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: www.GSAAdvantage.gov

FSC Group: Schedule 874 MOBIS
FSC Class/Product Code: 874
SIN 874-1/1RC Integrated Consulting Services
SIN 874-6/6RC Acquisition Management Support Services

Miracle Systems

1555 Wilson Blvd., Suite 600, Arlington, VA 22209

Office: 1-800-685-2313 • Cell: (571) 331-1355 • Fax: (202) 315-3261
www.miraclesystems.net

Business size: Small 8(a) Disadvantaged Business
Contact: Sandesh Sharda

Contract Number: GS-10F-0417X
Effective: July 29, 2011 through July 28, 2016
Pricelist current through Modification #0007, dated April 1, 2015

GSA Contract Holder

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at: www.fss.gsa.gov

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CUSTOMER INFORMATION

1a. Table of awarded special item numbers (SINs):
SIN 874-1/1RC: Integrated Consulting Services
SIN 874-6/6RC: Acquisition Management Support Services
See attached descriptions and pricing.

1b. Hourly rates and labor descriptions including commercial job titles, experience, functional responsibility and education:
See attached descriptions and pricing

2. Maximum order.
$1,000,000.00

3. Minimum order.
$100.00

4. Geographic coverage (delivery area).
48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. territories.

5. Point(s) of production (city, county, and State or foreign country).
Miracle Systems, LLC
1555 Wilson Blvd., Suite 600
Arlington, VA 22209
Office: 1-800-685-2313 • Fax: (202) 315-3261

6. Discount from list prices or statement of net price.
All prices herein are net government prices.

7. Quantity discounts.
None
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8. Prompt payment terms.
Net 30 days

9a. Government purchase cards are accepted at or below the micro-purchase threshold.

9b. Government purchase cards are accepted above the micro-purchase threshold.

10. Foreign items (list items by country of origin).
Not applicable.

11a. Time of delivery.
Net 30 days.

11b. Expedited Delivery.
As determined between Ordering Agency and Miracle Systems, LLC

11c. Overnight and 2-day delivery.
See 11a and 11b.

11d. Urgent Requirements.
When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 24 hours after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering agency, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract. Ordering Activities may contact the Contractor's representative to affect a faster delivery.

12. F.O.B. point.
Destination.

13a. Ordering address.
Miracle Systems, LLC
1555 Wilson Blvd., Suite 600
Arlington, VA 22209

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).

14. Payment address.
Miracle Systems, LLC
1555 Wilson Blvd., Suite 600
Arlington, VA 22209

15. Warranty provision.
Not applicable.

16. Export packing charges, if applicable.
Not applicable.

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level).
The Government purchase card is accepted above the micro-purchase threshold.

18. Terms and conditions of rental, maintenance, and repair (if applicable).
Not applicable.

19. Terms and conditions of installation (if applicable).
Not applicable.

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable).
Not applicable.

20a. Terms and conditions for any other services (if applicable)
Not applicable.

21. List of distribution points (if applicable).
Miracle Systems, LLC
1555 Wilson Blvd., Suite 600
Arlington, VA 22209
Office: 1-800-685-2313 • Fax: (202) 315-3261

22. List of participating dealers (if applicable)
Not applicable.

23. Preventive maintenance (if applicable).
Not applicable.

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants).
Not applicable.

24b. Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and can be found www.miraclesystems.net **. The EIT standards can be found at: www.Section508.gov/.**

25. Data Universal Number System (DUNS) number.
133239397

26. Notification regarding registration in Central Contractor Registration (CCR) database.
Miracle Systems, LLC has registered with the Central Contractor Registration database. The CAGE code is **8ASY4.**

27. Authorized Negotiator: Sandesh Sharda, President, ssharda@miraclesystems.net or (571) 331-1355

Miracle Systems, LLC

Miracle Systems is a Virginia-based, SBA-certified 8(a) business enterprise. Miracle Systems is an ISO 9001-2008 Certified and CMMI-II externally appraised firm. We provide leading edge solutions and outstanding mission-oriented business integration services to our Federal clients, including:

