBI.

<b>SUMMARY DESCRIPTION FOR LABOR CATEGORY</b> <i>(SCA Equivalent Title)</i>	<b>REQUIRED EDUCATION AND EXPERIENCE</b>
<b>TELEPHONE INTERVIEWER – SPANISH LEVEL 3**</b> <b>(01420 – Survey Worker)</b> Advanced level telephone interviewing – Spanish or Portuguese language.	<b>Minimum Education:</b> High school diploma <b>Minimum Experience:</b> 800 hours of telephone interviewing experience at Abt SRBI with fluency in Spanish and/or Portuguese. Completion of interviewer training course, both general and project specific, at Abt SRBI.
<b>TELEPHONE INTERVIEWER - SPANISH LEVEL 1-2**</b> <b>(01420 – Survey Worker)</b> Entry level telephone interviewing – Spanish or Portuguese language.	<b>Minimum Education:</b> High school diploma <b>Minimum Experience:</b> Fluency in Spanish and/or Portuguese. Completion of interviewer training course, both general and project specific, at Abt SRBI.
<b>TELEPHONE INTERVIEWER NON-ENGLISH/SPANISH**</b> <b>(01420 – Survey Worker)</b> Telephone interviewing in languages other than English, Spanish or Portuguese.	<b>Minimum Education:</b> High school diploma <b>Minimum Experience:</b> Fluency in languages other than English, Spanish, and Portuguese. Completion of interviewer training course, both general and project specific, at Abt SRBI.
<b>IN-PERSON FIELD DIRECTOR</b> Responsible for overall management and direction of in-person field interviewing, including buying outside field services. Recruits in-person interviewing staff for surveys and coordinates training conferences.	<b>Minimum Education:</b> Master’s degree <b>Minimum Experience:</b> 4 years of in-person field interviewing management.
<b>IN-PERSON FIELD MANAGER</b> Supervises in-person field interviewing staff on assigned surveys. Responsible for training and quality control of interviews. May supervise staff in complex surveys and multiple surveys simultaneously.	<b>Minimum Education:</b> Master’s degree <b>Minimum Experience:</b> 0 years of in-person field interviewing supervision.
<b>IN-PERSON FIELD SUPERVISOR**</b> <b>(01420 – Survey Worker)</b> Supervises in-person field interviewing staff on assigned surveys. Responsible for training and quality control of interviews.	<b>Minimum Education:</b> Bachelor’s degree <b>Minimum Experience:</b> 0 years of in-person field interviewing supervision
<b>IN-PERSON FIELD INTERVIEWER**</b> <b>(01420 – Survey Worker)</b> Face-to-face in-depth interviewing primarily requiring travel to respondent homes or other designated location.	<b>Minimum Education:</b> High school diploma <b>Minimum Experience:</b> Completion of interviewer training course, both general and project specific, at Abt SRBI.
<b>IT EXECUTIVE</b> Conceives and directs implementation of the information services/information technology strategy. Supervises IT staff. Responsibilities include authorizing hardware and software purchases and setting internal technological protocols and standards.	<b>Minimum Education:</b> Ph.D. <b>Minimum Experience:</b> 6 years of IT management experience

<b>SUMMARY DESCRIPTION FOR LABOR CATEGORY</b> <i>(SCA Equivalent Title)</i>	<b>REQUIRED EDUCATION AND EXPERIENCE</b>
<b>IT MANAGER</b> Manages implementation of the information technology responsibilities including telecom, computer hardware and software, and networking applications. Implements more complex applications.	<b>Minimum Education:</b> Master's degree <b>Minimum Experience:</b> 0 years of IT management experience;
<b>IT TECHNICIAN</b> Implements routine tasks and applications related to information technology including telecom, computer hardware and software applications, and networking. Administers the help desk function.	<b>Minimum Education:</b> Bachelor's degree <b>Minimum Experience:</b> 0 year of IT experience
<b>ADMIN SERVICES**</b> <b>(01112 - General Clerk II)</b> Responsible for implementing routine office duties including mailroom, copier functions. Routine maintenance of office equipment and purchasing of supplies required for surveys.	<b>Minimum Education:</b> Bachelor's degree <b>Minimum Experience:</b> 0 years of general office support experience

\*\*Service Contract Act eligible labor category

**Allowable Substitutions**

High School Diploma is equivalent to a GED.

Two (2) years of relevant experience is equivalent to an Associate's degree.

Two (2) years of relevant experience and an Associate's degree is equivalent to a Bachelor's degree.

Three (3) years of relevant experience and a Bachelor's degree is equivalent to a Master's degree.

Three (3) years of relevant experience and a Master's degree is equivalent to a PhD.



