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Federal Supply Service
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 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 Schedule 874

FSC Group 874
FSC Class 8742

Contract Number: GS-10F-0176N

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

Contract Period: January 06, 2003 through January 05, 2013

**Interactive Technology Solutions, LLC (ITSolutions, LLC)
8757 Georgia Avenue
Suite 500
Silver Spring, MD 20910**

Web Address: <http://itsolutions-llc.com>
Phone: 301.495.5545
Fax: 301.495.7750

For more information, please contact:
Doug Kollme, Chief Financial Officer (doug.kollme@ITSolutions-llc.com)
Ed Vigen, Director of Contracting (ed.vigen@ITSolutions-llc.com)

Business Size: Large

CAGE Code: 1W3J6

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Customer Information

1a. Awarded Special Item Numbers:

SIN 874-1	Consultation Services
SIN 874-1RC	
SIN 874-2	Facilitation Services
SIN 874-2RC	
SIN 874-3	Survey Services
SIN 874-3RC	
SIN 874-4	Training Services
SIN 874-4RC	
SIN 874-7	Program Integration and Project Management Services
SIN 874-7RC	

1b. Please see Appendices A, and C for Price Lists.

1c. Labor Category Descriptions: Please see **Appendix B** for Labor Category Descriptions applicable to SIN 874-1, 874-1RC, 874-2, 874-2RC, 874-3, 874-3RC, 874-7, and 874-7RC.

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

3. Minimum Order: \$300.

4. Geographic Coverage (Delivery Area): Domestic Only.

5. Point of Production: As directed in Task Order.

6. Discount from List Prices: All prices listed are net prices.

7. Quantity Discounts: Not Applicable

8. Prompt Payment Terms: No special discount is offered for prompt payment. Payment terms are net 30 days.

9a. Acceptance of Government Credit Cards: Government credit cards will be accepted for orders at or below the micro-purchase threshold.

9b. Acceptance of Government Credit Cards: Government credit cards will be accepted for orders above the micro-purchase threshold.

10. Foreign Items: Not Applicable.

11a. Time of Delivery: Specified in each task order.

11b. Expedited Delivery: Items available for expedited delivery are noted in this price list.

11c. Overnight and 2-Day Delivery: Specified in each task order.

11d. Urgent Requirements: Not Applicable.

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

13a. Ordering Address:

ITSolutions, LLC
8757 Georgia Avenue
Suite 500
Silver Spring, MD 20910

13b. Ordering Procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3. The ordering procedures for supplies and services, information on BPA's, and a sample BPA can be found at the GSA/FSS Schedule homepage at (<http://fss.gsa.gov/schedules>).

14. Payment Address is as Follows:

Payment via Wire Transfer

Financial Institution:

Branch Bank & Trust

Payment via Check/U.S. Mail

ITSolutions, LLC.

9-Digit ABA routing number: 051404260

8757 Georgia Ave

Suite 500

Telegraphic abbreviation: 703-442-4038

Silver Spring, MD 20910

Account number: 5131862808

ACH Payments:

ITSolutions, LLC.

Branch Bank & Trust

9-Digit ABA routing number: 051404260

Account number: 5131862808

International Funds:

Not Applicable

15. **Warranty Provision:** Not applicable.
16. **Export Packing Charges:** Not applicable.
17. **Terms and Conditions of Government Purchase Card Acceptance:** Government Commercial Credit Cards will be acceptable for payments. Bank account information for wire transfer payments will be shown on the invoices.
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 Indicating Date of Parts Price List and Any Discounts from List Prices:** Not applicable.
- 20a. **Terms and Conditions for Any Other Services:** Not applicable.
21. **List of Service and Distribution Points:** Not applicable.
22. **List of Participating Dealers:** Not applicable.
23. **Preventive Maintenance:** Not applicable.
- 24a. **Special Attributes:** Not applicable.
- 24b. **Section 508:** If applicable, Section 508 compliance information on Electronic and Information Technology (EIT) supplies and services will be addressed on a task order basis. The EIT standards can be found at www.Section508.gov.
25. **Data Universal Numbering System (DUNS) Number:** 101472970
26. **Central Contractor Registration (CCR) Database:** ITSolutions, LLC is registered in the Central Contractor Registration (CCR) Database.
27. **Uncompensated Overtime:** ITSolutions, LLC labor rates were developed utilizing uncompensated overtime for exempt employees. All hours delivered will be at the rates reflected in the price list.

