



**Mission Oriented Business Integrated Services
(MOBIS)**

ASCELLON CORPORATION
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Landover, Maryland 20785
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Contract Number: GS-10F-0244S
Period Covered: April 25, 2011 through April 24, 2016



**Federal Supply Service
Authorized Federal Supply Schedule Price List**

Mission Oriented Business Integrated Services (MOBIS)

Contract Number: GS-10F-0244S

April 25, 2011 - April 24, 2016

Business Size: Small

INFORMATION FOR CUSTOMERS

1. **Special Item Numbers:**

874-1 Consulting Services

874-3 Survey Services

874-7 Program Integration and Project Management Services

2. **Maximum Order:** \$1,000,000.

Requirements exceeding the maximum order may be handled pursuant to clause I-FSS-125 (August 1995)

In accordance with FAR 8.404, there may be circumstances where an ordering activity finds it advantageous to request a price reduction such as where a quantity of an individual order clearly indicates the potential for obtaining a reduced price. To assist customer agencies in determining when they should seek a price decrease, a level called a maximum order has been established under the contract. When an agency order exceeds this maximum amount, it is recommended that the ordering activity contact the contractor for a reduced price.

A. The contractor may:

1. Offer a new lower price for this requirement (the Price Reduction clause is not applicable to orders placed over the maximum order in FAR 52.216-19);
2. Offer the lowest price available under the contract; or,
3. Decline the order; orders must be returned in accordance with FAR 52.216-19.

B. A delivery order for quantities that exceed the maximum order may be placed with the contractor selected in accordance with FAR 8.404. The order will be placed under the current contract.

C. Sales for orders that exceed the maximum order shall be reported in accordance with GSAR 552.238-72.

3. **Minimum Order:** \$300

4. **Geographic Coverage:** Worldwide locations.

5. **Point(s) of Production:** Worldwide locations.

6. **Discount from List Prices or Statement of Net Price:** All prices herein are net.

7. **Quantity Discounts:** None

8. **Prompt Payment Terms:** 0% net 30 days.

9A. **Government Commercial Credit Card:** Government commercial credit cards are accepted.

9B. **Discount for Payment by Government Commercial Credit Card:** None

10. **Foreign Items:** None
- 11A. **Time of Delivery:** Time of delivery is specified in negotiated delivery/task orders.
- 11B. **Expedited Delivery:** Items available for expedited delivery are noted in this price list.
- 11C. **Overnight and 2-Day Delivery:** Overnight and two-day delivery are not available.
- 11D. **Urgent Requirements:** Urgent requirements are specified in negotiated delivery/task orders.
12. **F.O.B. Point(s):** Destination
13. **Ordering Address:**
- Ascellon Corporation*
8201 Corporate Drive
Suite #1200
Landover, Maryland 20785
Attention: Ade Adebisi
Phone: 301-918-4070
Fax: 301-918-4071
E-Mail: aadebisi@ascellon.com
14. **Payment Address:** Should Electronic Funds Transfer (EFT) payment be available, Ascellon requests that the EFT remittance be specified as follows:
- Ascellon Corporation**
SunTrust Bank MD
ABA #055002707
Checking Account #209239743
Largo Center
Largo, Maryland 20722
- Should EFT not be available, the remittance address is as follows:
- Ascellon Corporation**
8201 Corporate Drive
Suite #1200
Landover, Maryland 20785
Attn: Accounts Receivable
15. **Warranty Provision:** Provision for any appropriate and applicable warranties shall be specifically identified in individual orders. Such warranties are subject to the negotiation between the ordering agencies and the contractor.
16. **Export Packaging Charges:** Not Applicable
17. **Terms and Conditions of Government Commercial Credit Card Acceptance:** Ascellon accepts government commercial credit cards in accordance with government commercial credit card program guidelines.

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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, synopsisizing requirements, making determinations of fair and reasonable pricing, or considering small business set asides.

ADVANTAGES OF USING THE GSA MOBIS SCHEDULE

Using GSA Schedule contracts to place an order provides many benefits to the ordering agency. These benefits include:

- **Flexibility**
 - Wide selection of services
 - Available to ALL federal agencies and authorized users
 - No maximum order limit or contract ceiling

- **Cost Savings**
 - Reduced procurement lead-times and administration costs
 - No CBD/Fed Biz Ops synopsis required
 - Prices determined to be fair and reasonable
 - Easy ordering process for services
 - Blanket purchase agreement may be established for additional discounts

- **Peace of Mind**
 - Compliance with all applicable regulations
 - Competition requirements have been met

- **Control**
 - Direct relationship between ordering agency and contractor
 - Ordering agency determines selection criteria and selects contractor

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
- Other activities and organizations authorized by statute or regulation to use the GSA as a source of supply

TO ORDER MOBIS SERVICES

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 such as Ascellon Corporation. 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: *Prepare a Request for Quotes which includes:*

- A performance-based statement of work that outlines the work to be performed
- Type of task order-Labor Hour (LH) or Firm Fixed Price (FFP)
- Basis to be used for contractor selection (i.e., best value, etc.)

Step 2: *Transmit the Request for Quotes to contractors:*

- Select at least three (more if TO is over \$1M) qualified contractors on the schedule
- Send request for quotes to selected contractors

Step 3: *Evaluate quotes:*

- Evaluate responses based upon the factors identified in the request for quotes

Step 4: *Select the contractor to receive the order:*

- Place the order directly with the schedule contractor that represents the best value and results in the lowest overall cost alternative (considering price, special qualifications, administrative costs, etc.)
- Issue directly from requesting government agency's contracting office to the selected contractor without GSA involvement in the procurement process. All task order reporting requirements and remission of fees to GSA are the responsibility of the contractor.

COMPANY INFORMATION

Who We Are

Ascellon Corporation (formerly Comp-Tech Associates, Inc.) was established in 1996 to provide the Federal Government and commercial entities with outstanding services in the areas of business consulting services; Information Technology (IT) program management and implementation services; and software development services. Over the past 10 years, Ascellon has developed extensive expertise providing top quality consulting services to its customers. By teaming with Federal agencies on critical projects and performing successfully, Ascellon has also developed a history of quality past performance.

What We Offer

Ascellon has institutionalized program management practices that are applied to the management of task orders for accomplishing agency tasks. Ascellon's program management provides a roadmap that defines how we will manage, administer staff, plan, schedule, procure, assemble, track, and report on all required contract and/or task order items or services. Our approach reflects the quality and soundness of our business practices for performing and monitoring task orders issued under MOBIS. Ascellon maintains management and administrative facilities at its offices in the Washington Metropolitan Area (Landover, Maryland) and in Baltimore, Maryland.

Ascellon brings significant experience in project scheduling and control using Microsoft Project. Additionally, Ascellon's SEI CMM Level 2 and ISO 9001:2000 processes provide templates and automated toolsets to support planning. The standard templates available include project planning, project management, information engineering, configuration management, security management, risk assessment, and documentation.

Ascellon develops an integrated program management plan which serves as the baseline against which actual performance is measured and reported. The integrated plan includes all elements of the task and indicates the task interdependencies, using a work breakdown structure (WBS) schema. Our project planning begins by identifying all resources necessary to perform each task order with clearly defined roles and resources deployed on schedule. Ascellon coordinates and reviews this plan with the customer. We define program and project costs, schedules, and deliverables, as well as relevant communication systems. Project plans are based on available funding to date and are updated when schedule or funding changes are made to the task order during the reporting period. Ascellon also integrates customer-specific standard reporting software if specified in the task order.

SIN 874-1: CONSULTING SERVICES

Ascellon staff and consultants have hands-on technical experience derived from working on many highly complex consulting projects for various customers. We employ quality standards that ensure consistent high quality products on all projects.

- **Strategic, Business, and Action Planning:** Our executive consultants normally arrange for an off-site location that is conducive to taking a fresh look at the agency's vision, missions, and strategies for the future. We combine pre-planned presentations, discussions with customers, strategic planning exercises, and group discussions to foster innovation and creative thinking. By focusing on both the needs of the agency and their customers, the agency's leadership can target key improvements and develop meaningful planes to concentrate resources on critical areas.

- **High Performance Work:** Ascellon Corporation offers innovative solutions to support federal agencies as they implement high performance work strategies. These strategies often apply information age concepts and collaborative information tools to transform federal worker interactions with their management, colleagues, suppliers, and customers.
- **Leadership Systems:** Ascellon Corporation offers seminars, off-site workshops, and one-on-one consultation to support the leadership developments goals of federal agencies. Participants examine their organizational objectives, missions, strategies, and performance to develop attributes of future leadership systems. These attributes guide participants as they develop leadership system development plans and also allows Ascellon to customize the leadership systems training. Our leadership training services can include visits with recognized industry leaders in the public and private sectors to allow direct interchange of leadership best practices.
- **Performance Measures and Indicators:** Ascellon works with federal agencies to establish key measures of mission performance, productivity, and efficiency. Much of this work directly supports implementation of the Government Performance and Results Act (GPRA). We help agencies prepare for the phased implementation of performance-based management by developing meaningful metrics and then benchmarking their performance against other organizations that produce similar products or services.
- **Process and Productivity Improvement:** Process and productivity improvement continues to be a top priority for our federal customers. Ascellon Corporation experts understand that each federal agency has unique requirements. Based on these requirements, improvement services are tailored to our client's special needs, from quality management programs to business process reengineering. For instance, if the requirement is for dramatic improvement or reinvention, we work with agency staff to: [1] establish leadership support and vision; [2] perform as-is modeling; [3] conduct process improvement analysis; [4] develop to-be models; [5] document the business case; and [6] implement the solution. This proven methodology combines our world class business process improvement experience with highly effective decision support technology to produce superior results for our federal customers.
- **Organizational Assessments, Program Audits, and Evaluations:** Ascellon consultants perform organizational assessments, program audits, and evaluations to help agencies improve their organizational performance.

