



Contract Number: GS-10F-0589P

**Synthesis Professional Services, Inc.
4539 Metropolitan Court
Frederick, MD 21704**

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

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

Contract Number: GS-10F-0589P

Period of Performance: September 10, 2014 through September 9, 2019

Business Size: Small Disadvantaged Business, Woman-Owned

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSA *Advantage!*, a menu-driven database system. The INTERNET address for GSA *Advantage!* is: <http://www.gsa.gov>.



TABLE OF CONTENTS

CUSTOMER INFORMATION

ABOUT THE GSA MOBIS FEDERAL SUPPLY SCHEDULE

Advantages of using the GSA MOBIS Schedule

Authorized Users

Placing an Order

SCOPE OF WORK

LABOR CATEGORY DESCRIPTIONS

PRICE LIST

SYNTHESIS MOBIS POINTS OF CONTACT



CUSTOMER INFORMATION

1. **Special Item Numbers:**
874-1 Integrated Consulting Services
2. **Maximum Order:** \$1,000,000.
3. **Minimum Order:** \$100.
4. **Geographic Coverage:** Domestic only.
5. **Point(s) of Production:**
Synthesis Professional Services, Inc.
4539 Metropolitan Court
Frederick, MD 21704
6. **Discount from List Prices or Statement of Net Price:** Government net prices (discounts already deducted).
7. **Quantity Discounts:** None.
8. **Prompt Payment Terms:** Net 30 days.
- 9a. **Government Commercial Credit Card:** Government commercial credit cards are accepted.
- 9b. **Discount for Payment by Government Commercial Credit Card:** Will accept over \$2,500.
10. **Foreign Items:** None
- 11a. **Time of Delivery:** Time of delivery is specified in negotiated delivery/task orders.
- 11b. **Expedited Delivery:** Contact Contractor.
- 11c. **Overnight and 2-day Delivery:** Contact Contractor.
- 11d. **Urgent Requirements:** Contact Contractor.
12. **F.O.B. Point(s):** Destination
- 13a. **Ordering Address:**
Synthesis Professional Services, Inc.
4539 Metropolitan Court
Frederick, MD 21704

- 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:**
Synthesis Professional Services, Inc.
4539 Metropolitan Court
Frederick, MD 21704
- 15. Warranty Provision:** Standard Commercial Warranty.
- 16. Export Packaging Charges:** Not Applicable.
- 17. Terms and Conditions of Government Commercial Credit Card Acceptance:** Contact Contractor.
- 18. Terms and conditions of rental, maintenance, and repair (if applicable):** Not 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
- 20a. Terms and conditions for any other services (if applicable):** N/A
- 21. List of service and distribution points (if applicable):** N/A
- 22. List of participating dealers (if applicable):** N/A
- 23. Preventive maintenance (if applicable):** N/A
- 24a. Special attributes such as environmental attributes, (e.g., recycled content, energy, efficiency, and/or reduced pollutants):** N/A
- 24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.)** The EIT standards can be found can be found at: www.section508.gov/.
- 25. Data Universal Numbering System (DUNS) number:** 05-8005542
- 26. Notification regarding registration in Central Contractor Registration (CCR) database:** Registered

ABOUT THE GSA MOBIS FEDERAL SUPPLY SCHEDULE

GSA has improved efforts to make buying commercial services easier for Federal customers by awarding GSA Schedule Contracts. Under the Federal Supply Schedule Program, GSA enters into government-wide contracts with commercial firms to provide products and services, at stated prices, for given periods of time. This streamlined procurement vehicle significantly reduces the time required to obtain services because GSA has reviewed vendors' capabilities, negotiated rates, and pre-qualified vendors to provide services and products. Therefore, Federal customers can place orders directly with schedule contractors without seeking further competition, synopsising requirements, making determinations of fair and reasonable pricing, or considering small business set asides.