The ITSolutions Advantage

Interactive Technology Solutions, LLC (ITSolutions) is a highly successful and rapidly growing company headquartered in Silver Spring, MD and provides a wide range of business management and technology consulting services to its Government and Commercial clients. The ITSolutions management team has vast experience ranging across a multitude of industries and delivers a wide range of technical services including extensive experience in Program/Project Management, Business Process Re-Engineering, Network Management and Design, System Integration, and Training. ITSolutions is focused on delivering quality services for both public and private sector organizations.

Our people are paramount to our success. The foundation of ITSolutions is built on Project Management as a core competency. Every client engagement, regardless of its market, is managed using a repeatable Project Management methodology. Our management team is carefully selected to ensure that they are well versed in Project Management theory and have practical, proven, hands-on Project Management experience. Using Project Management as our framework allows our firm to deliver "best of breed" Project Management Services to our customers and clients across all industries.

Our team of Project Managers continues to expand into new markets, with major corporations and Government agencies by creating and implementing Project Management Offices (PMOs) and delivering quality Project Management Services. Our trained and experienced Project Managers have a plethora of collective experience implementing PMOs. This experience includes what to do, as well as what not to do. Our expertise and lessons learned database gathered from real world PMO implementation will add tremendous value to any organization.

Dedicated to excellence, service, and support, ITSolutions recognizes that the customer relationship is the cornerstone to success. That cornerstone is part of the structure of a full service team, strengthened by an internal network of creative and highly skilled professionals.

ITSolutions MOBIS Service Offerings

874-1 & 874-RC Consulting Services

Services may include providing expert advice, assistance, guidance or counseling in support of agencies' mission oriented business functions. This may 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, evaluations, and customized training

874-2 & 874-2RC Facilitation Services

Includes facilitation and related decision support services for agencies engaged 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: the use of problem solving techniques; defining and refining the agenda; debriefing and overall meeting planning; resolving disputes, disagreements, and divergent views; logistical meeting/conference support when performing technical facilitation; convening and leading large and small group briefings and discussions; providing a draft for the permanent record; recording discussion content and enabling focused decision-making; and preparing draft and final reports for dissemination.

874-3 & 874-3RC Survey Services

Services 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: planning survey design; sampling, survey development; pretest/pilot surveying; defining and refining the agenda; survey database administration; assessing reliability and validity of data; determining proper survey data collection methodology; administering surveys using various types of data collection methods; and analyses of quantitative and qualitative survey data. 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.

874-4 & 874-4RC Training Services

Services include off-the-shelf training packages under this SIN to meet specific agency needs related to business services, such as, but not limited to: customer service, team building, ISO 9000, process improvement, performance measurement; statistical process control; performance problem-solving; business process reengineering; quality management; change management; strategic planning; and benchmarking.

874-7 & 874-7RC Program Integration and Project Management

Services include management or integration of programs and projects to include, but not limited to: program management, program oversight, project management and program integration of a limited duration. A variety of functions may be utilized to support program integration or project management tasks.

**Appendix A: Labor Rates for
SINs 874-1, 874-1RC, 874-2, 874-2RC,
874-3, 874-3RC, 874-7 and 874-7RC**

Labor Category	
Officer	\$173.56
Principal	\$162.59
Senior Associate	\$136.65
Associate	\$111.72
Senior Consultant	\$75.81
Consultant	\$56.86
Senior Analyst	\$50.87
Junior Analyst	\$36.91
Support Staff	\$45.88
Support Staff - Clerical	\$26.93

These rates are valid through January 5, 2013.

Appendix B: Labor Category Descriptions for SINs 874-1, 874-1RC, 874-2, 874-2RC, 874-3, 874-3RC, 874-7 and 874-7RC

ITSolutions will provide MOBIS services to government customers under the labor categories described below.

OFFICER

Minimum General Experience

Fifteen (15) years of progressive consulting experience, providing organizational, strategic and technology recommendations and support to large scale, enterprise-wide operations and organizations. Experience includes working with executive management in large government and commercial organizations to design, develop and implement large scale organizational, strategic and technological programs and projects. Experience must include the management and control of large-scale programs and projects, budget management, contract management, and human resources management.