SIN 874-3: SURVEY SERVICES

Ascellon understands the challenges that organizations face in designing unbiased, statistically valid surveys. We have experience in finding creative solutions to these challenges, from sampling methodologies, to data analysis, to useful reports that can be used to develop strategies for improvement. Ascellon possesses the necessary expertise and experience to assist government agencies by developing survey instruments, developing databases and analytical tools, and creating an implementation plan to complete the survey.

- **Planning Survey Design:** The effectiveness of surveys is directly related to the quality of the survey design, intended target, type of response anticipated, level of proficiency of the respondent, and overall industry survey response rate. Ascellon develops effective survey tools and techniques to determine the best survey plan and elicit the desired response from the target population, whether it is the agency's customers, its employees, or other agency stakeholder groups. Our survey planning services include, providing demographic information and metrics of the targeted marketplace, designing the survey, and assisting agencies in gaining any required approvals.
- **Sampling:** As part of the survey design plan, we identify the sampling plan to yield the desired response rate and statistical significance. Our survey experts provide the sampling strategy for the number of queries and the rate of response, and develop sampling plans based on accepted standard statistical tools and methodologies.

- **Survey Development:** Ascellon develops survey tools customized to the specific information requirements of federal agencies. The survey development phase involves meeting with the customer to develop an outline of the survey focus, demographics, proposed sample, method of surveying, and the type of questions and response scoring. Once the approach is agreed upon, we design the survey and present it to the customer for final approval. If required, our survey consultants will submit the survey as an official government form to Office of Management and Budget (OMB) for approval.
- **Pretest/Pilot Surveying:** If the actual survey is to cover a large population, we recommend that a pilot survey be sent to a select number of recipients. Since some questions may not be clear, recipients may not respond to certain questions. This may result in scored results that may not meet the survey requirements. To resolve this issue, survey developers use pretest results to refine survey attributes before the final survey is sent out en masse.
- **Assessing Reliability and Validity:** Survey results can be statistically skewed if the scoring spread, types of questions asked, size of the population, and reliability and validity of the design are not given careful attention. Therefore, it is extremely important to define the statistical method of sampling, scoring, and applying standard deviations and scoring curves that will be used to support the survey. Ascellon consultants identify the desired confidence levels and the factors that could affect the reliability and validity of the results.
- **Administering Surveys Using Various Methods:** Ascellon recommends the use of a variety of data collection techniques to survey customers. Often times, the methods used to conduct surveys are also a function of the budget. For example, it is usually more expensive to do a direct mail survey rather than use e-mail, fax, or telephone. However, the direct mail survey may yield more responses than other methods. Our survey design includes an analysis of the target marketplace and anticipated receptiveness to the survey. This analysis allows us to provide the most cost effective survey recommendation to our client.
- **Database Administration:** An important part of the survey process is designing a database to hold the resulting data. We work with our customers to define the type of database that best meets their requirements. The database may be as simple as a Microsoft® Word table or an Excel spreadsheet, or as sophisticated as a Sybase®, dBase®, or Oracle® database. We work closely with our customers to define the output desired for each task.
- **Analysis of Survey Data:** Our team analyzes returned surveys for trends, control points, and question-by-question scores. Our survey experts provide an executive summary and survey report defining the major statistics, results, trends, conclusions, and recommendations. We also include graphical representations with trend lines, regression analysis, and an explanation of unusual trends.
- **Production of Reports and Assistance Implementing Recommendations:** The final step in the survey process is to document, publish, and assist federal agencies in their use of the survey information. Our team works closely with the customer to develop plans to implement recommendations associated with the survey results.

SIN 874-7: PROGRAM INTEGRATION AND PROJECT MANAGEMENT SERVICES

Ascellon's Program/Project management process capitalizes on and applies concepts of standardized processes derived from our Software Engineering Institute/Capability Maturity Model (SEI/CMM) Level 2- and ISO 9000-2001-based methodology for program and project management.

High-quality program/project management and integration services are a key to the success of all products and services provided to our clients. Ascellon exercises great diligence in understanding and focusing on the customer's concerns, requirements, and expectations through out the life cycle of the program/project. Our team employs a cohesive, systematic and integrated approach to program/project management services. Our staff bridges the gap between visionary process management and technology services to optimize organizational performance.

Ascellon Corporation has a proven record of success and innovation in the most difficult area of major program management-program integration. This is typically the most misunderstood and the most difficult area of program management to master, and yet it is the key to overall program success. Beyond the essential management elements of cost, schedule and performance metrics and analysis, effective program integration requires the deliberate consideration of the interrelationships among all the many program elements to optimize cost, schedule and performance. Ascellon has become exceptionally well-versed in not only the clear definition of the integration function, but in the coordinated and systematic orchestration of efforts required to ensure consideration of all elements required to complete the integration mission. Our team is aggressive in applying the most current approaches to business process re-engineering and in tailoring effective enterprise management systems to support programmatic decision-making. The team coordinates, shares information on, and compares schedules for goals, objectives, fiscal data, management vision and ongoing results, and actions to capitalize on and to maximize the synergistic effects of program elements. Effective integration requires forward vision and the skilled ability to draw meaningful conclusions upon which actions and plans can be taken to ensure continuity as well as ensure collective participation by all members of the program manager's team. Years of experience with a wide array of customers has resulted in comprehensive development of an exceptional set of personnel and programmatic skills that currently reside in Ascellon's professional staff.

LABOR CATEGORIES

MOBIS Labor Categories: Titles, Qualifications and Responsibilities

Program Manager

Minimum Education and Experience: Bachelor's degree in relevant discipline, Master's in a technical discipline preferred. Ten or more years of progressive experience in managing and overseeing significant programs/projects and processes. Has experience in the application of automated and manual program management techniques, progress tracking, work assignment and monitoring, and providing timely feedback to program sponsors. Has command of Program/Project Management tools, e.g., MS Project, etc.

Functional Responsibility: Defines scope and objectives of work to be accomplished by the work team. Develops Program Management Plan (PMP), including detailed work plans, schedules, program estimates, resource plans, and status reports, Work Breakdown Structures (WBS) and work packages. Conducts program meetings and is responsible for performance tracking and analysis. Ensures adherence to quality standards, configuration control reviews, and approves deliverables. Provides professional and analytical guidance to work team. Recommends and takes action to direct the analysis and solutions of problems. Guides the contract to ensure adherence to budget and time schedules. Assists the client in assessing solution alternatives and providing quality oversight for all project deliverables. Provides periodic status reports to the client and manages the workload of the contractor staff.

Project Manager

Minimum Education and Experience: Bachelor's degree in relevant discipline. Three or more years of progressive experience in supervision and day-to-day management of significant projects and processes. Has experience in the application of automated and manual project management techniques, progress tracking, work assignment and monitoring, and providing timely feedback to project sponsors.

Functional Responsibility: Defines scope and objectives of work to be accomplished by the work team. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for performance tracking and analysis. Ensures adherence to quality standards, reviews and approves deliverables. Provides professional and analytical guidance to work team. Recommends and takes action to direct the analysis and solutions of problems. Guides the contract to ensure adherence to budget and time schedules. Assists the client in assessing solution alternatives and providing quality oversight for all project deliverables. Provides periodic status reports to the client and manages the workload of the contractor staff.

Task Order Manager

Minimum Education and Experience: Bachelor's degree. Three or more years of progressive experience in managing projects of significant scope and complexity for government and commercial customers. Has experience in the application of automated and manual project management techniques, progress tracking, work assignment and monitoring, and providing timely feedback to project sponsors.

Functional Responsibility: Responsible for all aspects of the development and implementation of assigned tasks and provides a single point of contact for those tasks. Develops detailed work plans, schedules, task estimates, resource plans, and status reports. Conducts project meetings and is responsible for task tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Interfaces with top- and mid-level client officials to identify work requirements, acquisition requirements, and implementation support. Guides the project to ensure adherence to budget and time schedules.

Subject Matter Expert

Minimum Education and Experience: An advanced degree (Masters or Doctoral degree) from an accredited college or university in the field of expertise related to the actual Statement of Work or Statement of Need. Ten or more years of progressive experience in the field of expertise required by an actual Statement of Work or Statement of Need.

Demonstrated expertise in addressing the types of issues or challenges experienced by the customer. At least four years of hands-on experience in the specific discipline of the field of expertise. Knowledge and skills recognized in the professional community that the customer is able to qualify the individual as an expert in the field (for example: publications, speeches at conferences, research, teaching, etc.). Demonstrates superior oral and written communications skills.

