

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

Schedule for – Management, Organization and Business Improvement Services (MOBIS)

Federal Supply Group: 874 **Class:** R499

Contract Number: GS-10F-0100N

For more information on ordering from Federal Supply Schedules

Click on the FSS Schedules button <http://www.fss.gsa.gov>

Contract Period: November 27, 2002 through November 26, 2012

Contractor: Arrowpoint Corporation
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Suite 403
Alexandria, VA 22304
E-mail: Chris_small@arrowpoint.net
Website: www.arrowpoint.net

Business Size:
Veteran Owned Business

Telephone: (703) 778-3900
Extension: 241
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Contract Administration: Anna C. Allen



ARROWPOINT
CORPORATION



Table of Awarded Special Item Numbers (SIN)

SIN 874-1 Consultation Services

Contractors shall provide expert advice, assistance, guidance or counseling in support of agencies' management, organizational and business improvement efforts. This may also include studies, analyses and reports documenting any proposed developmental, consultative or implementation efforts. Examples of consultation include, but are not limited to:

- strategic, business and action planning
- systems alignment
- cycle time
- process and productivity improvement
- organizational assessments
- high performance work
- leadership systems
- performance measures and indicators
- program audits and evaluations

SIN 874-1 RC

SIN 874-2 Facilitation Services

Contractors shall provide facilitation and related decision support services to agencies engaging in collaboration efforts, working groups or integrated product, process or self-directed teams. Agencies bringing together diverse teams and/or groups with common and divergent interests may require a neutral party to assist them in:

- the use of problem solving techniques
- resolving disputes, disagreements and divergent views
- defining and refining the agenda
- convening and leading large and small group briefings and discussions
- providing a draft for the permanent record
- recording discussion content and focusing decision-making debriefing and in overall planning

SIN 874-2 RC

SIN 874-3 Survey Services

Contractors shall provide expert consultation, assistance and deliverables associated with all aspects of surveying within the context of MOBIS. Contractors shall assist with, and/or perform all phases of the survey process to include, but not limited to:

- planning survey design
- defining and refining the agenda
- sampling; survey development
- pretest/pilot surveying
- database administration
- administering surveys using various types of data collection methods as appropriate
- analyses of quantitative and qualitative survey data
- assessing reliability and validity

Production of reports to include, but not limited to:

- description and summary of results with associated graphs, charts and tables
- description of data collection and survey administration methods
- discussion of sample characteristics and representativeness of data
- analysis of non-response briefing of results to include discussion of recommendations and follow-up actions

SIN 874-3 RC

SIN 874-6 Privatization Support Services and Documentation (A-76)

Contractors shall provide expert advice, consultation, assistance and documentation in support of studies conducted under OMB Circular A-76 or other privatization/commercial activities studies, projects or efforts. These services may include, but are not limited to:

- strategic, tactical and operational level planning support
- initial study planning
- development of Performance Work Statements (PWS)
- development of in-house Government cost estimates

- development of Quality Assurance Surveillance Plans (QASP)
- administrative appeal process support
- comparison of in-house bids to proposed
- Interservice Support Agreement (ISSA) prices performance of management studies to determine

the Government's Most Efficient Organization (MEO)

SIN 874-6 RC

SIN 874-7 Program Integration and Project Management Services

Contractors shall provide 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. These services may include:

- Projects internal to or between Federal agencies
- Monitoring of multiple projects
- Project management that connects and maintains liaison between multiple contractors

SIN 874-7 RC

Government Awarded Prices (Net Prices)

PRICING TABLE

GS-10F-0100N

Updated May 13, 2010

Management, Organizational and Business Improvement Services (MOBIS)

GS-10F-0100N

LABOR CATEGORY	Hourly
Senior Associate II	\$247.10
Senior Associate	\$234.75
Senior Principal	\$215.69
Senior Consultant	\$194.59
Principal III	\$184.59
Principal II	\$169.57
Principal	\$144.55
Program Manager	\$143.17
Management Analyst	\$121.43
Senior Operations Analyst	\$105.52
Consultant II	\$100.25
Consultant I	\$89.69
Program Analyst	\$80.96
Senior Systems Integrator	\$77.49
Systems Integrator	\$70.14
Operations Analyst	\$56.20
Consulting Specialist	\$52.99
Technical Specialist	\$46.27
Technical Analyst	\$37.01

The labor category and rates listed below are being offered for the following Special Item Numbers (SINs): Arrowpoints' current awarded labor categories and prices for SINs 874-1, 874-1RC, 874-2, 874-2RC, 874-3, 874-3RC, 874-6, 874-6RC, 874-7 and 874-7RC. Government Awarded Prices (Net Prices) identified are for SIN Number 874-1, 874-2, 874-3, 874-6, and 874-7. Prices are government prices based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price.

