

[QUOTIENT]

Quotient: Business Process and Productivity Improvement

All organizations at one time or another face critical decision points along their business path which sustain impact (positive or negative) on their overall performance. At these moments companies must act in concert to make decisions that will produce high-quality results. Goal planning, decision-making, leading; if you're in the executive decision process you have a significant impact on the direction and ultimately success of your company.

Quotient, Inc. has consistently demonstrated that our experience-based, pragmatic, yet innovative approach to problem solving gets the job done faster with superior results. We provide a team of mission-motivated and team-oriented professionals who are committed to delivering beyond client expectations.

Quotient, Inc.'s has (9) years of business process and productivity experience for both Federal and commercial clients. This experience includes:

- Corporate Organizational Strategy;
- Risk Management;
- Technology Assessment;
- Financial & Business Advisory Consulting;
- Project / Program Management;
- Business Strategy Articulation & Mapping;
- Corporate Opportunity Value Analysis;
- Supply Chain Optimization;
- Performance Management; and
- Technology Systems Consulting & Implementation.



**GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICELIST**

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 GSA Advantage!™, a menu-driven database system. The INTERNET address for GSA Advantage!™ is <http://www.gsaadvantage.gov>.

Mission Oriented Business Integrated Services (MOBIS)
Federal Supply Group: 874

Contract Number: **GS-10F-0138U**
For more information on ordering from Federal Supply Schedules
click on the FSS Schedules button at <http://www.fss.gsa.gov>

Contract Period: **February 28, 2008 through February 27, 2013**

Contractor: Quotient, Inc. Business Size: Large
6310 Hillside Court, Suite 101
Columbia, MD 21046
410-309-9000
410-309-0075 (fax)
www.quotient-inc.com Contract Administrator: Petra Desmangles

CUSTOMER INFORMATION:

- 1. Awarded Special Item Number(s):

Special Item Number (SIN)	Description	Pricing
874-1, 874-1RC	Consulting Services	See Page 4

- 2. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract: Not Applicable.
- 3. Descriptions of all corresponding commercial job titles with experience, functional responsibility and education are provided beginning on page 5.
- 4. Maximum Order: \$1,000,000

*If the "best value" selection places your order over the Maximum Order, identified in this catalog/price list, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contractor for a better price. The contractor may (1) offer a new price for this requirement (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the Schedule contract in accordance with FAR 8.404.

- 5. Minimum Order: \$300

6. Geographic Coverage: 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC and U.S. territories; to a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.
7. Point of Production: Quotient, Inc.
6310 Hillside Court, Suite 101
Columbia, MD 21046
8. Prices Shown Herein are Net (discount deducted)
9. Quantity Discount: None
10. Prompt Payment Terms: Net 30 Days
11. Government Purchase Cards are accepted below and above the micro-purchase threshold.
12. Foreign Items: None
13. Time of Delivery: Quotient, Inc. shall deliver or perform services in accordance with the terms negotiated in an agency's order. Quotient, Inc. will not propose in excess of its standard commercial delivery or performance times to agencies without giving notice to the Ordering Officer of its intent to do so.
14. Expedited Delivery: Consult with Contractor
15. Overnight/2-Day Delivery: Consult with Contractor
16. Urgent Requirements: Consult with Contractor
17. FOB Point: FOB Destination
18. Ordering Address: Quotient, Inc.
Attn: Clark J. Lare/GSA Contract Orders
6310 Hillside Court, Suite 101
Columbia, MD 21046

For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.

19. Payment Address: Quotient, Inc.
Attn: Accounts Receivable
6310 Hillside Court, Suite 101
Columbia, MD 21046
20. Warranty Provisions: Standard Warranty
21. Export Packing charges: Not applicable
22. Terms and conditions of Government Purchase Card Acceptance: Contact Quotient, Inc. for terms and conditions of Government Purchase Card acceptance.
23. Terms and conditions of rental, maintenance, and repair: Not applicable
24. Terms and conditions of installation: Quotient, Inc. shall deliver or perform services in accordance with the terms negotiated in an agency's order.

25. Terms and conditions of repair parts: Not applicable
26. Terms and conditions for any other services: Not applicable
27. List of service and distribution points: Not applicable
28. List of participating dealers: Not applicable
29. Preventive maintenance: Not applicable
30. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: Not applicable
31. Contact Quotient, Inc. for Section 508 compliance information. The EIT standards can be found at: <http://www.section508.gov>
32. DUNS Number: 093375918
33. Quotient, Inc. is registered in the Central Contract Registration (CCR) database.
34. Uncompensated Overtime: Contact Quotient, Inc. for its policy regarding the use of Uncompensated Overtime.

