

## ABOUT THE GSA MOBIS FEDERAL SUPPLY SCHEDULE

**The GSA MOBIS Federal Supply Schedule offers Federal agencies a streamlined procurement device for obtaining services and products that implement business improvement, quality management, and other related system change processes.**

### **Advantages of Using the GSA MOBIS:**

- Dramatically reduces lead-time to obtain services—typically a few weeks
- Task Order awards based on Best Value
  - All applicable laws and regulations have been applied—including small business set-asides
  - FBO synopsis not required
  - Competition requirements have been met
  - Prices have been determined to be fair and reasonable.
- No maximum order limitations
- Contractor/customer direct relationship—no transfer of funds to GSA
- Blanket Purchase Agreements (BPA) can be established to negotiate even better pricing
- Use of contractor teams and subcontractors is encouraged.

Agencies placing orders against the GSA MOBIS Federal Supply Schedule **do not** need to seek further competition, synopsis requirements, make determinations of fair and reasonable pricing, or consider small business set-asides; the GSA Services Acquisition Center has already completed these requirements. Therefore, agencies that use this Federal Supply Schedule can be assured that their procurement will be the *best value* available and will comply with all applicable regulations.

### **Why General Scientific Corporation:**

Founded in 1987 GSC is a certified small business having a professional staff with expertise and experience in delivering MOBIS services and solutions. Our national

reputation, experience, and ability to assemble diverse teams and technologies enable us to respond rapidly to each customer's unique circumstances and provide them with best-in-class services and solutions. GSC has gained experience and lessons-learned through reinventing its own corporation. The distillation of these insights enables our clients to reinvent their own organizations and enhance their willingness, capability, and capacity to foster and promote change.

### **Scope of Work:**

With the emphasis on reinventing government, reducing bureaucracy, rewarding innovation, and improving customer service, Federal agencies need access to management, organizational and business improvement services. They can turn to the GSA MOBIS Federal Supply Schedule for these exact services—focused on improving the performance of Federal agencies.

To this end, GSC offers a singularly well-qualified professional staff that provides best-in-class Consultation, Facilitation, and Survey Services.

### **Authorized Users...**

- All Federal agencies and activities in the executive, legislative, and judicial branches
- Government contractors authorized in writing by a Federal agency pursuant to CFR 51.1
- Mixed ownership government corporations (as defined in the Government Corporation Control Act)
- The government of the District of Columbia
- Other activities and organizations authorized By statute or regulation to use GSA as a source of supply

### **Placing an Order...**

To obtain GSA MOBIS services and products,

Federal agencies may work directly with approved GSA MOBIS contractors such as General Scientific.

For orders under \$2,500, agencies can order services simply by placing an order with their contractor of choice. For orders over \$2,500, the following is a simplified procedure for placing an order:

**Step 1:** Customer prepares Statement of Work (SOW) that addresses work to be accomplished, deliverables, period of

performance, and other applicable requirements.

**Step 2:** Customer conducts a Best Value review using at least three GSA MOBIS Federal Supply Schedule Price Lists.

**Step 3:** Customer selects awardee.

**Step 4:** Customer places the order directly with the contractor selected.



**GENERAL SERVICES ADMINISTRATION  
Federal Supply Service  
Authorized Federal Supply Schedule Price List**

**MANAGEMENT, ORGANIZATIONAL AND BUSINESS  
IMPROVEMENT SERVICES  
(MOBIS)**

**Contract Number: GS-10F-0128J  
June 15, 1999 through June 14, 2014  
Extended on June 15, 2009 from June 15, 2009 through June 14, 2014**

**Business Size: Large**

**GSA MOBIS Contract Administration:**

**Bill Wente  
General Scientific Corporation  
1201 M Street SE  
Suite 120  
Washington, DC 20003  
Phone: 202-547-4299, Ext 559  
Fax 202-547-7550 / 7019**

**[Email: bwente@gensicorp.com](mailto:bwente@gensicorp.com)**

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.gsa.gov>.

## Table of Contents

<b>CUSTOMER INFORMATION</b> .....	<b>1</b>
<b>GSCMOBIS OVERVIEW</b> .....	<b>3</b>
<b>What We Do</b> .....	<b>3</b>
<b>Who We Are</b> .....	<b>3</b>
<b>What We Offer</b> .....	<b>3</b>
<b>Consultation Services (SIN 874-1, 874-1RC)</b> .....	<b>4</b>
<b>Facilitation Services (SIN 874-2, 874-2RC)</b> .....	<b>6</b>
<b>Survey Services (SIN 874-3, 874-3RC)</b> .....	<b>9</b>
<b>Program Integration and Management Services (SIN 874-7, 874-7RC)</b> .....	<b>10</b>
<b>Labor Category Descriptions</b> .....	<b>12</b>
<b>GSA SCHEDULE PRICE LIST</b> .....	<b>16</b>
<b>Sales and Service Points</b> .....	<b>18</b>

## CUSTOMER INFORMATION

**Contractor:** General Scientific Corporation  
Corporate Headquarters, 1201 M Street, S.E.,  
Maritime Plaza I, Suite 120, Washington, DC  
20003-3711

**Telephone:** (202) 547-4299

**FAX Number:** (202) 547-7550 /7019

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### 1. Special Item Numbers:

Special Item Number (SIN)	Page No.
SIN 874-1: Consulting Services	4
SIN 874-1RC: Consulting Services (Recovery Purchasing)	4
SIN 874-2: Facilitation Services	6
SIN 874-2RC: Facilitation Services (Recovery Purchasing)	6
SIN 874-3: Survey Services	9
SIN 874-3RC: Survey Services (Recovery Purchasing)	9
SIN 874-7: Program Integration and Management Services	10
SIN 874-7RC: Program Integration and Management Services (Recovery Purchasing)	10

### 2. Maximum Order: \$1,000,000.

Requirements exceeding the maximum order may be handled pursuant to clause I-FSS-125 (August 1995).

