

GENERAL SERVICES ADMINISTRATION

Federal Acquisition 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 is available through **GSA Advantage!**[™], a menu-driven database system. The INTERNET address for **GSA Advantage!**[™] is: <http://www.GSAAdvantage.gov>.

Schedule 738 X – Human Resources Services and Equal Employment Opportunity Services

Contract Number: GS-02F-0023N

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

Period Covered by Contract:
November 27, 2002 THROUGH November 26, 2012



Aon Consulting, Inc.

Federal Government Practice
1120 20th Street, NW, South Lobby Suite 600
Washington, D.C. 20036

www.aon.com; www.aon.com/gov; www.aon.com/gsapricing

TIN 222232264

Contract Administration POC : Lamar Bond

General Services Administration

Supplement # **PCO MOD #3**, dated **MAY 27, 2008**.

Business Size: Large Business

CUSTOMER INFORMATION

- 1a. Table of Awarded Special Item Number(s).

Special Item Number 595-21 HR General Support Service

*For description of contractor services, visit www.aon.com/gov;
www.aon.com/gsapricing*

- 1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. **See Item 6 below.**
- 1c. If the Contractor is proposing hourly rates a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item. **Hourly Rates are applicable. Labor Category descriptions will be provided.**
2. Maximum Order: **\$1,000,000.00**
3. Minimum Order: **\$100.00**
4. Geographic Coverage (delivery Area): **Domestic Delivery**
5. Point(s) of production (city, county, and state or foreign country):
1120 20th Street, NW, Suite 600, Washington DC
320 South Service Road, Melville NY
55 East 52nd Street, New York NY
1100 East Main Cross Street, Suite 15, Findlay OH
10461 Mill Run Circle, Owing Mills MD
1100 Reynolds Blvd., Winston-Salem NC
1701 Golf Road, Tower 2, Suite 200, Rolling Meadows IL
200 East Randolph, Chicago IL
45 Hayden Avenue, Suite 2700, Lexington MA
101 North Main Street, Suite 400, Ann Arbor MI
8000 Maryland Avenue, Suite 820, St. Louis MO
1100 Reynolds Blvd., Winston-Salem NC
7315 Wisconsin Ave, Suite 700, Bethesda MD
111 Market Place, Candler Bldg., Baltimore MD
1330 Post Oak Blvd, Suite 900, Houston TX

6. Discount from list prices or statement of net price: **Government Net Prices (discounts already deducted). All prices include the required 0.75% GSA FSS Industrial Funding Fee which is paid by Aon Consulting to GSA quarterly based on sales activity.**
7. Quantity discounts: **None Offered; subject to negotiation.**
8. Prompt payment terms: **Net 30 days. No prompt payment discounts offered.**
- 9a. Notification that 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: **Yes**
10. Foreign items (list items by country of origin): **None**
- 11a. Time of Delivery (Contractor insert number of days): **Depending on requirements, Contractor will adhere to delivery schedule as specified by the Agency's Task Order.**
- 11b. Expedited Delivery. The Contractor will insert the sentence "Items available for expedited delivery are noted in this price list." under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: **Contact contractor**
- 11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: **Contact contractor**
- 11d. Urgent Requirements. The Contractor will note in its price list the "Urgent Requirements" clause of its contract and advise agencies that they can also contact the Contractor's representative to effect a faster delivery: **Contact contractor**
12. F.O.B Points(s): **Destination**

13a. Ordering Address(es):

Aon Consulting , Inc.
Federal Government Practice
1120 20th Street NW, Suite 600
Washington DC 20036
Fax: 202-429-8599
Tel: 202-429-8578
E-mail: cecelia_evans@aon.com

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(es): **The Point of Production addresses listed under Item 5 as designated in contractor invoices, or**

Aon Consulting Federal Government Practice
Attn: Acct Rec.
1120 20th St NW, South Lobby Suite 600
Washington, DC 20036

For EFT payment, contact contractor.