Functional Responsibility: Performs as a consultant in highly specialized, leading-edge technologies and/or methodologies. Provides highly technical and specialized guidance concerning solutions to complex problems. Performs elaborate analyses and studies. Prepares reports and gives presentations. Works independently or as a member of a team.

Management Consultant 3

Minimum Education and Experience: Bachelor's or advanced degree in relevant field. Includes demonstrated exceptional written and oral communications skills, including project plans, white papers, proposals and formal presentations. Must have demonstrated experience in managing all key project areas. Has managed two or more large projects from inception to deployment, in one or both of the following areas:

Business Process Reengineering - including overseeing the facilitation, training, methodology development and evaluation, process reengineering across all phases, identifying best practices, change management, activity and data modeling, or information system development methods and practices; or

Information Engineering - including demonstrated experience managing a program or project team responsible for the implementation of information engineering projects.

Functional Responsibility: Serves in a senior supervisory role on a large multi-task effort, applying a wide spectrum of disciplines for the planning, analysis, design, implementation and support of assigned tasks. Oversees development of analytical and computational techniques and methodology for problem solutions. Directs enterprise wide strategic systems planning, business information planning, business and analysis. Manages process and data modeling in support of the planning and analysis efforts using both manual and automated tools. As applicable, directs team in re-engineering disciplines to develop migration strategic and planning documents. Identifies all task responsibilities and reports any changes or suggestions accordingly to the client and/or corporate Senior Management.

Management Consultant 2

Minimum Education and Experience: Bachelor's or advanced degree in relevant field. Demonstrated exceptional written and oral communications skills, including White Papers and formal presentations. Must have demonstrated experience in execution of key project areas. Demonstrated ability to work independently or under only general direction. Has both technical and management experience, from inception to deployment, of two or more large-scale complex Projects in one or both of the following areas:

Business Process Reengineering - including overseeing the facilitation, training, methodology development and evaluation, process reengineering across all phases, identifying best practices, change management, activity and data modeling, or information system development methods and practices; or

Information Engineering - including demonstrated experience managing a program or project team responsible for the implementation of information engineering projects.

Functional Responsibility: Serves as a Technical Project Lead or Manager across major technical areas of the project, applying a wide spectrum of disciplines for the planning, analysis, design, implementation and support of assigned tasks. Develops analytical and computational techniques and methodology for problem solutions. Performs enterprise wide strategic systems planning, business information planning, business and analysis. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools. As applicable, applies re-engineering disciplines to develop migration strategic and planning documents. Identifies all task responsibilities and reports any changes or suggestions accordingly to Project Manager.

Management Consultant 1

Minimum Education and Experience: Bachelor's or advanced degree in relevant field. Demonstrated exceptional written and oral communications skills, including White Papers and formal presentations. Must have demonstrated experience in managing all key project areas. Demonstrated ability to work independently or under only general direction.

Has experience managing at least one major program or multiple concurrent medium to large complex projects, from inception to deployment, in one or both of the following areas:

Business Process Reengineering - including overseeing the facilitation, training, methodology development and evaluation, process reengineering across all phases, identifying best practices, change management, activity and data modeling, or information system development methods and practices; or

Information Engineering - including demonstrated experience managing a technical team responsible for the implementation of information engineering projects.

Functional Responsibility: Serves as Technical Manager of a multi-task effort, applying a wide spectrum of disciplines for the planning, analysis, design, implementation and support of assigned tasks. Develops analytical and computational techniques and methodology for problem solutions. Directs enterprise wide systems planning, business information planning, business and analysis. Manages process and data modeling in support of the planning and analysis efforts using both manual and automated tools. Identifies all task responsibilities and reports any changes or suggestions accordingly to Program Manager.

Quality Assurance Manager

Minimum Education and Experience: Bachelor's degree or equivalent education. Three years of experience developing and implementing quality programs. In-depth experience in quality control and quality assurance positions. Demonstrated experience in a more responsible position within quality assurance and quality control. Establishes and maintains a process for evaluating documentation. Determines the resources required for quality control. Maintains the level of quality throughout the project life cycle. Conducts formal and informal quality reviews at pre-determined points throughout the project life cycle. At least two years supervising Quality Assurance Analysts in a structured QA environment. Experience administering problem management processes.

Functional Responsibility: Responsible for the effective development and implementation of programs to ensure that all information systems products and services meet minimum organization standards and end-user requirements. Administers change control process and ensures adequate product testing prior to implementation. Administers problem management process including monitoring and reporting on problem resolution. Makes recommendations regarding the acquisition and/or implementation to improve systems efficiency. Assigns work to subordinates and monitors staff performance.

Quality Assurance Analyst

Minimum Education and Experience: Bachelor's degree or equivalent education. Experience in quality control and quality assurance positions. Demonstrated experience in performing quality assurance and quality control of product and management processes. Experience in quality control verification and validation, and product testing validation.

Functional Responsibility: Implements Quality Assurance procedures to ensure that all information systems products and services meet organization standards and end-user requirements. Performs and leads tests of software to ensure proper operation and freedom from defects. May create test data for applications. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Performs complex workflow analysis and recommends quality improvements.

Technical Writer

Minimum Education and Experience: Bachelor's degree in English, literature, business, engineering, journalism, or related analytical, scientific, or technical disciplines, and three years' experience.

Functional Responsibility: Assists in collecting and organizing information required for preparation of reports, studies, and analyses for (a) documenting proposed managerial or organizational improvements including developmental, consultative, or implementation efforts; (b) for documenting workshop results; and (c) for description and summary of survey results with associated graphs, charts, tables, and briefings. Edits functional descriptions, system specifications, special reports, or any other customer deliverables and documents, and has a demonstrated ability to work independently or only under general direction.

Business Systems Analyst

Minimum Education and Experience: Bachelor's degree in Computer Science, Business, or related discipline. Three or more years of experience as Business Systems Analyst working directly with system users and customers. Experience with requirements gathering, system documentation, creating specification for programmers, and system testing. Two or more years of experience with relational databases, including writing moderately complex relational database SQL queries. Superior interpersonal skills and the ability to work well in a team environment consisting of differing skills and interests. Superior customer service skills; especially follow-up, tracking, and logging status and meeting due dates. Experience with a project management tool, MS Project preferred. Excellent written and verbal communication skills, as well as analytical, problem-solving, and customer interaction skills. Familiarity with software CMM Level 2 practices or ISO is preferred.

Functional Responsibility: Under general direction, analyzes and defines business processes, systems scope, and objectives through research and fact-finding combined with an understanding of applicable business systems and industry requirements. Also responsible for analyzing, designing, and improving business processes, collaborating successfully with Subject Matter Experts in the design, development, testing, and deployment phases of projects.

Configuration Management Analyst

Minimum Education and Experience: Bachelor's degree in Computer Sciences and three years' experience as a Configuration Management Analyst.

Functional Responsibility: Configuration management is the practice of handling changes systematically so that a system can maintain its integrity over time. It is the management of information. The key to effective configuration management is based on the ability to maintain change history and relationships (including version control) and to manage change. The result is fewer corrective actions. The Configuration Management Analyst identifies and documents system risks, tracks changes to the operational baseline, and coordinates builds through the appropriate Configuration Management Board (CMB). Maintains ongoing process of accepting requests, analyzing them, submitting to management and processing according to feedback. Develops processes for all aspects of change management. Integrates inventory information with asset management and configuration management. Performs periodic configuration audits. Works closely with the transition personnel to ensure smooth integration of new functionality.

Configuration Control Manager

Minimum Education and Experience: B.S. in a technical discipline or equivalent with at least ten years of professional experience in document control and configuration management. Requires interpersonal skills with a variety of people, and flexibility of duties. Independently motivated and able to work without detailed direction, but also as part of a team. Careful attention to detail and accuracy.

Functional Responsibility: Establishes and manages electronic project document control and baseline configuration management activities, and project library. Enters data into document control system, scans documents and posts the images to system, files hard copies, and maintains files. Other responsibilities include running queries and searches, retrieving documents as requested, developing reports, converting electronic documents to Adobe Acrobat (.PDF) files, verifying data and scanned image quality, making additional copies as required, and distributing documents.

Healthcare Consultant 1

Minimum Education and Experience: Bachelor's degree, master's preferred. Must be licensed as a registered nurse in one or more states. At least three years' experience working in the field of specialty. Experience in accrediting or certifying facilities that serve the residents or patients of health care facilities. Demonstrated history of independent decision-making skills to direct and effectively manage the review and accreditation process, and ability to set priorities independently and collectively. Possesses evidence of current education regarding the standards of practice nursing and in long term care.

Functional Responsibility: Under general supervision, conducts initial, follow-up/revisits, reviews complaints or conducts special investigations or monitoring reviews, and is available to conduct a crisis review affecting residents and patients of healthcare facilities. Coordinates the surveillance and regulation of health care providers to ensure that care provided meets professional standards of practice and complies with State and Federal statutes and regulations.

Healthcare Consultant 2

Minimum Education and Experience: Master's degree from an accredited college and a license in pharmacy or nursing in at least one state. At least five years of experience and specialized training in survey interviewing, data collection and research.

Functional Responsibility: Is responsible for reviewing the pharmaceutical aspects of the facility being reviewed. Evaluates examines medicinal supplies to assure that the proper drugs for the facility in question are available in sufficient quantities and have not passed their expiration dates. Evaluates staff credentials and prepares detailed reports for customer, describing conditions at the facility, and makes proposals for improvements.