Functional Responsibility

- Delivers senior management/executive leadership functions on company-wide projects and initiatives.
- Reviews and approves contract budgets, budget planning, estimating and analysis, and overall final approval of cost reports, expense claims. Responsibilities include overall profit & loss company-wide.
- Responsible for company-wide staffing/hiring decisions, promotions, compensation determination.
- Responsible for the provision of facilities and equipment for performance of work, development and/or approval of company systems including accounting, billing, auditing, security, confidentiality assurance, client coordination, contract negotiations and contract management, and corporate performance assurance.
- Participates in industry "Best Practices" forums using worldwide conference forums and seminars to present world-class solutions across industries. Recognized as an industry leader.
- Other responsibilities frequently include assuring compliance with EEOC, GAO and other legal and contractual requirements as required.

Minimum Education

Master's Degree in Business or Public Administration or equivalent combination of related work experience and credentials.

PRINCIPAL

Minimum General Experience

Twelve (12) years experience, or more, in organizational behavior and organizational development providing consulting to senior managers or executives on company-wide strategy implementation; designing, leading, and organizing organizational workshops and seminars; performing benchmark studies; create unique procedures and methods to support implementation of approved strategy or business change or improvement; conduct training sessions; provide mediation and facilitation services and executive coaching; publish articles regarding strategy development.

Functional Responsibility

- Provides consulting to agency directors and senior managers on implementation of agency wide strategy development, implementation and process improvement initiatives. Possesses extensive experience in group collaboration and one-on-one executive coaching to organization leaders.
- Designs, organizes, lead and conduct executive level workshops, seminars, training sessions and facilitation.
- Tailors strategy development, implementation and quality improvement courses and workshops for an agency and its specific needs.
- Designs, organizes, leads and conducts benchmarking and surveys for an organization.
- Creates original and innovative models and techniques to facilitate strategy development, implementation and process improvement efforts requiring a mastery of technical expertise in scientific/technical disciplines or area.
- Manages a team of senior consultants and analysts supporting an agency's strategy development, implementation, organization change, process improvement and training efforts.
- Gives lectures, speeches or write original articles or documents relating to strategy development, implementation and process improvement or technical enhancements to process improvement and customer service.

Minimum Education

Master's Degree in Business or Public Administration, or a Bachelor's Degree; or equivalent combination of education and experience.

SENIOR ASSOCIATE

Minimum General Experience

Ten (10) years experience managing a staff of consultants and support staff to implement a strategic plan or lead and direct a project team; allocates work among the staff and provides guidance to team members; prepares project schedules and performs routine employee relation activities.

Functional Responsibility

- Responsible for the successful implementation and delivery of strategic, complex projects. Including project plans, level of effort estimates, scheduling, monitoring and progress tracking of project.
- Allocates work, provides advice, guidance and training to subordinates, and recommends personnel staffing.
- Responsible for program and risk management including strategy, project controls, project plan reviews, risk analysis and mitigation, staffing, and organization development.

Minimum Education

Master's Degree, or a Bachelors Degree and ten years of relevant experience; or equivalent combination of experience.

ASSOCIATE

Minimum General Experience

Eight (8) years experience providing consulting to managers and supervisors at commercial and government organizations; provide training seminars and workshops; supervise work of support staff; analytical experience in one or more project elements, or technical expertise in an element.

Functional Responsibility

- Uses an existing process model, lead the design and measurement of a core business process of client organization.
- Assists in the presentation of quality workshops, seminars and training sessions.
- Performs technical analysis or implementation as directed to develop new or modified and improved designs Assist with benchmarking and surveys for an organization.
- Assists in the facilitation of process improvement efforts.
- Responsible for knowledge capture/scribing and meeting facilitation.
- Provides logistical support to project team, including organizing all information, event planning, and travel arrangements.

Minimum Education

Bachelor's Degree and eight years experience; or equivalent combination of education and experience.

SENIOR CONSULTANT

Minimum General Experience

Four (4) years experience developing strategy and analysis to deliver services associated within the project scope. Provide support to a client's business process through the use of management tools and related technologies. May provide some lead and supervisory responsibilities.

Functional Responsibility

- Plans, organizes and leads tasks within the project scope and ensuring the quality of client deliverables. Applies well-developed consulting, assignment management, and functional skills in the execution of the work.
- Maintains client relationships through delivery of high quality work.
- Leads, coaches, and develops junior staff.
- Manages client assignments, technical/functional content, budgets, and staff resources.

Minimum Education

Bachelor's Degree and four years experience; or equivalent combination of education and experience.