15. Warranty provision: **Contractor's Standard Commercial Warranty**

16. Export Packing Charges (if applicable): **N/A**

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): **Contact contractor**

18. Terms and conditions of rental, maintenance, and repair (if applicable):
N/A

19. Terms and conditions of installation (if applicable): **N/A**

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): **N/A**

20a. Terms and conditions for any other services (if applicable): **As stipulated with each SIN**

21. List of service and distribution points (if applicable): **See Item 5**

- 22. List of participating dealers (if applicable): **N/A**
- 23. Preventive maintenance (if applicable): **N/A**
- 24a. Special attributes such as environmental attributes, (e.g., recycled content, energy efficiency, and/or reduced pollutants): **N/A**
- 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. contactor's website or other location.) The EIT standards can be found at: www.Section508.gov/
Contact contractor
- 25. Data Universal Numbering System (DUNS) number: **12-999-4104**
- 26. Notification regarding registration in Central Contractor Registration (CCR) database: **Contractor is registered in the CCR database – CAGE Code: 34UW4**

Primary POC:

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AON FAS AUTHORIZED SCHEDULE PRICELIST

SIN 595-21 HR General Support Services

SIN	Labor Category	GSA CATALOG RATE WITH IFF
595-21	Communication Executive Vice President I	\$588.84
595-21	Communication Senior Vice President I	\$462.66
595-21	Communication Vice President I	\$397.03
595-21	Communication Vice President II	\$324.43
595-21	Communication Senior Consultant I	\$254.91
595-21	Communication Consultant I	\$231.74
595-21	Communication Consultant II	\$231.74
595-21	Communication Associate Consultant I	\$162.22
595-21	Communication Office Staff I	\$143.68
595-21	Communication Administration I	\$92.70
595-21	TSC Executive Vice President I	\$588.84
595-21	TSC Senior Vice President I	\$462.66
595-21	TSC Vice President I	\$397.03
595-21	TSC Vice President II	\$347.61
595-21	TSC Senior Consultant I	\$301.26
595-21	TSC Senior Consultant III	\$278.09
595-21	TSC Senior Consultant III	\$278.09
595-21	TSC Senior Consultant IV	\$254.91
595-21	TSC Consultant I	\$231.74
595-21	TSC Consultant II	\$231.74
595-21	TSC Consultant III	\$162.22
595-21	TSC Associate Consultant I	\$162.22
595-21	TSC IT Programmer	\$139.04
595-21	TSC Associate Consultant III	\$92.70
595-21	TSC Office Staff I	\$92.70
595-21	TSC Administration I	\$92.70
595-21	EPO/RPO Senior Vice President I	\$397.03
595-21	EPO/RPO Vice President I	\$324.43
595-21	EPO/RPO Vice President II	\$171.49
595-21	EPO/RPO Senior Consultant I	\$143.68
595-21	EPO/RPO Consultant I	\$106.60
595-21	EPO/RPO Associate Consultant I	\$78.79
595-21	EPO/RPO Office Staff I	\$78.79
595-21	EPO/RPO Administration I	\$64.89

LABOR CATEGORY DESCRIPTIONS

Aon Consulting has skilled staff with extensive experience in the disciplines required to support the HR 738x. The following are the labor category descriptions and qualifications of Aon's professional staff. Experience/professional certification may be considered as a substitute for degree; an advanced degree/professional certification may be considered as a substitute for experience.

LABOR CATEGORY	FUNCTION PERFORMED	QUALIFICATIONS & EDUCATION REQUIRED
Communication Executive Vice President I	Manages the development of large program initiatives, provides client solutions and insures state of the art practices. Thought Leader. Typically also runs a large practice	Masters degree; 15+ years of consulting in the Human Capital space and management experience; recognized nationally by industries and markets as an expert in Human Capital consulting and topics
Communication Senior Vice President I	Leads large client engagements; develops communication strategies and leads the team implementing those strategies	Bachelors degree or better with demonstrated prominence in field (expert speaking engagements, published articles, etc.); 12+ years of consulting and project leadership experience; SVPs typically also serve as either deep technical experts or people managers (e.g., local practice lead, regional practice lead, etc.); strong technical knowledge in Human Resource related areas (benefits, compensation, retirement, talent strategy, etc.)
Communication Vice President I	Leads project teams; oversees day to day project operations; contributes to the development of deliverables; is responsible for quality assurance within project teams	Bachelors degree or better; 10+ years of experience in consulting