- Management consulting for C-level officers
- Strategic and tactical planning
- Business process analysis and improvements
- Policy studies and development assistance
- Subject matter expertise in financial office policies and Federal regulation compliance
- Life-cycle acquisition management, including contract closeouts and grants management

PRICING FOR SINs 874-1/1RC, and 874-6/6RC

Position Title	Hourly Rates for Base Period				
	Year 1	Year 2	Year 3	Year 4	Year 5
Project Manager	$105.70	$108.03	$110.40	$112.83	$115.31
Management Analyst I	$47.32	$48.36	$49.42	$50.51	$51.62
Management Analyst III	$79.69	$81.44	$83.23	$85.07	$86.94
Management Analyst IV	$93.82	$95.88	$97.99	$100.15	$102.35
Management Analyst V	$122.17	$124.86	$127.60	$130.41	$133.28
Senior Supervisor	$94.77	$96.85	$98.99	$101.16	$103.39
Senior Financial Analyst	$91.96	$93.98	$96.05	$98.16	$100.32
Financial/Contract Analyst	$85.82	$87.71	$89.64	$91.61	$93.63

LABOR CATEGORY DESCRIPTIONS AND MINIMUM EDUCATION/EXPERIENCE

PROJECT MANAGER

Duties:

Project Manager is responsible for meeting with top level managers and executives to define overall goals and objectives of projects. Prepares recommendations for resource requirements to accomplish the projects and negotiates with stakeholders to obtain needed resources and support. Prepares project plans and establishes system for review, control, and reports. Prepares agency directives, memoranda, policy statements, and other written guidelines and recommendations relating to projects.

Coordinates the impact of projects with employees and managers in all affected areas and with external individuals and organizations. Represents program office where they will be located at, interests and endeavors for assigned projects, and functions as the resident expert relating to all aspects of project planning, execution, and implementation.

Minimum Education/Experience:

Ten years of specialized experience, equivalent to at least the GS-14 level in the Federal service, which includes use of quantitative and qualitative techniques for analyzing and evaluating complex mission-oriented programs and projects for an organization. Developing project and program plans, goals, objectives, and milestones involving complex programs, systems, or issues of critical importance to the entire organization. Assessing project progress, conducting briefings, and preparing comprehensive reports with solutions and recommendations for top-level managers and executives. Must have Bachelors or Professional Qualification, such as, PMP, CPA, MBA, CGFM or any other relevant professional certification.

MANAGEMENT ANALYST I

Duties:

Management Analyst I is responsible for supporting other more senior management analysts and/or Project Manager on the project team. Assists with management studies in areas, such as organizational design and staffing, operational systems and procedures work simplification; space utilization, records management and control, and budget preparation. Employees in this class are capable of working independently with some supervision and oversight.

Minimum Education/Experience:

One year of specialized experience, equivalent to the GS-9 level in the Federal service, which includes use of quantitative and qualitative techniques for analyzing and evaluating complex mission-oriented programs and projects for an organization. A Bachelor's degree in Industrial Engineering, Industrial Psychology, Public Administration, Business Administration, or a closely-related field; **or** three years

experience assisting or participating in planning and/or carrying out management improvement studies in at least one of the following areas: a) organizational analysis; b) systems and procedures analysis; c) records management analysis; d) space utilization studies; e) work measurement or work simplification studies; f) cost benefit analysis; g) budget analysis, or h) other related efficiency research studies.

MANAGEMENT ANALYST III

Duties:

Management Analyst III conducts management studies in areas, such as, organizational design and staffing; operational systems and procedures work simplification; space utilization; records management and control, and budget preparation. Employees in this class also make recommendations for corrective action and management improvements to ensure efficient, cost-effective operations, and compliance with office requirements. Typical tasks include: presents written or oral reports of findings, conclusions, and recommendations for corrective measures or operational improvements to management; processes requests for services such as printing or equipment, and coordinates procurement and distribution; assists with or directs activities of independent contractors/vendors; provides technical assistance and guidance to operational staff during implementation through staff training, information, and clarification in problem areas, writing instructions and guidelines; designs or revises forms, procedures, and manuals; monitors effectiveness and conducts follow-up appraisals of recommendations; modifies as necessary.