CONSULTANT

Minimum General Experience

Three (3) years experience analyzing results of studies and surveys and providing recommendations to senior staff; provide assistance in workshop and seminar presentations; and assist on-site consultants as required; has related experience in one or more project elements, or technical experience in an element.

Functional Responsibilities

- Assists consultants in the gathering of data to be used in developing a process model and measurement of a core business process of client organization.
- Assists consultants in the presentation of quality workshops, seminars and training sessions.
- Performs technical analysis or implementation as directed to develop new or modified and improved designs Assist with benchmarking and surveys for an organization.
- Assists in the facilitation of process improvement efforts.

Minimum Education

Bachelor's degree and relevant experience; or equivalent combination of education and experience.

SENIOR ANALYST

Minimum General Experience

One (1) year experience compiling results of studies and surveys and providing overview reports to senior staff; provide assistance in workshop and seminar presentations; and assist on-site consultants as required; has related experience in one or more project elements, or technical experience in an element.

Functional Responsibilities

- Responsible for serving as a competent, effective member of client delivery/assignment teams.
- Focuses on completing client work in accordance with established plans and quality standards.
- Edits deliverable reports for accuracy and format.

Minimum Education

Bachelor's degree and relevant experience; or equivalent combination of education and experience.

JUNIOR ANALYST

Minimum General Experience

Compiles results of studies and surveys and providing overview reports; provide assistance in workshop and seminar presentations; and assist on-site consultants as required.

Functional Responsibilities

- Serves as a competent, effective member of client delivery/assignment teams.
- Focuses on completing client work in accordance with established plans and quality standards.
- Edits deliverable reports for accuracy and format.

Minimum Education

Bachelor's degree and relevant experience; or equivalent combination of education and experience.

SUPPORT STAFF

Minimum General Experience

A minimum of four (4) years experience in office administration and developing graphic/artistic presentations for publications and documents. In addition, practical experience using automated word processing (e.g., Word Perfect, Word Pro, Word), presentation systems (e.g. PowerPoint), and desktop publishing systems; events planning; travel arrangements.

Functional Responsibility

- Develops presentations.
- Compiles meeting minutes.
- Support the project team by typing letters, reports, and training materials as required.
- Make meeting and travel arrangements.
- Order supplies, maintain files, the library and reference materials

Minimum Education

High School diploma and relevant experience; or equivalent combination of education and experience.

SUPPORT STAFF - CLERICAL

Minimum General Experience

A minimum of two (2) years experience in office administration. In addition, practical experience using automated word processing (e.g., Word Perfect, Word Pro, Word), presentation systems (e.g. PowerPoint), and desktop publishing systems; events planning; travel arrangements

Functional Responsibility

- Supports the project team by typing letters, reports, and training materials as required.
- Makes meeting and travel arrangement.
- Orders supplies, maintains files, the document library and reference materials.

Minimum Education

High School diploma and relevant experience; or equivalent combination of education and experience.

Appendix C: Training Services

SINs 874-4 and 874-4RC

Class prices are for minimum number of students per class — the price for each additional student above the minimum number is shown. Prices include all training materials and instructor time. Prices do not include cost of training facility or travel and transportation expenses for instructors or students. These will be reimbursed separately at actual cost. Prices are rounded to the nearest whole dollar.

Description of Training Courses

Customer Service Training

Length of Class: 1 day

Min/Max Number of Students: 10/20

Brief Description of Course: This course provides students with an understanding of how to create exceptional Customer Service. The goal of this course is to enable the students to excite their customers, regardless of the specific industry or organization. This interactive classroom approach presents a generic approach to Customer Service, and uses real-world examples and case studies from World-Class Customer Service leaders. At the end of this course, the student will have an overall roadmap, designed and developed to improve overall Customer Service regardless of industry and organizational barriers. In addition to an overall Customer Service Roadmap, the students will take away an understanding of how to create/cultivate a culture of learning and specific strategies that foster customer loyalty.

Project Management — Practical Approach

Length of Class: 2 days

Min/Max Number of Students: 10/20

Brief Description of Course: This course is designed to assist the functional Project Manager with a practical approach using a structured methodology, processes and various supporting toolsets. The students will learn how to apply project management techniques within their own organizations. Real world examples and case studies will be used to exemplify various techniques and approaches focused on instituting management controls on projects. This course provides the student with key fundamentals and constructs focused on project management. The students will discover and discuss the basic facts of project management and its successful implementation. Other topics of discussion will include the project sponsor, the life cycle phases, and the essential skills and expectations of project managers.

