

# Mission Oriented Business Integrated Services (MOBIS) GSA Schedule – 874

General Services Administration  
Federal Supply Service  
Authorized Federal Supply Schedule

Industrial Group 874,  
Industrial Class 8742

SINs: 874-1 and 874-1 RC  
874-5 and 874-5 RC  
874-7 and 874-7 RC

Contract Period: March 20, 1998,  
through September 30, 2017

Contract No.: GS-23F-8144H

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Business Size: Large

## Catalog and Price List

Online 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. [www.gsaadvantage.gov](http://www.gsaadvantage.gov).

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Westat's research, technical, and administrative staff of more than 2,000 is located at our headquarters in Rockville, Maryland just outside Washington, DC. Depending on the number of active projects at any time, up to several thousand data collection and processing staff work at Westat's survey processing facilities, at our Telephone Research Center facilities, and at data collection sites throughout the nation. Westat also maintains research offices near our clients in Atlanta, Georgia; Cambridge, Massachusetts; Durham, North Carolina; Philadelphia, Pennsylvania; and Houston, Texas. Westat also has offices in Beijing, China; Liberia, Costa Rica; Addis Ababa, Ethiopia; New Delhi, India; Johannesburg, South Africa; and Bangkok, Thailand.

Westat is an employee-owned corporation known for the quality of its statistical design, data collection, and analysis work, and its expertise in strategic communications. Since 1963, we have successfully provided research and consulting services across Government program areas, in fields as diverse as health and biomedicine, education, employment and training, social policy, environment and energy, transportation, workforce, military and veterans, and science and technology. With headquarters in the Washington, DC, metropolitan area, we are conveniently located near our Federal Government clients.

## About Westat

Westat's most important resource is its diverse staff of more than 2,000 professionals. Included in this group are social scientists; management analysts; communications, public relations and marketing professionals; web development experts; computer systems and related staff; program area specialists; and survey operations specialists. We offer complete teams of organizational specialists and technical experts to evaluate programs, assess performance and quality in meeting program objectives and goals, and, when applicable, recommend program changes. Our statistical staff includes some of the best known names in the field of research statistics. We are thoroughly experienced in program assessment, evaluation, strategic planning, and market research. We also have extensive experience in developing and tracking measures of program performance, designing research and data collection systems, and collecting and analyzing information—taking advantage of the appropriate information technology to meet client needs for efficiency and timeliness.

Westat uses a project-oriented management approach that enables us to assemble the most appropriate and responsive team for each assignment. With a long tradition of specialized research, we are qualified to address the most daunting research and marketing challenges facing Government agencies.

Westat's Washington-area facilities provide the resources to support projects with diverse and complex requirements. In addition to our professional offices, our main campus houses a state-of-the-art Telephone Research Center, facilities to support mailing operations, a computer center, data preparation and processing facilities, a warehouse and distribution center, and a conference and training center. Many projects also make use of our in-house focus group facility and web usability lab, which include equipment for monitoring and recording sessions.

Westat is well placed to support agencies in their mission-oriented business functions that improve the performance, quality, timeliness, and efficiency of services and assists agencies in meeting the challenges of “reinvention” and performance improvement initiatives such as the Government Performance and Results Act (GPRA). We are pleased to offer our services through the Federal Supply Schedule for Mission Oriented Business Integrated Services (MOBIS). MOBIS is a flexible, easy-to-use task order contract that is available to all Federal agencies, the District of Columbia, mixed-ownership government corporations, and the U.S. Postal Service. This catalog describes the Westat services available through the MOBIS mechanism and provides all the necessary details concerning price and the ordering process.

- 1a. Table of Awarded Special Item Numbers (SINs):**
  - SIN 874-1 and 874-1 RC Integrated Consulting Services: see page 7.
  - SIN 874-5 and 874-5 RC Ancillary Supplies and/or Services: see page 12.
  - SIN 874-7 and 874-7 RC Integrated Business Program Support Services: see page 13.
- 1b. Prices:** See page 15 for hourly and daily rates; see page 16 for a price list for miscellaneous survey expenses; see page 17 for support product prices.
- 1c.** See pages 20-25 for descriptions of labor categories and required experience and education for each.
- 2. Maximum Order:** \$1,000,000
- 3. Minimum Order:** \$100
- 4. Geographic Coverage:** Worldwide.
- 5. Points of Production:** Rockville, Montgomery County, Maryland.
- 6. Discount from List Prices:** As negotiated per task order over \$1,000,000.
- 7. Quantity Discounts:** Not applicable.
- 8. Prompt Payment Terms:** Net 30 days.
- 9a. Government Purchase Cards:** Accepted at or below the micro-purchase level.
- 9b. Government Purchase Cards:** Not accepted above the micro-purchase level.
- 10. Foreign Items:** Not applicable.
- 11a. Time of Delivery:** As required for all deliverables in a task order.
- 11b. Expedited Delivery:** Items available for expedited delivery are negotiated to meet contract requirements.
- 11c. Overnight and 2-Day Delivery:** Overnight and 2-day delivery are available for support products and other deliverables as required. Contact Westat for applicable rates.
- 11d. Urgent Requirements:** Under I-FSS-140-B, the Agency may contact Westat for the purpose of obtaining accelerated delivery.
- 12. F.O.B. Points:** F.O.B. Origin
- 13a. Ordering Address:**

Westat  
1600 Research Boulevard  
Rockville, MD 20850
- 13b. Ordering Procedures:** For supplies and services, the ordering procedures and information on Blanket Purchase Agreements (BPAs), and a sample EPA can be found at the GSA/FSS Schedule homepage ([fss.gsa.gov/schedules](http://fss.gsa.gov/schedules)).
- 14. Payment Address:**

Westat  
P.O. Box 1004  
Rockville, MD 20850
- 15. Warranty Provision:** Westat warrants and implies that the items delivered hereunder are merchantable and fit for the particular purpose described in this contract.
- 16. Export Packing Charges:** Not applicable.

