

**GENERAL SERVICES ADMINISTRATION
Federal Supply 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 are available through *GSA Advantage!*, a menu-driven database system. The Internet address for *GSA Advantage!* is:

<http://www.gsaadvantage.gov>

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

FSC GROUP 874

CONTRACT NUMBER:

GS-23F-8106H

Period Covered by Contract:

February 10, 1998 Through September 30, 2017

The Center for Organizational Excellence, Inc.

15204 Omega Drive, #300

Rockville, MD 20850

Telephone: (301) 948-1922

Fax: (301) 948-2158

www.center4oe.com

Contract Administration: Kate Linde-Kogan

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General Services Administration
Management Services Center Acquisition Division
Supplement # _____, dated _____.

Business Size: Large Business

DUNS Number: 14-804-1890

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Customer Information

1a. Table of awarded special item number(s)

874-1 Integrated Consulting Services

- 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. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.**
2. Maximum order: **\$1,000,000.00**
3. Minimum order: **\$100.00**
4. Geographic coverage (delivery area). **Domestic Only**
5. Point(s) of production (city, county, and State or foreign country): **N/A**
6. Discount from list prices or statement of net price: **GSA net pricing as shown in pricing tables provided.**
7. Quantity discounts: **None**
8. Prompt payment terms: **None**
- 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): **N/A**
- 11a. Time of delivery: **As Negotiated Between Contractor and Ordering Agency**
- 11b. Expedited Delivery: **Services are available for expedited delivery. Expedited delivery time is Negotiated Between Contractor and Ordering Agency**
- 11c. Overnight and 2-day delivery: **Services are available for expedited delivery. Expedited delivery time is Negotiated Between Contractor and Ordering Agency**
- 11d. Urgent Requirements: **Services are available for expedited delivery. Expedited delivery time is Negotiated Between Contractor and Ordering Agency**
12. F.O.B. point: **Destination**

13. Ordering address: **The Center for Organizational Excellence, Inc.
15204 Omega Drive, Suite 300
Rockville, MD 20850**
14. Payment address: **The Center for Organizational Excellence, Inc.
15204 Omega Drive, Suite 300
Rockville, MD 20850**
15. Warranty provision: **N/A**
16. Export packing charges, if applicable: **N/A**
17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): **N/A**
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**
21. Terms and conditions for any other services (if applicable): **N/A**
22. List of service and distribution points (if applicable): **N/A**
23. List of participating dealers (if applicable): **N/A**
24. Preventive maintenance (if applicable): **N/A**
25. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: **N/A**
26. Data Universal Number System (DUNS) number: **14-804-1890**
27. Contractor is registered in the Central Contractor Registration (CCR) database:
CAGE Code – 1VYT7
28. Uncompensated Overtime (Indicate if used): **None**

OVERVIEW

For 28 years, The Center for Organizational Excellence, Inc. (COE), has been a trusted partner in helping our clients measurably improve the efficiency and effectiveness of their organizations through a broad range of management and technology solutions. We work collaboratively with clients to align strategy, process, and people to perform at their best, allowing them to deliver results and achieve mission objectives. Headquartered in the Washington DC area, we offer performance management, program evaluation, strategic human capital consulting, technology solutions for program management and governance, systems development and integration, as well as data warehousing and business intelligence. We are on the GSA schedule, the OPM VMB contract (formerly TMA) and several agency-specific Blanket Purchase Agreements (BPAs).

COE serves a broad range of clients, including the Department of Defense, the Department of Health and Human Services, the Office of Personnel Management, the Small Business Administration, the US Mint and the US Marshals Service among others.

WE ARE DIFFERENT

COE is proud of the reputation we have earned as a trusted partner helping federal agencies succeed. We work collaboratively to gain a deep understanding of each agency's mission and values so that a solution to one problem does not create even more challenges in other areas of the agency. Our approach is always holistic, never shortsighted or piecemeal; our process is designed to illuminate and amplify organizational resources, not consume or squander them. We are committed to measuring—and optimizing—the efficacy of our strategies and tools. Our time-tested performance management solutions deliver results that matter and meet the unique requirements of federal agencies.

KEY BENEFITS

- Sustainable solutions that endure long after COE has gone
- Customized solutions tailored to agency-specific needs
- Measurable results that deliver tangible value
- Service excellence due to our customer-centric approach
- Solutions that get it right the first time, backed by 28 years of experience

CORE COMPETENCIES

Consulting Solutions

- Organizational Assessment & Improvement
- Strategic Planning
- Business Process Improvement (BPI)
- Human Capital Strategy
- Workforce Planning
- Leadership Support
- Performance Management
- Change Guidance & Support

Technology Solutions

- Enterprise Systems Development
- Data Management
- HR Information Technology
- Data Warehousing
- Business Intelligence
- System Integration
- Enterprise Systems Implementation

Description of Expertise

Integrated Consulting Services (SIN 874-1) COE has first-hand experience in the rapidly changing Federal environment, in which agencies have been asked to focus their resources in support of mission-critical agency goals. Below is a description of each one of our consulting solutions.

