



MANAGEMENT CONSULTING SERVICES

SCHEDULE FOR MANAGEMENT, ORGANIZATIONAL AND BUSINESS IMPROVEMENT SERVICES (MOBIS)

Federal Supply Group: 87 Class: 874

Contract Number: GS-10F-0050K

Contract Period: December 1, 2009 through November 30, 2014

Pricelist Effective: December 1, 2009

Contractor: Clifton Gunderson LLP

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Business Size: Large

Contract Administrator:

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For more information about ordering from Federal Supply Schedules, please visit <http://www.gsaadvantage.gov>.

MOBIS MANAGEMENT, ORGANIZATIONAL, AND BUSINESS IMPROVEMENT SERVICES SCHEDULE

Clifton Gunderson provides a broad range of management consulting services to federal, state, and local government entities. Our consulting approach focuses on three key areas: management accountability, productivity planning, and organizational change. We help our clients link strengthened management to improved performance.

Core services include —

- **Benchmarking** – We help you improve your business processes by comparing them to leading public and private-sector organizations providing comparable products or services, and identifying best practices that your organization can implement.
- **Business case analysis** – A business case is a useful planning tool that informs decision-making, including determining whether to implement or modify programs and services, or make specific purchases. We help you determine the likely financial or other business consequences and overall impact related to a specific action or decision and present your position to key decision makers.
- **Business process mapping, review and re-engineering** – The core questions of our business process review approach are: “How are functions supportive of the entity’s mission or overarching legislative requirements?” and “What operational or support functions can be improved to achieve mission goals and legislative compliance more efficiently and effectively?” We analyze the overall organization structure, divisional functions, and required supporting systems and existing systems infrastructure to determine how well your entity is positioned to address mission and divisional needs.
- **Capacity building** – Performance improvement is a continuous process. We help you improve organizational effectiveness by conducting a third-party assessment of key management areas to obtain baseline information, analyzing and communicating the results, and providing specific training and technical assistance interventions to improve performance. Subsequent assessments and evaluations measure the change in performance over time.
- **Management assessment** – The cornerstone of our management assessment approach is analyzing the integration of people, systems, and results. Our goal is to ensure these three elements operate together efficiently and effectively. We have the resources to develop appropriate assessment tools to examine processes and operations. The results are used to create process flow diagrams, develop recommendations for improvement, and create an implementation plan for training personnel and facilitating change.
- **Performance auditing** – Effective performance is one of the keys to a successful business operation, and a performance audit can provide an objective assessment of your organization’s program performance. We use a variety of audit and evaluation techniques to examine the achievements of desired results, the effectiveness of programs, activities and functions, compliance with laws and regulations, and the economy and efficiency with which resources are acquired and used.
- **Policies and procedures review and development** – Operations and systems are constantly changing, and your policies and procedures need to change with them. We conduct

an in-depth review of your operations and work with management to develop integrated process flow diagrams depicting operational functions and interdependencies and detailed desk procedures. The diagrams are then used to draft new policies and procedures.

- **Strategic planning** – We tailor each strategic plan to the unique needs of your entity and its mission. Our approach to strategic planning focuses on involving all program leaders in establishing priorities, integrating key functions, conducting a systematic situation audit, emphasizing mission related outcomes, adopting balanced measures for key functions, benchmarking against other entities and best practices, setting targets and timelines with measurable results, and costing all necessary resources.
- **Telework/Telecommuting implementation** – We offer a comprehensive approach to developing, implementing and expanding successful federal telecommuting programs to meet the requirements of Public Law 106-346 (Section 359). Our capabilities include assessing your entity’s readiness for telework, developing or updating policies and procedures, providing secure and reliable remote access solutions and conducting program evaluations. Our training seminars also give you the information, tools and resources you need to begin or expand a telework program.