Healthcare Consultant 3

Minimum Education and Experience: Must hold a Doctorate in the field of healthcare or public health, or M.D. degree from an accredited institution, plus five years of experience serving as a healthcare technical expert consultant.

Functional Responsibility: Provides expertise to in reviewing treatment plans, medical necessity of treatments, and adherence to Federal and State regulations in the areas of quality of patient care. Provide expert testimony and review complex medical cases, including the adjudication of medical coverage (Medicare or Medicaid) appeals.

Senior Trainer

Minimum Education and Experience: Master's degree in Business, Engineering, Management, Social Sciences, Health Sciences, Human Resources, or other relevant analytical, technical or scientific disciplines. At least five years of progressive experience that includes developing and providing technical and end-user training and preparing appropriate training materials and catalogs.

Functional Responsibility: Develops all instructor materials (course outline, background material, and training aids); develops all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms); trains personnel by conducting formal classroom course, workshops, seminars, and/or computer-aided training; and provides daily supervision and direction to training staff.

Trainer

Minimum Education and Experience: Bachelor's degree in Business, Engineering, Management, Social Sciences, Health Sciences, Human Resources, or other relevant analytical, technical or scientific disciplines. At least three years of progressive experience that includes developing and providing technical and end-user training and preparing appropriate training materials and catalogs.

Functional Responsibility: Under supervision of Senior Trainer or Project Manager, develops instructor materials (course outline, background material, and training aids); assists in the development of student materials (course

manuals, workbooks, handouts, completion certificates, and course critique forms); trains personnel by conducting formal classroom course, workshops, seminars, and/or computer-aided training.

Statistician

Minimum Education and Experience: Bachelor's degree at a minimum; an M.A./M.S. in economics, social sciences, mathematics, or other quantitative field is much preferred. At least three years' experience.

Functional Responsibility: Applies analytical principles to the collection, analysis, and presentation of numerical data. Contributes to scientific inquiry by applying mathematical and statistical knowledge to the design of surveys and experiments; the collection, processing, and analysis of data; and the interpretation of the results. Prepares written or verbal questionnaires and establish sampling rules and other technical aspects of the survey, and later analyze the results to make them usable for decision makers.

Data Analyst/Data Custodian

Minimum Education and Experience: B.S. in Computer Science or Mathematics or equivalent. Four years in setting and conducting detail and general data analyses in support of major database implementations. Has experience in data design and management procedures, including database conversion support and data modeling.

Functional Responsibility: Provides highly technical expertise and support in the use of database management systems. Defines file organization, indexing methods, and security procedures for specific user requirements. Develops, implements, and maintains database back-up recovery procedures and ensures that data integrity, security, and recoverability are built into the database management system applications.

Documentation Specialist

Minimum Education and Experience: Bachelor's degree or equivalent. Three or more years of progressive experience in the design and creation of technical, operational, and user documentation.

Functional Responsibility: Produces major documentation, technical and non-technical writing/editing, graphics, brochures, and/or manuals. Analyzes technical literature, write descriptive copy, and verify documentation with related departments. Determines schedule for document submission and coordinate final printing and distribution. Under general supervision, prepares and/or maintains systems, programming, and operations documentation, including user manuals. Maintains a current internal documentation library. Competent to work on most phases of documentation.

Administrative Assistant

Minimum Education and Experience: High school diploma; associate's degree preferred. Requires knowledge of applicable policies, procedures, operations, and organization. Also requires experience using automation tools including word processing and graphics, such as Word, WordPerfect, and PowerPoint. Ability to work independently or under general direction.

Functional Responsibility: Under general direction, performs diversified clerical, administrative, and general office duties. Communicates and/or coordinates instructions with various individuals and/or departments. Organizes and maintains files of correspondence and records. Acts as a receptionist, screens telephone calls, letters, and/or visitors, answers routine questions and furnishes information. Schedules appointments, maintains and disseminates schedules and work plans, and coordinates arrangements for meetings and conferences, transcribes dictation, often of a confidential nature. Composes and types routine letters and memorandum. Routes or answers routine correspondence not requiring manager's attention.

PRICE LIST (Effective April 25, 2011)

Labor Category	Hourly Rates	
	On-Site	Off-Site
Program Manager	\$148.05	\$155.46
Project Manager	\$103.62	\$108.80
Task Order Manager	\$83.41	\$87.59
Subject Matter Expert	\$226.51	\$238.33
Management Consultant 3	\$103.64	\$108.82
Management Consultant 2	\$88.83	\$93.28
Management Consultant 1	\$69.08	\$72.54
Quality Assurance Manager	\$96.90	\$101.75
Quality Assurance Analyst	\$75.57	\$79.36
Technical Writer	\$69.08	\$72.54
Business Systems Analyst	\$82.88	\$87.03
Configuration Mgmt. Analyst	\$64.15	\$67.36
Configuration Control Mgr.	\$83.90	\$88.09
Healthcare Consultant 1	\$74.04	\$77.72
Healthcare Consultant 2	\$93.77	\$98.46
Healthcare Consultant 3	\$172.73	\$181.36
Senior Trainer	\$76.99	\$80.84
Trainer	\$64.15	\$67.36
Statistician	\$90.45	\$94.99
Data Analyst/Data Custodian	\$59.87	\$62.85
Documentation Specialist	\$40.30	\$42.31
Administrative Assistant	\$38.31	\$40.22

- (a) *Inspection/Acceptance.* The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The Government reserves the right to inspect or test any supplies or services that have been tendered for acceptance. The Government may require repair or replacement of nonconforming supplies or reperformance of nonconforming services at no increase in contract price. The Government must exercise its postacceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the item, unless the change is due to the defect in the item.
- (b) *Assignment.* The Contractor or its assignee may assign its rights to receive payment due as a result of performance of this contract to a bank, trust company, or other financing institution, including any Federal lending agency in accordance with the Assignment of Claims Act (31 U.S.C. 3727). However, when a third party makes payment (e.g., use of the Governmentwide commercial purchase card), the Contractor may not assign its rights to receive payment under this contract.
- (c) *Changes.* Changes in the terms and conditions of this contract may be made only by written agreement of the parties.
- (d) *Disputes.* This contract is subject to the Contract Disputes Act of 1978, as amended (41 U.S.C. 601-613). Failure of the parties to this contract to reach agreement on any request for equitable adjustment, claim, appeal or action arising under or relating to this contract shall be a dispute to be resolved in accordance with the clause at FAR 52.233-1, Disputes, which is incorporated herein by reference. The Contractor shall proceed diligently with performance of this contract, pending final resolution of any dispute arising under the contract.
- (e) *Definitions.* The clause at FAR 52.202-1, Definitions, is incorporated herein by reference.
- (f) *Excusable delays.* The Contractor shall be liable for default unless nonperformance is caused by an occurrence beyond the reasonable control of the Contractor and without its fault or negligence such as, acts of God or the public enemy, acts of the Government in either its sovereign or contractual capacity, fires, floods, epidemics, quarantine restrictions, strikes, unusually severe weather, and delays of common carriers. The Contractor shall notify the Contracting Officer in writing as soon as it is reasonably possible after the commencement of any excusable delay, setting forth the full particulars in connection therewith, shall remedy such occurrence with all reasonable dispatch, and shall promptly give written notice to the Contracting Officer of the cessation of such occurrence. **TAILORED TO INCLUDE:** The contractor shall also notify the Ordering Officer in writing when set forth above when service is expected to be delayed.
- (g) *Invoice.*
 - (1) The Contractor shall submit an original invoice and three copies (or electronic invoice, if authorized) to the address designated in the contract to receive invoices. An invoice must include—
 - (i) Name and address of the Contractor;
 - (ii) Invoice date and number;
 - (iii) Contract number, contract line item number and, if applicable, the order number;
 - (iv) Description, quantity, unit of measure, unit price and extended price of the items delivered;
 - (v) Shipping number and date of shipment, including the bill of lading number and weight of shipment if shipped on Government bill of lading;
 - (vi) Terms of any discount for prompt payment offered;
 - (vii) Name and address of official to whom payment is to be sent;
 - (viii) Name, title, and phone number of person to notify in event of defective invoice; and
 - (ix) Taxpayer Identification Number (TIN). The Contractor shall include its TIN on the invoice only if required elsewhere in this contract.
 - (x) Electronic funds transfer (EFT) banking information.
 - (A) The Contractor shall include EFT banking information on the invoice only if required elsewhere in this contract.
 - (B) If EFT banking information is not required to be on the invoice, in order for the invoice to be a proper invoice, the Contractor shall have submitted correct EFT banking information in accordance with the applicable solicitation provision, contract clause (e.g., 52.232-33, Payment by Electronic

Funds Transfer—Central Contractor Registration, or 52.232-34, Payment by Electronic Funds Transfer—Other Than Central Contractor Registration), or applicable agency procedures.

(C) EFT banking information is not required if the Government waived the requirement to pay by EFT.

(2) Invoices will be handled in accordance with the Prompt Payment Act (31 U.S.C. 3903) and Office of Management and Budget (OMB) prompt payment regulations at 5 CFR part 1315.