- 17. Terms and Conditions of Government Purchase Card Acceptance:**  
Not applicable.
- 18. Terms and Conditions of Rental, Maintenance, and Repair:**  
Not applicable.
- 19. Terms and Conditions of Installation:**  
Not applicable.
- 20. Terms and Conditions of Repair Parts, Etc.:**  
Not applicable.
- 21. List of Service and Distribution Points:**  
Not applicable.
- 22. List of Participating Dealers:**  
Not applicable.
- 23. Preventive Maintenance:**  
Not applicable.
- 24a. Environmental and Other Special Attributes:** Not applicable.
- 24b. Electronic and Information Technology (EIT) supplies and services are customized to agency-specific requirements that include posting the Accessibility Policy on site pages, providing hot links to the Accessibility Coordinator if reading problems are encountered, and providing an accessibility feedback form to identify issues encountered for the Accessibility Coordinator. The EIT standards are found at: [www.Section508.gov](http://www.Section508.gov).**
- 25. Data Universal Number System (DUNS) Number:** 049508120
- 26. Notification Regarding Registration in System for Award Management (SAM) Database:** Registered. Registration is valid through 1-16-2014.
- 27. Non-labor Items:** Non-labor items are priced at actual costs plus associated indirect costs. Specific miscellaneous survey expenses are listed on page 16.

## Services Ordering Process

### Mission Oriented Business Integrated Services | MOBIS

MOBIS is a competitively awarded contract. Each client agency has specific contract procedures that it will follow when using this simplified procurement process. Orders flow directly from the client agency to Westat and others with MOBIS contracts. There is no intermediary, no bureaucracy to deal with, no need to advertise, and no need to deal with anyone outside your own agency. The following are the general guidelines that GSA has proposed.

- A.** If a customer solicits proposals from firms on the Schedule, these are the steps that can be followed:

**Step 1:** The Customer sends a Task Request to Westat's MOBIS Coordinator or Contractual Representative via fax or email. The request should include **Westat's MOBIS Contract Number (GS-23F-8144H)**.

Mr. Payton Smith, MOBIS Coordinator  
301-294-2090  
Fax: 301-738-3500  
[paytonsmith@westat.com](mailto:paytonsmith@westat.com)

Mr. Rod Mohadjer  
Contractual Representative  
301-294-3941  
Fax: 301-738-3500  
[rodmohadjer@westat.com](mailto:rodmohadjer@westat.com)

**Step 2:** Westat reviews the request and develops a proposal consisting of two parts: Technical and Price.

**Step 3:** Westat submits the proposal to the Customer (either letter proposal or oral presentation).

**Step 4:** The Customer reviews the proposal and makes a best-value determination.

**Step 5:** If Westat is selected, the Customer issues a delivery order/task order to Westat.

- B.** When the Customer selects Westat based on a best-value determination, these are the steps that can be followed:

**Step 1:** Westat meets with the Customer to define and document the requirements.

**Step 2:** The Customer reviews the project definition and modifies it as necessary.

**Step 3:** Westat advises the Customer of the labor mix and the cost to meet the identified project requirements.

**Step 4:** The Customer provides the project definition and funding documents to its internal Contracting Officer.

**Step 5:** The Customer's Contracting Office executes the purchase order and issues it directly to Westat. The purchase order should include Westat's MOBIS Contract Number (GS-23F-8144H).

**Step 6:** Westat begins the work.

## Awarded Services Integrated Consulting Services | SIN 874-1

Westat is a leading provider of expert advice, assistance, and guidance to Federal agencies focused on improving their mission-oriented business and substantive program functions. Our concentration in Federal programs allows us to extend our consulting services from program assessment, evaluation, and strategic goal and plan development to all types of measurement and business process improvement support. The following are some of our key consulting services. See page 15 for a price list.

### Strategic Business and Operational Planning

Westat works with executives and managers to identify and describe customers; determine customer satisfaction, needs, and requirements; create a core mission/purpose statement; select issues that must be addressed to achieve the organization's vision; and pinpoint strengths and improvement opportunities. We can also provide an environmental scan of technology developments, marketplace dynamics, politics, societal trends, and other factors that may affect strategic planning. The development of strategic and annual performance plans with performance measures is accompanied by services to support the translation of these documents into useful guidance to inform operational and support functions.

### Program Evaluation and Research Design

Westat conducts all types of evaluations to determine whether a program is being implemented as planned and is producing its intended effects. Evaluators can assess the appropriateness of goals and outcome measures, the effectiveness of strategies, and the need for corrective action. We can also use evaluation results to calculate return on investment and to identify alternative approaches for delivering services or achieving desired outcomes.

### Performance Measurement

Westat is an acknowledged leader in the identification of appropriate measures for all types of government programs. Our extensive definition, development, and analysis capabilities are supported by one of the largest statistics groups of any organization in the world. We have particular expertise in pinpointing outcome measures for Federal programs. Our consultants often use a balanced scorecard approach to identify performance measures and can assist in planning a system to collect, verify, and report on the selected measures. We can also help in establishing the crucial linkage between annual performance planning and budget estimates and obligations.

### Process Management and Improvement

Westat can help clients to achieve significant performance breakthroughs, using a systematic approach that integrates process redesign with the organization's culture and values. We offer a full range of methodologies to assist in identifying obsolete, redundant, and unnecessarily complex processes and to foster the development of efficient alternatives. Our staff work with clients to optimize the fit between work, people, technology, and information.

## Change Management

Improvement services in any specific area typically affect other parts of the organizational system. Westat goes beyond planning for effective change management to offer such unique services as interpreting and acting on employee and cultural assessment results, monitoring change across organizational systems, and delivering real-time support for large-scale change efforts.