Our Collaborative Approach

The cornerstone of Clifton Gunderson’s public management consulting practice is integrating people, systems, and results. Our collaborative consulting approach typically follows an eight-step process —

- Clarify and verify client and stakeholder needs
- Secure requisite leadership, ownership, and transparency for the engagement
- Benchmark, examine best practices, and gather baseline data
- Analyze results and collaborate to develop solutions
- Communicate results
- Map and assign responsibility for agreed-upon actions
- Establish plans for measurement and evaluation
- Assist with the implementation of improvement actions

Select Current and Past Government Clients —

- Agency for Healthcare Research and Quality
- Commonwealth of Virginia
- Defense Finance and Accounting Service
- Equal Employment Opportunity Commission
- Fairfax County, Virginia
- Federal Communications Commission
- Federal Deposit Insurance Corporation
- Federal Labor Relations Board
- Maryland Department of Health and Mental Hygiene
- Metropolitan Washington Council of Governments
- National Institutes of Health
- Pension Benefit Guaranty Corporation
- U.S. Department of Health and Human Services
- U.S. Department of the Interior, Office of the Special Trustee for American Indians
- U.S. Postal Service

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Labor Categories

Client Service Executive – Experience - Minimum of 20 years;
Education - Master’s degree and must be a CPA;
Responsibilities - Oversees the engagement from planning to reporting and serves as the client liaison.

Project Manager – Experience - Minimum of 20 years;
Education - Master’s degree, management;
Responsibilities - Overall engagement planning and supervision.

Principal Business Consultant – Experience - Minimum of 15 years;
Education - Master’s degree;
Responsibilities - Serves as the consulting team leader.

Senior Consultant – Experience - Minimum of 10 years;
Education - Bachelor’s degree;
Responsibilities - Consulting team member, assists in supervision.

Consultant – Experience - 5-10 years;
Education - Bachelor’s degree;
Responsibilities - Consulting team member.

Information Technology Specialist – Experience - 5-10 years;
Education - Bachelor’s degree, information technology;
Responsibilities- Consulting team member.

Systems Specialist – Experience - 5-10 years;
Education - Bachelor’s degree, systems engineering;
Responsibilities - Consulting team member.

Program Evaluator – Experience - 5-10 years;
Education - Bachelor’s degree;
Responsibilities - Consulting team member.

Administrative Assistant – Experience - 3-10 years;
Education - Associates degree;
Responsibilities - Provides administrative support.

The labor category that falls under the requirements of the Service Contract Act (SCA) (i.e. non-exempt labor categories) is identified in the matrix below. The price for this labor category meets or exceeds the requirements in the SCA Wage Determination identified below.

SCA MATRIX

Fentress SCA Labor Category	SCA Equivalent Code-Title	WD#
Administrative Assistant	01 020-Administrative Assistant	05-2103

The SCA is applicable to this contract and it includes a SCA applicable labor category. The price for the indicated SCA labor category is based on the U.S. Department of Labor Wage Determination Numbers(s) identified in the matrix. The price offered is based on the preponderance of where work is performed and should the contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.

Rates for Consulting Services Under Special Item Number (SIN) 874-1 and 874-IRC

Hourly Rates

Labor Category	12-01-2009 to 11-30-2010	12-01-2010 to 11-30-2011	12-01-2011 to 11-30-2012	12-01-2012 to 11-30-2013	12-01-2013 to 11-30-2014
Client Service Executive	\$231.63	\$238.58	\$245.73	\$253.10	\$260.70
Project Manager	\$185.09	\$190.64	\$196.36	\$202.25	\$208.32
Principal Business Consultant	\$168.76	\$173.82	\$179.03	\$184.40	\$189.94
Senior Consultant	\$133.07	\$137.06	\$141.17	\$145.40	\$149.77
Consultant	\$127.50	\$131.33	\$135.27	\$139.33	\$143.51
Information Technology Specialist	\$138.83	\$143.00	\$147.29	\$151.71	\$156.26
Systems Specialist	\$127.50	\$131.33	\$135.27	\$139.33	\$143.51
Program Evaluator	\$141.96	\$146.22	\$150.61	\$155.13	\$159.78
Administrative Assistant	\$54.00	\$55.62	\$57.29	\$59.01	\$60.78