In accordance with FAR 8.404, there may be circumstances where an ordering activity finds it advantageous to request a price reduction, such as where a quantity of an individual order clearly indicates the potential for obtaining a reduced price. To assist the customer agencies to determine when they should seek a price decrease, a level called a maximum order has

been identified under the contract. When an ordering activity's order exceeds this amount, it is recommended that the ordering activity contact the contractor for a reduced price.

(a) The contractor may:

- (1) Offer a new lower price for this Requirement (Then Price Reduction clause is not applicable to orders placed over the Maximum Order in FAR 52.216-19);
- (2) Offer the lowest price available under the contract; or
- (3) Decline the order; orders must be returned in accordance with FAR 52.216-19.

(b) A delivery order for quantities that exceed the Maximum Order may be placed with the contractor selected in accordance with FAR 8.404. The order will be placed under the contract.

(c) Sales for orders that exceed the Maximum Order shall be reported in accordance with GSAR 552.238-72.

### 3. Minimum Order: \$300

### 4. Geographic Coverage (Delivery Area):

Contractor will provide domestic delivery only.

**5. Point(s) of Production:** (city, county, and State or foreign country). Same as contractor address.

**6. Discount from list prices or statement of Net price:** GSA Net prices as shown.

**7. Quantity discounts:** None

**8. Prompt payment terms:** Net 30

**9a. Annotate if Government commercial credit card is accepted:** [X] YES [ ] No

**9b. Discount for payment by**

**Government commercial credit card:**  
None

**10.Foreign items (list items by country of origin):** None

**11.Time of Delivery:** Specific delivery time will be negotiated on individual orders.

**12.FOB Points(s):** Destination

**13.Ordering Address(es):** Same as contractor.

**14.Payment address(es):**  
Wells Fargo NA  
Attn: General Scientific Corporation  
Routing ID: 051400549

**15.Terms and conditions of Government Commercial credit card acceptance (if applicable):** None

# GENERAL SCIENTIFIC MOBIS OVERVIEW

## Introduction

General Scientific Corporation (GSC) offers Consulting Services, Facilitation Services, Survey Services, and Program Integration and Management Services for the Worldwide Federal Supply Schedule (FSS) for Management, Organizational and Business Improvement Services (MOBIS).

MOBIS is the outgrowth of the Quality Management Implementation Multiple Award Schedule (MAS), which originated as the Multiple Award Schedule for the implementation of Total Quality Management (TQM). It was initiated in April 1988 under Executive Order 12367. The Executive Order called for the establishment of a government-wide program to improve quality, timeliness and efficiency of services provided by the Federal Government.

General Scientific possesses world-class experience in providing leading-edge MOBIS services to a range of government organizations.

## What We Do

General Scientific serves a broad base of U.S. national security customers, civilian government agencies, commercial and state clients. We employ engineers, scientists, and consultants for the delivery of advanced science, technology, and business based services and solutions to meet client needs. These client needs are business process reengineering and outsourcing, logistics and transportation, systems engineering, program management, contracts management, including earned value management, and software development, and the underlying information technology systems from individual electronic components up to complete network systems.

## Who We Are

Founded in 1987 General Scientific is a certified small business having a professional staff with expertise and experience in the delivery of MOBIS services and solutions. Our national reputation, experience, and ability to assemble diverse teams and technologies enable us to rapidly respond to each customer's unique circumstances and provide them with best-in-class services and solutions.

Using the experience and "lessons learned" gained through reinventing General Scientific, we offer unique insights that will assist clients to reinvent their own organizations and enhance their willingness, capability, and capacity to foster and promote change. Through sustained commitment in full partnership with others, General Scientific creates lasting value for its customers, employees, and owners.

## What We Offer

Through our past and current efforts in support of numerous government clients General Scientific possesses an in depth understanding of the present complexity, mission critical needs, and future uncertainty of Federal management, organizational, and business improvement initiatives. Our expert consultants understand that agencies are facing increasing pressure from the public and Congress to reduce costs, cut bureaucracy, and increase the quality of the services the agencies deliver. To deliver these high quality services, Federal agencies are re-evaluating their missions, visions, strategies, and programs in light of future funding projections.

Through this MOBIS schedule contract General Scientific can assist agencies in (1) responding to dynamic evolutionary influences and mandates and (2) continuously

improving continuously improving mission performance. General Scientific offers a full spectrum of consultation, facilitation, and survey services designed to support Federal agencies' management, organizational and business improvement initiatives.

## **CONSULTATION SERVICES (SIN 874- 1, 874 – 1RC)**

General Scientific provides consultation services with qualified personnel having appropriate training and experience. When we are tasked by a client, General Scientific provides expert advice, assistance, guidance or counseling in supporting the tasking agency's management, organizational or business improvement effort. We also provide, as directed by the individual task or delivery order, studies, analyses and reports documenting any proposed developmental, consultative or implementation efforts.

GSC has divided our consultation services into five areas: quality management, business process improvement, planning, organizational assessment, and change management.