(h) *Patent indemnity.* The Contractor shall indemnify the Government and its officers, employees and agents against liability, including costs, for actual or alleged direct or contributory infringement of, or inducement to infringe, any United States or foreign patent, trademark or copyright, arising out of the performance of this contract, provided the Contractor is reasonably notified of such claims and proceedings.

(i) *Payment.*

(1) Items accepted. Payment shall be made for items accepted by the Government that have been delivered to the delivery destinations set forth in this contract.

(2) Prompt payment. The Government will make payment in accordance with the Prompt Payment Act (31 U.S.C. 3903) and prompt payment regulations at 5 CFR part 1315.

(3) Electronic Funds Transfer (EFT). If the Government makes payment by EFT, see 52.212-5(b) for the appropriate EFT clause.

(4) Discount. In connection with any discount offered for early payment, time shall be computed from the date of the invoice. For the purpose of computing the discount earned, payment shall be considered to have been made on the date which appears on the payment check or the specified payment date if an electronic funds transfer payment is made.

(5) Overpayments. If the Contractor becomes aware of a duplicate contract financing or invoice payment or that the Government has otherwise overpaid on a contract financing or invoice payment, the Contractor shall immediately notify the Contracting Officer and request instructions for disposition of the overpayment.

(j) *Risk of loss.* Unless the contract specifically provides otherwise, risk of loss or damage to the supplies provided under this contract shall remain with the Contractor until, and shall pass to the Government upon:

(1) Delivery of the supplies to a carrier, if transportation is f.o.b. origin; or

(2) Delivery of the supplies to the Government at the destination specified in the contract, if transportation is f.o.b. destination.

(k) *Taxes.* The contract price includes all applicable Federal, State, and local taxes and duties.

(l) *Termination for the Government's convenience.* The Government reserves the right to terminate this contract, or any part hereof, for its sole convenience. In the event of such termination, the Contractor shall immediately stop all work hereunder and shall immediately cause any and all of its suppliers and subcontractors to cease work. Subject to the terms of this contract, the Contractor shall be paid a percentage of the contract price reflecting the percentage of the work performed prior to the notice of termination, plus reasonable charges the Contractor can demonstrate to the satisfaction of the Government using its standard record keeping system, have resulted from the termination. The Contractor shall not be required to comply with the cost accounting standards or contract cost principles for this purpose. This paragraph does not give the Government any right to audit the Contractor's records. The Contractor shall not be paid for any work performed or costs incurred which reasonably could have been avoided.

(m) *Termination for cause.* The Government may terminate this contract, or any part hereof, for cause in the event of any default by the Contractor, or if the Contractor fails to comply with any contract terms and conditions, or fails to provide the Government, upon request, with adequate assurances of future performance. In the event of termination for cause, the Government shall not be liable to the Contractor for any amount for supplies or services not accepted, and the Contractor shall be liable to the Government for any and all rights and remedies provided by law. If it is determined that the Government improperly terminated this contract for default, such termination shall be deemed a termination for convenience.

(n) *Title.* Unless specified elsewhere in this contract, title to items furnished under this contract shall pass to the Government upon acceptance, regardless of when or where the Government takes physical possession.

(o) *Warranty.* The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.

(p) *Limitation of liability.* Except as otherwise provided by an express warranty, the Contractor will not be liable to the Government for consequential damages resulting from any defect or deficiencies in accepted items.

(q) *Other compliances.* The Contractor shall comply with all applicable Federal, State and local laws, executive orders, rules and regulations applicable to its performance under this contract.

(r) *Compliance with laws unique to Government contracts.* The Contractor agrees to comply with 31 U.S.C. 1352 relating to limitations on the use of appropriated funds to influence certain Federal contracts; 18 U.S.C. 431 relating to officials not to benefit; 40 U.S.C. 327, et seq., Contract Work Hours and Safety Standards Act; 41 U.S.C. 51-58, Anti-Kickback Act of 1986; 41 U.S.C. 265 and 10 U.S.C. 2409 relating to whistleblower protections; 49 U.S.C. 40118, Fly American; and 41 U.S.C. 423 relating to procurement integrity.

(s) *Order of precedence.* Any inconsistencies in this solicitation or contract shall be resolved by giving precedence in the following order: (1) the schedule of supplies/services; (2) the Assignments, Disputes, Payments, Invoice, Other Compliances, and Compliance with Laws Unique to Government Contracts paragraphs of this clause; (3) the clause at 52.212-5; (4) addenda to this solicitation or contract, including any license agreements for computer software; (5) solicitation provisions if this is a solicitation; (6) other paragraphs of this clause; (7) the Standard Form 1449; (8) other documents, exhibits, and attachments; and (9) the specification.

(t) *Central Contractor Registration (CCR).*

(1) Unless exempted by an addendum to this contract, the Contractor is responsible during performance and through final payment of any contract for the accuracy and completeness of the data within the CCR database, and for any liability resulting from the Government's reliance on inaccurate or incomplete data. To remain registered in the CCR database after the initial registration, the Contractor is required to review and update on an annual basis from the date of initial registration or subsequent updates its information in the CCR database to ensure it is current, accurate and complete. Updating information in the CCR does not alter the terms and conditions of this contract and is not a substitute for a properly executed contractual document.

(2) (i) If a Contractor has legally changed its business name, "doing business as" name, or division name (whichever is shown on the contract), or has transferred the assets used in performing the contract, but has not completed the necessary requirements regarding novation and change-of-name agreements in FAR subpart 42.12, the Contractor shall provide the responsible Contracting Officer a minimum of one business day's written notification of its intention to (A) change the name in the CCR database; (B) comply with the requirements of subpart 42.12; and (C) agree in writing to the timeline and procedures specified by the responsible Contracting Officer. The Contractor must provide with the notification sufficient documentation to support the legally changed name.

(ii) If the Contractor fails to comply with the requirements of paragraph (t)(2)(i) of this clause, or fails to perform the agreement at paragraph (t)(2)(i)(C) of this clause, and, in the absence of a properly executed novation or change-of-name agreement, the CCR information that shows the Contractor to be other than the Contractor indicated in the contract will be considered to be incorrect information within the meaning of the "Suspension of Payment" paragraph of the electronic funds transfer (EFT) clause of this contract.

(3) The Contractor shall not change the name or address for EFT payments or manual payments, as appropriate, in the CCR record to reflect an assignee for the purpose of assignment of claims (see Subpart 32.8, Assignment of Claims). Assignees shall be separately registered in the CCR database. Information provided to the Contractor's CCR record that indicates payments, including those made by EFT, to an ultimate recipient other than that Contractor will be considered to be incorrect information within the meaning of the "Suspension of payment" paragraph of the EFT clause of this contract.

(4) Offerors and Contractors may obtain information on registration and annual confirmation requirements via the internet at <http://www.ccr.gov> or by calling 1-888-227-2423 or 269-961-5757.

Addendum to Clause 52.212-4

MISSION ORIENTED BUSINESS INTEGRATED SERVICES (MOBIS) STATEMENT OF BACKGROUND, PURPOSE, AND OBJECTIVES

In April 1988, Executive Order 12637, Productivity Improvement for the Federal Government, called for the establishment of a government-wide program to improve the quality, timeliness and efficiency of services provided by the Federal Government. Subsequently, a Multiple Award Schedule for the implementation of Total Quality Management was established in the Federal Government. The current edition of the Executive Order is 13048, Improving Administrative Management in the Executive Branch. This program evolved into the Management, Organizational and Business Improvement Services Schedule. Subsequently, Special Item Numbers 874-6, Privatization Support Services and Documentation (A-76) and 874-7, Program Integration and Project Management Services were added. These new items expanded MOBIS beyond assisting agencies in performance improvement functions and into the realm of fulfilling mission-oriented work. The Schedule title has therefore been changed to Mission Oriented Business Integrated Services.

3. PURPOSE & OBJECTIVES

This procurement will provide a full range of services and products for consulting, facilitation, survey, training, privatization support, program management, and related support products. This schedule is designed to allow federal agencies to meet mission requirements requiring integrated business solutions. Contractors shall provide MOBIS services to agencies as specified in task orders under this Federal Supply Schedule (FSS).

Whether services and products are commercial off-the-shelf, customized off-the-shelf, or designed to suit, they must support business related activities. The objective of MOBIS is to provide all federal agencies with access to the finest management consulting firms available in the commercial sector.

SCOPE OF WORK

The GSA is soliciting mission oriented business integrated services (MOBIS) and products that will support business management functions accomplished by the federal government.

These services will facilitate agencies' response to dynamic, evolutionary influences and mandates, and will enable them to meet and improve mission performance requirements. As these influences and mandates evolve, or are enacted, it is anticipated that the specific support provided by contractors under this schedule will evolve accordingly. These efforts should ultimately result in increased customer satisfaction and enhance the public's confidence in their government.

Some examples of these influences and mandates are the Government Performance and Results Act; Federal Acquisition Streamlining Act, government reinvention initiatives such as improving customer service, benchmarking and streamlining; strategic sourcing; downsizing; and privatization.