GSA PRICING
SIN 874-1: CONSULTING SERVICES

Labor Category	GSA Final Rates*				
	Year 1	Year 2	Year 3	Year 4	Year 5
SIN 874-1					
Senior Business Process Specialist	\$ 180.00	\$ 186.12	\$ 192.45	\$ 198.99	\$ 205.76
Business Process Specialist	\$ 162.00	\$ 167.51	\$ 173.20	\$ 179.09	\$ 185.18
Program Manager	\$ 135.00	\$ 139.59	\$ 144.34	\$ 149.24	\$ 154.32
Project Manager	\$ 112.50	\$ 116.33	\$ 120.28	\$ 124.37	\$ 128.60
Task Manager	\$ 108.00	\$ 111.67	\$ 115.47	\$ 119.39	\$ 123.45
Senior Consultant	\$ 135.00	\$ 139.59	\$ 144.34	\$ 149.24	\$ 154.32
Consultant	\$ 117.00	\$ 120.98	\$ 125.09	\$ 129.34	\$ 133.74
Senior Project Administrator	\$ 103.50	\$ 107.02	\$ 110.66	\$ 114.42	\$ 118.31
Project Administrator	\$ 101.25	\$ 104.69	\$ 108.25	\$ 111.93	\$ 115.74

* All rates include 0.75% IFF

LABOR CATEGORY DESCRIPTIONS

NOTE: ONE YEAR OF EXPERIENCE IS EQUIVALENT TO ONE FULL-TIME YEAR OF EDUCATION IN AN INSTITUTE OF HIGHER LEARNING AND VICE VERSA. A MASTERS' DEGREE IS EQUIVALENT TO TWO YEARS OF EXPERIENCE. A PHD IS EQUIVALENT TO FOUR YEARS OF EXPERIENCE.

SENIOR BUSINESS PROCESS SPECIALIST

Responsibilities: Applies process improvement, process reengineering, and change management methodologies and principles through performance of process modernization projects. Provides expertise reengineering methods, and performs best practices and critical success factor identification, activity modeling, facilitation, interviewing, training, change management, organizational development, and process redesign implementation. Provides additional forms of knowledge transfer as required. Supports and coordinates with multiple reengineering project teams as required to ensure enterprise wide integration of reengineering efforts. May work under supervision or independently.

Qualifications: B.A. or B.S., and 9 years of relevant experience. Relevant experience includes conduct of reengineering efforts and direct supervision of teams of professionals with expertise in business process reengineering, including reengineering methods, best practices identification, activity modeling, facilitation, interviewing, training, change management, organizational development, and process redesign implementation.

BUSINESS PROCESS SPECIALIST

Responsibilities: Applies process improvement, process reengineering, and change management methodologies and principles through performance of process modernization projects. Provides expertise reengineering methods, and performs best practices and critical success factor identification, activity modeling, facilitation, interviewing, training, change management, organizational development, and process redesign implementation. Provides additional forms of knowledge transfer as required. Supports and coordinates with multiple reengineering project teams as required to ensure enterprise wide integration of reengineering efforts. May be under supervision of the Senior Business Process Specialist or may work independently.

Qualifications: B.A. or B.S., and 6 years of relevant experience. Relevant experience includes conduct of reengineering efforts and direct supervision of teams of professionals with expertise in business process reengineering, including reengineering methods, best practices identification, activity modeling, facilitation, interviewing, training, change management, organizational development, and process redesign implementation.

PROGRAM MANAGER

Responsibilities: Responsible for managing contract operations and ensuring quality standards and work performance on all task orders and projects. Plans, organizes, and oversees work efforts; assigns resources; supervises personnel; provides risk management; ensures quality management; and monitors overall project and contract performance. Provides management guidance in the accomplishment of work efforts, and ensures adherence to contract standards of performance.

Qualifications: B.A. or B.S., and 12 years of relevant management experience. Relevant experience includes strategic planning, program evaluation, quality management, performance management, process management, business management, facilitation services, survey services, and privatization support services and documentation.

PROJECT MANAGER

Responsibilities: Responsible for managing and overseeing work performance of one or more task orders. Has primary responsibility for planning, managing, and overseeing work efforts of project team personnel; determining and monitoring task order schedules and budgets; and for ensuring compliance with all contract and task order requirements and quality standards. Serves as the primary liaison with the task order customer. Demonstrates skills in the scope of work encompassed by the task order; provides technical guidance to the project team in performance of the work; and reviews the quality of all work products. Assists the Program Manager as required in managing contract performance.

