General Services Administration (GSA)

Information Technology (IT)
Schedule 70

*General Purpose Commercial IT Equipment, Software, and Services*

**CONTRACT NO. GS35F409BA**
**JUNE 16, 2014 THROUGH JUNE 15, 2019**

**PRICE LIST**
Special Item No. 132-51 Information Technology Professional Services
Special Item No. 132-100 Ancillary Supplies and/or Services

**INNOVATIVE INFORMATION TECHNOLOGY PRODUCTS, SERVICES, AND SOLUTIONS AT YOUR FINGERTIPS**
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About NORC

Founded in 1941, NORC (National Opinion Research Center) is a public policy and social science research organization affiliated with the University of Chicago. Our mission is to conduct high-quality research in the public interest. Our work frequently helps to inform decision-makers about the issues facing society through data collection, the management and curation of program and administrative data, analysis, and reporting.

NORC’s research expertise grows out of its long history of working with government agencies, academic institutions, foundations, and a wide range of other organizations throughout the world. Its staff includes rigorously trained and widely published leaders from a diverse array of fields.

NORC’s expertise with large federal data sets, and comprehensive knowledge of data collection, management, curation, and analysis, compliments the experience of its information technology professionals. NORC brings to federal agencies that use schedule 70 a team of professionals with substantive knowledge that matches its technical proficiency.

Headquartered in Chicago, NORC has offices in Bethesda, Maryland, Atlanta, Boston, and San Francisco as well as field operations staff members around the country. NORC’s presence on the University of Chicago campus fosters collaborations that include investigator-instigated projects led by Chicago faculty members and federal contract research that benefits from the expertise of both NORC staff members and faculty. NORC’s five primary areas of research are:

- Economics, Markets, and the Workforce
- Education, Training, and Learning
- Health and Well-Being
- Society, Media, and Public Affairs
- Global Development

In addition, NORC and the university share specialized academic centers, jointly termed the Academic Research Centers, in which faculty members conduct research focused on topics in aging, cultural policy, demography, education, politics, sociology, and other areas.
## Description of Services

NORC is authorized to quote services under SIN 131.51, Information Technology Professional Services, and SIN 132-100, Ancillary Supplies and/or Services.

### SIN 132.51, Information Technology Professional Services

NORC has over 10 years of experience in providing IT professional services including resources management, systems and database design and implementation, secure network access, programming, software conversion support, IT project management, data/records management, and other services. NORC’s 100-plus IT professionals include software developers, database and systems analysts, infrastructure engineers, business analysts, system architects, and computer security experts. NORC maintains a robust IT infrastructure, including a private high-speed WAN, secure remote access systems, and data centers equipped with high-performance servers and large capacity storage arrays.

NORC markets its IT professional services via targeted outreach to current and prospective clients, presentations at a variety of conferences, articles published in respected journals and a well-maintained public-facing website highlighting the company’s projects, professionals, and expertise.

### SIN 132.100, Ancillary Supplies and/or Services

Ancillary Supplies and/or Services are activities not within the scope of other SINs on this schedule, but provide a solution to a customer requirement. NORC offers such supplies or services as an integral part of the total solution offered, only. In such cases, ancillary supplies and/or services may be ordered in conjunction with or in support of supplies and/or services purchased under SIN 131.51. The labor categories associated with SIN 132.100 are those for financial analysts and administrative assistants.
Labor Category Rates Proposed Under SINs 132.51 & 132.100

<table>
<thead>
<tr>
<th>132.51 - INFORMATION TECHNOLOGY PROFESSIONAL SERVICES</th>
<th>Year 1 Pricing w/IFF</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Manager - Computing</td>
<td>$175.86</td>
</tr>
<tr>
<td>Software Engineer</td>
<td>$113.92</td>
</tr>
<tr>
<td>Database Analyst</td>
<td>$171.55</td>
</tr>
<tr>
<td>Systems Engineer</td>
<td>$102.60</td>
</tr>
<tr>
<td>Programmer Analyst</td>
<td>$129.81</td>
</tr>
<tr>
<td>Technical Questionnaire Analyst</td>
<td>$132.12</td>
</tr>
<tr>
<td>Business Analyst</td>
<td>$120.02</td>
</tr>
<tr>
<td>Quality Assurance Analyst</td>
<td>$119.39</td>
</tr>
<tr>
<td>Technical Support Specialist</td>
<td>$97.35</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>132.100 - ANCILLARY SUPPLIES AND/OR SERVICES</th>
<th>Year 1 Pricing w/IFF</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial Analyst</td>
<td>$119.76</td>
</tr>
<tr>
<td>Senior Financial Analyst</td>
<td>$145.83</td>
</tr>
<tr>
<td>Administrative Assistant</td>
<td>$68.46</td>
</tr>
<tr>
<td>Senior Administrative Assistant</td>
<td>$89.03</td>
</tr>
</tbody>
</table>

** Rates will be adjusted annually.
Labor Category Descriptions

PROJECT MANAGER - COMPUTING

Position description. The Project Manager - Computing is responsible for planning, implementing, and monitoring the IT systems components for NORC projects. The Project Manager - Computing works with the Project Director and other IT staff to determine the scope, schedule, resources, budget, and risks of all IT activities on a project. This position manages a team of IT staff, including Business Analysts, Software Engineers, Quality Assurance Analysts, and Database/Programmer Analysts to meet project objectives within project constraints. The Project Manager - Computing leads creative approaches to problem solving in all assignments in order to produce quality deliverables that support project goals.