GSA Schedules E-Library indicates the contractors available for MOBIS support by Special Item Number (SIN) awarded, the internet address is:

<http://www.gsaelibrary.gsa.gov/>

“Go to” Federal Supply Schedule “874”

Offerors shall propose services to support agencies in accomplishing mission oriented business efforts. Examples include but are not limited to: quality management; business process reengineering; strategic and business planning; knowledge management consulting, benchmarking; strategic sourcing; ISO 9000; activity-based costing; statistical process control; development and implementation of surveys; individual and organizational assessments and evaluations; process improvements; process modeling and simulation; performance measurement; organizational design; change management; development of leadership/management skills; and training in improving customer service, satisfaction, assistance in the performance of privatization studies, training in support of related business functions, program integration and project management.

MOBIS is designed to provide agencies with expert advice in all areas of mission oriented business tasks. MOBIS should not be used when the preponderance of work can be accomplished under another professional services schedule. When tasking under MOBIS, agencies shall not use this vehicle for the acquisition of supplies other than that integral to the task and incidental to its central role of business management and improvement. **The acquisition of IT is not forbidden under MOBIS, however, it must be clear that the software, hardware, or IT services acquired must be incidental to the management and improvement effort, and directly linked to the successful performance of the task. There are no specified definitions of incidental. This determination shall be made by the responsible ordering agency Contracting Officer. License Fees will not be awarded under any resultant contract are to be negotiated between the contractor and the individual customer agencies at the task order level.**

Typical examples of services that are **not authorized** for purchase under a MOBIS task include, but are not limited to: financial audits; engineering services, IT systems integration, network services, volume purchase of IT hardware, software or software development, data base planning, administrative support unless directly related to a MOBIS requirement, advertising and integrated marketing solutions, human resources services, Construction and Architect-Engineering Services as set forth in FAR Part 36 (including construction, alteration or repair of buildings, structures, or other real property). Training classes offered under SIN 874-4, which are not related to the MOBIS scope, will not be accepted. MOBIS is not a “General Training Schedule”. Please review Schedules 69 Training Aids and Devices, Instructor-Led Training, Development for Course Materials-Programmed Learning Devices, 738 X Human Resources Management and EEO Services, 00CORP Consolidated Schedule and other GSA Schedules which may be better suited for products/services as identified at our Schedules E-Library website: <http://www.gsaelibrary.gsa.gov/>

Contractors may propose to offer a full range of services to support the requirements specified in the Scope of Work for Special Item Numbers (SIN) 874-1 through 874-7 and 874-99 or they may choose to offer services in the SINS in which they specialize. Offerors are encouraged to offer in any or all SINS and are not required to propose services in all eight (8) SINS.

Note: Personal Services Contracts as defined in FAR 37.101 and FAR 37.104 are strictly prohibited. Agencies are prohibited from utilizing service contracts to augment government staff. A contractor is equally prohibited from knowingly offering to supplement government staff by engaging in a personal services contract/task order.

4.

A. OTHER PERTINENT INFORMATION

This schedule is non-mandatory. If a potential customer (ordering activity) can find prices lower on the open market, they may utilize other procurement methods. The Government reserves the right to evaluate offers and award a contract without discussions. Therefore, the initial offer should contain the offeror's best terms from both a price and experience/past performance standpoint.

Contractor Team Arrangements are encouraged under the Federal Supply Schedules Program, for additional information see FAR 9.6 and “Contractor Team Arrangements” at our website <http://www.gsa.gov> under “Acquisition Solutions”, click on “GSA Schedules”, click on “Contractor Team Arrangements”.

This procurement is unrestricted. All eligible sources are able to submit a proposal in response to this Request for Proposal (RFP). The North American Industry Classification System (NAICS) code cited throughout the solicitation is for internal business size stratification purposes only and is not meant to restrict this procurement to small businesses.

Pricing submitted for training services under Special Item Number (SIN) 874-4 shall be firm fixed-price on a per class basis. **If a customer agency requests customized training services it may be offered under SIN 874-1, but only when the training is directly related to ongoing MOBIS efforts such as training in new organization design or reengineered processes.**

Quarterly Sales Reports: A sales/activity report must be provided to the GSA Management Services Center on a quarterly basis. The format will be provided at the time of contract award.

An adequate and auditable labor hour recording and invoicing system will be required for all awardees accepting labor hour task orders. Awardees must possess such a system at the time of award. This accounting system will be subject to review and examination by the Government as appropriate.

Offerors attention is directed to FAR 9.5 Organizational and Consultant Conflict of Interest and Clause C-FSS-370 CONTRACTOR TASKS/SPECIAL REQUIREMENTS. The Contracting Officer has determined that potential conflicts of interest may occur during performance of the resultant contract. These include circumstances involving (1) systems engineering and technical direction, (2) preparation of specifications or work statements, (3) providing evaluation services, and (4) obtaining access to proprietary data or information. Ordering Officers may impose organizational conflict of interest provisions and/or clauses as they determine appropriate based upon the individual situation.

If you require additional assistance in preparation of your offer, please visit the Small Business Administration website for a Procurement Technical Assistance Center in your geographic location at <http://www.sellingtothegovernment.net>

The specific ordering procedures to be followed under the MOBIS schedule are provided under FAR Subpart 8.4. The FAR can be accessed on the Internet at <http://www.arnet.gov/far/>.

5. DEFINITIONS

Commercial Item: Any item that is of a type customarily used for non-governmental purposes and that has been sold, leased or licensed to the general public (See FAR 2.101 for a complete definition).

Agencies: Includes all authorized users of this Federal Supply Schedule. The following are allowed to issue orders:

1. All Legislative, Judicial, and Executive branches of the federal government;
2. All Executive agencies including departments, independent establishments and government corporations including agencies, boards, commissions, and corporations;
3. The government of the District of Columbia.

For additional information see clauses 52.202-1, 552.216-72 and GSA ORDER ADM 4800.2E. GSA ORDER ADM 4800.2E is available on the internet at www.gsa.gov. Click on "GSA Schedules," then click on "For Customers Ordering on Schedules", then select "Eligibility to use GSA Sources".

Sales: Sales order, contract, shipment, invoice, actual recorded sales or other records, so long as the method of reporting used is consistent, provides an accurate indication of sales activity, and is verifiable.

Subcontractor: Any supplier, distributor, vendor, or firm that furnishes supplies or services to or for a prime contractor or another subcontractor.

6. SPECIAL INSTRUCTIONS FOR PRICING ALL SERVICES AND SUPPORT PRODUCTS

- (1) Costs incurred for transportation and per diem (lodging, meals and incidental expenses) will be billed in accordance with the regulatory implementation of Public Law 99-234, FAR 31.205-46 Travel Costs, and the contractor's cost accounting system. These costs are directly reimbursable by the ordering agency.
 - (A) The contractor shall notify the ordering agency, in writing, of the requirement for reimbursement of transportation and per diem expenses, prior to acceptance of the order. This notification shall include a "not to exceed" estimate of these proposed costs. Any applicable indirect costs associated with the transportation and per diem expenses will be charged at a rate negotiated prior to the using agency's delivery order. Contractors shall be reimbursed only for incurred costs at or below the "not to exceed."
 - (B) Costs for transportation, lodging, meals, and incidental expenses incurred by contractor personnel on official company business are allowable subject to the limitations contained in FAR 31.205-46, Travel Costs.
 - (C) Reimbursements for costs that are not specified in this solicitation, or in any contract or task order resulting from this solicitation, are not allowed. It is GSA policy NOT to allow a charge of profit or fee on reimbursable items. Local travel in performance of a task order will be reimbursable only in accordance with ordering agency regulations.

NO REIMBURSEMENT IS AUTHORIZED EXCEPT AS SPECIFIED IN AN ORDERING AGENCY'S TASK ORDER.

- (2) The preferred type of Task order issued against the contract is Firm Fixed-Price. However, Labor-Hour Task orders or fixed-price incentive arrangements may be issued where circumstances dictate, as determined by the ordering agency Contracting Officer, provided a determination is made in accordance with FAR 16.601(b) and 16.601(c).

52.216-18 ORDERING (OCT 1995) (VARIATION—OCT 1995)

- (a) Any supplies and services to be furnished under this contract shall be ordered by issuance of delivery orders by the individuals or activities designated. Such orders may be issued during the contract term.
- (b) All delivery orders are subject to the terms and conditions of this contract. In the event of conflict between a delivery order and this contract, the contract shall control.
- (c) If mailed, a delivery order is considered “issued” when the Government deposits the order in the mail. Orders may be issued orally or by facsimile, or by electronic commerce methods only if authorized in the contract.

52.242-13 BANKRUPTCY (JUL 1995)

In the event the Contractor enters into proceedings relating to bankruptcy, whether voluntary or involuntary, the Contractor agrees to furnish, by certified mail or electronic commerce method authorized by the contract, written notification of the bankruptcy to the Contracting Officer responsible for administering the contract. This notification shall be furnished within five days of the initiation of the proceedings relating to bankruptcy filing. This notification shall include the date on which the bankruptcy petition was filed, the identity of the court in which the bankruptcy petition was filed, and a listing of Government contract numbers and contracting offices for all Government contracts against which final payment has not been made. This obligation remains in effect until final payment under this contract.