Organizational Effectiveness Assessment and Improvement

COE's proprietary Organizational Effectiveness (OE) Framework helps determine how successful your organization is in achieving its stated purpose and provides a foundation for systemic change that helps you achieve excellence. An OE assessment provides a clear and comprehensive profile of the strengths and weaknesses of your organization along with recommendations for change and improvement.

Strategic Planning & Support

The highly political nature of strategic planning within federal agencies creates unique challenges in the strategic planning process. COE has a proven track record helping agencies build sustainable, long-term strategies that survive the test of time and help agencies succeed. Our integrated approach helps focus organization resources on key imperatives, ensuring significant, measurable results.

Business Process Improvement (BPI)

Implementing and sustaining large-scale transformations such as restructuring, retooling, or redefining purpose has layers of complexity for federal agencies that COE can help unravel. Our BPI process successfully avoids the fragmented, incremental process endemic to multiple-constituency environments and ensures measurable improvements in performance.

Human Capital Strategy and Management

We work with agencies to assure their human capital (HC) initiatives truly support organizational outcomes, aligning goals to agency mission, and identifying specific outcome metrics that will demonstrate results. COE provides a time-tested approach to the issues facing a federal organization and its workforce, including recruitment, onboarding, retention, succession planning, performance management, and HCAAF analysis and reporting.

Leadership Support

Agency success often depends on the strength of the leadership team. Through confidential assessments, ongoing coaching, situational guidance, vision articulation, and group support, we'll enhance the skills of your top leaders. Our proven methods will help you realize your vision, develop a more effective organization, and maintain a high level of performance for the future.

Workforce Planning

Federal agencies are required to conduct a workforce analysis and maintain plans that assess the impact of programmatic and environmental changes and forecast future needs. The process of determining how changing needs impact workforce and competency demands can be challenging. COE can help agencies assess the current state of their workforce against core work processes and then develop a workforce gap analysis and a set of recommendations that ensure the agency operates as efficiently and effectively as possible.

Performance Management

We deliver a complete solution from creating measures and templates, to guiding supervisors and employees in managing and writing smart objectives, to reporting out to OPM based on HCAAF and PAAT.

Change Guidance and Support

For 27 years, COE has helped a variety of organizations manage and embrace change—and achieve their planned objectives. Whether you need to restructure your organization, re-engineer a process, enhance customer service, or deploy an enterprise IT system, COE will help you weather change with ease.

Customer Systems

Effective customer systems give you real-time feed-back on what is working and what is not, and how you should think about the future. We help you align internal systems that operationalize the voice of the customer in your daily operations. These services include:

- Collecting and analyzing customer feedback
- Designing customer service delivery systems
- Performing competitor and market analysis
- Helping to implement customer relationship management systems

Technical Management: COE's management methodology has three components: quality management, product reviews, and cost and schedule control.

Quality Management: COE's quality management system is built on top-quality people who possess current analytic skills and a verifiable record of uncompromising technical/management performance, and a quality control process that features line management oversight and outside manager and administrative review. Planning for the application of this integrated process begins before contract award and is implemented by the Project Manager throughout the life of the contract. COE's reputation as a leader in the professional services industry and our solid record of outstanding performance provide ample evidence that our quality management system is effective.

Project Reviews: In-Process Reviews (IPRs) are an established part of COE's management system. These reviews provide COE and customer managers with regular, periodic progress

reports to ensure that task execution remains on track and that any problems are resolved before they impact performance, schedule, or cost.

Cost and Schedule Control: The third component of COE's management method is schedule and cost reporting, which uses an established Project Control System. Upon receipt of a contract, a project financial status control system is activated. The information provided in the cost proposal is entered into the system. This information then becomes the plan for projected cost performance. Cost information for all subcontractors and consultants is included on the project cost performance plan. A cost performance plan will be developed by the project manager for each task specified in the Statement of Work. Actual cost and time expenditures are entered into the system and monthly status reports are provided to all levels of COE management associated with the project, including the cognizant Vice President.

The contract data requirements for the project are also entered into the Project Control System. This system then generates monthly reports which alert all levels of management to the status of the deliverable requirements form 60 days prior to their due date until delivery takes place.