Advantages of Using the GSA MOBIS Schedule

The GSA MOBIS Federal Supply Schedule offers Federal agencies a streamlined procurement vehicle for obtaining services and products for the implementation of business improvement, quality management, and other related system change processes. Advantages of using the GSA MOBIS Schedule include:

- Dramatic reduction in lead time to obtain services and products (typically a few weeks or less);
- Delivery Order awards are based on Best Value;
- CBD Synopsis is NOT required;
- Competitive requirements have been met;
- Prices have been determined to be fair-and-reasonable, and;
- All applicable laws and regulations have been applied (including small business set-asides).
- Can be used by all Federal agencies and the District of Columbia;
- No maximum order limitations;
- Contractor/Customer direct relationship - no transfer of funds to GSA;
- Blanket Purchase Agreements can be established to negotiate even better pricing, and;
- Use of contractor teams and subcontractors is encouraged.

Authorized Users

Authorized users of the GSA MOBIS Schedule include:

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

PLACING AN ORDER

GSA's streamlined ordering procedures have reduced the tedious, time-consuming government procurement process to a few simple steps. GSA has accomplished this by pre-qualifying vendors to perform a wide range of services. GSA has reviewed vendor qualifications, capabilities, and cost schedules in advance of the need for services, and identified these vendors, by type of service, on its *Advantage™!* Website. This approval is valid for all organizations in the federal government and other governmental agencies, and the entire process can be completed in as little as a few weeks. To obtain GSA MOBIS Schedule services and products, Federal agencies work directly with approved GSA MOBIS contractors. For delivery orders under \$2,500, agencies can order services simply by placing an order directly with their contractor of choice. For delivery orders over \$2,500, agencies use the following simplified procedure for placing an order:

- Step 1:** Customer prepares the Statement of Work (SOW) that addresses work to be accomplished, deliverables, period of performance, and other applicable requirements;
- Step 2:** Customer issues a Request for Proposal (RFP) to three approved GSA MOBIS vendors. The vendors submit their proposals, or a "no bid" response to the customer's contracting organization;
- Step 3:** Customer conducts a review and selects the best value contractor, and;
- Step 4:** Customer places a delivery order directly with the selected contractor.

If desired, GSA Regional Offices are available to assist the agency during the procurement process under a fee-for-service arrangement, but GSA is not required to be involved in any of the steps outlined above.

SCOPE OF WORK

With the emphasis on reinventing, reducing bureaucracy, rewarding innovation, and improving customer service, it is important for Federal agencies to have access to management, organizational, and business improvement services. The GSA MOBIS Schedule can be used to conduct a wide range of services focused on improving the performance of Federal agencies.

Examples of services that can be provided include, but are not limited to:

- Strategic and business planning;
- Information Technology initiatives related to business improvement efforts;
- Benchmarking;
- Quality Management including
- Business Process Reengineering;
- Strategic Sourcing;
- Financial Management analysis related to business improvement efforts;
- Activity Based Costing support and analysis;
- Individual and Organizational Assessments;
- Surveys, assessments, and evaluations;
- Process modeling, simulation, and improvement;
- Performance measurement;
- Privatization support services and documentation to include A-76 studies, and;
- Program Integration and Project Management Services.

LABOR CATEGORY DESCRIPTIONS

TECHNICAL DIRECTOR

Summary: Responsible for all phases, activities, staffing, and outcomes involved in a project, including budget management for the entire project.

Typical Responsibilities: Manages tasks and staff performing a variety of technical or scientific activities. May also serve as a senior technical resource on a task.

Required Qualifications: Masters plus 6 years or Bachelors plus 8 years in Management, Business, or scientific or technical discipline..

PROGRAM MANAGER 2

Summary: Responsible for overall direction and management oversight of project operations whose final approval is required on all commitments of corporate resources.

Typical Responsibilities: Directs financial activities and oversees project development with ultimate responsibility for ensuring completion of all work products and deliverables on time, within budget, and to the client's satisfaction. May provide technical advisory and consultation expertise.

Required Qualifications: PhD plus 6 years, Masters plus 8 years, or Bachelors plus 10 years in Business, Management, Engineering, Information Systems, or other relevant field.

BUSINESS LEADER

Summary: Provides executive level consultation services to the leadership of the client organization.

Typical Responsibilities: Serves as the senior manager for projects involving consulting services, such as business improvement analyses, performance assessments, business process reengineering; programmatic functional support, change management, business process analyses, strategic planning, organizational analyses, and the management of business assets.

Required Qualifications: PhD plus 8 years, Masters plus 10 years, or Bachelors plus 12 years in Business, Management, Computer Science, Information Systems, Information Resource Management, Engineering, Operations Research or other relevant field.