52.219-16 LIQUIDATED DAMAGES—SUBCONTRACTING PLAN (JAN 1999)

- (a) “Failure to make a good faith effort to comply with the subcontracting plan”, as used in this clause, means a willful or intentional failure to perform in accordance with the requirements of the subcontracting plan approved under the clause in this contract entitled “Small Business Subcontracting Plan,” or willful or intentional action to frustrate the plan.
- (b) Performance shall be measured by applying the percentage goals to the total actual subcontracting dollars or, if a commercial plan is involved, to the pro rata share of actual subcontracting dollars attributable to Government contracts covered by the commercial plan. If, at contract completion or, in the case of a commercial plan, at the close of the fiscal year for which the plan is applicable, the Contractor has failed to meet its subcontracting goals and the Contracting Officer decides in accordance with paragraph (c) of this clause that the Contractor failed to make a good faith effort to comply with its subcontracting plan, established in accordance with the clause in this contract entitled “Small Business Subcontracting Plan,” the Contractor shall pay the Government liquidated damages in an amount stated. The amount of probable damages attributable to the Contractor's failure to comply shall be an amount equal to the actual dollar amount by which the Contractor failed to achieve each subcontract goal.
- (c) Before the Contracting Officer makes a final decision that the Contractor has failed to make such good faith effort, the Contracting Officer shall give the Contractor written notice specifying the failure and permitting the Contractor to demonstrate what good faith efforts have been made and to discuss the matter. Failure to respond to the notice may be taken as an admission that no valid explanation exists. If, after consideration of all the pertinent data, the Contracting Officer finds that the Contractor failed to make a good faith effort to comply with the subcontracting plan, the Contracting Officer shall issue a final decision to that effect and require that the Contractor pay the Government liquidated damages as provided in paragraph (b) of this clause.
- (d) With respect to commercial plans, the Contracting Officer who approved the plan will perform the functions of the Contracting Officer under this clause on behalf of all agencies with contracts covered by the commercial plan.
- (e) The Contractor shall have the right of appeal, under the clause in this contract entitled Disputes, from any final decision of the Contracting Officer.
- (f) Liquidated damages shall be in addition to any other remedies that the Government may have.

52.222-1 NOTICE TO THE GOVERNMENT OF LABOR DISPUTES (FEB 1997)

If the Contractor has knowledge that any actual or potential labor dispute is delaying or threatens to delay the timely performance of this contract, the Contractor shall immediately give notice, including all relevant information, to the Contracting Officer.

52.232-7 PAYMENTS UNDER TIME AND MATERIALS AND LABOR HOUR CONTRACTS (AUG 2005) (ALTERNATE II FEB 2002)

The Government will pay the Contractor as follows upon the submission of invoices or vouchers approved by the Contracting Officer:

(a) *Hourly rate.*

(1) The amounts shall be computed by multiplying the appropriate hourly rates prescribed in the Schedule by the number of direct labor hours performed. The rates shall include wages, indirect costs, general and administrative expense, and profit. Fractional parts of an hour shall be payable on a prorated basis. Vouchers may be submitted once each month (or at more frequent intervals, if approved by the Contracting Officer), to the Contracting Officer or designee. The Contractor shall substantiate vouchers by evidence of actual payment and by individual daily job timecards, or other substantiation approved by the Contracting Officer. Promptly after receipt of each substantiated voucher, the Government shall, except as otherwise provided in this contract, and subject to the terms of (e) of this section, pay the voucher as approved by the Contracting Officer.

(2) Unless otherwise prescribed in the Schedule, the Contracting Officer may unilaterally issue a contract modification requiring the Contractor to withhold amounts from its billings until a reserve is set aside in an amount that the Contracting Officer considers necessary to protect the Government's interests. The Contracting Officer may require a withhold of 5 percent of the amounts due under paragraph (a), but the total amount withheld for the contract shall not exceed \$50,000. The amounts withheld shall be retained until the Contractor executes and delivers the release required by paragraph (f) of this clause.

(3) Unless the Schedule prescribes otherwise, the hourly rates in the Schedule shall not be varied by virtue of the Contractor having performed work on an overtime basis. If no overtime rates are provided in the Schedule and overtime work is approved in advance by the Contracting Officer, overtime rates shall be negotiated. Failure to agree upon these overtime rates shall be treated as a dispute under the Disputes clause of this contract. If the Schedule provides rates for overtime, the premium portion of those rates will be reimbursable only to the extent the overtime is approved by the Contracting Officer.

(b) *Materials and subcontracts.*

(1) The Contracting Officer will determine allowable costs of direct materials in accordance with Subpart 31.2 of the Federal Acquisition Regulation (FAR) in effect on the date of this contract. Direct materials, as used in this clause, are those materials that enter directly into the end product, or that are used or consumed directly in connection with the furnishing of the end product.

(2) The Contractor may include reasonable and allocable material handling costs in the charge for material to the extent they are clearly excluded from the hourly rate. Material handling costs are comprised of indirect costs, including, when appropriate, general and administrative expense allocated to direct materials in accordance with the Contractor's usual accounting practices consistent with Subpart 31.2 of the FAR.

(3) The Government will reimburse the Contractor for supplies and services purchased directly for the contract when the Contractor

(i) Has made payments of cash, checks, or other forms of payment for these purchased supplies or services; or

(ii) Will make these payments determined due

(A) In accordance with the terms and conditions of a subcontractor or invoices; and

(B) Ordinarily within 30 days of the submission of the Contractor's payment request to the Government.

(4) (i) The Government will reimburse the Contractor for costs of subcontracts that are authorized under the subcontracts clause of this contract, provided that the costs are consistent with paragraph (b)(5) of this clause.

(ii) The Government will limit reimbursable costs in connection with subcontracts to the amounts paid for supplies and services purchased directly for the contract when the Contractor has made or will make payments determined due of cash, checks, or other forms of payment to the subcontractor

(A) In accordance with the terms and conditions of a subcontract or invoice; and

(B) Ordinarily within 30 days of the submission of the Contractor's payment request to the Government.

(iii) The Government will not reimburse the Contractor for any costs arising from the letting, administration, or supervision of performance of the subcontract, if the costs are included in the hourly rates payable under paragraph (a)(1) of this clause.

(5) To the extent able, the Contractor shall

(i) Obtain materials at the most advantageous prices available with due regard to securing prompt delivery of satisfactory materials; and

(ii) Take all cash and trade discounts, rebates, allowances, credits, salvage, commissions, and other benefits. When unable to take advantage of the benefits, the Contractor shall promptly notify the Contracting Officer and give the reasons. The Contractor shall give credit to the Government for cash and trade discounts, rebates, scrap, commissions, and other amounts that have accrued to the benefit of the Contractor, or

would have accrued except for the fault or neglect of the Contractor. The Contractor shall not deduct from gross costs the benefits lost without fault or neglect on the part of the Contractor, or lost through fault of the Government.

(c) *Total cost.* It is estimated that the total cost to the Government for the performance of this contract shall not exceed the ceiling price set forth in the Schedule and the Contractor agrees to use its best efforts to perform the work specified in the Schedule and all obligations under this contract within such ceiling price. If at any time the Contractor has reason to believe that the hourly rate payments and material costs that will accrue in performing this contract in the next succeeding 30 days, if added to all other payments and costs previously accrued, will exceed 85 percent of the ceiling price in the Schedule, the Contractor shall notify the Contracting Officer giving a revised estimate of the total price to the Government for performing this contract with supporting reasons and documentation. If at any time during performing this contract, the Contractor has reason to believe that the total price to the Government for performing this contract will be substantially greater or less than the then stated ceiling price, the Contractor shall so notify the Contracting Officer, giving a revised estimate of the total price for performing this contract, with supporting reasons and documentation. If at any time during performing this contract, the Government has reason to believe that the work to be required in performing this contract will be substantially greater or less than the stated ceiling price, the Contracting Officer will so advise the Contractor, giving the then revised estimate of the total amount of effort to be required under the contract.

(d) *Ceiling price.* The Government shall not be obligated to pay the Contractor any amount in excess of the ceiling price in the Schedule, and the Contractor shall not be obligated to continue performance if to do so would exceed the ceiling price set forth in the Schedule, unless and until the Contracting Officer shall have notified the Contractor in writing that the ceiling price has been increased and shall have specified in the notice a revised ceiling that shall constitute the ceiling price for performance under this contract. When and to the extent that the ceiling price set forth in the Schedule has been increased, any hours expended and material costs incurred by the Contractor in excess of the ceiling price before the increase shall be allowable to the same extent as if the hours expended and material costs had been incurred after the increase in the ceiling price.

(e) *Audit.* At any time before final payment under this contract the Contracting Officer may request audit of the invoices or vouchers and substantiating material. Each payment previously made shall be subject to reduction to the extent of amounts, on preceding invoices or vouchers, that are found by the Contracting Officer not to have been properly payable and shall also be subject to reduction for overpayments or to increase for underpayments. Upon receipt and approval of the voucher or invoice designated by the Contractor as the "completion voucher" or "completion invoice" and substantiating material, and upon compliance by the Contractor with all terms of this contract (including, without limitation, terms relating to patents and the terms of (f) and (g) of this section), the Government shall promptly pay any balance due the Contractor. The completion invoice or voucher, and substantiating material, shall be submitted by the Contractor as promptly as practicable following completion of the work under this contract, but in no event later than 1 year (or such longer period as the Contracting Officer may approve in writing) from the date of completion.