## Operational Assessment

Using a variety of expert analysis techniques, Westat performs operational assessments for many types of business processes and support functions common across most Federal agencies. Assessment models include the Baldrige award criteria and ISO 9000. These reviews help an agency identify key areas for improvement that may be missed using other techniques.

## Data and Information Communications

Westat offers expert advice and technical assistance to help organizations tell the story of their program to customers, stakeholders, and employees. With our demonstrated capabilities in statistical and analytic reporting, we can greatly simplify complex communication tasks for a variety of audiences and media.

## Other Consulting Services

Westat recognizes that these predefined categories of consulting support may not address the needs of every agency. We will gladly discuss an organization's unique needs and determine whether our capabilities are appropriate to address the client's needs.

## Facilitation and Decision Support Services

Many of the goals and objectives clients need to accomplish in mission-oriented efforts require support for groups working together. Westat provides a full range of facilitation services to support group work, including several in which we have unique or highly specialized capabilities. All of our facilitators have extensive experience and hold advanced degrees in relevant fields. We use a variety of group dynamics techniques for enhancing decision making, defining roles, resolving disputes, maintaining focus, and managing group behavior. We also offer specialized facilitation through our customized focus group facilities and interactive data definition and analysis capabilities. Our systematic approach is tailored to meet client objectives. See page 15 for a price list.

Facilitation services available in support of MOBIS requirement include:

- Development of measurement and evaluation strategies
- Facilitation support for executive and management teams during all phases of performance improvement, including logistical meeting/conference support
- Change management facilitation, from the group level to the organizational level
- Facilitation of improvement teams
- Support for strategic plan development
- Group development of performance measures
- Group problem solving, decision making, and planning support
- Briefing development and data presentation support for groups of all sizes
- Partnership development and dispute resolution between internal groups and between the client group and outside organizations
- Support for the presentation of program evaluation findings and communications issues related to MOBIS requirements

## Survey Services

During the past 50 years, Westat has grown to become one of the largest survey research organizations in the world. We are a full-service company with state-of-the-art capabilities in survey design, data collection, analysis, and data utilization. All of our survey services are tailored precisely to the client's requirements to ensure that the organization's unique problems and concerns are properly addressed. Our survey work covers all key constituencies of an organization, including customers, employees, suppliers, stakeholders, and the public at large. Westat has conducted hundreds of survey projects for organizations of all sizes, in both the public and private sectors. This work has spanned all Federal program areas, including health and nutrition, education, social services, substance abuse, science and technology, and employment and training. Of particular relevance to the MOBIS contract is our extensive experience in designing, implementing, and analyzing program evaluations and surveys of customer satisfaction, employee opinion, organizational culture, diversity assessment, and communication patterns.

Westat uses the latest technologies to ensure the highest possible response rates and on-time delivery. Another key to success is the involvement of our senior staff in every stage of the process. We have developed unparalleled quality control standards for all aspects of survey operations to ensure performance on time, within budget, and of exceptional quality. Finally, all of our surveys are conducted in a manner that generates action on the priority issues requiring attention. See page 16 for a price list.

The following are, in brief, the key stages of a typical organizational survey process:

- 1. Orientation and Planning:** Meetings are held with the client to reach agreement on project objectives, provide an understanding of the basic survey steps, and design the details of the project, including time frames and responsibilities.
- 2. Interviews with Senior Management:** Interviews are conducted to obtain management input on the issues to be covered in the survey. Ideally, all survey sponsors are interviewed.
- 3. Process Identification:** The organization's major internal processes are identified so that survey results can be analyzed in terms of core processes.
- 4. Exploratory Focus Groups:** In-depth group interviews are conducted with samples of potential survey respondents to provide qualitative "depth" and input for the development and understanding of survey items.
- 5. Survey Development and Review:** A customized survey is developed based on the interviews and Westat's core questions. The draft survey is then reviewed by the client to confirm that all key areas have been addressed.
- 6. Survey Administration:** The survey is administered using the latest and most appropriate technologies. Steps are taken to enhance survey response rates.
- 7. Data Processing:** Completed surveys are returned directly to Westat for processing to preserve confidentiality. Custom-formatted reports are prepared to meet client design specifications.

8. **Analysis:** Results are statistically analyzed, interpreted, and translated into the “vital few” issues that must be addressed.
9. **Communication of Results to Senior Management:** The organization-wide results, conclusions, and recommendations are presented to senior management in an easy-to-understand form and format, pinpointing priority areas requiring attention.
10. **Communication of Unit-Specific Results to Unit Managers:** Westat delivers the results and reports for the various units of the organization and the key processes.
11. **Feedback and Action Planning:** Westat guides the organization in applying a bottom-up approach to survey feedback and translating results into unit and organization-wide action plans.
12. **Follow-up and Continuous Improvement:** A plan is developed for regular follow-up surveys, to track and monitor progress and identify new opportunities for improvement.

## Awarded Services

### Ancillary Supplies and/or Services | SIN 874-5

Ancillary supplies and/or services are for orders and blanket purchase agreements that complete work on a project that is solely associated with the supplies and/or services purchased under this schedule. SIN 874-5 excludes purchases that are exclusively for supplies and/or services already available under another schedule. See page 17 for a price list.

The following categories of products/services available in support of MOBIS requirements include:

- VAX Processing Time and Data Services
- VAX Printing
- Wesnet Network and Data Services
- Network Application Servers
- PC Use and Related Services
- Special Servers
- Document Sharing
- Telecommunications Services
- Copying
- Transcription Services
- Video/Audio Services
- Printing
- Survey Incentives
- Postage

## Awarded Services

### Integrated Business Program Support Services | SIN 874-7

Westat provides services to assist in planning, initiating, managing, executing, and closing out mission-oriented business programs and projects. Our approach focuses on quality, schedules, and resources and the necessary controls and coordination required to complete tasks on time. We deliver successful project performance because we rely on our highly experienced team members, integrated technological solutions, and standards and best practices. Our emphasis on close coordination and effective communication with our clients ensures excellent results. See page 15 for a price list.