***Quality Management*** – Quality management consultation services include ISO 9000 and ISO 14000 support, development of performance measures and indicators, benchmarking, statistical process control, and performance measurement. GSC provides support for development of business processes that are in alignment with ISO 9000 TQM and ISO 14000 EMS quality standards. Our support includes development and documentation of current processes, identification of process owners, establishment of process improvement mechanisms, and development of compliance standards. Quality management requires definition of key success factors, definition of performance measures and indicators, measurement and tracking of activities against indicators, and reporting and course correction to achieve performance goals. As tasked we assist in the development of measures and indicators,

the development of benchmarking and statistical process controls to measure performance, and the measurement of performance indicators against performance measurement goals.

***Business Process Improvement*** – Business process improvement support includes consultation for the full range of business process reengineering requirements, including identification and implementation of process and productivity improvements, process modeling and simulation, systems alignment, and cycle time for each work or report activity. General Scientific views business process improvement as a continuous cycle of identification, analysis, change implementation, and measurement. Process improvement begins with the identification of process and productivity areas where improvements achieve a net quantitative benefit over the cost of implementing the changes. There are a series of steps to achieve continuous process improvement:

- Identification of improvement requirements - requirements for improvement may come from changes in business requirements, organizational changes, need to improve performance to meet measurement goals, resolutions of problems, or changes in technology supporting business functions.
- Documentation of current business processes, organizational components, and information communication requirements among processes and organizational components – before a change can successfully achieve the identified improvement, it is important to establish a baseline of the current business processes, organizational components, and information flows that are affected by the change. If the current processes, organizational components, and information flows are already documented and maintained, this step is merely the



identification of the processes, components and information affected by the identified improvement.

- Documentation of activities, and resources  
For current processes – the process model needs to be developed to the level of the discrete activities and resources that would be changed by the proposed improvement. If this level of business model is already maintained, this step consists of validation of current activities and resource utilization of affected processes and components.
- Process modeling and simulation to identify process and productivity improvements are used with “what if” scenarios to determine changes in activities, resources, and/or information flow that meet the identified need for improvement. Modeling and simulation require the use of the business model in use or developed for the current processes, organizational components and information flows.
- Technology improvements to achieve or Enhance improvements – identified from the process and productivity improvements. For example, unused technology may be eliminated; old technology that does not meet business requirements may be replaced; and new technology may be added to improve benefits of identified improvements.
- Analysis of risks and benefits for Implementing improvement – considers the requirements, expectations and willingness to accept change of the users affected by the improvements. Risks are addressed in terms of maturity of the organization and technology and ability to adapt to change.

Risks are stated in terms of cost and schedule variance of achieving improvement. Risks are also calculated in terms of ability to make process and organizational adjustments once the improvement has been developed. Benefits are characterized by quantifiable, measurable requirements in order to determine the effectiveness of the results of implementing the improvements. Benefits of the target improvements are determined by comparing

the cost of time and resources to both the current resource requirements and the cost of implementing the improvements.

- Recommendation to proceed with Implementation of improvement – is made based upon the anticipated benefits, the risk associated with implementing the improvement, and the readiness of the users to adopt the changes. If the recommendation is made to proceed, the improvement can be incorporated in the agency’s change management plans.
- Plan and schedule for achieving improvement – are developed to assure the implementation of the improvement within anticipated budget and schedule to conform to the requirements that achieve the improvement.
- Implementation of improvement – is Conducted in accordance with the plan and schedule. Implementation includes documentation of changes in processes and policies, implementation of technology required for improvement, changes in business processes required to achieve improvement, changes in organizational components required to achieve improvement and accompanying changes in information flows, user training in new processes and technology, user indoctrination in organization and information flow changes.
- Measurement of effectiveness of improvement – begins immediately following implementation to ensure anticipated benefits are achieved. Systems and procedures for tracking performance and achieving benefits are enhanced or developed to assure improvement performs in accordance with requirements. For technology improvements, changes are traced to requirements throughout the development life cycle to assure the “as- built” matches the “as-envisioned.”

**Planning** – Planning includes strategic, business and action planning; strategic sourcing; activity-based costing; financial

management analysis related to an improvement effort. Planning activities are tailored to the specific agency requirements. In general these activities are components of Enterprise Resource Planning (ERP). ERP activities are generally global in nature and essential to the coordination of multiple, concurrent changes and improvements. ERP involves the coordination of resources and schedules across projects and business functions projected over time. ERP is essential for coordinating projects and activities throughout an agency if resource conflicts and schedule overruns are to be avoided. GSC is ready to assist agencies in developing or enhancing their ERP capabilities, as required, as part of our planning services.

**Organizational Assessment** – Organizational assessment support includes assessments of organization components, business functions, and services provided. Program audits and evaluations are performed, as required, in order to determine the efficacy of organizational components. Tasks may include organizational design, development of leadership/management skills, measurement criteria for effective organizational components, and program for identifying and rewarding high performance work. As a preliminary activity, organizational assessment tasks may include program audits and evaluations. These audits and evaluations assure that we fully document and understand existing organizations, business processes and procedures, and the client’s mission. We recognize that established organizational structures and methods have generally evolved over time and have been developed for valid reasons. By performing thorough program audits and evaluations, we position ourselves to propose continuation of beneficial, positive and efficient organizations, processes and systems. The audits and evaluations also provide the baseline for measuring and achieving organizational and business improvements.