Commercial Position Descriptions

Senior Associate II

Senior Systems developer for clients and architectural engineering. Management systems training. Distance learning requirements engineering and development. Full cycle program management. Requires Bachelors' degree in an associated discipline, minimum of 12 years related experience.

Senior Associate

Senior corporate Advisor responsible for overall direction, coordination, and evaluation of major business units. Provides high-level expert guidance and expertise to single or multiple projects. Advises complex organizations and teams by integrating skills into client-focused, object-oriented consulting solutions. Integrates technical solutions into the business process reengineering requirements and technical solutions into operational improvements and systems. Requires Bachelors' degree in an associated discipline, minimum of 10 years related experience.

Senior Principal

Senior corporate manager responsible for overall direction, coordination, and evaluation of major business units. Provides high-level expert guidance and expertise to single or multiple projects. Manages complex organizations and teams by integrating skills into client-focused, object-oriented consulting solutions. Integrates technical solutions into the business process reengineering requirements and translates concepts into operational improvements and systems. Requires Bachelors' degree in an associated discipline, minimum of 10 years related experience.

Senior Consultant

Program and executive management services including concept and program development and implementation. Business Management consulting services, including marketing development and public relations strategies. Manages complex organizations and teams by integrating skills into client-focused, object-oriented consulting solutions. Requires Bachelors' degree in an associated discipline, minimum of 12 years related experience.

Principal III

Provides overall direction, coordination, and evaluation of major business units or programs. Provides high-level expert guidance and expertise to single or multiple projects. Directs complex organizations and teams by integrating skills into client-focused, object-oriented consulting solutions. Integrates technical solutions into the business process reengineering requirements and translates concepts into operational improvements and systems. Requires Bachelors' degree in an associated discipline, minimum of 10 years related experience.

Principal II

Provides direction, coordination, and evaluation of major business units or programs. Provides expert guidance and expertise to single or multiple projects. Directs complex organizations and teams by integrating skills into client-focused, object-oriented consulting solutions. Integrates technical solutions into the business process reengineering requirements and translates concepts into operational improvements and systems. Requires Bachelors' degree in an associated discipline, minimum of 10 years related experience.

Principal

Manages complex organizations and teams by integrating skills into client-focused, object-oriented consulting solutions. Integrates technical solutions into the business process reengineering requirements and translates concepts into operational improvements and systems. Requires Bachelors' degree in an associated discipline, minimum of 10 years related experience.

Program Manager

Directs activities to implement and manage projects. Possesses expertise to define problems, collect data, establish facts, and draw valid conclusions. Provides leadership and technical expertise in the areas of delivering process and productivity improvement solutions. Requires Bachelors' degree and minimum of 5 years related experience.

Management Analyst

Responsible for examining business requirements to assess needs, collect information, and identify alternative methods and solutions. Provides research and analytical support to strategic planning, training development, problem solving, quality management, financial analysis, and business process reengineering. Requires Bachelors' degree and minimum of 5 years related experience.

Senior Operations Analyst

Responsible for performing analyses of required tasks and their interrelationships. Provide evaluation and analysis of workflow, organization and planning process. Develop appropriate corrective action. Requires Bachelors degree and minimum of 5 years of related experience.

Consultant II

Directs activities to implement and manage projects. Possesses expertise to define problems, collect data, establish facts, and draw valid conclusions. Provides leadership and technical expertise in the areas of delivering process and productivity improvement solutions. Requires Bachelors' degree and minimum of 5 years related experience.

Consultant I

Provides research and analytical support to strategic planning, training development, problem solving, quality management and financial analysis. Conducts research and applies knowledge involving innovative system solutions and alternatives. Requires Bachelors degree and minimum of 5 years of related experience.