Budget Analysis: Typical tasks include: assists in budget development process for assigned programs; develops and prepares budget reports, technical information, and statistical analyses to assist in budget administration and compliance; monitors program revenues/expenditures and reports on significant deviations; evaluates the impact of staffing/organizational changes or other management activities on budget allocations and recommends appropriate action**.**

Miscellaneous: Typical tasks include: may conduct/coordinate special projects of a non-recurring nature as requested; conducts regular or special reviews of industry development and considers possible agency application; participates, as assigned, in various committee and task work groups relating to agency problem solving activities.

Minimum Education/Experience:

Two years general experience with one year of specialized experience in analytical activities. General and specialized experienced may be achieved concurrently. A Bachelor's degree in Industrial Engineering, Industrial Psychology, Public Administration, Business Administration, or a closely-related field, **or** three years' experience assisting or participating in planning and/or carrying out management improvement studies in at least one of the following areas: a) organizational analysis; b) systems and procedures analysis ; c) records management analysis; d) space utilization studies; e) work measurement or work simplification studies; f) cost benefit analysis; g) budget analysis; or h) other related efficiency research studies.

MANAGEMENT ANALYST IV

Duties:

Management Analyst IV plans, organizes, and conducts management studies of programs, organizational and staffing structures, and budgetary, operational or other administrative systems and provides technical assistance and advice on program planning, fiscal and/or human resource management. Employees in this class also make recommendations for and assist in the implementation of new techniques or procedures to improve methods of operations, strengthen controls, and effectively utilize resources. evaluates new and existing programs for effectiveness, efficiency and conformity to established guidelines; determines quality of current services and benefits of alternative systems; researches, tracks or monitors administrative data; identifies actual or potential problem areas, discrepancies, or deviations in procedural, budgetary or operational systems; determines solutions and options; applies forecasting techniques to historical and current data to predict fiscal or program impact, refines predictions as additional information becomes available.

Study Planning and Organization: Typical tasks include: consults with management to initiate studies, identify priorities, define study scope, purpose, objectives, time frames, and resource requirements; organizes a study plan determining methodology, techniques for fact finding, and types of information required; conducts on-site interviews with inter-intradepartmental personnel to observe and discuss operations; reviews applicable laws and regulations to ensure compliance; evaluates collected information for accuracy and adequacy; develops solutions and alternative proposals determining cost and effect on related systems and operations; may forecast agency financial requirements and recommend expenditure levels; serves as team leader providing guidance to other professional/technical team members in study development or on special projects.

I**mplementation of Recommendations:** Typical tasks include: prepares report of study findings, conclusions, recommendations, and alternatives; recommends funding priorities; documents and justifies recommendations; provides technical assistance during implementation of recommendations, may develop, and conduct training to management and staff in system use and new procedures; communicates budget, program, and/or administrative activity information; may draft legislative proposals, administrative rules, revise policies, and/or write procedures; monitors implementation, makes necessary modifications, and conducts follow-up appraisal of study recommendations.

Budget Analysis and Monitoring: Typical tasks include: analysis and implements budget for assigned programs; assists in or develops biennial budget request, including decision packages; analyzes current budget and programs for problems or adjustments which impact budget projects; provides technical assistance to program staff during budget development process; reviews budget requests for compliance with rules, and policies; coordinates cost allocation, Federal reporting, and budgetary administrative activities of assigned programs; monitors program revenues/expenditures for adherence to budgeted allocations, analyzes significant deviations, and recommends corrective measures; develop and prepare budget

reports; technical information, and analyses to assist management in budget administration and compliance.