**Change management** – Change management support includes assistance in the development and support of the change management process. General Scientific assists in the development of procedures for the insertion of new or changed requirements, including tracking requirements from inception to completion. We work with agencies, as tasked, in the development and implementation of project control by applying or improving configuration management procedures for making changes in processes and/or technology. We also assist in the development and implementation of a change control board, as well as development and implementation of change control policies.

#### **FACILITATION SERVICES (SIN 874-2, 874-2RC)**

General Scientific provides facilitation and related decision support services to agencies engaging in collaborative efforts, working groups, integrated product development, process improvement, or self-directed teams. We recognize that agencies bringing together diverse teams or groups with common and divergent interests may require neutral, capable mediators to assist them. Since our facilitators have no vested interest in a particular outcome, we can provide objectivity and fill the role of mediator.

General Scientific facilitators have considerable experience in convening and moderating large and small group briefings and discussions. We provide visioning, problem diagnosis, process analysis, team building, design facilitation, decision making, consensus building, coaching and leadership development, as required. Our personnel are experienced in achieving positive results by moderating sessions in focused, productive adherence to a pre-established agenda, defusing conflicts and resolving disputes.

In assigning facilitators for MOBIS, we pay close attention to possible or perceived conflicts of interest. At any stage of the

process, we reassign a facilitator if we determine that he or she has what appears to be a potential or real stake in the outcome of the proceedings. We provide facilitators, as tasked, who have demonstrated the ability to:

- Analyze complex issues.
- Use good judgment and communication skills.
- Sustain neutral positions in the face of advocacy of special interest.
- Defuse confrontations.
- Secure cooperation

Our facilitators focus on introducing processes and defining content to help groups plan for and implement MOBIS and to produce tangible results. We use all appropriate tools and strategies to gather data, enhance decision-making, and manage group behavior. Our facilitators are comfortable working with personnel at all levels.

General Scientific facilitators consider all aspects of process improvement, defining and refining the agenda, as the need for change becomes obvious. We reflect at each stage of the process to ensure that the best elements are promoted and that side roads leading to less satisfactory performance are abandoned. We have divided our proposed facilitation services into four service areas: 1) Preliminary Planning, 2) Session Planning and Preparation, 3) Session Coordination, and 4) Follow-Up.

***Preliminary Planning*** – The purpose of this service is to clarify facilitation requirements and define the purpose, objectives and scope of the facilitation. We assign one or more qualified facilitators and other support personnel having the necessary experience and training to satisfy the requirements of the task. Depending on the scope of the task, preliminary planning can include:

- Interviewing client personnel and analysis of the information obtained;
- Determination of the best forum for Achieving facilitation objectives – for example, large group meeting, small

interest group meetings, on-line meetings

using electronic meeting technology such as Team Talk, GroupWise, Open Mind or other electronic conferencing technology;

- Schedule and estimated work hours for Achieving the necessary results;
- Identification and recommendation of a Facilitation plan, including discussions with the client's management about specific characteristics of the location of the facilities to be used for the event;
- Preparation of a draft agenda for the event, Identifying key participants and defining milestones and decision points.

***Session Planning and Preparation*** – This service area is intended for facilitation services that already have defined requirements, goals and objectives. The purpose of this service area is to provide detailed session planning and preparation for one or more facilitation sessions that achieve the purpose and objectives identified for facilitation. Facilitation sessions may range from general organizational or business process conflicts and changes to Joint Requirements Planning (JRP) sessions to develop requirements for specific processes or projects. As tasked, our facilitators can:

- Identify and define desired outcomes of Individual sessions, including detailed questions and discussion items for electronic meetings.
- Prepare and refine the agenda.
- Decide upon and select the presentation techniques, including electronic meeting and conferencing tools, types of media, hardware and software to be employed. Examples of presentation techniques that we might employ include moderated round-table discussions, viewgraph presentations, moderated pre-recorded videotape presentations, electronic whiteboards, electronic meetings, or moderated multi-media computer presentations. Our selection of media depends upon the subject matter and the size of the audience.
- Prepare handouts that enable the

participants to completely review off-line at their own pace the material presented.

- Identify, notify and invite participants Initially using written notification, and subsequent individual follow-up phone calls to ensure participation by all who have been invited.
- Distribute the agenda to all participants.
- Set up the facilities to accommodate the participants and the equipment to support the chosen facilitation format.

**Session Coordination** – As required, GSC provides facilitators to conduct or moderate facilitation sessions. Our personnel use all appropriate methods to record meetings, keep records and notes, prepare reports, define follow-up steps, and provide consultation in these next steps. For electronic meetings, record keeping is incorporated in the software. Our personnel also use recording white boards, easel tablets, and audio and video recorders to ensure accuracy of our records. We use electronic mail, files on a web-site, and facsimile transmission, depending on the needs and capability of the client, to provide participants with drafts for the permanent record and to ensure that these records are available in a timely manner.

General Scientific personnel assist their clients in overall planning for enhancement of the effectiveness of their activities. We employ the array of techniques discussed above to ensure that planning addresses organizational, operational and logistical solutions to problems. These solutions provide real enhancement of effectiveness and increased efficiency. As tasked, our facilitators can:

- Open facilitation sessions by making Introductions and establishing protocol.
- Clarify objectives and address all the agenda items in order. If the electronic meeting format is used, the facilitator goes through each question or discussion item in each subject area, allowing time for electronic discussion and voting.
- Summarize the discrete discussion points, Action items, and results of each agenda

item before proceeding, or at the end of the session, if preferred.

