



**WORLDWIDE  
GENERAL SERVICES ADMINISTRATION (GSA)  
Federal Supply Service (FSS)  
Authorized Federal Supply Schedule Price List**

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

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

**FSC Group: 874  
Contract Number: GS-10F-0295R**

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

**Contract Period: April 27, 2005 – April 26, 2010  
NAICS Code: 541611  
Business Size: Large Business**

**Supplement No. 1 dated 20 May 2005**



**Crystal Park 3  
2231 Crystal Drive, Suite 807  
Arlington, VA 22202  
Tel: (703) 414-0955 Fax: (703) 414-0959  
[www.Pardigm.net](http://www.Pardigm.net)**

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# CUSTOMER INFORMATION

## 1. SCOPE OF CONTRACT

The GSA schedules are competitively awarded schedule contracts each with fixed labor rates and are available to all federal agencies and their approved contractors. Under this MOBIS schedule, Paradigm Technologies, Inc. may provide management services including consulting, facilitation, survey, privatization (A-76) support and documentation, program integration and project management, and alternate dispute resolution (ADR). The respective Special Item Numbers (SIN) for these services are 874-1, 2, 3, 6, 7, and 8. Services under this contract can be provided at Government or contractor sites. The prices, terms and conditions apply exclusively to services within the scope of this schedule.

### 1a. Special Item Numbers (SIN)

The SINs listed below are covered under this price list. Labor category descriptions and hourly rates are presented in Attachment 1 and are effective for all services offered under these SINs.

#### *SIN 874-1: CONSULTING SERVICES*

Contractors shall provide expert advice, assistance, guidance or counseling in support of agencies' management, organizational and business improvement efforts. This may also include studies, analyses and reports documenting any proposed developmental, consultative or implementation efforts. Examples of consultation include, but are not limited to:

• strategic, business and action planning	• high performance work	• process and productivity improvement
• systems alignment	• leadership systems	• organizational assessments
• cycle time	• performance measures and indicators	• program audits, and evaluations

**SIN 874-2: FACILITATION SERVICES**

Contractors shall provide facilitation and related decision support services to agencies engaging in collaboration efforts, working groups, or integrated product, process, or self-directed teams. Agencies bringing together diverse teams and/or groups with common and divergent interests may require a neutral party to assist them in:

<ul style="list-style-type: none"> <li>the use of problem solving techniques</li> </ul>	<ul style="list-style-type: none"> <li>defining and refining the agenda</li> </ul>	<ul style="list-style-type: none"> <li>debriefing and overall meeting planning</li> </ul>
<ul style="list-style-type: none"> <li>resolving disputes, disagreements, and divergent views</li> </ul>	<ul style="list-style-type: none"> <li>logistical meeting/conference support when performing technical facilitation</li> </ul>	<ul style="list-style-type: none"> <li>convening and leading large and small group briefings and discussions</li> </ul>
<ul style="list-style-type: none"> <li>providing a draft for the permanent record</li> </ul>	<ul style="list-style-type: none"> <li>recording discussion content and focusing decision-making</li> </ul>	<ul style="list-style-type: none"> <li>preparing draft and final reports for dissemination</li> </ul>

**SIN 874-3: SURVEY SERVICES**

Contractors shall provide expert consultation, assistance, and deliverables associated with all aspects of surveying within the context of MOBIS. Contractors shall assist with, and/or perform all phases of the survey process to include, but not limited to:

<ul style="list-style-type: none"> <li>planning survey design</li> </ul>	<ul style="list-style-type: none"> <li>sampling; survey development</li> </ul>	<ul style="list-style-type: none"> <li>pretest/pilot surveying</li> </ul>
<ul style="list-style-type: none"> <li>defining and refining the agenda</li> </ul>	<ul style="list-style-type: none"> <li>survey database administration</li> </ul>	<ul style="list-style-type: none"> <li>assessing reliability and validity of data</li> </ul>
<ul style="list-style-type: none"> <li>determining proper survey data collection methodology</li> </ul>	<ul style="list-style-type: none"> <li>administering surveys using various types of data collection methods</li> </ul>	<ul style="list-style-type: none"> <li>analyses of quantitative and qualitative survey data</li> </ul>
<ul style="list-style-type: none"> <li>Production of reports to include, but not limited to: description and summary of results with associated graphs, charts, and tables; description of data collection and survey administration methods; discussion of sample characteristics and the representative nature of data; analysis of non-response; and briefings of results to include discussion of recommendations and potential follow-up actions</li> </ul>		