COE'S MOBIS LABOR GRADE DESCRIPTIONS

1a. Senior Project Manager

- Possesses 8+ years of experience with a Master's Degree in Business Administration and PMP desired.
- Manages projects of greater size and complexity (scope and technical complexity), including responsibility for planning, execution, performance tracking, definition of technical approaches, and writing management plans.
- Possesses strong subject matter expertise and communication skills with the ability to interface with executive levels within agencies.
- Fully responsible for project quality, results, schedule, and budget execution.
- May oversee other project managers or task leaders.

1b. Project Manager

- Possesses 2-4 years of experience with a Bachelor's Degree in Business Administration.
- Manages TMA projects, including responsibility for planning, execution, performance tracking, definition of technical approaches, and writing management plans.
- Possesses subject matter expertise and communication skills with the ability to interface with many levels within an organization.
- Fully responsible for project quality, results, schedule, and budget execution.

1c. Principal Analyst

- Possesses 10+ years of experience with a Master's Degree in Organizational Development, Public Administration or Systems Analysis.
- Performs analysis, design, and execution of complex systems and projects.
- Defines analytical and validation methods.
- Develops detailed system specifications.
- Provides guidance and direction in methods and analytical activity, policy formulation, statistics, operations research, and business planning.
- Writes detailed reports, may manage others, and conducts analytical work with client agencies.
- Reviews others deliverables, and methods and makes recommendations.
- Could provide project management office support.

1d. Senior Analyst

- Possesses 5+ years of experience with a Master's Degree in Organizational Development, Public Administration or Systems Analysis.
- Performs analysis, design, and execution of complex systems and projects.
- Contributes to analytical and validation methods.
- Conducts research and policy formulation, business planning, statistics, operations, and other aspects of strategic human resources and other functional areas.
- Develops detailed system specifications.

- Implements detailed methods and analytical activity with client agencies.
- Prepares protocols, prepares engagement activity, writes reports, and prepares deliverables.
- Could provide project management office support.

1e. Junior Analyst

- Possesses 2+ years of experience with a Master's Degree in Public Policy and Administration or equivalent.
- Performs analysis, design, and execution of complex systems and projects.
- Contributes to analytical and validation methods.
- Conducts research and policy formulation, business planning, statistics, operations, and other aspects of strategic human resources and other functional areas.
- Develops detailed system specifications.
- Implements detailed methods and analytical activity with client agencies.
- Prepares protocols, prepares engagement activity, writes reports, and prepares deliverables.
- Could provide project management office support.

1f. Organizational Development Specialist

- Possesses 3-5+ years of experience and a Master's Degree in Organizational Development.
- Conducts analysis and implements solutions in organizational systems, applied behavior, and strategic human resource areas.
- Researches and applies best practices based on client specific requirements.
- Implements strategic initiatives and makes recommendations on organizational improvement strategies, and measures and evaluates performance and results.
- Supports the use and integration of technology to meet strategic human resource and organizational needs.

1g. Business Process Reengineering Specialist

- Possesses 3-5+ years of experience with a Master's Degree in Engineering Management or Systems Analysis.
- Conducts analysis, and evaluates and implements solutions in organizational processes and systems.
- Creates efficiencies within organizations through integrated human resource, technology, and other organizational systems.
- Researches and applies best practices based on client specific requirements.
- Implements strategic plans and makes recommendations on organizational improvement strategies, and measures and evaluates performance and results.

1h. Senior Management / Business Analyst

- Possesses 8+ years of experience and a Master's Degree in Public Policy and Administration or equivalent.
- Designs analytical approaches, conducts analysis, and evaluates organizational policy and plans.
- Conducts and reviews organizational systems and implementations, develops strategic plans and human capital improvement initiatives as well as in other functional areas.
- Develops staffing plans, financial and organizational analyses, budget to performance execution, program evaluations, etc., based on client specific requirements.
- Implements strategic initiatives, makes recommendations on organizational improvement strategies, and measures and evaluates performance and results.
- Conducts requirements analysis, feasibility and cost/benefit and return on investment studies.
- Leads others and provides advice.
- Could support program management functions.

1i. Management / Business Analyst

- Possesses 3-5+ years of experience and a Bachelor's Degree in Public Policy and Administration or equivalent.
- Conducts analysis, and evaluates organizational policy and plans.
- Reviews organizational systems and conducts implementations, develops strategic plans and improvement initiatives in human capital as well as other functional areas.
- Develops staffing plans, financial and organizational analyses, budget to performance execution, program evaluations, etc., based on client specific requirements.
- Implements strategic initiatives, makes recommendations on organizational improvement strategies, and measures and evaluates performance and results.
- Conducts requirements analysis, feasibility and cost/benefit and return on investment studies.
- Could support program management functions.

