



Federal Supply Service

Federal Supply Group: Professional Services

Authorized Federal Supply Schedule Price List

Online 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®: GSAAdvantage.gov.

Multiple Award Schedule (MAS) Contract

Contract # GS 10F-051BA

Contract Period: December 12, 2013 –Dec 11, 2023

Price list current through Modification <> dated <>

Synthesis Technology Assessment & Research LLC (STAR) is an SBA-certified Small Business.

Synthesis Technology Assessment & Research LLC (STAR)

296 South Main Street South Springville, UT 84663

Phone: 801.489.1211

Contract Administrator:

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CUSTOMER INFORMATION:

1a. Table of Awarded Special Item Numbers:

SIN	SIN Description
541661	Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services.
333318TDTM	Off-the-Shelf Training Devices and Training Materials.
ANCILLARY	Ancillary Supplies and Services.
OLM	Order-Level Materials.

1b. Lowest Price for each SIN:

See Pricing on Page 10.

1c. Hourly Rates:

N/A

2. Maximum Order:

\$1,000,000.00

3. Minimum Order:

\$100.00

4. Geographic Coverage (delivery Area):

Domestic – Delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. territories.

5. Point of production:

Same as company address.

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

GSA prices are NET prices.

7. Quantity discounts:

None offered.

8. Prompt payment terms:

Net 30 days.

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:

Accepted.

10. Foreign items (list items by country of origin):

None.

11a. Time of Delivery (Contractor insert number of days):

Delivery time to be specified on individual Delivery/Task Orders.

11b. Expedited Delivery:

Contact Contractor.

11c. Overnight and 2-day delivery:

Contact Contractor.

11d. Urgent Requirements:

In accordance with I-FSS-140-B URGENT REQUIREMENTS (Jan 1994), when the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering agency, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract. Agencies may also contact the contractor's representative to effect a faster delivery.

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

Destination.

13a. Ordering Address(es):

Synthesis Technology Assessment & Research LLC
296 South Main Street
Springville, UT 84663

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):

Same as company address.

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):

N/A

21. List of service and distribution points (if applicable):

N/A

22. List of participating dealers (if applicable):

N/A

23. Preventive maintenance (if applicable):

N/A

24a. Environmental attributes, e.g., recycled content energy efficiency, and/or reduced pollutants:

N/A

24b. 508 Compliance:

At STAR, we guarantee that anyone invited to take to a survey is able to respond to the survey questions. We have served dozens of federal agencies and departments over the past 21 years and have developed an approach that has allowed STAR to be 508 compliant in every instance for all of the agencies and departments we serve.

Website 508 compliance requires 25 assistive programmatic elements and is accessed via a variety of browsers and assistive software. The federal government recognizes this complexity. Many agencies acknowledge that they are not now able to specify the precise Assistive Technology that might be used to accommodate certain special needs.

STAR is a custom survey provider. Our approach to 508 compliance is to develop our online survey to work with most assistive software applications and browsers, and provide personalized custom alternatives for those handicapped employees where the online survey does not meet their specific needs.

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25. Data Universal Numbering System (DUNS) number:

DUNS: 965367683

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

SAM Registration is current and active through December 4, 2021.

Service Contract Labor Standards SCLS/SCA Matrix

Wage Determination No: 2015-5485

Revision No: 12

Date of Last Revision: 12/21/2020

Area: Utah Counties of Juab, Utah

LABOR CATEGORY DESCRIPTIONS

The table below lists all the corresponding commercial job titles, experience, functional responsibility and education for all employees who perform services.

Currently Awarded Labor Categories:

SCLS/SCA Eligible Contract Labor Category	SCA Equivalent Code / Title	WD Number
Programmer	14073 Computer Programmer III	15-5485
Systems Check	14043 Computer Operator III	15-5485
Report Designer/ Project Manager	14042 Computer Operator II	15-5485
Accountant	01013 Accounting Clerk III	15-5485
IVR transcription / help desk	01051 Data Entry Operator I	15-5485

"The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes SCLS applicable labor categories. Labor categories and fixed price services marked with a (**) in this pricelist are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide)."