**SIN 874-6: PRIVATIZATION SUPPORT SERVICES AND DOCUMENTATION (A-76)**

Contractors shall provide expert advice, consultation, assistance, and documentation in support of studies conducted under OMB Circular A-76 or other privatization or commercial activities studies, projects, or efforts. These services may include, but are not limited to:

<ul style="list-style-type: none"> <li>• strategic, tactical, and operational level planning support</li> </ul>	<ul style="list-style-type: none"> <li>• development of Quality Assurance Surveillance Plans (QASP);</li> </ul>	<ul style="list-style-type: none"> <li>• development of in-house Government cost estimates</li> </ul>
<ul style="list-style-type: none"> <li>• comparison of in-house bids to proposed Interservice Support Agreement (ISSA) prices;</li> </ul>	<ul style="list-style-type: none"> <li>• performance of management studies to determine the Government’s Most Efficient Organization (MEO)</li> </ul>	<ul style="list-style-type: none"> <li>• development of Performance Work Statements (PWS)</li> </ul>
<ul style="list-style-type: none"> <li>• initial study planning</li> </ul>	<ul style="list-style-type: none"> <li>• administrative appeal process support</li> </ul>	<ul style="list-style-type: none"> <li>• public-private partnership support</li> </ul>
<ul style="list-style-type: none"> <li>• assessments and/or studies of potential privatization initiatives</li> </ul>		

**SIN 874-7: PROGRAM INTEGRATION AND PROJECT MANAGEMENT SERVICES**

Contractors shall provide services in the management, integration, and programs and projects. These services may include, but are not limited to:

<ul style="list-style-type: none"> <li>• program management</li> </ul>	<ul style="list-style-type: none"> <li>• program oversight</li> </ul>	<ul style="list-style-type: none"> <li>• project management</li> </ul>
<ul style="list-style-type: none"> <li>• program integration (team leader)</li> </ul>		

**SIN 874-8: ALTERNATIVE DISPUTE RESOLUTION (ADR) SERVICES**

Contractors shall provide expert services in support of agency Alternative Dispute Resolution (ADR) programs, both formal and informal. ADR, in support of EEO, is specifically excluded and is covered under a separate GSA Federal Supply Schedule. These services may include, but are not limited to:

<ul style="list-style-type: none"> <li>• facilitated, preventative, fact-finding, advisory, or imposed ADR</li> </ul>	<ul style="list-style-type: none"> <li>• mediation</li> </ul>	<ul style="list-style-type: none"> <li>• conciliation</li> </ul>
<ul style="list-style-type: none"> <li>• ombudsmen</li> </ul>	<ul style="list-style-type: none"> <li>• partnering</li> </ul>	<ul style="list-style-type: none"> <li>• consensus building</li> </ul>
<ul style="list-style-type: none"> <li>• negotiated rule-making</li> </ul>	<ul style="list-style-type: none"> <li>• joint problem solving</li> </ul>	<ul style="list-style-type: none"> <li>• neutral experts</li> </ul>
<ul style="list-style-type: none"> <li>• special masters</li> </ul>	<ul style="list-style-type: none"> <li>• magistrates</li> </ul>	<ul style="list-style-type: none"> <li>• summary jury trials</li> </ul>
<ul style="list-style-type: none"> <li>• early neutral evaluation</li> </ul>	<ul style="list-style-type: none"> <li>• private judging</li> </ul>	<ul style="list-style-type: none"> <li>• mini-trials</li> </ul>

• non-binding arbitration	• binding arbitration	
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**1b. Lowest Priced Model Number**

Not applicable

**1c. Hourly Rates**

Refer to Attachment 1

**2. MAXIMUM ORDER**

The maximum dollar value of any SIN orders to be issued is \$1,000,000.00 (All dollar amounts are exclusive of any discount for prompt payment.)

**3. MINIMUM ORDER**

The minimum dollar value of any SIN orders to be issued is \$300.00.

**4. DELIVERY AREA**

The geographic coverage of this contract (delivery area) is domestic only.

**5. POINTS OF PRODUCTION**

Services under this contract can be provided at Government or contractor sites.

**6. DISCOUNTS**

Prices shown herein are net; basic discounts have been deducted.

**7. QUANTITY DISCOUNTS**

Additional discounts may be negotiated for individual Task Orders and for Blanket Purchase Agreements (BPAs). These discounts will be addressed on a case-by-case basis.

**8. PROMPT PAYMENT TERMS**

Net 30 days from receipt of invoice or date of acceptance, whichever is later.

## **9. GOVERNMENT PURCHASE CARDS**

### **9a. Orders placed at or below the micro-purchase threshold**

Government Purchase Cards are accepted for any dollar value at or below the micro-purchase threshold.