Technical Advisor: Typical tasks include: acts as liaison for a sections/division with department management on organizations, procedural, operating, and funding matters; advises management on decisions regarding program operations and on matters relating to resource allocation and budget; reviews industry developments and considers possible agency applications; provides technical information, reports, documents, and other data as requested; researches and responds to questions from the public, the private sector, and other agency's personnel; may represent division at various meetings pertaining to particular management studies to discuss, changes in procedures, policies or guidelines that have substantial impact on system or operation; consults with management to assist in establishing management improvement policies.

Minimum Education/Experience:

Three years general with two years specialized experience performing management improvement studies in areas such as: a) organizational analysis; b) systems and procedures analysis; c) records management analysis; d) space utilization studies; e) work measurement or work simplifications studies; f) cost benefit analysis; g) budget analysis; or h) other related efficiency research or program operations review studies. General and specialized experienced may be achieved concurrently. Bachelor's degree in Public Administration, Business Administration or a closely related field; **or** three more years of experience assisting in planning and carrying out various management improvement studies in a least one of the areas a) through h) listed previously.

MANAGEMENT ANALYST V

Duties:

Management Analyst V designs, plans, and coordinates or conducts analytical management studies of program policies, organizational structures and budgetary, operational, or other administrative systems and provides consultation on legislative or administrative issues, program planning, fiscal, and/or human resource management. Employees in this class provide management support for decision making, recommend policy, and promote administrative improvements. conducts or directs analysis of legislation, judicial activities, policy, and administrative issues affecting assigned department or areas of technical specialization; meets with management to establish priorities for projects in key areas; determines priorities for evaluation and conducts or coordinates the evaluation of existing or proposed administrative activities for effectiveness, efficiency, and conformity to established or agreed upon guidelines; determines quality of existing policies, services, and resource allocations and considers benefits of alternative systems; Typical tasks: develops recommendations and alternatives and financial program and/or operational impact statements; recommends funding priorities for broad program areas; documents, presents, and justifies program recommendations; drafts or reviews and comments on legislative proposals or administrative rules; reviews and suggests modifications of department goals and

objectives, planning and program activities to improve policy coordination with other departments; ensures follow-up on implementation of recommendations; communicates budget, program, and/or administrative policies and procedures and provides training as necessary. Typical tasks: analyzes and implements budget for assigned agency; develops biennial budget requests, including decision packages; analyzes current budget and programs for problems or adjustments which impact budget projections; provides consultation to program staff during budget development process; analyzes budget requests considering available resources and recommends funding priorities for department programs, documents and justifies budget recommendations; assures compliance during all phases of budget cycle; coordinates cost allocations and implements reallocations as necessary; evaluates budgetary impact of staffing/organizational changes or other administrative activities, and the relationship of programs and appropriations, and recommends actions to promote effective, efficient program service delivery; prepares budgetary aspects of Emergency Board requests and assists as needed in presentation of requests; analyzes budgetary impact of collective bargaining proposals, staffing/organizational changes, or other administrative activities; researches and completes special budget reports and projects as assigned.

Minimum Education/Experience:

Four years general experience and three years of specialized experience performing management improvement studies in such areas as a) organizational analysis, b) systems and procedures analysis, c) records management analysis, d) space utilization studies, e) work measurement or work simplification studies, f) cost benefit analysis, g) budget analysis, or h) other related efficiency and/or effective research studies.

General and specialized experienced may be achieved concurrently, **and** a Bachelor's degree in Business Administration, Public Administration, or closely related field **or** three more years of technical or staff level experience assisting in planning and carrying out various management improvement studies in a least one of the previously listed areas. A Master's degree in Business Administration, Public Administration, or a closely related field may be substituted for one year of the specialized experience.