LABOR CATEGORY	FUNCTION PERFORMED	QUALIFICATIONS & EDUCATION REQUIRED
Communication Vice President II	Strong project management and technical skills; leads aspects of large engagements	Bachelors degree; 8+ years of experience in consulting
Communication Senior Consultant I	Strong project management and technical skills; beginning to manage aspects of large engagements; key contributor to development of communication deliverables	Bachelor's degree; 6+ years of experience in consulting an/or related communication field
Communication Consultant I	Development of content for communication deliverables; project management and trafficking	Bachelor's degree; 4+ years of experience in consulting and/or related communication field
Communication Consultant II	Development of graphic design program components and branding strategies	Bachelor's degree with art emphasis; 5+ years of experience in consulting
Communication Associate Consultant I	Written communication development	Bachelor's degree; 1-4 years of experience in consulting or related field
Communication Office Staff I	Assists with branding concept development and the formatting and packaging of communication elements	Bachelor's degree with art emphasis; 1-3 years of experience in design development
Communication Administration I	Administrative tasks	High school diploma with some post-secondary school education; 1-5 years of administrative experience
TSC Executive Vice President I	Manages the development of large complex program initiatives, provides client solutions and insures state of the art practices. Provides thought leadership on key HR and talent	Ph.D., Ph.D. I/O psychology or degree in related field; 15+ years experience. Extensive knowledge in HR-, talent-, and change-related processes and programs.

LABOR CATEGORY	FUNCTION PERFORMED	QUALIFICATIONS & EDUCATION REQUIRED
	strategic issues. Interfaces with senior client executives and guides change.	
TSC Senior Vice President I	Manages the development of large program initiatives or substantial, complex projects; provides client solutions and insures state of the art practices. Provides thought leadership on key HR strategic issues. Interfaces with senior client executives and guides change.	Ph.D., Ph.D. I/O psychology or degree in related field; 10+ years experience. Extensive knowledge in HR-, talent-, and change-related processes and programs.
TSC Vice President I	Manages the development of program initiatives including job analyses, program design and implementation. Directs program validation and evaluation. Interfaces with client executives and guides change.	Ph.D. I/O psychology or graduate degree in related field; 7+ years consulting experience. Substantial knowledge in HR-, talent-, and change-related processes and programs.
TSC Vice President II	Manages the development of program initiatives including job analyses, program material development. Directs program validation and evaluation. Interfaces with client executives and guides change.	Ph.D., Ph.D. I/O psychology or graduate degree in related field; 7+ years consulting experience. Substantial knowledge in HR-, talent-, and change-related processes and programs.

LABOR CATEGORY	FUNCTION PERFORMED	QUALIFICATIONS & EDUCATION REQUIRED
TSC Senior Consultant I	Manages intermediate-sized projects or significant task components. Evaluates needs and conducts executive and management interviews. Conducts job analyses including SME interviews. Creates and analyzes data from analysis questionnaires. Develops competency models. Evaluates guidelines, role-play scenarios, survey tools, training content. Validates and implements programs; Conducts studies in areas of specialized expertise. Participates in change management activities.	Ph.D., Ph.D. I/O Psychology, or graduate degree in related field; 5+ years consulting experience. Subject matter knowledge in I/O, change/OD, and/or HR fields.
TSC Senior Consultant III	Conducts executive coaching and executive assessments	Ph.D., Ph.D. I/O Psychology, or graduate degree in related field; 5+ years consulting experience. Subject matter knowledge in I/O, change/OD, and/or HR fields.
TSC Senior Consultant III	Manages or conducts a variety of project tasks including job analyses including SME interviews. Creates and analyzes data from analysis questionnaires. Develops competency models. Evaluates guidelines, role-play scenarios, survey tools, training content. Validates and implements programs; Conducts studies in areas of	Ph.D., Ph.D. I/O Psychology, or graduate degree in related field; 5+ years consulting experience. Substantial knowledge in project tasks and activities.

