

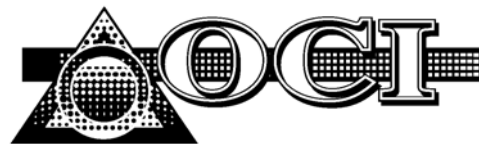


**General Services Administration
Federal Supply Service**

**Authorized Federal Supply Schedule Price List
Effective January 1, 2004**

**MANAGEMENT, ORGANIZATIONAL and
BUSINESS IMPROVEMENT SERVICES
(MOBIS)
FSC 874**

**GSA Contract Number: GS-10F-0425N MOD FX-03
Contract Period: June 4, 2003 through June 3, 2008
Pricelist effective January 1, 2004**



OPERATIONS CONCEPTS, INC.

**900 NORTH KINGS HIGHWAY, SUITE 307
CHERRY HILL, NEW JERSEY 08034**

PHONE: (856) 667-4461 FAX: (856) 667-4602

A Small Business

www.operationsconcepts.com

[Point of Contact](#)

CUSTOMER INFORMATION

1a. Special Item Numbers (SINs)

[SIN 874-1 = Consulting Services](#)

[SIN 874-3 = Survey Services](#)

[SIN 874-7 = Program Integration and Project Management Services](#)

1c. Labor Descriptions and Labor Rates (All SINs)

[Professional Labor Descriptions](#)

[Professional Labor Rates](#)

- 2. Maximum Order:** \$1,000,000.00
- 3. Minimum Order:** \$300.00
- 4. Geographic Coverage:** Domestic and Overseas
- 5. Points of Production:** Customer facility(s) and Cherry Hill, NJ
- 6. Discounts:** Government Net Prices (discounts already deducted)
- 7. Quantity Discounts:** N/A
- 8. Prompt Payment Terms:** 1% - 15 days, Net 30 days
- 9. Government Purchase Cards:** Accepted at or below micro-purchase threshold
- 10. Foreign Items:** None
- 11. Time of delivery:** Specific to the Task Order
- 12. F.O.B. Points:** Destination
- 13. Ordering Address:** Same as Company Address
- 14. Payment Address:** Same as Company Address
- 15. Warranty Provision:** Standard Commercial Warranty
- 16. - 24:** N/A
- 25. Data Universal Numbering System (DUNS) number:** 82-5510878
- 26. Central Contractor Registration (CCR) registration:** Registered

ADDITIONAL NOTES:

- 1. Type of Contract:** Labor Hour (LH) or Firm Fixed Price (FFP) Orders depending upon the Statement of Work (SOW). SOW must be prepared to include, location of work, period of performance, deliverables, applicable standards, acceptance criteria, travel requirements, and any other items needed to provide a responsive proposal.
- 2. Travel Costs:** Travel Costs for transportation, lodging, meals, and incidental expenses are not part of the GSA FSS Approved Rates and are to be negotiated prior to issuing the Delivery Order.
- 3. Web Site:** www.operationsconcepts.com
- 4. Point of Contact:** Paul O'Connell, President pfo@operationsconcepts.com

William Bruno, Project Manager

wfb@operationsconcepts.com

Operations Concepts, Inc.
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PROFESSIONAL LABOR DESCRIPTIONS