SENIOR SUPERVISOR MANAGER

Duties:

Senior Supervisor Manager is the primary point of contact for customers and assists with defining goals and objectives of projects and/or tasks. Prepares recommendations for resource requirements to accomplish the projects/tasks and negotiates with stakeholders to obtain needed resources and support. Prepares project plans and establishes system for review, control, and reports. Prepares agency directives, memoranda, policy statements, and other written guidelines and recommendations relating to projects.

Coordinates the impact of projects with employees and managers in all affected areas and with external individuals and organizations. Represents program office

where they will be located at, interests and endeavors for assigned projects and functions as the resident expert relating to all aspects of project planning, execution, and implementation.

Minimum Education/Experience:

Six years of specialized experience, equivalent to at least the GS-13 level in the Federal service, which includes use of quantitative and qualitative techniques for analyzing and evaluating complex mission-oriented programs and projects for an organization. Developing project and program plans, goals, objectives, and milestones involving complex programs, systems, or issues of critical importance to the entire organization. Assessing project progress, conducting briefings, and preparing comprehensive reports with solutions and recommendations for top-level managers and executives. Must have Bachelors or Professional Qualification, such as, PMP, CPA, MBA, CGFM or any other relevant professional certification.

SENIOR FINANCIAL ANALYST

Duties:

Senior Financial Analyst is responsible for planning, coordinating and overseeing the research and analysis for special projects. Gathers, analyzes and presents financial information pertaining to the Department of State funds, the financial services industry, financial markets, as well as national and regional economic developments. Performs analysis, using appropriate software tools, of the financial services industry with particular emphasis on developments affecting insured institutions. Performs mathematical and statistical calculations related to industry analysis and orally presents analytical results to management and divisional staff.

Minimum Education/Experience:

Three years of general experience and four years of specialized experience performing financial management improvement studies in such areas as a) cost benefit analysis and (b) budget analysis. General and specialized experienced may be achieved concurrently ***and*** a Bachelor's degree in finance, or accounting or closely related field. Applicants must have four years of specialized experience that will enable them the ability to independently perform complex mathematical and statistical calculations. This information will be used in organizational studies and internal and external office policy decisions.

FINANCIAL/CONTRACT ANALYST

Duties:

Financial/Contract Analyst conducts management studies in areas, such as, organizational design and staffing, operational systems and procedures work simplification; space utilization, records management and control, and budget preparation. Employees in this class also make recommendations for corrective action and management improvements to ensure efficient, cost-effective operations, and compliance with office requirements. Typical tasks: presents written or oral reports of findings, conclusions, and recommendations for corrective measures or operational

improvements to management; processes requests for services such as printing or equipment, and coordinates procurement and distribution; assists with or directs activities of independent contractors/vendors; provides technical assistance and guidance to operational staff during implementation through staff training, information, and clarification in problem areas, writing instructions and guidelines; designs or revises forms, procedures, and manuals; monitors effectiveness and conducts follow-up appraisals of recommendations; modifies as necessary.

Budget Analysis. Typical tasks include: assists in budget development process for assigned programs; develops and prepares budget reports, technical information, and statistical analyses to assist in budget administration and compliance; monitors program revenues/expenditures and reports on significant deviations; evaluates the impact of staffing/organizational changes or other management activities on budget allocations and recommends appropriate action.

Miscellaneous. Typical tasks include: may conduct/coordinate special projects of a non- recurring nature as requested; conducts regular or special reviews of industry development and considers possible agency application; participates, as assigned, in various committee and task work groups relating to agency problem solving activities.

Minimum Education/Experience:

Two years general experience with one year of specialized experience in analytical activities. General and specialized experienced may be achieved concurrently. A Bachelor's degree in Industrial Engineering, Industrial Psychology, Public Administration, Business Administration, or a closely-related field, **or** three years' experience assisting or participating in planning and/or carrying out management improvement studies in at least one of the following areas: a) organizational analysis; b) systems and procedures analysis ; c) records management analysis; d) space utilization studies; e) work measurement or work simplification studies; f) cost benefit analysis; g) budget analysis; or h) other related efficiency research studies.