- If required by the experience level of the participants, or other unforeseen factors, make the ad hoc modifications to the agenda in order to focus on objectives and to maintain productivity of the session. Our facilitator discourages extraneous, unrelated discussion that detracts from the impact of the presentations.
- Summarize discrete discussion points, decisions, and all points of agreement and disagreement at the end of the session. As necessary, we caucus with individual proponents of strongly held views that are at cross-purposes with the mainstream of the discussion. By so doing, we can reach a better understanding of the divergent view and either be persuaded of its merit, or explain the majority viewpoint in an uncharged atmosphere. We have found that trust and understanding built through reaching consensus on many small issues, frequently resolve the larger question in a manner that can be accepted by all. If a consensus cannot be obtained, we recommend adoption of the majority viewpoint, and that a minority report, reflecting dissenting points of view, be forwarded along with the minutes of the meeting.
- Conclude by identifying action items and Assigning responsibility for follow-up activity.
- Document and distribute session notes.
- During the session our facilitators conduct Themselves with impartiality. We arbitrate disputes and seek to achieve consensus. When more than one point of view is strongly advocated, we moderate to achieve a consensus. Electronic meetings are particularly useful for achieving consensus, since they give equal or pre-assigned weight to all participants, and identity of participants can be known only to the moderator at the control system. This allows the loudest voice to be moderated and the more easily intimidated voice to be heard.

more easily intimidated voice to be heard. If consensus proves impossible, we report on the majority view, as well as those views held by others.

**Follow-up** – This service area provides the tasking agency with the ability to ensure that the facilitation sessions achieve the desired results. As tasked, our facilitators can:

- Review results of each session with Principal stakeholders.
- Analyze lessons learned and distribute minutes, conclusions, and decisions with\ comments.
- Document outcomes and disseminate results to the participants.
- Track accomplishment and outcomes of Action items, ensuring that all individuals responsible for follow-up activities are fully aware that they have been tasked.

### **SURVEY SERVICES (SIN 874-3, 874-3RC)**

General Scientific performs surveying within the context of MOBIS for our clients. As tasked, General Scientific personnel coordinate, assist with, or perform all phases of the survey process. We deliver a clear and statistically accurate analysis of answers to survey questions. This provides an accurate picture, within the limitations of pre-established criteria, as of the moment the survey was performed. We propose to support survey services with four service areas: plan and design, survey development, survey administration, and reporting and follow-up.

**Plan and Design** – As tasked, GSC personnel plan and design surveys and determine survey characteristics. We determine survey objectives and identify areas to be researched to determine whether valid data exist that would satisfy the requirements. After assessing the validity of existing data, we recommend its use in lieu of a new survey, if warranted. If a fresh survey is indicated, we analyze the questions to be answered and determine the demographics and sample size

necessary to yield valid data with the degree of certainty desired by the client.

GSC personnel consult with the tasking clients to ascertain what data is required and to define the parameters of the survey. We then design surveys and sampling methods. We define survey goals, identify specific questions to be presented, determine the most efficient method of obtaining the desired information, and develop the strategies to be employed in executing the survey plans. We decide upon data collection methods and survey characteristics employing the most efficient and least intrusive data collection techniques. We also perform statistical and demographic analysis to build confidence in the accuracy of the specific sample selected.

**Survey Development** – For approved survey plans and designs, we develop a detailed survey and perform a trial run, depending on the tasking requirements. GSC understands the processes involved in survey design and planning; sampling; survey development; survey administration; efficient data collection; data administration; analysis of quantitative and qualitative survey data; producing reports; action planning and implementing recommendations. We design and test survey questions to ensure their validity and effectiveness and audience likelihood of returning answers to the questions asked. GSC personnel convene task teams to originate questions. We plan logistics of the survey to assure the most effective use of the resources to return the most useful results. We build confidence by using working groups and developing formal metrics to ensure the validity and consistency of survey questions. When justified by the scope of the venture, we use pretest pilot surveying and focus groups to assess survey reliability and validity. We ensure that our survey designs are consistent with the resources budgeted.

Our personnel design questions and test them in contact groups to ensure that answers do not inadvertently bias the results. We test the

survey questions to determine the time required to complete the survey. Our personnel determine sample sizes and characteristics of the targeted sample group necessary to validate the results. We analyze distribution and logistics to optimize the consistency of sampling, and make modifications to the survey plan as necessary to ensure validity and accuracy.

**Survey Administration** – For designed and developed surveys, this service area covers actual survey administration, including compilation and analysis of results. We administer surveys using various types of data collection methods, as appropriate (e.g., personal and telephone interviews, computer-assisted surveying and written questionnaires). We interview the selected demographic sample using the survey questions and record all responses and non-responses accurately. When survey results are collected, our personnel can provide database administration and analyses of quantitative and qualitative survey data, depending on the scope of the task. For data analyses of survey results we can perform the following steps:

- Reduce and compile the survey results to Facilitate analysis.
- Perform statistical analysis using various Software packages to produce raw survey results, and assess the reliability and validity of those results.
- Reduce data and produce preliminary reports to include description and summary of results with associated graphs, charts, and tables. We document data collection and survey administration methods used to accomplish our assigned tasks. We include a discussion of sample characteristics and evidence of the representative nature of our data. We can also provide an analysis of non-responses, as desired.