Qualifications: B.A. or B.S., and 10 years of relevant management experience. Relevant experience includes direct supervision of teams of professionals with general and specialized expertise in designing and implementing strategic planning; program evaluation using feasibility, effectiveness, and cost-benefit analyses of organizational strategies, policies, and programs; quality management services; process management; facilitation; work groups; survey design and implementation; outsourcing studies and documentation.

TASK MANAGER

Responsibilities: Responsible for day-to-day management and operations of one or more subtasks on task orders under the guidance of the Project Manager. Plans and manages the work efforts of task team personnel; determines and monitors subtask schedules and budgets; and for ensuring compliance with all contract and task order requirements and quality standards pertaining to the task or subtask. Meets with customer personnel during work performance. Demonstrates skills in the scope of work encompassed by the task or subtask; provides technical guidance to the task team in performance of the work; and reviews the quality of all work products. Assists the Project Manager as required in managing delivery order performance.

Qualifications: B.A. or B.S., and 4 years of relevant management experience. Relevant experience includes direct supervision of teams of professionals with generalized and specialized expertise in designing and implementing strategic planning; program evaluation using feasibility, effectiveness, and cost-benefit analyses of organizational strategies, policies, and programs; quality management services; process management; facilitation; work groups; survey design and implementation; outsourcing studies; and documentation.

SENIOR CONSULTANT

Responsibilities: Plans, organizes, staffs, directs, and manages performance of work for one or more subtasks, on one or more task orders within the relevant subject matter domain of the project and the consultant's practice area. Provides technical guidance and expertise to project staff, ensuring that the methods, tools, and techniques applied in performance of the work reflect the state of the art. Contributes substantially to project work products and activities; and monitors the overall technical quality of work products, ensuring that products meet quality standards. Plans work efforts, ensuring that schedules and budgets are appropriate for accomplishment of project objectives; and directs the work efforts of project staff. Meets with customers and provides consultative advice in areas of expertise. Works independently, or under the general guidance of the Program Manager and in coordination with the Project Manager.

Qualifications: B.A. or B.S., and 8 years of relevant management experience. Relevant experience includes experience in managing teams of professionals with general and specialized expertise in designing and implementing strategic planning; program evaluation using feasibility, effectiveness, and cost-benefit analyses of organizational strategies, policies, and programs; quality management services; process management; facilitation; work groups; survey design and implementation; outsourcing studies; and documentation.

CONSULTANT

Responsibilities: Participates in the planning, organizing, management, and performance of work for one or more subtasks within the relevant subject matter domain of the project and the consultant's practice area. Under the technical guidance and expertise of the Senior Consultants, contributes substantially to the performance of project activities and the preparation of work products. Ensures that the methods, tools, and techniques applied in performance of the work reflect the state of the art. Monitors the overall quality of work products, ensuring that products meet quality standards. Assists in planning work efforts, ensuring that schedules and budgets are appropriate for accomplishment of project objectives. May direct the work efforts of Junior Consultant and administrative staff. Meets occasionally with customers and provides consultative advice in areas of expertise. Works as part of the project team; technical and managerial guidance is provided. May be required to work independently.

Qualifications: B.A. or B.S., and 6 years of relevant experience. Relevant experience includes direct experience in work efforts requiring the delivery of strategic planning, program evaluation, quality management services, process management, facilitation, work groups, survey design and implementation, and outsourcing studies and documentation.

SENIOR PROJECT ADMINISTRATOR

Responsibilities: Directs the preparation of management plans and reports in support of the Program Manager. Identifies and organizes any required research as needed. Supervises and directs project activities and schedules to aid completion of proposals, contract deliverables, task order quality reviews, briefings, and presentations. Establishes and enforces technical and quality standards for written materials. Coordinates with the project team and the Program Manager in performing the work. Analyzes, develops, and monitors administrative procedures of program for efficiency and effectiveness. Works independently of direct supervision and instruction.

Qualifications: B.A. or B.S., and 8 years of relevant experience. Relevant experience includes experience in benchmarking and comparative analysis, strategy-based metric design, performance measurement and monitoring, design and deployment of performance management systems, and benefits management and realization.

PROJECT ADMINISTRATOR

Responsibilities: Directs the preparation of management plans and reports in support of the Project Manager. Identifies and organizes any required research as needed. Supervises and directs project activities and schedules to aid completion of proposals, contract deliverables, task order quality reviews, briefings, and presentations. Establishes and enforces technical and quality standards for written materials. Coordinates with the project team and the Project Manager in performing the work. Analyzes, develops, and monitors administrative procedures of program for efficiency and effectiveness. Works independently of direct supervision and instruction.

Qualifications: B.A. or B.S., and 6 years of relevant experience. Relevant experience includes experience in benchmarking and comparative analysis, strategy-based metric design, performance measurement and monitoring, design and deployment of performance management systems, and benefits management and realization.