<u>Commercial Job Title</u>	<u>Base Year 2003 to 2004</u> <u>Minimum Education and Experience</u>
Principal	Masters, or Doctorate degree from an accredited institution required in discipline in which the individual is performing. Twelve years experience with an additional two years experience in a technical management role. During the twelve years, the Principal shall have developed a nationally renowned reputation as evidenced by publications, patents, and prestigious awards.
Senior Project Manager	Senior Project Manager must have earned a Bachelor, Masters, or Doctorate degree in an engineering or science field directly related to the task to be performed. Ten years experience is required. An additional three years of expertise must have been in Technical Management and Business Management of key, major company accounts. Senior Project Manager is fully responsible for all aspects of client consulting project including 100% customer satisfaction.
Project Manager	Bachelors, Masters, or Doctorate degree from an accredited institution required in discipline in which the individual is performing. Must have either a Masters or Doctorate degree in engineering, science, business or a field relevant to the task area and 10 plus years professional experience in general engineering, or field related to the support area in which the individual is performing. Must include two years experience directly in the task areas and two years in a leadership capacity or a field related to the task area. This labor category requires personnel with a demonstrated innovative and research capability.
Senior Project Engineer	Personnel in this category are desired to have an earned Masters degree in an engineering or science field directly related to the task to be performed. Ten years of experience is required. This labor category requires personnel with a demonstrated innovative and research capability. Demonstration of this capability shall be by evidence of publication of research papers or reports, or development of innovative processes or products, or the award of patents.
Project Engineer	Personnel in this category must have an earned Bachelor of Science degree in an engineering or science field directly related to the task to be performed from an accredited college or university. Three years of experience is required.
Technical Writer	Shall have 4 years total experience in the following areas: English, technical writing, usage of state-of-the-art office equipment used for professional report generation.
Engineering Aide	Minimum of a two year associates degree in technology. Ability to transcribe field studies to program files. Possess ability to make simple sketches. Able to enter meter-indicated values into computer form that is displayed on monitor. Ability to understand technical information to the degree of interpreting discussions and notes for content.
CAD Designer	Minimum of a two year associates degree in technology. Ability to transcribe field studies to program files. Possess ability to make accurate sketches. Able to present detailed information through Computer Aided Drafting techniques. Familiar with major CAD programs. Ability to understand technical information to the degree of interpreting discussions and notes for content.
Clerical	Minimum of a high school diploma or GED equivalent. Possess ability to interpret and transcribe handwritten notes to word processing programs. Possess ability to modify computer files to enter proof reading marks on printout. Able to write simple descriptions of tasks performed.

PROFESSIONAL LABOR RATES

Please contact Operations Concepts, Inc.

See [Point of Contact](#)

MANAGEMENT, ORGANIZATIONAL and BUSINESS IMPROVEMENT SERVICES (MOBIS)

SIN 874-1 = CONSULTING SERVICES

Operations Concepts, Inc. (OCI) will provide expert advice, assistance, guidance, and counseling of clients management, organizational, and business improvement needs. OCI's technique for analyzing and improving business process includes defining the boundaries (baseline) by observing the process flow and collecting and analyzing the data, targeting improvement areas, and developing and implementing the improvements. This may also include studies, analysis, and reports documenting any proposed developmental, consultative or implementation efforts. These consulting efforts may involve, but not limited to, many of the following tasks:

- Strategic, business and action planning
- Systems alignment
- Process redesign and improvement
- Data collection/information flow and accuracy analysis
- Cycle time review and reduction
- Develop baseline measures for each functional area in the business system
- Analysis of methods used in, and the performance of, a particular process or process stage.
- Process and productivity improvement
- Process line balancing analysis
- Increase output quality
- Decrease process costs
- Eliminate or minimize waste
- Simplify processes
- Organizational assessments
- Functional operations, equipment, and software assessment for automating and modernizing
- High performance work
- Provide Automatic Data Collection (ADC) systems analysis, recommendations, and implementation services
- Leadership systems
- Design, configure, and integrate innovative, cost effective, and proven business systems.
- Performance measures and indicators
- Providing a cost/savings justification analysis for any recommended operational changes
- Program audits and evaluations

SIN 874-3 = SURVEY SERVICES

Operations Concepts, Inc. (OCI) shall provide expert consultation, assistance, and deliverables associated with all aspects of surveying within the context of MOBIS. OCI shall assist with, and/or perform all phases of the survey to include, but not limited to, the following processes:

- Planning survey design
- Defining and refining the agenda
- Determination of survey scope, content, and purpose
- Providing project focus and alignment.
- Administering surveys using various types of data collection methods as appropriate
- Questionnaire survey development
- Interview survey development
- Sampling, survey development
- Determining sample size
- Database administration
- Analysis of quantitative and qualitative survey data
- Pretest/pilot surveying
- Assessing reliability and validity

SIN 874-7 = PROGRAM INTEGRATION AND PROJECT MANAGEMENT SERVICES

Operations Concepts, Inc. (OCI) shall provide services to manage and integrate various management and business improvement programs and projects that may or may not be the result of MOBIS recommendations to a Federal activity. These services may include:

- Projects internal to or between Federal agencies.
- Coordinate and interact with all participating parties
- Project management that connects and maintains liaison between multiple contractors
- Monitoring of multiple projects
- Providing project focus and alignment
- Scheduling and resource allocation
- Develop metrics and/or measurement programs
- Monitor project status and schedule compliance
- Inform on schedule variances
- Foster quick issue resolution
- Budgeting and cost control
- Leadership roles and teambuilding