LABOR CATEGORY	FUNCTION PERFORMED	QUALIFICATIONS & EDUCATION REQUIRED
	specialized expertise	
TSC Senior Consultant IV	Coordinates and/or conducts a variety of project tasks including job analyses including SME interviews. Creates and analyzes data from analysis questionnaires. Develops competency models. Evaluates guidelines, role-play scenarios, survey tools, training content. Validates and implements programs; Conducts studies in areas of specialized expertise	Ph.D., Ph.D. I/O psychology, or graduate degree in related field; 5+ years consulting experience. Substantial knowledge in project tasks and activities.
TSC Consultant I	Conducts such tasks as job analyses including SME interviews. Creates and analyzes data from analysis questionnaires. Develops competency models. Evaluates guidelines, role-play scenarios, survey tools, training content. Validates and implements programs. Conducts studies in areas of specialized expertise	Ph.D., Ph.D. I/O Psychology, or degree in related field; 1-5 years consulting experience. Solid knowledge in required project tasks and activities.
TSC Consultant II	Plans and coordinates delivery of workshops. Oversees scheduling, materials production and distribution, and on-site logistics	Bachelor's degree with experience in human resources, operations and customer service or project
TSC Consultant III	Plans and coordinates delivery of workshops. Oversees scheduling, materials production and distribution, and on-site logistics	Bachelor's degree with experience in human resources, operations and customer service or project

LABOR CATEGORY	FUNCTION PERFORMED	QUALIFICATIONS & EDUCATION REQUIRED
TSC Associate Consultant I	Conducts job analyses including SME interviews. Creates and analyzes data from analysis questionnaires. Develops competency models. Evaluates guidelines, role-play scenarios, survey tools, training content. Validates and implements programs. Conducts studies in areas of specialized expertise	Ph.D., Ph.D. I/O Psychology, or degree in related field; 1-5 years consulting experience. Extensive knowledge in related task
TSC IT Programmer	Coordinates programming projects. Writes, tests, debugs programs. Assists in developing solutions to software-related and programming problems. Supports overall applications development	Bachelor's degree and 2-4 years programming experience, including knowledge of HR computer/web applications, IT methods and equipment
TSC Associate Consultant III	Observes and evaluates targeted behavior, skills, strengths and developmental areas of potential candidates. Engaged in interactive job simulation programs. Develops behavioral profiles for purpose of selection, testing, compensation, measurement and identification of developmental opportunities	Bachelor's degree with 1-2 years experience or Master's degree with customer service/sales experience
TSC Office Staff I	Provides administrative support on a given client project and other administrative duties as needed	Associates degree and two years administrative experience, preferably HR experience

LABOR CATEGORY	FUNCTION PERFORMED	QUALIFICATIONS & EDUCATION REQUIRED
TSC Administration I	Provides administrative support on a given client project and other administrative duties as needed	Associates degree and two years administrative experience, or high school degree with five years administrative experience
EPO/RPO Senior Vice President I	Manages the development and ongoing oversight of large program initiatives, provides innovative client solutions and ensures state of the art practices.	Bachelors degree plus 10+ years specific experience in related field; 6+ years managing large recruitment &/or outsourcing programs
EPO/RPO Vice President I	Manages the development and ongoing oversight of program initiatives, implements client solutions and executes state of the art practices.	Bachelors degree or significant related experience plus 7+ years specific experience in related field; 4+ years managing recruitment &/or outsourcing programs
EPO/RPO Vice President II	Responsible for management, strategic planning and supervision of performance improvement services. Ensure quality of program delivery.	Bachelors degree or significant related experience plus 5+ years experience in related field; 2+ years managing recruitment &/or outsourcing programs
EPO/RPO Senior Consultant I	Ensures quality of on-going programs. Develops and implements strategy to improve effectiveness. Delivers high quality candidates through rigorous sourcing and prescreening.	Bachelors degree or significant related experience plus 5+ years experience in field
EPO/RPO Consultant I	Plans and coordinates delivery of program services. Oversees scheduling, materials production and distribution, and on-site logistics. Delivers high quality	Associates degree or significant related experience plus 3+ years experience in field