DESCRIPTION OF SERVICES:

I. FULLY CUSTOMIZABLE 360° ASSESSMENTS

Purpose of 360° Assessment:

360° feedback assessments provide participants with valuable insight into their current leadership strengths and development opportunities. 360° offers raters a safe, confidential and reliable way to let their leaders know what's working and what isn't, in order to become better leaders.

360° feedback assessments help leaders increase their self-awareness, and clarify which behaviors need development. 360° Feedback also fosters improved working relationships and increased dialogue so leaders can better understand what to do differently in order to be more effective. 360° feedback insights encourage personal development, accountability, and the drive to enhance overall performance.

Results/Benefits: We've administered over 3 million surveys worldwide. It's our core business. Our online process, knowledgeable support, and flexible system save time, and help increase overall participation. We'll manage the entire survey process for you, or give you the tools to do it yourself, at no extra charge. You benefit from our experience, and we're happy to share what we know to help you simplify and expedite your 360 process.

We offer 360° Assessments three ways: **Custom** (using the client's unique question set), **Commercial Off the Shelf (COTS)** (ready-to-go surveys), and **Customizable Template** (customizing one of our COTS surveys, including branding the new survey with the client's logo).

A. Custom 360° Assessments

Purpose of Survey: For clients who have their own question items and are looking for a survey-processing partner, we automate and host their surveys online. Our goal is to provide the support our clients need from survey design to report delivery and make the survey experience easy and pleasant for survey participants, raters, administrators and coaches.

The custom survey setup requires a one-time programming fee. Once set up, the use of a programmed application, individual or group report template is unlimited with no additional setup fees (so long as no changes are made.) This approach allows you to set a firm budget and the only variable is the number of people you choose to receive feedback. (ie per report fees)

Results/Benefits:

The custom survey provides the greatest flexibility in survey design and content. Using an extensive question/competency library, we can tailor the questions and competencies to perfectly reflect the client organization's core values, mission, culture, terminology and specific training initiatives. Included in the one-time custom survey setup is the individual 360° feedback report setup. Per report fees apply.

B. Commercial Off-The-Shelf (COTS) 360 Surveys

Purpose of Survey: Based on sound leadership theory and years of experience, these surveys provide participants with real-world feedback about their leadership skills they need, to start making a difference right away. It also lays the groundwork for additional training, whether it be follow-on coaching, leadership training or self-directed improvement.

Results/Benefits: Using the comprehensive report that accompanies the survey, participants will be able to identify both challenges to overcome, and hidden strengths they can leverage to accelerate their professional advancement. COTS 360 surveys and reports are used "as is" do not incur setup fees. Individual reports include the feedback from the "self" and all raters. Per report prices apply.

Commercial Off-The-Shelf (COTS) Surveys include:

- OPM Lite 360 (OPM ECQs)
- IDEal 360° (Diversity, Equity & Inclusion)
- Core Leadership 360°
- Interpersonal Success Inventory (IPS)
- EQ 360 (Emotional Intelligence)
- Remote Leader 360°

C. Customizable STAR COTS 360 Surveys

Purpose of Survey: Our customizable survey templates make launching a 360 survey very, very easy. There are several templates to choose from. Each has a different focus: i.e. leadership, interpersonal skills, EQ, diversity & inclusion, and values-based leadership. Key elements of the survey can be customized, including question text, relationship titles, scales and invitation and reminder text. Once created, the new survey can be private labeled with the client organization's logo and company colors.

Results/Benefits: Using our customizable templates, the process is seamless. The streamlined one-time setup incorporates the client's survey/report edits, and survey is ready to launch quickly and cost-effectively. Starting with an established question set and a proven process saves time and money, and makes for a smooth, successful outcome. Per report prices apply.