**Reporting and Follow-up** – General Scientific interprets survey data and prepares final reports, as required, for completed and compiled survey data. After analyzing the

results of surveys, we prepare briefings for our clients including interpretations of results, discussion of recommendations and follow-up actions for client management and decision-making personnel. We prepare and draft preliminary survey reports, ensuring presentation in a user-friendly format by clear presentation of the narrative information and by liberal use of charts, graphs and tables. In our reports and briefings we provide interpretation and descriptions of survey results and data elements to make survey information more meaningful for our client. After coordination and approval of our initial report, we prepare a formal report for the record, documenting the philosophy and methods used in planning the effort and a complete presentation of the results and recommendations including appendices with raw data submitted. If so tasked, we then deliver a final report with recommendations to the client.

General Scientific assists the tasking agency in follow-up on survey recommendations, as directed by the task or delivery order. We provide assistance with follow-up action planning and implementation of survey recommendations. As directed by the scope of the task, we assign a task force of Survey Personnel to provide these survey follow-up activities.

### **PROGRAM INTEGRATION AND MANAGEMENT SERVICES (SIN 874-7, 874-7RC)**

General Scientific provides services to manage and integrate various management and business improvement programs and projects that may or may not be the result of MOBIS recommendations to a Federal activity. Services offered under SIN 874-7 and 874-7RC by General Scientific include:

- Sourcing Solutions
- Next-Generation Cost Reduction
- Enterprise-Services Transformation
- Shared Services
- Earned Value Management

- Information Technology and Value Management
- Merger Integration
- Supply Chain Performance Improvement
- Innovation Management
- Supplier-Relationship Management
- Supply Chain Management
- Solutions
- Program & Project Management Office (PMO)
- Benchmarking and Best Practice Assessment
- PMO Organization and Process Design PMO
- Process Implementation and Execution
- Risk Management
- Scope and Change Management
- Issue Management
- Quality Management
- Financial Management
- Resource Management
- Progress Management
- Organizational Change Management
- Communication Management
- Common-Design Management
- Technology Management

## Labor Category Description

### ***Job Title: Administrative 1***

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***Experience:*** A senior level administrative position requiring 0 to three (3) years work experience, performing activities and actions for programs involved in disciplines including, but not limited to, engineering and technical support services, logistics, life cycle cost analysis, financial services, cost analysis, hardware acquisition management, information technology, test and evaluation, electronic equipment installation, field engineering services, or aviation services.

***Degree:*** Requires a bachelor's degree in a related field.

***Training:*** If no degree requires seven (7) years equivalent work experience as an Administrative Assistant. Requires formal or on-the-job training in word processing, spreadsheets, database systems or related applications to perform the disciplines outlined above.

### ***Job Title: Administrative 2***

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***Experience:*** A mid-level administrative position requiring five (5) years experience, responsible to and under the general supervision of an Administrative III, for the performance of administrative tasks in support of programs involved in disciplines including, but not limited to, engineering and technical support services, logistics, life cycle cost analysis, financial services, cost analysis, hardware acquisition management, information technology, test and evaluation, electronic equipment installation, field engineering services, or aviation services.

***Degree:*** No formal degree is required.

***Training:*** Requires experience in an office environment and a working knowledge of word

processing and other applications to support the above disciplines.

### ***Job Title: Administrative 3***

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***Experience:*** A first or second level administrative position requiring 0 to 4 years experience. Responsible to and under the close supervision of an Administrative II or III, for performing administrative tasks and actions for programs involved in disciplines including, but not limited to, engineering and technical support services, logistics, life cycle cost analysis, financial services, cost analysis, hardware acquisition management, information technology, test and evaluation, electronic equipment installation, field engineering services, or aviation services.

***Degree:*** No formal degree is required.

***Training:*** Requires in depth knowledge and skills of various computer applications through formal training or on-the-job training, to support the above disciplines.

### ***Job Title: Consultant 1***

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***Experience:*** A senior-level consultant position requiring twenty (20) years experience, responsible to and under the general supervision of an Executive, for the performance of Quality Management services including ISO 9000 and ISO 14000 support, development of performance measures and indicators, benchmarking, statistical process control, and performance measurements. Business process improvement supporting to include reengineering requirements, process modeling and simulation, systems alignment and cycle time. Planning including strategic business and action planning, strategic sourcing and financial management analysis. Assessment of organization components, and business functions. Development and implementation of project control by applying



and improving configuration management procedures.

**Degree:** Requires a bachelor's degree, master's degree in a related field.

**Training:** If no degree, requires twenty-five (25) years directly related experience with formal training in a related discipline.

**Job Title: Consultant 2**

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**Experience:** A mid-level consultant position requiring fifteen (15) years experience, responsible to and under the general supervision of an Executive or Consultant 1, for the performance of Quality Management services including ISO 9000 and ISO 14000 support, development of performance measures and indicators, benchmarking, statistical process control, and performance measurements. Business process improvement supporting to include reengineering requirements, process modeling and simulation, systems alignment and cycle time. Planning including strategic business and action planning, strategic sourcing and financial management analysis. Assessment of organization components, and business functions. Development and implementation of project control by applying and improving configuration management procedures.

**Degree:** Requires a bachelor's degree, master's degree in a related field.

**Training:** If no degree, requires twenty (20) years directly related experience with formal training in a related discipline.

**Job Title: Consultant 3**

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**Experience:** A mid-level consultant position requiring ten (10) years experience, responsible to and under the general supervision of an Executive or Consultant 1, for the performance of Quality Management services including ISO 9000 and ISO 14000 support, development of performance measures and

indicators, benchmarking, statistical process control, and performance measurements. Business process improvement supporting to include reengineering requirements, process modeling and simulation, systems alignment and cycle time. Planning including strategic business and action planning, strategic sourcing and financial management analysis. Assessment of organization components, and business functions. Development and implementation of project control by applying and improving configuration management procedures.