**GSA SCHEDULE PRICELIST -- GS-23F-8107H  
SIN 874-1, 874-1RC, Integrated Consulting Services**

LABOR CATEGORY TITLE	Year 18	Year 19	Year 20
	<i>08/16/15- 09/30/15</i>	<i>10/01/15- 09/30/16</i>	<i>10/01/16- 09/30/17</i>
Principal	\$ 320.09	\$ 320.09	\$ 329.69
Senior Vice President	\$ 274.88	\$ 274.88	\$ 283.12
Vice President	\$ 192.78	\$ 192.78	\$ 198.56
Senior Analyst/Project Director Level 3	\$ 150.22	\$ 150.22	\$ 154.72
Senior Analyst/Project Director Level 2	\$ 124.13	\$ 124.13	\$ 127.85
Senior Analyst/Project Director Level 1	\$ 100.01	\$ 100.01	\$ 103.01
Analyst/Project Manager Level 3	\$ 68.70	\$ 68.70	\$ 70.76
Analyst/Project Manager Level 2	\$ 55.65	\$ 55.65	\$ 57.32
Analyst/Project Manager Level 1	\$ 46.19	\$ 46.19	\$ 47.58
Survey Programming Manager	\$ 130.31	\$ 130.31	\$ 134.22
Program Developer	\$ 154.80	\$ 154.80	\$ 159.45
Survey Programmer Level 3	\$ 118.95	\$ 118.95	\$ 122.51
Survey Programmer Level 2	\$ 101.20	\$ 101.20	\$ 104.24
Survey Programmer Level 1	\$ 81.17	\$ 81.17	\$ 83.61
Coding Editing Data Prep Manager	\$ 111.59	\$ 111.59	\$ 114.94
Coding Editing Data Prep Level 3	\$ 80.92	\$ 80.92	\$ 83.35
Coding Editing Data Prep Level 2	\$ 53.73	\$ 53.73	\$ 55.34
Coding Editing Data Prep Level 1 **	\$ 41.82	\$ 41.82	\$ 43.07
Telephone Center Manager	\$ 73.99	\$ 73.99	\$ 76.21
Senior Telephone Center Shift Coordinator	\$ 59.35	\$ 59.35	\$ 61.13
Telephone Center Shift Coordinator	\$ 48.85	\$ 48.85	\$ 50.32
Telephone Center Production Assistant **	\$ 50.58	\$ 50.58	\$ 52.10
Telephone Interviewer Level 3 **	\$ 59.23	\$ 59.23	\$ 61.01
Telephone Interviewer Levels 1-2 **	\$ 59.23	\$ 59.23	\$ 61.01
Telephone Interviewer - Spanish Level 3 **	\$ 59.23	\$ 59.23	\$ 61.01
Telephone Interviewer - Spanish Level 1-2 **	\$ 59.23	\$ 59.23	\$ 61.01
Telephone Interviewer Non-English/Spanish **	\$ 59.23	\$ 59.23	\$ 61.01
In-Person Field Director	\$ 121.79	\$ 121.79	\$ 125.44
In-Person Field Manager	\$ 84.74	\$ 84.74	\$ 87.28
In-Person Field Supervisor **	\$ 59.23	\$ 59.23	\$ 61.01
In-Person Field Interviewer **	\$ 59.23	\$ 59.23	\$ 61.01
Admin Services (a) **	\$ 54.21	\$ 54.21	\$ 55.84
IT Executive	\$ 244.91	\$ 244.91	\$ 252.26
IT Manager	\$ 137.64	\$ 137.64	\$ 141.77
IT Technician	\$ 69.08	\$ 69.08	\$ 71.16

\*\* Service Contract Labor Standards covered (SCA) labor categories.

(a) SCA Eligible; however, actual average labor rates of employees in this category are higher than SCA Wage Determination.



**SIN 874-5, 874-5RC, Ancillary Supplies and/or Services\***

COST CATEGORY	Year 18	Year 19	Year 20
	<i>08/16/15-09/30/15</i>	<i>10/01/15-09/30/16</i>	<i>10/01/16-09/30/17</i>
Line charges (per interviewing hour): day	\$ 1.62	\$ 1.62	\$ 1.67
Line charges (per interviewing hour): evening/weekend	\$ 1.62	\$ 1.62	\$ 1.67

\* Prices are inclusive of .75% Industrial Funding Fee (IFF).

**Service Contract Labor Standards (SCA) Matrix**

SCA Eligible Contract Labor Category	SCA Equivalent Code Title	WD Number
Coding Editing Data Prep Level 1	Doc Prep Clerk, 01070	2005-2375, Revision 14
Admin Services	General Clerk II, 01112	
Telephone Center Production Assistant	General Clerk III 01113	
Telephone Interviewer Level 3	Survey Worker 01420	
Telephone Interviewer Level 1-2	Survey Worker 01420	
Telephone Interviewer – Spanish Level 3	Survey Worker 01420	
Telephone Interviewer – Spanish Level 1-2	Survey Worker 01420	
Telephone Interviewer Non-English/Spanish	Survey Worker 01420	
In-Person Field Supervisor	Survey Worker 01420	
In-Person Field Interviewer	Survey Worker 01420	

The Service Contract Labor Standards (SCA) are 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 matrix. 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. The prices awarded are in line with the geographic scope of the contract (i.e. nationwide).