Program Analyst

Responsible for examining program requirements to assess needs, collect information, and identify alternative methods and solutions. Provides research and analytical support to strategic planning, training development, problem solving, quality management and financial analysis. Requires Bachelors' degree and minimum of 5 years related experience.

Senior Systems Integrator

Define problems, collect data, establish facts, and draw valid conclusions. Provides technical expertise in the areas of delivering process and productivity improvements solutions, Develops business and strategic plans, provides performance measurement criteria and training and conducts financial and cycle-time analysis. Requires Bachelors' degree and minimum of 5 years related experience.

Systems Integrator

Examine business requirements and assess needs, collect information, and identifies alternative methods and solutions. Provides research and analytical support to strategic planning, training development, quality management and business process reengineering. Requires Bachelors' degree and minimum of 2 years related experience.

Operations Analyst

Provides technical expertise in the areas of delivering process and productivity improvement solutions. Provides research and analytical support to strategic planning, training development, problem solving, quality management, and financial analysis. Requires Bachelors' degree and minimum of 2 years related experience.

Consulting Specialist

Examine business requirements and assess needs, collect information, and identify alternative methods and solutions. Define problems, collect data, establish facts, and draw valid conclusions. Requires Bachelors' degree and minimum of 2 years related experience.

Technical Specialist

Prepare and execute plan for establishment, reengineering, sustainment, and operation of computer networks, tailored applications, and virtual private networks. Requires Bachelors' degree and minimum of 2 years related experience.

Technical Analyst

Conduct a variety of administrative and systemic developmental tasks and projects including application developments and tailoring, metrics determination and tracking, and training of staff in business effectiveness improvement. Requires Bachelors' degree and minimum of 1 year related experience.

Ordering Information

Maximum Order: \$1,000,000

If the "best value" selection places your order over the Maximum Order Level of \$1,000,000, you have an opportunity to obtain a better schedule contract price. There is no maximum value for individual task orders. Before placing your order, contact the contractor to ask for a better discount price. The contractor may: 1) offer a new lower price for this requirement; 2) offer the lowest price available under the contract; or 3) decline the order within five days

Minimum Order: \$300.00

Geographic Coverage (delivery Area): Domestic only.

Point(s) of productions (city, county, state or foreign country): Same as company address.

Discount from list prices or statement of net price: Government net prices (discounts already deducted).

Quantity Discounts: None Offered.

Prompt payment terms: 2%-15 days, 1%-30 days, Net 31 days

Government Purchase Cards

Government purchase cards are accepted at or below the micro-purchase threshold. Government purchase cards are accepted for orders over \$2500.00.

Foreign Items: None

Time of Delivery: Specified on the Task Order

Expedited Delivery

Items available for expedited delivery are noted in this price list as indicated by the following symbol XX as indicated on the price list on page xx.

Overnight and 2-Day Delivery: Available

F.O.B. point(s): Destination

Ordering Address (es): Same as company address.

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).

Payment Address (es): Same as company address.

Warranty provision: Contractor's standard commercial warranty

Data Universal Numbering System (DUNS) number: 15-7984068

Central Contractor Registration (CCR): Registered

Contract Type: Labor Hour and Firm Fixed Price

Summary of Services

Management, Organizational and Business Improvement Services

Management, Organizational and Business Improvement Services (MOBIS) is a Federal Supply Schedule offered to federal agencies by GSA to provide them with a streamlined procurement device to procure management consulting, facilitation, survey and quality-related training services for the implementation of quality management and other related system change processes within their agencies.

Contractors who are placed on this schedule are knowledgeable of quality management theory and practice and have demonstrated that they are capable of providing expert assistance to agencies implementing quality and other related system change processes in the federal environment.

This schedule is not intended for independent management or technical studies, or surveys not related to a system-wide organizational process that includes the following major elements of the President's Quality Award and the Baldrige Award criteria:

- Top management leadership
- Strategic planning of the implementation process
- Focus on the customer
- Employee training and recognition
- Employee empowerment and teamwork
- Measurement and analysis
- Quality assurance
- Quality and productivity improvement results

Any questions concerning the applicability of this schedule to a given procurement request can be discussed with GSA's Federal Supply Service Contracting Officer.