**Degree:** Requires a bachelor's degree, master's degree in a related field.

**Training:** If no degree, requires fifteen (15) years directly related experience with formal training in a related discipline.

**Job Title: Consultant 4**

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**Experience:** A first or entry level consultant position requiring five (5) years experience, responsible to and under the general supervision of an Executive, for the performance of Quality Management services including ISO 9000 and ISO 14000 support, development of performance measures and indicators, benchmarking, statistical process control, and performance measurements. Business process improvement supporting to include reengineering requirements, process modeling and simulation, systems alignment and cycle time. Planning including strategic business and action planning, strategic sourcing and financial management analysis. Assessment of organization components, and business functions. Development and implementation of project control by applying and improving configuration management procedures.

**Degree:** Requires a bachelor's degree, master's degree in a related field.

**Training:** If no degree, requires fifteen (15) years directly related experience with formal

training in a related discipline.

**Job Title: Facilitator 1**

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**Experience:** A senior facilitator position requiring twenty (20) years experience, responsible to and under the general supervision of a Consultant or Executive, for the performance of Preliminary Planning, Session Planning and Preparation and Session Coordination. Such as convening and moderating large and small group briefings and discussions. Providing visioning, problem diagnosis, process analysis, team building, design facilitation, decision making, consensus building, coaching and leadership development.

**Degree:** Requires a bachelor's degree, master's degree in a related field.

**Training:** If no degree, requires twenty-five (25) years directly related experience with formal training in a related discipline.

**Job Title: Facilitator 2**

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**Experience:** A mid-level facilitator position requiring fifteen (15) years experience, responsible to and under the general supervision of a Consultant or Executive, for the performance of Preliminary Planning, Session Planning and Preparation and Session Coordination. Such as convening and moderating large and small group briefings and discussions. Providing visioning, problem diagnosis, process analysis, team building, design facilitation, decision making, consensus building, coaching and leadership development.

**Degree:** Requires a bachelor's degree in a related field.

**Training:** If no degree, requires twenty (20) years directly related experience with formal training in a related discipline.

**Job Title: Facilitator 3**

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**Experience:** A mid-level facilitator position requiring ten (10) years experience, responsible to and under the general supervision of a Consultant or Facilitator 1, for the performance of Preliminary Planning, Session Planning and Preparation and Session Coordination. Such as convening and moderating large and small group briefings and discussions. Providing visioning, problem diagnosis, process analysis, team building, design facilitation, decision making, consensus building, coaching and leadership development.

**Degree:** Requires a bachelor's degree in a related field.

**Training:** If no degree, requires fifteen (15) years directly related experience with formal training in a related discipline.

**Job Title: Facilitator 4**

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**Experience:** A first or entry-level facilitator position requiring five (5) years experience, responsible to and under the general supervision of a Consultant or Facilitator 1, for the performance of Preliminary Planning, Session Planning and Preparation and Session Coordination. Such as convening and moderating large and small group briefings and discussions. Providing visioning, problem diagnosis, process analysis, team building, design facilitation, decision making, consensus building, coaching and leadership development.

**Degree:** Requires a bachelor's degree in a related field.

**Training:** If no degree, requires ten (10) years directly related experience with formal training in a related discipline.

**Job Title: Surveyor 1**

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**Experience:** A senior management position requiring ten (10) years experience,

responsible for designing and developing surveys, including compilation and analysis of results Administering surveys using various types of data collection methods, as appropriate (e.g., personal and telephone interviews, computer-assisted surveying and written questionnaires). Interview of selected demographic samples using the survey questions and record all responses and non-responses accurately. Reduce and compile the survey results to facilitate analysis. Perform statistical analysis using various software packages to produce raw survey results , and assess the reliability and validity of those results.

**Degree:** Requires a bachelor's degree in a related field.

**Training:** If no degree, requires fifteen (15) years directly related experience with formal training in a related discipline.

### **Job Title: Surveyor 2**

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**Experience:** A first-entry level surveyor position requiring 5 years experience, responsible for designing and developing surveys, including compilation and analysis of results Administering surveys using various types of data collection methods, as appropriate (e.g., personal and telephone interviews, computer-assisted surveying and written questionnaires). Interview of selected demographic samples using the survey questions and record all responses and non-responses accurately. Reduce and compile the survey results to facilitate analysis. Perform statistical analysis using various software packages to produce raw survey results , and assess the reliability and validity of those results.

**Degree:** : Requires a bachelor's degree in a related field.

**Training:** If no degree, requires ten (10) years directly related experience with formal training in a related discipline.

### **Job Title: Executive**

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**Experience:** A senior management position responsible for the overall direction and success of multiple programs involved in disciplines, including, but not limited to, engineering and technical support services, logistics, life cycle costs analysis, financial services, cost analysis, hardware acquisition management, information technology, test and evaluation, electronic equipment installation, field and engineering services or aviation services.

**Degree:** Requires a bachelor's degree, or doctor's degree in a related field.

**Training:** If no degree, requires twenty (20) years directly related experience with formal training in a related technical discipline and in management and leadership principles.

**GENERAL SERVICES ADMINISTRATION**  
**Federal Supply Service**  
**Authorized Federal Supply Schedule Pricelist**

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.gsa.gov>.