Daily Rates

Labor Category	12-01-2009 to 11-30-2010	12-01-2010 to 11-30-2011	12-01-2011 to 11-30-2012	12-01-2012 to 11-30-2013	12-01-2013 to 11-30-2014
Client Service Executive	\$1,853.01	\$1,908.60	\$1,965.86	\$2,024.84	\$2,085.58
Project Manager	\$1,480.73	\$1,525.15	\$1,570.90	\$1,618.03	\$1,666.57
Principal Business Consultant	\$1,350.04	\$1,390.54	\$1,432.26	\$1,475.23	\$1,519.48
Senior Consultant	\$1,064.53	\$1,096.46	\$1,129.36	\$1,163.24	\$1,198.13
Consultant	\$1,020.03	\$1,050.63	\$1,082.15	\$1,114.61	\$1,148.05
Information Technology Specialist	\$1,110.67	\$1,143.99	\$1,178.31	\$1,213.66	\$1,250.07
Systems Specialist	\$1,020.03	\$1,050.63	\$1,082.15	\$1,114.61	\$1,148.05
Program Evaluator	\$1,135.72	\$1,169.79	\$1,204.88	\$1,241.03	\$1,278.26
Administrative Assistant	\$432.02	\$444.98	\$458.33	\$472.08	\$486.25

Customer Information

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!(tm), a menu-driven database system. Visit GSA Advantage!(tm) at www.GSAAdvantage.gov.

- 1a. Special Item Number (SIN) - 874-1, Consulting Services
- 1b. Rates for Management, Organizational and Business Improvement Services - See rate table inside this brochure
- 1c. Labor Categories - See Labor Categories section inside this brochure
2. Maximum Order - \$1,000,000
3. Minimum Order - \$300
4. Geographic Coverage - Domestic delivery only
5. Point of Production - Calverton, Prince George's County, Maryland
6. Discount from List Prices - Prices herein are net (discount deducted)
7. Quantity Discounts - None
8. Prompt Payment Terms - 2% 15 days, Net 30
- 9a. Government Purchase Cards - Accepted below micropurchase threshold
- 9b. Government Purchase Cards - Not accepted above micropurchase threshold
10. Foreign Items - None
- 11a. Time of Delivery - Varies per engagement
- 11b. Expedited Delivery - Items available for expedited delivery are noted in this price list.
- 11c. Overnight and Two-Day Delivery - Not applicable
- 11d. Urgent Requirements - "Urgent Requirements" clause (contract clause I-FSS-140-B) of its contract and agencies can also contact the Contractor's representative to effect a faster delivery.
12. F.O.B. Points - Destination
- 13a. Ordering Address - Clifton Gunderson LLP, 11710 Beltsville Drive, Suite 300, Calverton, Maryland 20705
- 13b. Ordering Procedures - For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample BPA can be found at the GSA/FSS Schedule homepage (www.GSAAdvantage.gov).
14. Payment Address - Same as above
15. Warranty Provision - Standard commercial warranty
16. Export Packing Charges - Not applicable
17. Terms and Conditions of Government Purchase Card Acceptance - Not applicable; see 9b
18. Terms and Conditions of Rental, Maintenance and Repair - Not applicable
19. Terms and Conditions of Repair Parts - Not applicable
- 20a. Terms and Conditions for Any Other Services - Not applicable
21. Service and Distribution Points - Not applicable
22. Participating Dealers - Not applicable
23. Preventive Maintenance - Not applicable
- 24a. Environmental Attributes - None
- 24b. Section 508 Compliance Information - Not applicable
25. Data Universal Numbering System (DUNS) Number - 94-730-0372
26. Central Contractor Registration - Active