LABOR CATEGORY	FUNCTION PERFORMED	QUALIFICATIONS & EDUCATION REQUIRED
	candidates through innovating sourcing and prescreening.	
EPO/RPO Associate Consultant I	Coordinates program services. Delivers candidates through high volume sourcing.	Associates degree or significant related experience plus specific training and/or certification program completion
EPO/RPO Office Staff I	Observes and evaluates targeted behavior, skills, strengths and developmental areas of potential candidates. Engaged in interactive job simulation programs and testing. Provides administrative support to client HR.	Associates degree or significant related experience plus specific training and/or certification program completion (Bachelors or MA degree maybe required for certain assessment positions)
EPO/RPO Administration I	Provides candidate contact and data and document related administrative support	HS or equivalent plus specific training and/or certification program completion

ASSESSMENT AND SELECTION PROGRAMS

Customized Telephone Assessment Program ("TAP")

Program Pricing based on **One (1) Assessor** per call, for all calls within an assessment:

Program Length in Minutes	Rates*
20 - 30	\$ 71.82 – 119.70
30 - 60	\$119.70 – 143.64
60 - 90	\$143.64 – 167.58
90 - 120	\$167.58 – 239.40
120+	\$239.40+

*Program price varies due to the design/complexity of the individual assessment program requirements.

SIN	Description	GSA Catalog Price w/IFF
595-21	Customized Telephone Assessment Program "TAP" - Standard Implementation fee	\$6,700.25

REPeValuator™

Award-Winning Web Assessment Tool. REPeValuator measures and assesses the customer service skills of e-rep hires. REPeValuator can generate useful reports for assessment, selection, training and performance measurement of entire e-rep workforces. When going through a REPeValuator assessment, candidates assume the role of customer contact representative during various browser-based chat conversations with simulated (based on a recording) customers in situations such as product/service inquiry, technical support, account inquiry, order status and service termination. Simulated customers imitate real customers, thereby creating an array of sales and service exchanges. Candidates are immediately rated upon completion of each skill assessment and his or her rating are then delivered via web to the supervisor.

SIN	Description	GSA Catalog Price w/IFF
595-21	REPeValuator System Initiation - System Startup (startup covers IT, QA, and prod devel costs)	\$2,392.95
595-21	REPeValuator (1-500 participants) per head usage fee	\$17.23
595-21	REPeValuator (501-1,999 participants) per head usage fee	\$25.84
595-21	REPeValuator (2,000-4,999 participants) per head usage fee	\$22.97
595-21	REPeValuator (5,000-9,999 participants) per head usage fee	\$20.10
595-21	REPeValuator (10,000-14,999 participants) per head usage fee	\$17.23
595-21	REPeValuator (15,000-19,999 participants) per head usage fee	\$14.36
595-21	REPeValuator (20,000-29,999 participants) per head usage fee	\$11.49

TELeValuator™

A ready-to-use assessment tool that provides a valid, economical, and reliable method to assess customer contact skills remotely through realistic job simulations modeled directly for specific organizations. Experienced assessment professionals role-play with candidates and systematically measure the skills critical for success in telephone sales and service positions. Clients use these programs to enhance hiring success rates, reduce costly turnover, provide training and certify the competency of the existing staff. TELeValuator is also a diagnostic tool for employee training needs. Competency profiles are a quick way to objectively assess your current workforce strengths and weaknesses as well as to certify that recent hires meet training standards.

SIN	Description	GSA Catalog Price w/IFF
595-21	TELeValuator - Standard Implementation fee	\$2,871.54
595-21	TELeValuator - (1-3,000 participants) price per participant	\$76.57
595-21	TELeValuator - (3,001-5,000 participants) price per participant	\$72.98
595-21	TELeValuator - (5,001+ participants) price per participant	\$69.40

TRAINING COURSES

*Price Fixed regardless of # of participants. No less than and no greater than participant minimum/maximum.

Course Title	Length	Price*	Participant Min/Max
Interviewing Skills	1 day	\$3,542.00	6/16
The Listening Connection	1 day	\$3,924.00	6/16
The Customer Connection	2 days	\$6,317.00	8/15