### **9b. Orders exceeding the micro-purchase threshold**

Government Purchase Cards are accepted for any dollar value above \$2,500.

## **10. FOREIGN ITEMS**

Not applicable

## **11. DELIVERY SCHEDULE**

### **11a. Time of Delivery**

Per Individual Task Order

### **11b. Expedited Delivery**

Items available for expedited delivery are available by contacting contractor.

### **11c. Overnight and 2-day Delivery**

Overnight and 2-day deliveries are available by contacting the Contractor for specific rates.

### **11d. Urgent Requirements**

When the FSS contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 working days after receipt (Telephone replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering agency, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

## 12. F.O.B. POINT(S)

Destination

## 13. ORDERING

### 13a. Ordering Address

All orders under this contract may be placed by telephone, fax, or e-mail and should be directed to:

**Paradigm Technologies, Inc.**  
Attention: Ed Rainbolt, GSA Program Manager  
1235 South Clark Street  
Crystal Gateway 1, Suite 308  
Arlington, Virginia 22202  
Telephone: 703.414.0955  
Fax: 703.414.0959  
Email: [EdRainbolt@theptiway.com](mailto:EdRainbolt@theptiway.com)

### 13b. Ordering Procedures

For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs) and a sample BPA can be found at the GSA/FSS Schedule homepage at <http://www.fss.gsa.gov/schedules>.

## 14. PAYMENT ADDRESS

Remittance by check should be addressed to:

**Paradigm Technologies, Inc.**  
Crystal Park 3  
2231 Crystal Drive, Suite 807  
Arlington, VA 22202  
Attention: Accounting

For wire transfers or payment by Government Purchase Card:

Please contact Mr. Ed Rainbolt at (703) 414-0955

## 15. WARRANTY PROVISION

For the purpose of this contract, commitments, warranties, and representations include, in addition to those agreed to for the entire schedule contract:

- a. Time of delivery/installation quotations for individual orders;

- b. Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/service/software package submitted in response to requirements which result in orders under this schedule contract.
- c. Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

The above is not intended to encompass items not currently covered by the GSA Schedule contract.

## **16. EXPORT PACKING CHARGES**

Not applicable

## **17. TERMS AND CONDITIONS of Government purchase card acceptance**

Contractors are required to accept the Government purchase card for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Government purchase cards will be acceptable for any dollar value above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice. The following telephone numbers can be used by ordering agencies to obtain technical and/or ordering assistance:

Technical information: Mr. Furney Wood, 256.382.0470,  
[FurneyWood@theptiway.com](mailto:FurneyWood@theptiway.com)

Payment information: Mr. Ed Rainbolt, 703.414.0955,  
[EdRainbolt@theptiway.com](mailto:EdRainbolt@theptiway.com)

## **18. TERMS AND CONDITIONS of rental, maintenance, and repair**

Not applicable

## **19. TERMS AND CONDITIONS of installation**

Not applicable

## **20. TERMS AND CONDITIONS of repair parts**

Not applicable

**20a. Other services**

Not applicable

**21. LIST OF SERVICE AND DISTRIBUTION POINTS**

Locations

**22. LIST OF PARTICIPATING DEALERS**

Not applicable

**23. PREVENTIVE MAINTENANCE**

Not applicable

**24. SPECIAL ATTRIBUTES**

**24a. Environmental Attributes**

Not applicable

**24b. Section 508 Compliance**

Not applicable

**25. DATA UNIVERSAL NUMBER SYSTEM (DUNS) NUMBER**

831661582

**26. CENTRAL CONTRACTOR REGISTRATION (CCR)**

Paradigm Technologies, Inc. is registered in the CCR database.

**27. UNCOMPENSATED OVERTIME**

Not used

# **ATTACHMENT 1: LABOR CATEGORIES AND HOURLY RATES**

## **1. MOBIS LABOR CATEGORY DESCRIPTIONS**

### **Program Manager**

Provides broad program oversight to include directing, planning, organizing, and managing programs/projects to ensure that all contractual obligations are completed in a timely and efficient manner. Must be able to manage multiple concurrent tasks. Interfaces with Government personnel (contracts and technical points of contact) to ensure that all contractual and technical obligations are met. Provides high level of analytical skill as necessary to solve technical, administrative, and management problems.

Requires Bachelor Degree (Masters preferred); 12 years experience.