Project Management Methodology I

Length of Class: 1 day

Min/Max Number of Students: 10/20

Brief Description of Course: This course is designed to assist Project Managers with the definition and application of project management methodologies and frameworks. This course is designed to provide an overview of all critical aspects and functional areas of Project Management, as defined in the Project Management Institute's (PMI's) Project Management Body of Knowledge (PMBOK). This course is

NOT an overview of the PMBOK, but rather, a practical approach to establish a repeatable methodology using the PMBOK framework to construct and deliver repeatable projects successfully. This course will review Project Scope Management, Project Time Management, Project Risk Management and Project Cost Management using real world examples and interactive case study discussions.

Project Management Methodology II

Length of Class: 2 days

Min/Max Number of Students: 10/20

Brief Description of Course: This course is designed to reiterate and expand the fundamental constructs learned from Project Management Methodology I. This course will define a practical approach to improve management constructs in the areas of Project Procurement Management, Human Resources Management, Quality Management and Integration Management. In addition, the areas of Project Scope Management, Project Time Management, Project Risk Management and Project Cost Management will be reviewed to summarize learning achieved in Project Management Methodology I.

Fundamentals of Networking

Length of Class: 1 day

Min/Max Number of Students: 10/20

Brief Description of Course: This course helps to familiarize students with the various technologies used in the networking field. Topics presented include network components and topologies, the OSI model, LAN and WAN design, client/server architecture, protocol suites, and troubleshooting techniques. Upon successful completion of this course, students will be able to describe networking components, standards, protocols, and access methods; configure clients and servers; install and troubleshoot network cards and cabling; configure and install storage devices; analyze network traffic; describe the operation of internetworking devices; and use references and diagnostic tools to troubleshoot network problems.

Introduction to Network Management

Length of Class: 1 day

Min/Max Number of Students: 10/20

Brief Description of Course: This course introduces network management concepts and terminology that provide the background to work with network protocols and management systems. The students will learn to define commonly used network management terms, differentiate between the approaches of OSI and TCP/IP to network management, describe the network management model defined by OSI and developed in SNMP and to start planning a proactive approach to network management.

Exploring the Simple Network Management Protocol (SNMP) and Management Information Base(MIB)

Length of Class: 1 day

Min/Max Number of Students: 10/20

Brief Description of Course: This course is designed to provide an in-depth review of the connectionless network management protocol. The course will explain using SNMP to allow data collection, interpretation, and alert initiation based on the information gathered. The student will learn the background of SNMP Agents, Proxy Agents, and MIB. The agent-manager model for communications between network devices will be explored and explained.

Fundamentals of Network Management

Length of Class: 1 day

Min/Max Number of Students: 10/20

Brief Description of Course: This course is designed to define the characteristics of effective network utilities, as networks expand, users begin to expect their networks to perform like utilities, providing reliable and continuous service. Other topics covered are proper steps to be taken while troubleshooting a network problem as well as the importance of collecting baseline information, setting proper thresholds and service level agreements.

Introduction to MS Project

Length of Class: 1 day

Min/Max Number of Students: 10/20

Brief Description of Course: This course provides students with an understanding of how to use and apply the basic features of MS Project 2002. Students will become proficient in creating project schedules, adjusting date fields, defining task dependencies, assigning resources to task assignments, running reports and establishing schedule baselines. This course is designed for the student with limited knowledge of MS Project.

Advanced Features of MS Project

Length of Class: 1 day

Min/Max Number of Students: 10/20

Brief Description of Course: This course provides the student with an understanding of the advanced features of MS Project. During this course, the students will learn about the many advanced features available in MS Project including critical path analysis, resource leveling and allocation methods and resource utilization. The students will use real world examples, working in team settings to design, create and analyze sophisticated project schedules. In addition, the students will discuss strategies for building integrated project schedules and multi-project schedule management.

Price Table - Training Courses

Class Name	Class Price	Add'l Student
Customer Service Training	\$4,088	\$240
Project Management -- Practical Approach	\$7,598	\$450
Project Management Methodology I	\$4,088	\$240
Project Management Methodology II	\$7,598	\$450
Fundamentals of Networking	\$4,088	\$240
Introduction to Network Management	\$4,088	\$240
Exploring the SNMP & MB	\$4,088	\$240
Fundamentals of Network Management	\$4,088	\$240
Introduction to MS Project	\$4,088	\$240
Advanced Features of MS Project	\$4,088	\$240