Our program/project management services include the following:

- **Program/project leadership and communications**—We use a team approach for strategy development and alignment and ensure regular and open lines of communication with stakeholders. Our project managers have the flexibility, skills, and experience to be able to work productively in an environment with changing assignments and priorities. We have certified Project Management Professionals (PMPs) with expert knowledge of project management practices and methodologies, including risk, financial, and change management.
- **Program/project planning and scheduling**—Westat project managers are expert in preparing structured project work plans and scope documents, and coordinating and streamlining project tasks that are interrelated in content, budgets, and technology. They have in-depth knowledge of project management practices and methodologies, including risk, financial, and change management.
- **Earned value management support**—We use Deltek Cobra and our customized version of Deltek Costpoint to manage project performance, provide cost and schedule oversight, and easily report on earned value requirements. Westat's Earned Value Management System is fully documented and compliant with ANSI/EIA Standard – 748.
- **Program/project management, including performance monitoring and measurement**—Our project managers are experienced in decision making, tracking progress, evaluating work-around scenarios, and understanding the effects of schedule revisions on key project milestones and dates. Our project management tool suite, including Microsoft Project, Agile, Costpoint, Cobra, SharePoint, WebEx, among others, spans all aspects of project implementation from design and development through implementation, cost control, quality assurance, analysis, and close out.
- **Cost/Schedule control**—Westat's project management systems facilitate the accurate and timely reporting of study progress and costs and allow project managers to measure performance against budgets, scheduled milestones, and quality metrics.
- **Monitor quality**—Westat places great emphasis on quality and incorporates quality control measures into each aspect of the work we carry out. Standard operating procedures serve as a guide for the development of project-specific performance-based metrics and quality assurance plans.

- **Reporting and documentation**—Westat uses MS Project to document each task’s work breakdown structure (WBS) and related deliverables; establish the project schedule as an integrated master schedule showing task dependencies, durations, and constraints; identify the critical path (or paths); assign resources; and provide the cost baseline to be used in determining planned value in support of earned value management. Project managers regularly produce Gantt charts and network diagrams for reporting.
- **Stakeholder briefings, meetings, and related project support services**—Our project managers are expert in preparing reports and briefing materials to provide clear, concise assessments of project progress.
- **Project close-out services**—Our project close-out expertise includes integrating transition planning with evaluation, knowledge management, cost-benefit, and process analyses.

## Labor Categories and Price Lists by SIN

Table 1. Integrated Consulting, and Business Program Support Services<sup>1,2</sup>  
SINs 874-1, 874-1RC, 874-7, 874-7RC

Labor Category <sup>3</sup>	Year 16		Year 17		Year 18		Year 19		Year 20	
	10/01/12-09/30/13		10/01/13-09/30/14		10/01/14-09/30/15		10/01/15-09/30/16		10/01/16-09/30/17	
	Per Hour	Per Day								
Senior Officer	\$315.97	\$2,527.72	\$323.55	\$2,588.39	\$331.31	\$2,650.51	\$339.27	\$2,714.12	\$347.41	\$2,779.26
Officer	\$262.04	\$2,096.33	\$268.33	\$2,146.64	\$274.77	\$2,198.16	\$281.37	\$2,250.92	\$288.12	\$2,304.94
Senior Manager Level 1	\$229.00	\$1,831.98	\$234.49	\$1,875.94	\$240.12	\$1,920.97	\$245.88	\$1,967.07	\$251.78	\$2,014.28
Senior Manager Level 2	\$190.53	\$1,524.20	\$195.10	\$1,560.78	\$199.78	\$1,598.24	\$204.58	\$1,636.60	\$209.48	\$1,675.88
Manager	\$152.70	\$1,221.59	\$156.36	\$1,250.91	\$160.12	\$1,280.93	\$163.96	\$1,311.67	\$167.89	\$1,343.15
Researcher Level 1	\$129.82	\$1,038.58	\$132.94	\$1,063.51	\$136.13	\$1,089.03	\$139.40	\$1,115.17	\$142.74	\$1,141.93
Researcher Level 2	\$108.34	\$866.71	\$110.94	\$887.51	\$113.60	\$908.82	\$116.33	\$930.63	\$119.12	\$952.96
Junior Researcher	\$91.39	\$731.14	\$93.59	\$748.68	\$95.83	\$766.65	\$98.13	\$785.05	\$100.49	\$803.89
Senior Support Staff <sup>4</sup>	\$77.70	\$621.61	\$79.57	\$636.53	\$81.48	\$651.80	\$83.43	\$667.45	\$85.43	\$683.47
Support Staff Level 1 <sup>4</sup>	\$65.24	\$521.91	\$66.80	\$534.44	\$68.41	\$547.26	\$70.05	\$560.40	\$71.73	\$573.85
Support Staff Level 2 <sup>4</sup>	\$55.99	\$447.94	\$57.34	\$458.69	\$58.71	\$469.70	\$60.12	\$480.97	\$61.56	\$492.51
Support Staff Level 3 <sup>4</sup>	\$50.85	\$406.81	\$52.07	\$416.58	\$53.32	\$426.58	\$54.60	\$436.81	\$55.91	\$447.30
Telephone Supervisor <sup>4</sup>	\$44.43	\$355.45	\$45.50	\$363.98	\$46.59	\$372.72	\$47.71	\$381.66	\$48.85	\$390.82
Telephone Interviewer <sup>4</sup>	\$31.85	\$254.77	\$32.61	\$260.89	\$33.39	\$267.15	\$34.19	\$273.56	\$35.02	\$280.12
Coder/Editor <sup>4</sup>	\$33.74	\$269.93	\$34.55	\$276.40	\$35.38	\$283.04	\$36.23	\$289.83	\$37.10	\$296.79
Field Supervisor <sup>4</sup>	\$43.99	\$351.93	\$45.05	\$360.37	\$46.13	\$369.02	\$47.24	\$377.88	\$48.37	\$386.95
Field Interviewer <sup>4</sup>	\$26.97	\$215.78	\$27.62	\$220.96	\$28.28	\$226.26	\$28.96	\$231.69	\$29.66	\$237.25

<sup>1</sup> MOBIS GSA Rates (\$) Contract No. GS23-F81441H.

