

GENERAL SERVICES ADMINISTRATION

Federal Supply Service Authorized Federal Supply Price List

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

Schedule for:

MANAGEMENT, ORGANIZATIONAL AND BUSINESS IMPROVEMENT SERVICES (MOBIS)

Federal Supply Group 87, Class 874

CONTRACT NUMBER: GS-23F-9839H

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

CONTRACT PERIOD: 9-18-2012 through 9-17-2017

PRICELIST EFFECTIVE: 9/18/2012

CONTRACTOR INFORMATION:

The University of Maryland
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College Park, Maryland 20742-5141
(301) 405-9822
(301) 405-6269
(301) 405-9829 Fax
website: www.nflc.umd.edu
email: tkhan@umd.edu, oraa@umd.edu
Contract administration: Kathleen McKeon

BUSINESS SIZE: Non-profit Educational Institution

Customer Information

1.a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers: 874-1, 874-2, 874-3, 874-4

1.b. Identification of lowest priced model number and lowest unit price for that model:
N/A

1c. If the Contractor is proposing hourly rates a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate Not applicable for this item.

2. Maximum order: \$1,000,000

3. Minimum order: \$100

4. Geographic coverage: United States of America

5. Point(s) of production: College Park, Prince George s Co., MD

6. Discounts from list price: Government Net Prices (discounts already deducted).
See prices attached.

7. Quantity discounts: None

8. Prompt payment terms: Net 30 days

9a. Notification that Government purchase cards are accepted up to the micro-purchase threshold: Yes

9b. Notification whether Government purchase cards are accepted or not accepted above the micropurchase threshold: Call contractor

10. Foreign Items: N/A

11a. Time of Delivery: Specified on the Task Order

11b. Expedited Delivery: N/A

11c. Overnight and 2-day delivery: N/A

11d. Urgent Requirements: N/A

12. F.O.B. Point(s): Destination

13a. Ordering Address: Same as contractor

13b. Ordering procedures: Can be found at the GSA/FSS homepage (fss.gsa.gov/schedules).

14. Payment Address: Same as contractor

15. Warranty Provision: N/A

16. Export Packing: N/A

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): Contact Contractor

18. Terms and conditions of rental, maintenance, and repair (if 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 at: www.Section508.gov/. N/A

25. Data Universal Numbering System (DUNS) number: 790934285

26. Notification regarding registration in Central Contractor Registration (CCR) database:

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Overview

The University of Maryland Center for Quality & Productivity (UMCQP) is the quality and productivity center which serves organizations in Maryland. The Center's purpose is to promote the improvement of quality of life and economic development in Maryland through accelerating the rate of quality and productivity improvement in Maryland organizations. Established in 1978, the Center is a largely self-supporting unit within the University of Maryland-College Park. It supports the University's mission to utilize the campus resources to positively benefit the state through service and outreach efforts. Since its founding, it has provided assistance to over a thousand organizations in manufacturing, service and public sectors (Federal, State and local).

What does the Center do?

The Center provides fee-based consulting to individual organizations using its core staff, augmented by faculty, graduate students, and an experienced group of private consultants. To increase its leverage and to reach larger numbers of organizations, the Center works with groups of organizations through the formation and facilitation of consortia and organization networks. Examples include the ISO-9000 consortia that are sponsored by the Maryland Department of Business Economic Development and conducted by the MCQP. Other examples include the Center's Knowledge Management Council and a Total Quality Directors network. The Center also promotes and facilitates large-scale organizational change in conjunction with various partner organizations. Clients have included the American Educational Research Association, Maryland Chamber of Commerce, Coalition for Excellence in Workforce Development, (USDOL), National Council for Social Studies, and the Maryland Coalition for Performance Excellence in Public Education, etc.

The primary focus of the Center's work is to help its clients define and achieve success. The means used to achieve this end may vary but often include assistance with strategic planning and strategy implementation, performance measurement, customer value analysis and measurement, business process analysis and improvement, and values analysis and alignment.

ORDERING INFORMATION

874 1 Consulting Services –

University of Maryland (UMD) provides expert advice, assistance, guidance or counseling in support an agency's mission-oriented business functions. The diverse backgrounds and expertise of the Center's faculty and staff enable us to provide team-based consulting services, customized to match the particular needs of a client.

The Center, when accepting any project or client, determines what combination of team members will provide optimal expertise to the activity. A lead Center contact is assigned and communication procedures and approaches are defined. Workplans and timelines (e.g., GANTT charts) are created in consultation with the client. Center staff convenes regular meetings with the client (and client stakeholders) to communicate and discuss progress and make any necessary changes to project plans and activities. To monitor progress, regular internal project meetings occur and project status is reported at Center staff meetings. Faculty and staff bring to their projects past experiences in local, state, and federal governments, not-for-profit agencies, and the private sector. All final products are reviewed by the project team and the administrative management of the Center to ensure quality.