Customize and Rebrand with your logo any of the following COTS Surveys:

- OPM Lite 360 (OPM ECQs)

- IDEal 360° (Diversity, Equity & Inclusion)
- Core Leadership 360°
- Interpersonal Success Inventory (IPS)
- EQ 360 (Emotional Intelligence)
- Remote Leader 360

II. FULLY CUSTOMIZABLE 360° FEEDBACK REPORTS

STAR offers a number of 360° report options:

- **Individual ACTION Report.** The 360° Self-debriefing Action Report™ guides participants as they create personal improvement plans and get started on their plans. It assesses commitment and readiness to improve, connects feedback to career success, teaches a simple, proven model for personal improvement and uses the model to help participants understand the data and select specific skills to develop. The simple, elegant layout pulls meaning from the feedback and makes next steps very clear. This report format works with any 360° survey.
- **Individual PREMIUM Report.** The Premium report displays competency summary, line charts of self v. manager and self v. all other raters by competency. It displays strengths, development opportunities, hidden strengths and blind spots, question detail pages and comment pages. The premium report is totally customizable, accommodating multiple logos and a variety of color schemes, data displays, calculations and graphics. Individual historical comparisons, norms, benchmarks, and targets can also be added.
- **Individual STREAMLINE Report.** The Streamline report is simple, straightforward and designed to be hands-free. The streamline report displays competency summary, strengths and development opportunities, hidden strengths and blind spots, question detail pages, and comment pages. This report presents 360 data in an easy-to-understand format. Changes to the survey text, rater relationship titles and scales can be made quickly and inexpensively.
- **Custom Group Report.** There is a one-time setup fee for the custom group report. Group reports are typically based on the format of the individual report and the group report setup and per report fees assume that individual reports are produced for each member included in the group report.

III. ADDITIONAL 360° FEEDBACK SERVICES

For clients who request additional 360° survey services, (ie, pre-briefs, training your team on how to debrief 360 feedback, one-to-one 360 debriefs), we offer these consulting services either on-site in person, or by virtual meeting (web conferencing or phone).

Survey Design Consulting

Assist client in refining custom 360° assessment content.

Pre-brief

60-minute session conducted via web conferencing.

360 assessment design, goals, concepts, administration and application.

Debrief Overview

90-minute session conducted via web conferencing.

How to read and understand your 360° feedback reports.

1:1 Debrief Session

60-minute session conducted via phone or web conferencing

Review participant's 360 report to confirm professional strengths and reveal development opportunities in order to devise and work a meaningful individual development program.

Debrief Training

Half-day session conducted in person at client site

Introduction to key concepts of multi-rater feedback, how to conduct a debrief session, review and practice interpreting 360° feedback, assisting participants in incorporating learning into their action plans

Debrief Certification

Full-day session conducted in person at client site

Introduction to key concepts of multi-rater feedback, how to conduct a debrief session, interactive role play focused on overcoming perception problems and barriers to change, and managing strong emotions, review and practice interpreting 360° feedback, critical elements of effective action planning, data details and implications, and assisting participants in incorporating learning into their action plans.

Post 360° Senior Leadership Team Briefing

90-minute session conducted via web conferencing

High level review and analysis of aggregate survey data, sharing learning, highlighting insights, identifying trends, recommending training focus and next steps. Opportunities for Q & A, and in-depth discussion of data and implications.

Administrator Training / Certification

40-minute session conducted via web conferencing

Hands-on training on survey administrative site: receiving login credentials, accessing survey progress information, completing administrative tasks, locating, reference materials, tutorials, helpdesk, etc.

Training Materials

Available upon request.

Executive Coaching Support Tool – Sprezie™

After training or in-between coaching sessions. Performance improvement sustainment tool connects participant and coach, and provides ongoing support for 3, 6 or 12 months after 360° feedback assessment and/or training.

For more information, contact Bonnie Williamson bonniew@resultsbystar.com 801.489.1211