<sup>2</sup> Prices are inclusive of the .75% Industrial Funding Fee.

<sup>3</sup> Descriptions of labor categories are provided on pages 20-25, including experience and educational requirements for each.

<sup>4</sup> Subject to Service Contract Act prices (see Table 4)

## Labor Categories and Price Lists by SIN

Table 2. Miscellaneous Survey Expenses<sup>1,2</sup>  
SIN 874-1, 874-1RC

Item Per Unit	Year 16 10/01/12- 09/30/13	Year 17 10/01/13- 09/30/14	Year 18 10/01/14- 09/30/15	Year 19 10/01/15- 09/30/16	Year 20 10/01/16- 09/30/17
Copying (per page)	\$0.07	\$0.07	\$0.07	\$0.07	\$0.07
Computing-PC (per month)	\$275.83	\$275.83	\$275.83	\$275.83	\$275.83
Telephone Charge (per interviewer hour)	\$22.44	\$22.44	\$22.44	\$22.44	\$22.44
Field Expense (of interviewer labor dollars)	18.41%	18.41%	18.41%	18.41%	18.41%

<sup>1</sup> MOBIS GSA Rates (\$) Contract No. GS23-F81441H.

<sup>2</sup> Prices are inclusive of the .75% Industrial Funding Fee.

## Labor Categories and Price Lists by SIN

Table 3. Ancillary Supplies and/or Services<sup>1,2</sup>  
SIN 874-5, 874-5RC

Item per Unit	Year 16 (10/01/2012 - 9/30/2013)	Year 17 (10/01/2013 - 9/30/2014)	Year 18 (10/01/2014 - 9/30/2015)	Year 19 (10/01/2015 - 9/30/2016)	Year 20 (10/01/2016 - 9/30/2017)
<b>VAX Processing Time and Data Services</b>					
Rockville-Prime Service (per CRU)	\$0.00055	\$0.00056	\$0.00058	\$0.00059	\$0.00060
Rockville-Non-Prime Service (per CRU)	\$0.000325	\$0.00033	\$0.00034	\$0.00035	\$0.00036
12 Oaks- CATI Service (per CRU)	\$0.000325	\$0.00033	\$0.00034	\$0.00035	\$0.00036
VAX Data Services (per block of 512 characters per month)	\$0.0000475	\$0.0000486	\$0.0000498	\$0.0000510	\$0.0000522
<b>Digital Printing</b>					
Black and White Impression (per impact)	\$0.03	\$0.03	\$0.03	\$0.03	\$0.03
High Speed Laser (per impression)	\$0.03	\$0.03	\$0.03	\$0.03	\$0.03
<b>Wesnet Network and Data Services</b>					
Wesnet Network and Data Services (per block of 512 characters per month)	\$0.0000475	\$0.0000486	\$0.0000498	\$0.0000510	\$0.0000522
<b>Network Application Servers (per month based on 100% usage)</b>					
Microsoft IIS Web server	\$1,400.00	\$1,433.60	\$1,468.01	\$1,503.24	\$1,539.32
SAS Batch server	\$3,500.00	\$3,584.00	\$3,670.02	\$3,758.10	\$3,848.29
Oracle Remote Data Capture Web server	\$2,000.00	\$2,048.00	\$2,097.15	\$2,147.48	\$2,199.02
Acorde Document Management server	\$3,500.00	\$3,584.00	\$3,670.02	\$3,758.10	\$3,848.29
Image Processing server	\$8,000.00	\$8,192.00	\$8,388.61	\$8,589.93	\$8,796.09
<b>PC Use and Related Services (per month based on 100% usage)</b>					
Office PCs (desktop, other office-assigned and off-site fully configured PCs)	\$176.00	\$180.22	\$184.55	\$188.98	\$193.51
Field PCs (laptops, tablets and other field-assigned devices)	\$60.00	\$61.44	\$62.91	\$64.42	\$65.97
<b>Special Servers (per month based on 100% usage)</b>					
Support Magic	\$1,000.00	\$1,024.00	\$1,048.58	\$1,073.74	\$1,099.51
<b>Document Sharing</b>					
WebEx (per month based on 100% usage)	\$26,900.61	\$27,546.22	\$28,207.33	\$28,884.31	\$29,577.53
SharePoint (per month per site)	\$795.97	\$815.07	\$834.64	\$854.67	\$875.18
<b>Telecommunications Services</b>					
Teleconference Services (per minute per person per call)	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05
<b>Copying (per copy)</b>					
Black and White	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05
Color	\$0.15	\$0.15	\$0.16	\$0.16	\$0.16
<b>Transcription Services</b>					
Standard Transcriptions (per page)	\$3.50	\$3.58	\$3.67	\$3.76	\$3.85
Time-coded Transcriptions (per page)	\$4.00	\$4.10	\$4.19	\$4.29	\$4.40
Minimum Price Transcriptions (per job)	\$50.00	\$51.20	\$52.43	\$53.69	\$54.98
<b>Video/Audio Services (per day)</b>					
On-location Audio Production (includes equipment)	\$796.00	\$815.10	\$834.67	\$854.70	\$875.21
On-location Videographer (includes equipment)	\$926.00	\$948.22	\$970.98	\$994.28	\$1,018.15