Agencies placing orders against the MOBIS Federal Supply Schedule are reminded that there is no need to seek further competition beyond the list of schedule contractors, synopsize requirements, or make determinations of fair and reasonable pricing. Agencies are not required to, but may at their discretion, set aside acquisitions for small business. The Management Services Center has already done the legwork for you. Agencies save time and money when they use GSA Federal Supply Schedules, and they can be assured that their procurement will be the best value available and will comply with all applicable regulations. We take the stress out of the acquisition process so you can focus on your agency's mission.

Scope of Contract

Summary of MOBIS Services and Products

These contracts cover management, organizational and business improvement services and products (MOBIS) to enable government agencies to improve performance, quality, timeliness and efficiency throughout their organizations.

These services will facilitate agencies' response to dynamic, evolutionary influences and mandates and will enable them to continuously improve mission performance. As these influences and mandates evolve, or are enacted, it is anticipated that the specific support provided by contractors under this schedule will evolve accordingly. These efforts should ultimately result in increased customer satisfaction and restore the public's confidence in their government.

Some examples of these influences and mandates are the Government Performance and Results Act; government reinvention initiatives such as improving customer service, benchmarking and streamlining; strategic sourcing; downsizing; and privatization.

The contracts covered by this schedule provide services and /or products to support agencies in the implementation and continuation of management, organizational and business improvement efforts. Examples include but are not limited to: quality management; business process reengineering; strategic and business planning; benchmarking; strategic sourcing; ISO 9000 and ISO 14000; activity-based costing; financial management analysis related to an improvement effort; statistical process control; surveys; individual and organizational assessments and evaluations; process improvements; process modeling and simulation; performance measurement; organizational design; change management; development of leadership/management skills; and training in improving customer service and satisfaction.

Services Outside the Scope of Contract

Examples of services that are not appropriate for purchase under this schedule include, but are not limited to: financial audits; performance of operational activities; purchase of automated data processing (ADP) hardware and purchase of ADP software development not specifically related to an improvement effort. This schedule is not intended to be used by agencies to do isolated or independent management and technical studies when the contractor is asked to produce a final report or product with little or no involvement of the agency management or its staff.

Support Provided by the Government

- Government publications; archival materials; videotape; film, photo and graphic art repositories; and governmental employees as are necessary and appropriate to satisfy the contractor's information requirements in completing project work.
- Managers and employees within agencies where work is being performed, that are essential to carrying out contractual obligations; one or more subject-matter experts to advise and assist the contractor with respect to technical aspects or operating systems selected for training or quality and productivity improvement; physical support for carrying out work, such as room space, utilities drawn from existing sources, currently available instructional equipment such as computer terminals and audiovisual display devices when such use does not conflict with the controlling organizations' operational schedule.
- Technical reference material not subject to Privacy Act restrictions.

Incidental Items

For administrative convenience, open market (non-contract) items may be added to a Federal Supply Schedule BPA or the individual task/delivery order if the items are clearly labeled as such on the order, all application acquisition regulations have been followed, and price reasonableness has been determined by the ordering activity for the open market items.

Contractor Team Arrangements

Federal Supply Schedule contractors may use "Contractor Team Arrangements" (see FAR 9.6) to provide solutions when responding to a customer agency requirements. The policy and procedures outlined in this part will provide more flexibility and allow innovative acquisition methods when using the Federal Supply Schedules.

CONTRACTOR TEAM ARRANGEMENTS AND FEDERAL SUPPLY SCHEDULES

In the spirit of the Federal Acquisition Streamlining Act (FASA), all Federal agencies have been encouraged to facilitate innovative contracting/acquisition approaches. FAR 1.102 provides Guiding Principles on the Federal Acquisition System, outlining what the system will achieve -

- Satisfy the customer (cost, quality, and timeliness of delivery)
- Maximize use of commercial products and services
- Consider contractor's past performance

- Conduct business with integrity, fairness and openness
- Minimize administrative costs
- Promote competition
- Fulfill public policy objectives

The Federal Supply Schedule program is source customers may use to achieve what the system has outlined for Acquisition Teams to follow.

Each member of the "Acquisition Team" is to exercise personal initiative and sound business judgment and is responsible for making acquisition decisions that deliver the best value product or service to meet the customer's needs. FAR 1.102-4 further empowers government Acquisition Team members to make acquisition decisions within their areas of responsibility including selection, negotiation, and administration. The contracting officer has the authority to the maximum extent practical, to determine the applications of rules, regulations, and policies.