1j. System Engineer

- Possesses 3-5+ years of experience with a Master's Degree in Systems Analysis.
- Develops and applies specifications and requirements, development testing, implementation plans, and integration methodologies.
- May write and test software code.
- Helps design code and approaches to rapid system development.
- Applies best practices.

1k. Programmer

- Possesses 1-5+ years of experience and a Bachelor's Degree in Information Technology.
- Manipulates data and programs in a variety of applications and tools.
- Researches issues as directed.
- Analyzes requirements, data and systems to identify needs and support solutions to create strategic human resource and organizational tools.

1l. Technical Architect

- Possesses 5-8+ years of experience and a Master's Degree in Systems Analysis.
- Develops architectures, workflows, content structure, wire frames, and screen flows.
- Assists with interpreting requirements and technical specifications, standards, and policies.
- Designs networks and data models to meet client requirements in human resource and organizational improvement applications.

1m. Production Support Specialist

- Possesses 3-5+ years of experience creating and producing documents, reports, charts, tables, and other such deliverables including graphics, and basic web-based pages and sites.
- Responsible for quality control of deliverables, including design, layout, grammar, vocabulary, and spelling.

1n. Administrative Support Specialist

- Possesses 1-3+ years of experience providing administrative support to projects including supporting deliverable preparation, organizing conferences and meetings, setting up interviews and focus groups, organizing contact lists and survey members, etc.
- May assist in coordinating project schedules and activities.
- Performs administrative duties as directed by the project manager.

1o. Senior Instructional Systems Designer

- Possesses 8+ years of experience and a Master's Degree in Organizational Development, Social Learning, Adult Learning or equivalent.
- Conducts analysis, designs, develops, and evaluates training courses, technology-based courseware, performance based tools and job aids, etc.
- Researches and applies best practices based on client specific requirements.
- Implements and makes recommendations on learning and technology strategies, and measures and evaluates performance and results.
- May lead others in the design and development of courseware.

1p. Instructional Systems Designer

- Possesses 3-5+ years of experience and a degree in instructional design or related field.
- Designs and develops classroom or technology-based courseware and materials as well as performance and job aids.
- Works with SME's and client stakeholders to design content and learning systems and tools.
- Pilots and conducts evaluations and testing at all levels.
- Conducts research as directed and applies best practices based on client specific requirements.

1q. Knowledge Management Specialist

- Possesses 3-5+ years of experience and a Bachelor's Degree in Organizational Development or Knowledge Management.

- Supports the development of learning applications with the use of knowledge transfer tools and systems.
- Develops implementation strategies to improve organizational performance.

1r. Trainer Instructor

- Possesses 3-5+ years of experience with a Bachelor's Degree in Organizational Development.
- Is expert in the facilitation of learning and the transfer of job related knowledge.
- Motivates audiences and engages a variety of learning techniques to ensure context specific learning including case studies, job aids, simulation, lecture, facilitation, etc.

1s. Graphic Designer

- Possesses 3-5+ years of experience and a related degree in Graphic Design.
- Develops graphic presentations, audio, and visual media requirements as required for the specific application or learning context.
- Develops graphics, user interfaces, illustrations, and other media requirements.
- Works in a standalone or web-based environment as well as in the creation of other media requirements.

COE' S MOBIS FSS AUTHORIZED SCHEDULE PRICELIST

Sin #	Labor Category	1 Oct 2012 Through 30 Sept 2017 Hourly Rate
874-1	Senior Project Manager	\$293.02
874-1	Project Manager	\$179.27
874-1	Principal Analyst	\$293.02
874-1	Senior Analyst	\$189.10
874-1	Junior Analyst	\$160.16
874-1	Organizational Development Specialist	\$182.03
874-1	Business Process Reengineering Specialist	\$192.92
874-1	Senior Management/Business Analyst	\$182.03
874-1	Management/Business Analyst	\$148.12
874-1	Systems Engineer	\$180.26
874-1	Programmer	\$114.08
874-1	Technical Architect	\$182.05
874-1	Production Support Specialist	\$70.07
874-1	Administrative Support Specialist	\$60.06
874-1	Senior Instructional Systems Designer	\$165.38
874-1	Instructional Systems Designer	\$116.38
874-1	Knowledge Management Specialist	\$165.38
874-1	Training Instructor	\$183.75
874-1	Graphic Designer	\$104.13

COE has been approved to offer all SINS under the Recovery Purchasing provisions in accordance with FAR 552.238-78.

The Service Contract Act (SCA) is applicable to this contract as it applies to the entire 874: MOBIS Schedule and all services provided. While no specific labor categories have been identified as being subject to SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCA eligible labor categories. If and / or when the Contractor adds SCA labor categories / employees to the contract through the modification process, the Contractor must inform the Contracting Officer and establish a SCA matrix identifying the GSA labor category titles, the occupational code, SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.