## Labor Categories and Price Lists by SIN

Table 3. Ancillary Supplies and/or Services<sup>1,2</sup>, continued  
SIN 874-5, 874-5RC

Item per Unit	Year 16 (10/01/2012 - 9/30/2013)	Year 17 (10/01/2013 - 9/30/2014)	Year 18 (10/01/2014 - 9/30/2015)	Year 19 (10/01/2015 - 9/30/2016)	Year 20 (10/01/2016 - 9/30/2017)
<b>Printing (per unit)</b>					
Advance Letter	\$0.07	\$0.07	\$0.07	\$0.08	\$0.08
Badge	\$1.30	\$1.33	\$1.36	\$1.40	\$1.43
Booklet	\$1.52	\$1.56	\$1.59	\$1.63	\$1.67
Booklet Envelope	\$0.59	\$0.60	\$0.62	\$0.63	\$0.65
Booklet Window Envelope	\$0.18	\$0.18	\$0.19	\$0.19	\$0.20
Brochure	\$1.00	\$1.02	\$1.05	\$1.07	\$1.10
Envelope	\$0.41	\$0.42	\$0.43	\$0.44	\$0.45
Flyer	\$0.06	\$0.06	\$0.06	\$0.06	\$0.07
Folder with Inserts	\$12.83	\$13.14	\$13.45	\$13.78	\$14.11
Form	\$0.43	\$0.44	\$0.45	\$0.46	\$0.47
Label	\$0.07	\$0.07	\$0.07	\$0.08	\$0.08
Letterhead Shell and Survey	\$0.04	\$0.04	\$0.04	\$0.04	\$0.04
Newsletter	\$0.16	\$0.16	\$0.17	\$0.17	\$0.18
Newsletter and Insert	\$0.09	\$0.09	\$0.09	\$0.10	\$0.10
Postcard	\$0.31	\$0.32	\$0.33	\$0.33	\$0.34
Postcard with Envelope	\$0.43	\$0.44	\$0.45	\$0.46	\$0.47
Questionnaire	\$13.78	\$14.11	\$14.45	\$14.80	\$15.15
Survey	\$1.50	\$1.54	\$1.57	\$1.61	\$1.65
Window Envelope	\$0.40	\$0.41	\$0.42	\$0.43	\$0.44
<b>Survey Incentive (per survey respondent)</b>					
Survey Incentive	\$90.00	\$92.16	\$94.37	\$96.64	\$98.96
<b>Postage (standard rates)</b>					
U.S. Post Office	Standard postal rates				
FedEx	Standard FedEx shipping rates				
United Parcel Service (UPS)	Standard UPS shipping rates				

<sup>1</sup> MOBIS GSA Rates (\$) Contract No. GS23-F81441H.

<sup>2</sup> Prices are inclusive of the .75% Industrial Funding Fee.

## Labor Categories and Price Lists by SIN

Table 4. SCA Matrix<sup>1</sup>

SCA Eligible Contract Labor Category	SCA Equivalent Code Title	Occupation Code	WD Number
Sr. Support Staff	Administrative Assistant	01020	05-2103
Support Staff Level 1	Secretary III	01313	05-2103
Support Staff Level 2	Secretary II	01312	05-2103
Support Staff Level 3	Secretary I	01311	05-2103
Telephone Center Supervisor	Administrative Assistant	01020	05-2103
Telephone Center Interviewer	Survey Worker	01420	05-2103
Coder/Editor	Data Entry Operator II	01052	05-2103
Field Supervisor	Administrative Assistant	01020	05-2103
Field Interviewer	Survey Worker	01420	05-2103

<sup>1</sup> MOBIS GSA Rates (\$), Contract No. GS-23F-8144H.

The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the indicated SCA labor categories are based on the U.S. Department of Labor Wage Determination (WD) Number(s) identified in 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 lower wages being paid, the task order prices will be discounted accordingly.

## Labor Categories

Table 5. Labor Categories

Labor Category	Description <sup>1</sup>	Minimum Experience and Education
Senior Officer	<p>This position has overall accountability and signature authority for the company's largest and most complex projects. The Senior Officer works with the client to establish clear expectations and working relationships for the project. The Senior Officer provides leadership in strategic and operational planning and budgeting and also makes staff assignments, conducts independent quality reviews and ensures that contract requirements are being met. She/he may also act as the technical or substantive lead for projects, or provide guidance and advice as a Subject Matter Expert in technical and substantive issues on projects.</p>	<p>At least 20 years leading large and complex projects in one of the following areas: Consulting services including providing expert advice, assistance and guidance to organizations focused on improving their mission attainment and program functions; Facilitation services including conducting focus groups and team building; Survey services including survey design, data collection, analysis, and data utilization; and Program Management including planning, initiating, managing, executing, and closing out mission-oriented programs and projects.</p> <p><b>Education:</b> At least a bachelor's degree in a relevant field such as economics, business, psychology, statistics, survey design, organizational development or similar fields.</p>
Officer	<p>This position has overall accountability and signature authority for mid-sized to large projects. The Officer works with the client to establish clear expectations and working relationships for the project. The Officer provides leadership in strategic and operational planning and budgeting and also makes staff assignments, conducts independent quality reviews, and ensures that contract requirements are being met. She/he may also act as the technical or substantive lead for projects, or provide guidance and advice as a Subject Matter Expert in technical and substantive issues on projects.</p>	<p><b>Experience:</b> At least 15 years leading small, mid-size, and/or large projects in one of the following areas: Consulting services including providing expert advice, assistance and guidance to organizations focused on improving their mission attainment and program functions; Facilitation services including conducting focus groups and team building; Survey services including survey design, data collection, analysis, and data utilization; and Program Management including planning, initiating, managing, executing, and closing out mission-oriented programs and projects.</p> <p><b>Education:</b> At least a bachelor's degree in a relevant field such as economics, business, psychology, statistics, survey design, organizational development or similar fields.</p>