### **Project Manager**

Provides project oversight and responsibility for the success of the effort. Must have specific programmatic and/or technical experience in specific areas covered in the contractual effort. Solves technical, administrative, and management problems and is responsible for interfacing with the customer's technical point of contact to ensure that the task is completed on time and within budget.

Requires Bachelor Degree in related discipline (Masters preferred); 12 years experience. Four years of additional experience may be substituted for all degree requirements. Masters degree will substitute for two years of experience.

### **Management/Technical Analyst (Levels I, II, III, IV, V)**

Requires specific technical and/or programmatic experience in one or more of the following areas: strategic and business planning, performance measurement, process improvement, process re-engineering, program audits and evaluations, facilitation, problem solving, meeting coordination, survey/data collection and analysis, A-76/outourcing studies, program/project management, earned value analysis, scheduling, cost analysis, risk analysis.

Level V: Bachelor Degree in business, engineering, science or related field;  
10 years experience

Level IV: Bachelor Degree in business, engineering, science or related field;  
8 years experience

Level III: Bachelor Degree in business, engineering, science or related field;  
5 years experience

Level II: Bachelor Degree in business, engineering, science or related field;  
2 years experience

Level I: Bachelor Degree in business, engineering, science or related field;  
0 years experience

Four years of additional experience may be substituted for all degree requirements. Masters degree will substitute for two years of experience.

### **Cost/Financial Analyst**

Requires cost/financial management experience as well as management experience in planning, problem solving, and data collection and analysis. Must be able to develop cost estimates according to prescribed work breakdown structures, develop cost estimating relationships, identify cost drivers, and develop cost charts in prescribed formats.

Sr. Cost/Financial Analyst: Bachelor Degree in business, engineering, science or related field; 10 years experience

Cost/Financial Analyst II: Bachelor Degree in business, engineering, science or related field; 5 years experience

Cost/Financial Analyst I: Bachelor Degree in business, engineering, science or related field; 3 years experience

Jr. Financial/Mgt Analyst: Bachelor Degree in business, engineering, science or related field; 0 years experience

Four years of additional experience may be substituted for all degree requirements. Masters degree will substitute for two years of experience.

### **Administrative Specialist**

Provides administrative support as required for task completion.

Requires High School Diploma (Bachelor preferred) and 2 years experience.

### **Subject Matter Expert**

Highly specialized experience with extensive knowledge in the given field.

Education and years experience may vary depending on the subject area.

Prefer Bachelor Degree (Masters desirable).

## 2. MOBIS LABOR CATEGORY HOURLY RATES

The following table contains approved labor categories and on-site (i.e., customer site) and off-site hourly annual labor rates for all SINs.

MOBIS RATE SCHEDULE										
Labor Category	FY05		FY06		FY07		FY08		FY09	
	On-Site Rate	Off-Site Rate	On-Site Rate	Off-Site Rate	On-Site Rate	Off-Site Rate	On-Site Rate	Off-Site Rate	On-Site Rate	Off-Site Rate
Program Manager	148.46	166.28	154.40	172.93	160.58	179.85	167.00	187.04	173.68	194.52
Project Manager	109.82	122.99	114.21	127.91	118.78	133.03	123.53	138.35	128.47	143.88
Subject Matter Expert	150.17	168.19	156.18	174.92	162.42	181.91	168.92	189.19	175.68	196.76
Mgt/Tech Analyst V	95.94	107.45	99.78	111.75	103.77	116.22	107.92	120.87	112.23	125.70
Mgt/Tech Analyst IV	81.16	90.89	84.40	94.53	87.78	98.31	91.29	102.24	94.94	106.33
Mgt/Tech Analyst III	70.01	78.41	72.81	81.54	75.72	84.81	78.75	88.20	81.90	91.73
Mgt/Tech Analyst II	59.25	66.36	61.62	69.01	64.08	71.77	66.65	74.64	69.31	77.63
Mgt/Tech Analyst I	48.95	54.82	50.90	57.01	52.94	59.29	55.06	61.66	57.26	64.13
Sr Cost/Financial Analyst	85.57	95.84	88.99	99.67	92.55	103.66	96.25	107.80	100.10	112.12
Cost/Financial Analyst II	68.06	76.23	70.78	79.27	73.61	82.45	76.56	85.74	79.62	89.17
Cost/Financial Analyst I	46.42	51.99	48.27	54.07	50.20	56.23	52.21	58.48	54.30	60.82
Jr Financial/Mgt Analyst	33.26	37.25	34.59	38.74	35.97	40.29	37.41	41.90	38.90	43.57
Administrative Specialist	31.99	35.83	33.27	37.26	34.60	38.75	35.99	40.30	37.42	41.92