Minimum qualifications: Bachelor’s degree in information technology or a related field required. At least six years of experience in software development projects, with at least two years of experience coordinating tasks for these projects as a team lead or project manager. This position requires knowledge of software development methods, particularly as they relate to management of information technology projects.

SOFTWARE ENGINEER

Position description: This position is responsible for the implementation and support of software applications, development of software according to the technical requirements, design and data specifications, and the coordination of software coding and testing activities. A software engineer may be expected to code, test, and implement software solutions of appropriate complexity; develop quality and efficient code and documentation for applications and systems; develop program specifications; participate in design and architecture sessions; and provide expertise to database programmers for application related database requests. A software engineer may also support requirements development and quality analyst test plans.

Minimum requirements: Bachelor’s degree or equivalent software development experience. Also required are strong analytical skills and strong written and verbal communication, including technical documentation. A minimum of three years of experience in all phases of software development, including requirements, design, implementation, support, and the product release cycles. Experience in database management and object-oriented programming also required.
DATABASE ANALYST

Position summary: The Database Analyst plans, designs, and implements databases to support data collection and analysis activities. This position develops and supports efforts to extract, transform, and load data to and from custom systems and databases, as well as designs and documents efficient database models and database load processes, with the goal of building repeatable processes. The Database Analyst works with project staff to determine the requirements necessary to develop and maintain integrated databases. This position also identifies and resolves production and/or applications development problems related to the use of the database management system.

Minimum qualifications: Bachelor’s degree in information technology or related field required. At least three years of experience with database and data warehouse design and with complex data manipulation.

SYSTEMS ENGINEER

Position description: This position is responsible for assisting with all activities relating to the support and development of technology within NORC’s data centers. In addition, this position is responsible for serving as a liaison between IT infrastructure engineering and the rest of the company on issues of performance, capacity, and integrity of NORC’s IT infrastructure. A systems engineer can be responsible for the development, implementation, and maintenance of computing systems throughout the system lifecycle; providing input in developing controls and procedures; maintaining ongoing review of systems’ performance; implementation of improvement strategies; and providing consultation in system troubleshooting.

Minimum qualifications: Bachelor’s degree in computer science or related field required. A minimum of three years of experience with expertise related to systems analysis, engineering, and administration functions.

PROGRAMMER ANALYST

Position description: The Programmer Analyst is responsible for using SAS, SQL, or other software languages, as appropriate, to write custom programs to extract data from various source files, systems, and databases, and to transform these data for use in NORC reporting systems. In addition, this position is responsible for assisting in the development of requirements, detailing of program specifications, coding and testing of programs, and writing documentation for the data and metadata outputs. A programmer analyst can be responsible for system set-up, software customization, application and data support for
existing systems, and writing data preparation and report programs. A Programmer Analyst may also
device and implement testing procedures for both individual programs and systems, as well as code, test,
and implement programs and setups of applications of any complexity.

**Minimum qualifications:** Bachelor’s degree in information technology or a related field required. A
minimum of three years of progressively responsible experience with complex data manipulation using
SAS, SQL, and other data management tools.

### TECHNICAL QUESTIONNAIRE ANALYST

**Position description:**

The Technical Questionnaire Analyst is responsible for the technical design and implementation of tools
for automated data capture. A Technical Questionnaire Analyst participates in system set-up, software
customization, application, and data support for existing systems. This position participates in design and
architecture sessions and in technical reviews of specifications for automated data collection systems. The
Technical Questionnaire Analyst develops and implements technical specifications using authoring tools
and programming languages and prepares documentation. This position also assists in specification,
development, and support of questionnaire authoring software and utilities.

**Minimum qualifications:** Bachelor’s degree or equivalent software development experience required. A
minimum of one year of experience in several phases of survey questionnaire development and/or
programming of survey data analysis, including requirements, design, implementation, support, and the
release cycle.

### BUSINESS ANALYST

**Position description:** The Business Analyst is responsible to elicit, document, and manage business
system requirements. This position also addresses issues that could impact the project's schedule, budget,
resources, or quality, assisting in problem resolution. A Business Analyst serves as a liaison between non-
technical and technical staff.