**SCHEDULE FOR MANAGEMENT, ORGANIZATIONAL AND BUSINESS IMPROVEMENT SERVICES**

**FSC CLASS: 8742**

**Contract Number: GS-10F-0128J**

**Initial Contract Period: June 15, 1999 through June 14, 2004**

**Contract Extended P006 GSA/FSS June 15, 2009 through June 14, 2014**

**Contractor:** General Scientific Corporation  
 1201 M Street, S.E.  
 Maritime Plaza I, Suite 120 Washington, DC 20003-3711

**Business Size:** Large

**DUNS Number:** 18-565-8903  
**Phone No.:** 202-547-4299, Ext 559  
**Fax Number:** 202-547-7550 / 7019  
**Contract Administration:** Bill Wentz

**SPECIAL ITEM NUMBERS:**

<b>Special Item Number</b>	<b>Page</b>
SIN 874-1 – Consultation Services	4
SIN 874-1RC – Consultation Services (Recovery Purchasing)	4
SIN 874-2 – Facilitation Services	6
SIN 874-2RC – Facilitation Services (Recovery Purchasing)	6
SIN 874-3 – Survey Services	9
SIN 874-3RC – Survey Services (Recovery Purchasing)	9
SIN 874-7 – Program Integration and Management Services	10
SIN 874-7RC – Program Integration and Management Services (Recovery Purchasing)	10

**GS-10F-0128J****Labor Category Hourly Rates**

<b>Labor Categories</b>	<b>Year 11</b>	<b>Year 12</b>	<b>Year 13</b>	<b>Year 14</b>	<b>Year 15</b>
	<b>5/2/2010</b> <b>5/1/2011</b>	<b>5/2/2011</b> <b>5/1/2012</b>	<b>5/2/2012</b> <b>5/1/2013</b>	<b>5/2/2013</b> <b>5/1/2014</b>	<b>5/2/2014</b> <b>5/1/2015</b>
Administrator Level 1 (Admin 1)	\$74.53	\$77.51	\$80.61	\$83.83	\$87.19
Administrator Level 2 (Admin 2)	\$41.85	\$43.53	\$45.27	\$47.08	\$48.96
Administrator Level 3 (Admin 3)	\$31.88	\$33.16	\$34.48	\$35.86	\$37.30
Consultant 1	\$134.43	\$139.81	\$145.40	\$151.21	\$157.26
Consultant 2	\$98.55	\$102.49	\$106.59	\$110.85	\$115.29
Consultant 3	\$59.61	\$61.99	\$64.47	\$67.05	\$69.74
Consultant 4	\$49.56	\$51.55	\$53.61	\$55.75	\$57.98
Facilitator 1	\$105.69	\$109.92	\$114.32	\$118.89	\$123.64
Facilitator 2	\$73.64	\$76.59	\$79.65	\$82.84	\$86.15
Facilitator 3	\$50.25	\$52.27	\$54.36	\$56.53	\$58.79
Surveyer 1	\$102.14	\$106.23	\$110.48	\$114.90	\$119.49
Surveyer 2	\$80.91	\$84.15	\$87.52	\$91.02	\$94.66
Executive	\$202.56	\$210.66	\$219.09	\$227.85	\$236.96

**GS-10F-0128J****Labor Category Daily Rates**

<b>Labor Categories</b>	<b>Year 11</b>	<b>Year 12</b>	<b>Year 13</b>	<b>Year 14</b>	<b>Year 15</b>
	<b>5/2/2010</b> <b>5/1/2011</b>	<b>5/2/2011</b> <b>5/1/2012</b>	<b>5/2/2012</b> <b>5/1/2013</b>	<b>5/2/2013</b> <b>5/1/2014</b>	<b>5/2/2014</b> <b>5/1/2015</b>
Administrator Level 1 (Admin 1)	\$596.24	\$620.08	\$644.88	\$670.64	\$697.52
Administrator Level 2 (Admin 2)	\$334.80	\$348.24	\$362.16	\$376.64	\$391.68
Administrator Level 3 (Admin 3)	\$255.04	\$265.28	\$275.84	\$286.88	\$298.40
Consultant 1	\$1,075.44	\$1,118.48	\$1,163.20	\$1,209.68	\$1,258.08
Consultant 2	\$788.40	\$819.92	\$852.72	\$886.80	\$922.32
Consultant 3	\$476.88	\$495.92	\$515.76	\$536.40	\$557.92
Consultant 4	\$396.48	\$412.40	\$428.88	\$446.00	\$463.84
Facilitator 1	\$845.52	\$879.36	\$914.56	\$951.12	\$989.12
Facilitator 2	\$589.12	\$612.72	\$637.20	\$662.72	\$689.20
Facilitator 3	\$402.00	\$418.16	\$434.88	\$452.24	\$470.32
Surveyer 1	\$817.12	\$849.84	\$883.84	\$919.20	\$955.92
Surveyer 2	\$647.28	\$673.20	\$700.16	\$728.16	\$757.28
Executive	\$1,620.48	\$1,685.28	\$1,752.72	\$1,822.80	\$1,895.68



## **SALES AND SERVICE POINTS**

### **General Scientifics' Corporate Headquarters**

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Fax: 202-547-7550 / 7019  
Website: [www.genscorp.com](http://www.genscorp.com)**

### **General Scientific Corporation**

**1201 M Street SE  
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Washington, DC 20003  
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### **For Further Information Contact:**

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Telephone: 202-547-4299, Ext 523  
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