(f) *Assignment.* The Contractor, and each assignee under an assignment entered into under this contract and in effect at the time of final payment under this contract, shall execute and deliver, at the time of and as a condition precedent to final payment under this contract, a release discharging the Government, its officers, agents, and employees of and from all liabilities, obligations, and claims arising out of or under this contract, subject only to the following exceptions:

(1) Specified claims in stated amounts, or in estimated amounts if the amounts are not susceptible of exact statement by the Contractor.

(2) Claims, together with reasonable incidental expenses, based upon the liabilities of the Contractor to third parties arising out of performing this contract, that are not known to the Contractor on the date of the execution of the release, and of which the Contractor gives notice in writing to the Contracting Officer not more than 6 years after the date of the release or the date of any notice to the Contractor that the Government is prepared to make final payment, whichever is earlier.

(3) Claims for reimbursement of costs (other than expenses of the Contractor by reason of its indemnification of the Government against patent liability), including reasonable incidental expenses, incurred by the Contractor under the terms of this contract relating to patents.

(g) *Refunds.* The Contractor agrees that any refunds, rebates, or credits (including any related interest) accruing to or received by the Contractor or any assignee, that arise under the materials portion of this contract and for which the Contractor has received reimbursement, shall be paid by the Contractor to the Government. The Contractor and each assignee, under an assignment entered into under this contract and in effect at the time of final payment under this contract, shall execute and deliver, at the time of and as a condition precedent to final payment under this contract, an assignment to the Government of such refunds, rebates, or credits (including any interest) in form and substance satisfactory to the Contracting Officer.

(h) *Interim payments.*

(1) Interim payments made prior to the final payment under the contract are contract financing payments. Contract financing payments are not subject to the interest penalty provisions of the Prompt Payment Act.

(2) The designated payment office will make interim payments for contract financing on the * _____* [*Contracting Officer insert day as prescribed by agency head; if not prescribed, insert "30th"*] day after the designated billing office receives a proper payment request. In the event that the Government requires an audit or other review of a specific payment request to ensure compliance with the terms and conditions of the contract, the designated payment office not compelled to make payment by the specified due date.

(i) The terms of this clause that govern reimbursement for materials furnished are considered to have been deleted.

52.232-17 INTEREST (JUN 1996)

- (a) Except as otherwise provided in this contract under a Price Reduction for Defective Cost or Pricing Data clause or a Cost Accounting Standards clause, all amounts that become payable by the Contractor to the Government under this contract (net of any applicable tax credit under the Internal Revenue Code (26 U.S.C. 1481)) shall bear simple interest from the date due until paid unless paid within 30 days of becoming due. The interest rate shall be the interest rate established by the Secretary of the Treasury as provided in Section 12 of the Contract Disputes Act of 1978 (Public Law 95-563), which is applicable to the period in which the amount becomes due, as provided in paragraph (b) of this clause, and then at the rate applicable for each six-month period as fixed by the Secretary until the amount is paid.
- (b) Amounts shall be due at the earliest of the following dates:
- (1) The date fixed under this contract.
 - (2) The date of the first written demand for payment consistent with this contract, including any demand resulting from a default termination.
 - (3) The date the Government transmits to the Contractor a proposed supplemental agreement to confirm completed negotiations establishing the amount of debt.
 - (4) If this contract provides for revision of prices, the date of written notice to the Contractor stating the amount of refund payable in connection with a pricing proposal or a negotiated pricing agreement not confirmed by contract modification.
- (c) The interest charge made under this clause may be reduced under the procedures prescribed in 32.614-2 of the Federal Acquisition Regulation in effect on the date of this contract.

52.232-37 MULTIPLE PAYMENT ARRANGEMENTS (MAY 1999)

This contract or agreement provides for payments to the Contractor through several alternative methods. The applicability of specific methods of payment and the designation of the payment office(s) are either stated—

- (a) Elsewhere in this contract or agreement; or
- (b) In individual orders placed under this contract or agreement.

552.229-71 FEDERAL EXCISE TAX—DC GOVERNMENT (SEP 1999)

If the District of Columbia cites an Internal Revenue Tax Exempt Certificate Number on orders placed under this contract, the Contractor shall bill shipments to the District of Columbia at prices exclusive of Federal excise tax and show the amount of such tax on the invoice.

552.232-23 ASSIGNMENT OF CLAIMS (SEP 1999)

Because this is a requirements or indefinite quantity contract under which more than one agency may place orders, paragraph (a) of the Assignment of Claims clause (FAR 52.232-23) is inapplicable and the following is substituted therefore:

In order to prevent confusion and delay in making payment, the Contractor shall not assign any claim(s) for amounts due or to become due under this contract. However, the Contractor is permitted to assign separately to a bank, trust company, or other financial institution, including any Federal lending agency, under the provisions of the Assignment of Claims Act, as amended, 31 U.S.C. 3727, 41 U.S.C. 15 (hereinafter referred to as "the Act"), all amounts due or to become due under any order amounting to \$1,000 or more issued by any Government agency under this contract. Any such assignment takes effect only if and when the assignee files written notice of the assignment together with a true copy of the instrument of assignment with the contracting officer issuing the order and the finance office designated in the order to make payment. Unless otherwise stated in the order, payments to an assignee of any amounts due or to become due under any order assigned may, to the extent specified in the Act, be subject to reduction or set-off.

552.232-74 INVOICE PAYMENTS (SEP 1999)

- (a) The due date for making invoice payments by the designated payment office is:
- (1) For orders placed electronically by the General Services Administration (GSA) Federal Supply Service (FSS), and to be paid by GSA through electronic funds transfer (EFT), the later of the following two events:
 - (i) The 10th day after the designated billing office receives a proper invoice from the Contractor. If the designated billing office fails to annotate the invoice with the date of receipt at the time of receipt, the invoice payment due date shall be the 10th day after the date of the Contractor's invoice;

provided the Contractor submitted a proper invoice and no disagreement exists over quantity, quality, or Contractor compliance with contract requirements.

(ii)The 10th day after Government acceptance of supplies delivered or services performed by the Contractor.

(2) For all other orders, the later of the following two events:

(i)The 30th day after the designated billing office receives a proper invoice from the Contractor. If the designated billing office fails to annotate the invoice with the date of receipt at the time of receipt, the invoice payment due date shall be the 30th day after the date of the Contractor's invoice; provided the Contractor submitted a proper invoice and no disagreement exists over quantity, quality, or Contractor compliance with contract requirements.

(ii)The 30th day after Government acceptance of supplies delivered or services performed by the Contractor.

(3) On a final invoice, if the payment amount is subject to contract settlement actions, acceptance occurs on the effective date of the contract settlement.

(b) The General Services Administration will issue payment on the due date in (a)(1) above if the Contractor complies with full cycle electronic commerce. Full cycle electronic commerce includes all the following elements:

(1) The Contractor must receive and fulfill electronic data interchange (EDI) purchase orders (transaction set 850).

(2) The Contractor must generate and submit to the Government valid EDI invoices (transaction set 810) or submit invoices through the GSA Finance Center Internet-based invoice process. Internet-based invoices must be submitted using procedures provided by GSA.

(3) The Contractor's financial institution must receive and process, on behalf of the Contractor, EFT payments through the Automated Clearing House (ACH) system.

(4) The EDI transaction sets in (b)(1) through (b)(3) above must adhere to implementation conventions provided by GSA.

(c) If any of the conditions in (b) above do not occur, the 10 day payment due dates in (a)(1) become 30 day payment due dates.

(d) Notwithstanding paragraph (g) of the clause at FAR 52.212-4, Contract Terms and Conditions--Commercial Items, if the Contractor submits hard-copy invoices, submit only an original invoice. No copies of the invoice are required.

(e) All other provisions of the Prompt Payment Act (31 U.S.C. 3901 et seq.) and Office of Management and Budget (OMB) Circular A-125, Prompt Payment, apply.

I-FSS-314 FOREIGN TAXES AND DUTIES (DEC 1990)

Prices offered must be net, delivered, f.o.b. to the destinations accepted by the Government.

(a) The offeror warrants that such prices do not include any tax, duty, customs fees, or other foreign Governmental costs, assessments, or similar charges from which the U.S. Government is exempt. The offeror further warrants that any applicable taxes duties, customs fees, other Government costs, assessments or similar charges from which the U.S. Government is not exempt are included in the prices quoted and that such prices are not subject to increases for any such charges applicable at the time of acceptance of this offer by the Government.

(b) Standard commercial export packaging, including containerization, if necessary, packaging, preservation, marking are included in the pricing offered and accepted by the Government.

I-FSS-249-B DEFAULT (MAY 2000)

In addition to any other clause contained herein related to termination, the following is applicable to orders placed under Federal Supply Schedule contracts.

Any ordering office may, with respect to any one or more orders placed by it under the contract, exercise the same right of termination, acceptance of inferior articles or services, and assessment of excess costs as might the Contracting Officer, except that when failure to deliver articles or services is alleged by the Contractor to be excusable, the determination of whether the failure is excusable shall be made only by the Contracting Officer of the General Services Administration, to whom such allegation shall be referred by the ordering office and from whose determination appeal may be taken as provided in the clause of this contract entitled "Disputes."

(End of addendum)



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