Services covered by this SIN are:

- Management or strategy consulting
- Program planning, audits, and evaluations
- Customized business training as needed to successfully perform/complete a consulting engagement
- Policy and regulation development assistance

874 2 Facilitation Service –

Center's staff follows consensus-building strategies in which they serve as neutral parties to ensure all participants have a voice and that the process is one in which, ultimately, participants equally share responsibility for decisions. We provide facilitation and related decision support services to agencies engaging in processes that bring together diverse teams and groups with common and divergent interests. This assistance may take many forms:

- Pre-work or preprocess: such as, defining and refining the agenda; using various assessment instruments (e.g., values identification) to help participants to understand the common values that lead to a building of trust;
- Process: such as, the use of problem solving and creativity/innovation techniques; convening and leading large and small group briefings and discussions; resolving disputes, disagreements, and divergent views; recording discussion and content and focusing decision-making; and in overall planning.
- Follow-up: such as, providing a draft for the permanent record; and debriefing.

874 3 Survey Services –

Surveys must be viewed as input or feedback into achieving the strategic mission of the agency. As such, surveys must be linked to business results. The Center concentrates on surveys that are integrated with strategic management and quality improvement. Its experience encompasses work at the federal, state and local agency levels.

The Center provides expert consultation, assistance and deliverables associated with all aspects of surveying within the context of MOBIS. We can assist with, or perform, all phases of the survey process, including, but not limited to planning survey design; sampling; survey development; pretest/pilot surveying; assessing reliability and validity; administering surveys using various types of data collection methods; and analyses of quantitative and qualitative survey data.

Services covered by this SIN are:

- Survey planning, design, and development
- Pretest/pilot surveying
- Assessing reliability and validity of data
- Conducting/administering surveys
- Analyses of quantitative and qualitative survey data
- Production of reports related to the survey
- Briefings of results to stakeholders

874 4 Training Services –

Web Based Training and Education Courses, Course Development

Center's learning experts understand what motivates children and adults to learn and how they process information and apply it to real-world tasks. The design of our products is based on the latest empirical research in cognitive science and effective e-learning. Not only are our products dynamic and engaging, but they are also based on measurable performance outcomes that will translate into bottom-line results for your organization.

Our in-house multimedia production team is there to listen to and serve your needs, whether you require a product created from scratch or the repurposing of an existing curriculum from one format into another. Our team consists of expert project managers, instructional designers, systems analysts and testers, information architects, programmers, and creative media specialists who are well versed in the latest instructional and interactive media technologies.

We are proud of our video production studio that was recently constructed to make use of the latest technology during all phases of production. The studio boasts both a green screen sound stage and an area suitable for interviews and panel discussions.

We provide support for custom course development for web delivered platform and/or in standalone asynchronous environment. Professional training shall be in support of learning management, subject matter specific training relating to specific requirements based on customer needs, and other management based training requirements.

Services covered by this SIN are:

- Learning Management
- SME Specific Training
- Management Development Training
- Web-based Training
- Course Development
- Curriculum Development

ORDERING INFORMATION

Introduction

All University of Maryland Center for Quality & Productivity consulting services, training courses and deliverables may be ordered through the General Services and Administration Federal Supply Schedule. The University of Maryland Center for Quality & Productivity has been pre-qualified to provide Total Quality Services to government agencies. As a result, agencies can obtain our services directly through Federal Supply Schedule purchasing procedures.

Price List

SIN 874-1 Consulting Services

SIN 874-2 Facilitation Services

SIN 874-3 Survey Services

SIN 874-4 Training Services

September 18, 2012 through September 17, 2013:

Labor Category	Gov t Rate (Hour)
Program Director	\$125.35
Senior Consultant	\$151.88

September 18, 2013 through September 17, 2014:

Labor Category	Gov t Rate (Hour)
Program Director	\$129.11
Senior Consultant	\$156.44

September 18, 2014 through September 17, 2015:

Labor Category	Gov t Rate (Hour)
Program Director	\$132.98
Senior Consultant	\$161.13

September 18, 2015 through September 17, 2016:

Labor Category	Gov t Rate (Hour)
Program Director	\$136.97
Senior Consultant	\$165.96

September 18, 2016 through September 17, 2017:

Labor Category	Gov t Rate (Hour)
Program Director	\$141.08
Senior Consultant	\$170.94

LABOR CATEGORY DESCRIPTIONS

Program Director:

Program Manager is responsible for working with the Principal Investigator (PI) to plan and develop strategic program business plans for scheduling, project risk and vulnerability analysis. He/She provides the detailed strategic direction and guides the management team in developing project management tools for program analysis.

Minimum education: Master's degree required.

Minimum experience: 10 years experience.

Sr. Consultant

Senior Consultant is responsible for consulting to managers, supervisors, and the workforce on implementation of an organization's quality and process improvement initiatives. They will present quality workshops, seminars, training sessions, conduct and assist with benchmarking and surveys for an organization. They will also facilitate process improvement efforts requiring a sufficient level of technical expertise needed to support the process.

Minimum education: Bachelor's Degree

Minimum experience: 3 years of experience. Advanced degrees may be substituted for direct experience using a year-to-year equivalence.

Example of application of Equivalency

A bachelors degree = 4 years of experience

A masters degree = 6 years of experience

Reimbursable Expenses

Costs for transportation, lodging, meals and incidental expenses will be invoiced at cost plus the 26% University overhead.

Costs for items such as workbooks, training manuals, slides, videotapes, overhead transparencies, software programs, etc. needed for consulting services, facilitation services, and survey services will be invoiced at cost plus the 26% University overhead.