**Minimum qualifications:** Bachelor’s degree in informational technology or related field or equivalent
business analysis experience required. A minimum of two years of related exposure to business
information systems and process analysis, with some experience in data analysis and knowledge of
relational database design and data process modeling.
QUALITY ASSURANCE ANALYST

Position description: The Quality Assurance Analyst is responsible for serving as a technical consultant in the design and implementation of software test and release cycles for complex systems development, particularly in web- and client-server-based environments. This position is also responsible for the technical quality assurance process. A Quality Assurance Analyst can be responsible for the review of business requirements, functional specifications, use cases, and design and architecture documents in order to produce a test strategy and test cases. This position may also be responsible for creating test strategies, test plans, test cases, test data, and test results. A Quality Assurance Analyst will monitor and address system defects and assist in the development, evolution, execution, and continuous improvement of our quality assurance capabilities, competencies, efficiencies, and delivery quality.

Minimum qualifications: Bachelor's degree in information technology or related field or equivalent quality assurance experience. A minimum of three years of related experience or extensive quality assurance/testing experience required.

TECHNICAL SUPPORT SPECIALIST

Position description: The Technical Support Specialist provides technical support to staff, answering computer and software questions, resolving issues, maintaining a log through data entry, and prioritizing questions into an issue tracking system.

Minimum qualifications: Associate’s degree or equivalent experience. One year extensive experience with customer relations and/or contact.

SENIOR FINANCIAL ANALYST

Position description: The Senior Financial Analyst is responsible for monitoring costs for complex projects and may supervise Financial Analysts and Accounting Clerks. This position prepares monthly cost reports for task leaders and/or the Project Director and approves purchase requests and expense reports. A Senior Financial Analyst is also responsible for being the project lead for financial analysis and data.

Minimum qualifications: Bachelor’s degree in finance, economics, or accounting. At least five years of related finance experience with advanced spreadsheet proficiency, familiarity with project management, and a background in cost-account management. Experience with government contracts is also required.
FINANCIAL ANALYST

**Position description:** This position is responsible for monitoring costs on quick turnaround projects and/or providing support to a Senior Financial Analyst on large and/or complex projects. The Financial Analyst prepares monthly cost reports for task leaders and/or the Project Director and approves purchase requests and expense reports.

**Minimum qualifications:** Bachelor’s degree in finance, economics, or accounting. At least three years of experience in a position of similar responsibilities in project financial management or related area.

SENIOR ADMINISTRATIVE ASSISTANT

**Position description:** This position is responsible for providing executive assistance and administrative support for senior leadership and to associated project staff.

**Minimum qualifications:** High school diploma or equivalent and at least three years of experience providing administrative support in a team environment. Advanced proficiency with office productivity software required.

ADMINISTRATIVE ASSISTANT

**Position description:** This position is responsible for providing administrative and clerical support for department directors and others and for providing project support to research staff.

**Minimum qualifications:** High school diploma or equivalent and at least one year of experience providing administrative support in a team environment.
Contract Terms

1a. **Table of awarded special item number(s):**
    SIN 132-51, SIN 132-100

1b. **Prices:** See page 3 for rates. This contract includes labor prices only. Non-labor items or other direct costs (ODCs) necessary to complete services will be included in proposals and will be priced at actual costs, plus appropriate burden in accordance with NORC’s current negotiated indirect rate agreement (NICRA) approved by the U.S. Department of Health and Human Services.

2. **Maximum order:** $500,000

3. **Minimum order:** $100

4. **Geographic coverage:**
   - SIN 132-51 V – 48 States, DC
   - SIN 132-100 V – 48 States, DC

5. **Point(s) of production:** Chicago, IL and Bethesda, MD

6. **Discount from list prices or statement of net price:** Negotiated per task order, when applicable

7. **Quantity discounts:** None

8. **Prompt payment terms:** 1% if paid within 15 days

9a. **Government purchase cards are accepted up to the micro-purchase threshold:** Yes

9b. **Notification whether government purchase cards are accepted or not accepted above the micro-purchase threshold:** No

10. **Foreign items:** No

11a. **Time of delivery:** 30 days

11b. **Expedited delivery:** 10 days

11c. **Overnight and two-day delivery:** Not applicable

11d. **Urgent requirements:** Not applicable

12. **F.o.b. points:** Negotiated and Task Order Level

13. **Ordering address:** 55 East Monroe, Suite 2000, Chicago, IL 60603

14. **Payment address:** 55 East Monroe, Suite 2000, Chicago, IL 60603

15. **Warranty provision:** Not applicable

16. **Export packing charges, if applicable:** Not applicable

17. **Terms and conditions of government purchase 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:** Not applicable

20a. **Terms and conditions for any other services:** Not applicable

21. **List of service and distribution points:** Not applicable

22. **List of participating dealers:** Not applicable

23. **Preventive maintenance:** Not applicable

24. **Environmental attributes:** Not applicable

25. **Data Universal Number System (DUNS) number:** 06951 2291

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

27. **Uncompensated overtime:** Not used

28. **NORC will Participate in:**
   - Recovery Purchasing Program in accordance (GSAR 552.238-80)
   - American Recovery and Reinvestment Act (FAR 52.203-15 and 52.204-11)
   - Employment Eligibility Verification (52.222-54)