Table 5. Labor Categories, continued

Labor Category	Description <sup>1</sup>	Minimum Experience and Education
Senior Manager – Level 1	<p>This is the project management position responsible for the execution of mid-size projects independently or large projects under the direction of a Senior Officer or Officer. The Senior Manager – Level 1 is responsible for the detailed planning and performance monitoring of the project. The manager’s responsibilities include providing technical guidance, supervising, managing, and evaluating staff assignments, and formulating and enforcing goals, policies, work standards, schedules, budgets, and performance metrics. Where appropriate, this position is responsible for the implementation of Westat’s Earned Value Management (EVMS).</p> <p>This position may also provide subject matter expertise in one of the following areas: Consulting, Facilitation, Surveys, or Program Management. In the area of Consulting, the Subject Matter Expert may advise on measurement and evaluation strategies, strategic and operational planning, program evaluation and research design, performance measurement, change management, operational assessment, data and information communication, and other consulting services. In the area of Facilitation, the Subject Matter Expert may conduct focus groups and team building sessions, facilitate change management, develop group performance measures, and facilitate group problem solving. In the area of Surveys, the Subject Matter Expert may provide guidance on survey design, data collections, analysis, statistics, and data utilization. In the area of Program Management, the Subject Matter Expert may provide guidance on planning, initiating, managing, executing, and closing out mission-oriented programs and projects. Typically, Subject Matter Experts are recognized in their profession, speakers at conferences, and extensively published in professional journals.</p>	<p><b>Experience:</b> At least 10 years managing small and mid-size projects independently or large projects under the leadership of a Senior Officer or Officer. Project experience would be in one of the following areas: Consulting services including providing expert advice, assistance, and guidance to organizations focused on improving their mission attainment and program functions; Facilitation services including conducting focus groups and team building; Survey services including survey design, data collections, analysis, and data utilization; and Program Management including planning, initiating, managing, executing, and closing out mission-oriented programs and projects.</p> <p><b>Education:</b> At least a bachelor’s degree in a relevant field such as economics, business, psychology, statistics, survey design, organizational development or similar fields.</p>

Table 5. Labor Categories, continued

Labor Category	Description <sup>1</sup>	Minimum Experience and Education
Senior Manager – Level 2	<p>This is the project management position and is responsible for the execution of small or mid-size projects independently or large projects under the direction of a Senior Officer or Officer. The Senior Manager – Level 2 is responsible for the detailed planning and performance monitoring of the project and includes providing technical guidance, supervising, managing, and evaluating staff assignments, and formulating and enforcing goals, policies, work standards, schedules, budgets and performance metrics. Where appropriate, this position may be responsible for the implementation of Westat’s Earned Value Management (EVMS).</p> <p>This position may also provide subject matter expertise in one of the following areas: Consulting, Facilitation, Surveys, or Program Management. In the area of Consulting, the Subject Matter Expert may advise on measurement and evaluation strategies, strategic and operational planning, program evaluation and research design, performance measurement, change management, operational assessment, data and information communication, and other consulting services. In the area of Facilitation, the Subject Matter Expert may conduct focus groups and team building sessions, facilitate change management, develop group performance measures, and facilitate group problem solving. In the area of Surveys, the Subject Matter Expert may provide guidance on survey design, data collections, analysis, statistics, and data utilization. In the area of Program Management, the Subject Matter Expert may provide guidance on planning, initiating, managing, executing, and closing out mission-oriented programs and projects. Typically, Subject Matter Experts Level 2 are active in their professional organizations and have published in professional journals.</p>	<p><b>Experience:</b> At least 10 years managing large and complex projects under the leadership of a Senior Officer or Officer in one of the following areas: Consulting services including providing expert advice, assistance, and guidance to organizations focused on improving their mission attainment and program functions; Facilitation services including conducting focus groups and team building; Survey services including survey design, data collections, analysis, and data utilization; and Program Management including planning, initiating, managing, executing, and closing out mission-oriented programs and projects.</p> <p><b>Education:</b> At least a bachelor’s degree in a relevant field such as economics, business, psychology, statistics, survey design, organizational development or a related field.</p>

Table 5. Labor Categories, continued

Labor Category	Description <sup>1</sup>	Minimum Experience and Education
Manager	<p>This is a lead position on a mid-size or large project under the direction of a Senior Manager. The Manager is responsible for the following tasks within her/his assigned area: technical deliverables and services, schedules, budgets, performance monitoring, and supervision. When Westat's Earned Value Management System is applied, this position would be a Control Account Manager (CAM).</p> <p>This position may also provide subject matter expertise in one of the following areas: Consulting, Facilitation, Surveys, or Program Management. In the area of Consulting, the Subject Matter Expert may advise on measurement and evaluation strategies, strategic and operational planning, program evaluation and research design, performance measurement, change management, operational assessment, data and information communication, and other consulting services. In the area of Facilitation, the Subject Matter Expert may conduct focus groups and team building sessions, facilitate change management, develop group performance measures, and facilitate group problem solving. In the area of Surveys, the Subject Matter Expert may provide guidance on survey design, data collections, analysis, statistics, and data utilization. In the area of Program Management, the Subject Matter Expert may provide guidance on planning, initiating, managing, executing, and closing out mission-oriented programs and projects. Typically, Subject Matter Experts are active in their professional organizations.</p>	<p><b>Experience:</b> At least 8 years of experience as task leader on projects of various sizes.</p> <p><b>Education:</b> At least a bachelor's degree.</p>
Researcher – Level 1	<p>This is a specialist position. This person provides assistance and research in one of the following specialties: Consulting, Facilitation, Surveys, or Program Management. In the area of Consulting, the Researcher Level 1 may do literature searches and critiques on evaluation strategies, strategic and operational planning, program evaluation and research design, performance measurement, change management, operational assessment, data and information communication, and other consulting services. In the area of Facilitation, the Researcher Level 1 assists in focus groups and team building sessions, facilitates change management, develops group performance measures, and facilitates group problem solving. In the area of Surveys, the Researcher Level 1 may review and critique survey design, data collections, analysis, statistics, and data utilization on previous studies. In the area of Program Management, the Subject Matter Expert may assist in planning, initiating, managing, executing, and closing out mission-oriented programs and projects. Typically, Researchers Level 1 are active in their professional organizations.</p>	<p><b>Experience:</b> At least 5 years of experience in Consulting, Facilitation, Surveys, or Program Management. A master's degree may be substituted for 2 years of experience and a doctorate degree may be substituted for 5 years of experience.</p> <p><b>Education:</b> At least a bachelor's degree.</p>