ENTERPRISE ANALYST

Summary: Deploys enterprise-wide system management tools. Performs ongoing operation analysis identifying and resolving issues and has the capability to manage systems development and/or operations. Has a good understanding of complex, multi-platform information technology (IT) infrastructure operations, processes and tools. Deploys architecture solutions and has the ability to solve unanticipated complications in the field.

Typical Responsibilities: Deploys and documents enterprise management solutions for complex heterogeneous IT environments. Integrates systems, network and help desk tools into an integrated IT solution. Provides hardware and software tool selection analysis and recommendations. Leads technical teams with diverse areas of specialization to implement multiple software management tools either sequentially or in parallel. May perform other duties as assigned.

Required Qualifications: Bachelor's degree or equivalent, and 12 years of general experience. Six (6) years of general experience is equivalent to a Bachelor's degree. With a Master's degree, 8 years of general experience is required. With a PhD, 3 years of general experience is required.

TECHNICAL SPECIALIST

Summary: Serves as a senior technical or scientific resource on a task.

Typical Responsibilities: Provides analysis, guidance, and insight into the technical or scientific discipline under evaluation. Generally regarded as an expert in the field.

Required Qualifications: Bachelors plus 2 years or 6 years working in a scientific or technical discipline.

BUSINESS PROCESS REDESIGN SPECIALIST

Summary: Assists managers in the systematic simplification and redesign of work processes that support Agency core mission functions.

Typical Responsibilities: Works closely with the client to identify customer needs and performance problems; reassess strategic goals; define re-engineering opportunities; conduct and manage reengineering projects; control risks and maximize benefits; manage organizational change; implement new work processes; and/or evaluate the results of a process redesign effort.

Required Qualifications: PhD plus 6 years, Masters plus 8 years, or Bachelors plus 6 years in Business Administration, Information Systems, Engineering Science, Operations Research or other relevant field.

QUALITY CONTROL OFFICER

Summary: Ensures that overall contract performance is of high quality through thorough review of project deliverables and ongoing dialog with Program Managers. Has specific knowledge of how to effectively target consumers of IT, research, training, and editorial services and how to tailor project deliverables and services provided to the specific target audience requirements.

Typical Responsibilities: Provides high-level program oversight, consulting with program managers and project managers to ensure quality and timeliness of project deliverables. Advises project manager on developing systems and materials that are user-friendly to specific target audiences. Applies psychosocial communications theories and human factors techniques to development processes as appropriate. Consults on strategic planning for program development and process redesign.

Required Qualifications: Bachelor's degree or equivalent, and 12 years of general experience. Six (6) years of general experience is equivalent to a Bachelor's degree. With a Master's degree, 8 years of general experience is required. With a PhD, 3 years of general experience is required.

SENIOR RESEARCH SCIENTIST

Summary: This individual will have unique, demonstrated expertise in single or multiple technical and/or scientific disciplines. Provides expert guidance and insight for development and implementation of specific technologies, subject areas, or other skills sets. Independently performs a broad range of tasks that require specific technical and/or subject matter expertise.

Typical Responsibilities: Plans and implements research, design assessment, development, integration and other assignments in a specific technical area. May work independently or supervise a project team. Will be responsible for communicating highly complex technical subject matter expertise. May perform a broad range of tasks depending upon the requirement.

Required Qualifications: Must have a Bachelor's Degree or equivalent and 17 years of general experience. Six years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, 15 years of general experience is required. With a PhD, 13 years of general experience is required.

PROGRAM/PROJECT MANAGER

Summary: Directs a group of related program, or client projects, overseeing development, application, marketing, and/or resource allocation within their program base, which typically includes several functional areas such as facilitation, surveys, product development, quality control, administration, and other disciplines depending on the requirement.

Typical Responsibilities: Manages program funds, staff, and project resources for multiple projects in an assigned program area and maintains responsibility for the quality and timely delivery of all contract deliverables. Acts as primary point of contact with assigned clients. Clearly understands how client requirements mesh with contractual limitations and company policy. Oversees project managers within assigned program and provides technical advice and other related resources as needed.

Required Qualifications: Bachelor's Degree or equivalent and 10 years of general experience. Six years of general experience is equivalent to a Bachelor's Degree. With a Master's Degree, eight years of general experience is acceptable. With a PhD, six years of general experience is required.