In light of these changes, Federal Supply Schedule customers may refer to FAR 9.6 - Contractor Team Arrangements. The policy and procedures outlined in this subpart will provide more flexibility and allow innovative acquisition methods when using Federal Supply Schedules. Customers are encouraged to review this section and should note that the use of Contractor Team Arrangements is permissible after contract award.

Contractor Team Arrangements, combined with the Federal Supply Schedules Program, provide Federal customers with a powerful commercial acquisition strategy.

BASIC GUIDELINES FOR USING "CONTRACTOR TEAM ARRANGEMENTS"

Federal Supply Schedule contractors may use "Contractor Team Arrangements" (see FAR 9.6) to provide solutions when responding to a customer agency requirements.

These Contractor Team Arrangements can be included under a Blanket Purchase Agreement (BPA). Orders under a Contractor Team Arrangement are subject to terms and conditions of the Federal Supply Schedule contracts.

Participation in a Contractor Team Arrangement is limited to Federal Supply Schedule contractors.

Customers should refer to FAR 9.6 for specific details on Contractor Team Arrangements.

Here is a general outline on how it works:

- The customer identifies the requirements
- Federal Supply Schedule contractors may individually meet the customers needs, OR Federal Supply Schedule contractors may submit a Schedule Contractors "Team Solution" to meet the customer's requirements
- The customer makes a best value selection.

Contracting Assistance

GSA Contact:

U.S. General Services Administration
 Federal Supply Service (10FTM-A)
 Management Services Center
 Acquisition Division
 400 15th Street SW
 Auburn, WA 98001-6599

Sample Forms

**BEST VALUE
BLANKET PURCHASE AGREEMENT
FEDERAL SUPPLY SCHEDULE**

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act, _____ (Agency) _____ and the Arrowpoint Corporation, enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items and services from the General Service Administration (GSA) Federal Supply Schedule Contract GS-10F0100N.

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources, the development of technical documents, solicitations and the evaluation of bids and offers. Contractor Team Arrangements are permitted with Federal Supply Schedule contractors in accordance with Federal Acquisition Regulation (FAR) Subpart 9.6

This BPA will further decrease costs, reduce paperwork and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the Government that works better and costs less.

Signatures

Agency

Date

Contractor

Date

VICTORY OVER RED TAPE

BPA NUMBER _____

(CUSTOMER NAME)
BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply contract number GS-10F-0100N, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (Ordering Agency)

1. The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

SPECIAL ITEM NUMBER	*SPECIAL BPA DISCOUNT/PRICE
874-1	_____
874-2	_____

2. Delivery:

DESTINATION	DELIVERY SCHEDULE/DATES
_____	_____
_____	_____

3. The Government estimates, but does not guarantee, that the volume of purchases through this agreement will be _____

4. This BPA does not obligate any funds

5. This BPA expires on _____ or at the end of the contract period, whichever is earlier

6. The following office(s) is hereby authorized to place orders under this BPA

OFFICE	POINT OF CONTACT
_____	_____
_____	_____

7. Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX or paper.

8. Unless otherwise agreed to, delivery tickets or sales slips containing the following information as a minimum must accompany all deliveries under this BPA:

- a) Name of contractor
- b) Contract number
- c) BPA number
- d) Special Item number
- e) Task/Delivery order number
- f) Date of purchase
- g) Quantity, unit price, and extension of each item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
- h) Date of shipment

9. The requirements of a proper invoice are as specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the task/delivery order transmission issued against this BPA.

10. The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

***IMPORTANT** - A new feature to the Federal Supply Schedules Program permits contractors to offer price reductions in accordance with commercial practice. Contractor Team Arrangements are permitted with Federal Supply Schedule contractors in accordance with FAR Subpart 9.6.

<h2>Request for Contract Award Information</h2>

Customers requesting contract award information (i.e., List of Contractors) should fill in the following information. Fax the request to: (253) 931-7544

Customer Name _____

Fax Number/Mailing Address _____

Contract Award Information Requested For:

Federal Supply Schedule Number: GS-10F-0100N

Or

Special Item Number: _____

Or

Item Description: _____