Table 5. Labor Categories, continued

Labor Category	Description <sup>1</sup>	Minimum Experience and Education
Researcher – Level 2	<p>This is a specialist position. This person provides assistance and research in one of the following specialties: Consulting, Facilitation, Surveys, or Program Management. In the area of Consulting, the Researcher Level 2 may do literature searches and critiques on evaluation strategies, strategic and operational planning, program evaluation and research design, performance measurement, change management, operational assessment, data and information communication, and other consulting services. In the area of Facilitation, the Researcher Level 2 assists in focus groups and team building sessions, facilitates change management, develops group performance measures, and facilitates group problem solving. In the area of Surveys, the Researcher Level 2 may review and critique survey design, data collections, analysis, statistics, and data utilization on previous studies. In the area of Program Management, the Subject Matter Expert may assist in planning, initiating, managing, executing, and closing out mission-oriented programs and projects. Typically, Researchers Level 2 are active in their professional organizations.</p>	<p><b>Experience:</b> At least 2 years of experience in Consulting, Facilitation, Surveys or Program Management. A master’s degree or a doctorate may be substituted for experience.</p> <p><b>Education:</b> At least a bachelor’s degree.</p>
Junior Researcher	<p>This is a staff person that is in the early stages of developing a specialty. This person may provide assistance and research in any area of Consulting, Facilitation, Surveys or Program Management. The Junior Researcher is developing her/his expertise through college degree programs, continuing education, professional conferences and applying that knowledge to work assignments. This position works under the direction of a Manager or Subject Matter Expert.</p>	<p><b>Experience:</b> At least 1 year of experience in any aspect of Consulting, Facilitation, Surveys or Program Management. A master’s degree may be substituted for experience.</p> <p><b>Education:</b> At least a bachelor’s degree.</p>
Senior Support Staff <sup>2</sup>	<p>This is a senior support staff position. This position directly supports the Project Manager or Subject Matter Expert in administrative matters. The position may oversee other administrative support staff.</p>	<p><b>Experience:</b> At least 3 years of experience. Four years of additional experience may be substituted for a bachelor’s degree.</p> <p><b>Education:</b> At least a bachelor’s degree.</p>
Support Staff – Level 1 <sup>2</sup>	<p>This is a support positions that provides data formatting, processing, and reporting support to the Manager or Subject Matter Expert.</p>	<p><b>Experience:</b> At least 2 years of experience.</p> <p><b>Education:</b> At least a high school diploma or GED.</p>
Support Staff – Level 2 <sup>2</sup>	<p>This is a support position that provides data formatting, processing, and reporting support to the Manager or Subject Matter Expert.</p>	<p><b>Experience:</b> At least 1 year of experience.</p> <p><b>Education:</b> At least a high school diploma or GED.</p>
Support Staff – Level 3 <sup>2</sup>	<p>This is a support position that provides data formatting, processing, and reporting support to the Manager or Subject Matter Expert.</p>	<p><b>Experience:</b> None.</p> <p><b>Education:</b> At least a high school diploma or GED.</p>

Table 5. Labor Categories, continued

Labor Category	Description <sup>1</sup>	Minimum Experience and Education
Telephone Center Supervisor <sup>2</sup>	This position provides quality control and support for the telephone interviewing staff. The position typically reports to a Manager.	<b>Experience:</b> No prior experience is necessary but they must demonstrate the ability to perform the tasks required according to specification after training. <b>Education:</b> High school diploma or GED.
Telephone Interviewer <sup>2</sup>	Conducts telephone interviews with participants in research studies.	<b>Experience:</b> No prior experience is necessary but they must demonstrate the ability to perform the tasks required according to specification after training. <b>Education:</b> High school diploma or GED.
Coder/Editor <sup>2</sup>	Assists with the preparation, entry, and processing of data. The position typically reports to a Manager.	<b>Experience:</b> None. <b>Education:</b> High school diploma or GED.
Field Supervisor <sup>2</sup>	This position supervises data collection activities. The position typically reports to a Manager.	<b>Experience:</b> Some supervisory experience in data collection. <b>Education:</b> High school diploma or GED.
Field Interviewer <sup>2</sup>	This position collects data by various methods including interviews, administering survey instruments, abstracting records.	<b>Experience:</b> No prior experience is necessary but they must demonstrate the ability to perform the tasks required according to specification after training. <b>Education:</b> High school diploma or GED.

<sup>1</sup> These are typical descriptions for each category; some variation exists by skill and specialty. The level of each category is not simply tied to degree and skill but also reflects the amount and type of relevant experience, levels of responsibility, and demonstrated achievement for which there is no simple metric. For each proposal, as required by the Request for Quote, staff resumes are provided.

<sup>2</sup> Subject to Service Contract Act prices.

Revised March 5, 2013