SENIOR RESEARCH ASSOCIATE

Summary: This individual will have unique, demonstrated expertise in single or multiple technical and/or scientific disciplines. Provides expert guidance and insight for development and implementation of specific technologies, subject areas, or other skills sets. Independently performs a broad range of tasks that require specific technical and/or subject matter expertise.

Typical Responsibilities: Plans and implements research designs using methodological rigor appropriate to each task, develops survey instruments, monitor guides, topline reports, technical reports, analysis plans; Works closely with clients to understand the background for research projects and helps determine how to proceed, given available resources and project timeline. Conducts analysis using a broad range of statistical tools and s/w packages. Communicates highly complex technical subject matter as appropriate for intended target audience.

Required Qualifications: Must have a Bachelor's Degree or equivalent and 10 years of general experience. Six years of general experience is considered equivalent to a Bachelor's Degree.

TASK MANAGER

Summary: Manages specific project tasks. Ensures that production schedules are met and that resources are leveraged appropriately.

Typical Responsibilities: Coordinates problem resolution related to production. Oversees relationships among customers, teaming partners, and vendors to ensure delivery of services on time and within budget. Oversees the preparation of analysis and evaluations. Supervises staff operations.

Required Qualifications: Bachelor's Degree or equivalent and 5 years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's Degree. With a Master's degree, 3 years of general experience is required. With a PhD, 1 year of general experience is required.

PROJECT MANAGER

Summary: Directs technology, program, or client projects, overseeing technology development, application, marketing, and/or resource allocation for each contract managed.

Typical Responsibilities: Manages program funds, staff, and project resources and maintains responsibility for the quality and timely delivery of all contract deliverables. Acts as primary point of contact with assigned clients. Clearly understands how client requirements mesh with contractual limitations and company policy. Oversees project staff and provides technical advice and other related resources as needed.

Required Qualifications: Bachelor's Degree or equivalent and 4 years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's Degree. With a Master's degree, 3 years of general experience is required. With a PhD, 1 year of general experience is required.

TECHNICAL/SCIENCE WRITER/PUBLICATIONS MANAGER

Summary: Collects, organizes, and integrates information into user's manuals, training materials, installation guides, proposals, and other required reports and deliverables.

Typical Responsibilities: Develops and/or substantively edits written documentation of technical and/or scientific material, synthesizing information at the appropriate reading level for specific target audiences.

Required Qualifications: Bachelor's Degree or equivalent. Six years of general experience is considered equivalent to a Bachelor's Degree.

TECHNICAL WRITER/EDITOR

Summary: Capable of original drafting of management operations and business documentation requiring an understanding of the basic concepts, practices and vocabulary relevant to the subject matter.

Typical Responsibilities: Develops and/or edits written documentation of technical and/or scientific material, synthesizing information at the appropriate reading level for specific target audiences.

Required Qualifications: Bachelor's Degree or equivalent. Six years of general experience is considered equivalent to a Bachelor's Degree.

PROJECT CONTROL SPECIALIST

Summary: Performs task business and financial tracking, such as schedule and cost reporting and interfaces with Government and contractor financial systems.

Typical Responsibilities: Compiles data to assist in analyzing task performance. Provides ongoing support to task management staff.

Required Qualifications: Bachelors plus 1 year or 5 years in Business, Accounting, or other related discipline.

GRAPHIC DESIGNER

Summary: Uses graphic design tools to provide visual cues for target reader groups that underscore a specific message and encourage the reader to read and understand both print and electronic documents, including brochures, web sites, posters, signage and other visual aids.

Typical Responsibilities: Provides art preparation, layout and editing; creates content; works with end users; creates graphics using original artwork, purchased images, and clip art; uses various graphics software such as CorelDraw, Adobe PageMaker, Adobe Illustrator, Adobe PhotoShop, Microsoft Publisher, Microsoft PowerPoint, and others as required.

Required Qualifications: Bachelors degree, Associates Degree plus 2 years, or 4 years in Business Communications, Art, Design, Computer Science, or other related discipline.

PROJECT ASSISTANT

Summary: Provides project support to technical, management, and client staff. This includes, but is not limited to, documentation planning and support, project administration, general office support, executive secretarial support, human resource planning, event planning and administration, office relocation planning, and other duties as appropriate.

Typical Responsibilities: Coordinates and plans project administration and support tasks. May report directly to a client or work at the client location to support client operations as required. Understands and provides documentation planning and support, project administration, general office support, executive secretarial support, human resource planning, event planning and administration, office relocation planning, and other administrative tasks.

Required Qualifications: Bachelor's Degree or equivalent and 2 years of general experience. Six years of general experience is considered equivalent to a Bachelor's Degree. With a Master's degree no experience is required.

TECHNICAL/SCIENCE WRITER

Summary: Collects, organizes, and integrates information into user's manuals, training materials, installation guides, proposals, and other required reports and deliverables.

Typical Responsibilities: Develops and/or edits written documentation of technical and/or scientific material, synthesizing information at the appropriate reading level for specific target audiences.

Required Qualifications: Bachelor's Degree or equivalent. Five years of general experience is considered equivalent to a Bachelor's Degree.

PROJECT ASSOCIATE

Summary: Provides project support to technical, management, and client staff. This includes, but is not limited to, documentation planning and support, project administration, general office support, secretarial support, human resource planning, event planning and administration, office relocation planning, and other duties as appropriate.

Typical Responsibilities: Coordinates and plans project administration and support tasks. May report directly to a client or work at the client location to support client operations as required. Understands and provides documentation planning and support, project administration, general office support, executive secretarial support, human resource planning, event planning and administration, office relocation planning, and other administrative tasks.

Required Qualifications: Bachelor's Degree or equivalent and one year of general experience. Three (3) years of general experience is considered equivalent to a Bachelor's Degree. With a Master's degree no experience is required.

SUPERVISOR

Summary: Provides administrative supervision to tasks.

Typical Responsibilities: Provides direct supervision to project staff; schedules and coordinates daily assignments, distributes related reports, responds to inquiries, resolves issues, and ensures a steady and productive workflow.

Required Qualifications: Bachelor's Degree or equivalent and one year of general experience. Three (3) years of general experience is considered equivalent to a Bachelor's Degree. With a Master's degree no experience is required.

QUALITY CONTROL SPECIALIST

Summary: Reviews project deliverables.

Typical Responsibilities: Ensures accuracy, conformance with set standards, and overall quality of information prior to final input into project databases and other project deliverables based on specific project criteria.

Required Qualifications: Bachelor's Degree or equivalent and two years of general experience. Three (3) years of general experience is considered equivalent to a Bachelor's Degree. With a Master's degree no experience is required.

SIN 874-1, 874-1RC	
Labor Categories	Hourly Rate
Technical Director	\$251.89
Program Manager 2	\$188.44
Business Leader	\$185.93
Enterprise Analyst	\$170.85
Technical Specialist	\$146.57
Business Process Redesign Specialist	\$133.66
Quality Control Officer	\$126.48
Senior Research Scientist	\$118.28
Program/Project Manager	\$109.65
Senior Research Associate	\$91.21
Task Manager	\$84.55
Project Manager	\$83.50
Technical/Science Writer/Publications Manager	\$78.96
Technical Writer/Editor	\$78.86
Project Control Specialist	\$66.33
Graphic Designer	\$65.36
Project Assistant	\$53.10
Technical/Science Writer	\$52.64
Project Associate	\$45.59
Supervisor	\$45.20
Quality Control Specialist	\$43.40

SCA Eligible Labor Category	SCA Equivalent Code Title	Wage Determination No
Technical/Science Writer/Publications Manager	30463 - Technical Writer III	2005-2249
Technical Writer/Editor	30463 - Technical Writer III	2005-2249
Project Control Specialist	01020 - Administrative Assistant	2005-2249
Graphic Designer	15080 - Graphic Artist	2005-2249
Project Assistant	01313 - Secretary III	2005-2249
Technical/Science Writer	30461 - Technical Writer I	2005-2249
Project Associate	01013 - Accounting Clerk III	2005-2249
Supervisor	01270 - Production Control Clerk	2005-2249
Quality Control Specialist	01613 - Word Processor III	2005-2249

The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the cited SCA labor categories are based on the U.S. Department of Labor WD Number(s) identified in the SCA matrix. The prices offered are 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.



SYNTHESIS MOBIS POINT OF CONTACT

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