



Westat[®]

Mission Oriented Business Integrated Services | **MOBIS**

General Services Administration

Federal Supply Service

Authorized Federal Supply Schedule

Industrial Group 874,
Industrial Class 8742

SINs 874-1 and 874-1 RC
874-2 and 874-2 RC
874-3 and 874-3 RC

Contract Period: April 1, 1998,
through September 30, 2012

Contract No.: GS-23F-8144H

Mod. No.: PO-0005

Westat
1650 Research Boulevard
Rockville, MD 20850
301-251-1500
Fax: 301-738-3500

www.westat-mobis.com
www.westat.com

Business Size: Large

Online access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through *GSA Advantage!™*, a menu-driven database system. The Internet address for *GSA Advantage!™* is www.gsaadvantage.gov. For more information on ordering from Federal Supply Schedules, click on GSA Schedules at <http://fss.gsa.gov>.

Catalog and Price List



Westat's research, technical, and administrative staff of more than 1,900 is located at our headquarters in Rockville, Maryland. Depending on the number of active projects at any time, up to several thousand data collection and processing staff work at Westat's survey processing facilities, at our Telephone Research Center facilities, and at data collection sites throughout the nation. Westat also maintains research offices near our clients in Bethesda, Maryland; Durham, North Carolina; Atlanta, Georgia; and Houston, Texas. Westat also has staff in Brazil, Costa Rica, South Africa, China, and Thailand.

Customer Information

Mission Oriented Business Integrated Services | MOBIS

1a. Table of Awarded Special Item Numbers (SINs):

SIN 874-1 and 874-1 RC Consulting Services: see page 7

SIN 874-2 and 874-2 RC Facilitation Services: see page 9

SIN 874-3 and 874-3 RC Survey Services: see page 10

1b. Prices: See page 12 for labor categories and hourly and daily rates; see page 14 for a price list for miscellaneous survey expenses.

1c. See page 15 for descriptions of labor categories and required experience and education for each.

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

3. Minimum Order: \$300

4. Geographic Coverage: Worldwide.

5. Points of Production: Rockville, Montgomery County, Maryland.

6. Discount from List Prices: As negotiated per task order over \$1,000,000.

7. Quantity Discounts: Not applicable.

8. Prompt Payment Terms: Net 30 days.

9a. Government Purchase Cards: Accepted at or below the micro-purchase level.

9b. Government Purchase Cards: Not accepted above the micro-purchase level.

10. Foreign Items: Not applicable.

11a. Time of Delivery: As required for all deliverables in a task order.

11b. Expedited Delivery: Items available for expedited delivery are negotiated to meet contract requirements.

11c. Overnight and 2-Day Delivery: Overnight and 2-day delivery are available for support products and other deliverables as required.

11d. Urgent Requirements: Under I-FSS-140-B, the Agency may contact Westat for the purpose of obtaining accelerated delivery.

12. F.O.B. Points: Destination.

13a. Ordering Address:
Westat
1650 Research Blvd.
Rockville, MD 20850

Services Ordering Process

Mission Oriented Business Integrated Services | **MOBIS**

MOBIS is a competitively awarded contract. Each client agency has specific contract procedures that it will follow when using this simplified procurement process. Orders flow directly from the client agency to Westat and others with MOBIS contracts. There is no middleman, no bureaucracy to deal with, no need to advertise, and no need to deal with anyone outside your own agency. The following are the general guidelines that GSA has proposed.

A. If a customer solicits proposals from firms on the Schedule, these are the steps that can be followed:

Step 1: The Customer sends a Task Request to Westat's MOBIS Coordinator or Contractual Representative via fax or email. The request should include **Westat's MOBIS Contract Number (GS-23F-8144H)**.

Mr. Robert Murphy, MOBIS Coordinator
301-610-4860
Fax: 301-738-3500
bobmurphy@westat.com

Ms. Kerry Unsworth,
Contractual Representative
301-251-8243
Fax: 301-738-3500
kerryunsworth@westat.com

Step 2: Westat reviews the request and develops a proposal consisting of two parts: Technical and Price.

Step 3: Westat submits the proposal to the Customer (either letter proposal or oral presentation).

Step 4: The Customer reviews the proposal and makes a best-value determination.

Step 5: If Westat is selected, the Customer issues a delivery order/task order to Westat.

B. When the Customer selects Westat based on a best-value determination, these are the steps that can be followed:

Step 1: Westat meets with the Customer to define and document the requirements.

Step 2: The Customer reviews the project definition and modifies it as necessary.

Step 3: Westat advises the Customer of the labor mix and the cost to meet the identified project requirements.

Step 4: The Customer provides the project definition and funding documents to its internal Contracting Officer.

Step 5: The Customer's Contracting Office executes the purchase order and issues it directly to Westat. The purchase order should include Westat's MOBIS Contract Number (GS-23F-8144H).

Step 6: Westat begins the work.

alternatives. Our staff work with clients to optimize the fit between work, people, technology, and information.

Change Management

Improvement services in any specific area typically affect other parts of the organizational system. Westat goes beyond planning for effective change management to offer such unique services as interpreting and acting on employee and cultural assessment results, monitoring change across organizational systems, and delivering real-time support for large-scale change efforts.

Operational Assessment

Using a variety of expert analysis techniques, Westat performs operational assessments for many types of business processes and support functions common across most Federal agencies. Assessment models include the Baldrige award criteria and ISO 9000. These reviews help an agency to identify key areas for improvement that may be missed using other techniques.

Data and Information Communications

Westat offers expert advice and technical assistance to help organizations tell the story of their program to customers, stakeholders, and employees. With our demonstrated capabilities in statistical and analytic reporting, we can greatly simplify complex communication tasks for a variety of audiences and media.

Other Consulting Services

Westat recognizes that these predefined categories of consulting support may not address the needs of every agency. We will gladly discuss an organization's unique needs and determine whether our capabilities are appropriate to address the client's needs.

Awarded Services

Survey Services | SIN 874-3

During the past 30 years, Westat has grown to become one of the largest survey research organizations in the world. We are a full-service company with state-of-the-art capabilities in survey design, data collection, analysis, and data utilization. All of our survey services are tailored precisely to the client's requirements to ensure that the organization's unique problems and concerns are properly addressed. Our survey work covers all key constituencies of an organization, including customers, employees, suppliers, stakeholders, and the public at large. See pages 12-14 for a price list.

Over the past few years, Westat has conducted hundreds of survey projects for organizations of all sizes, in both the public and private sectors. This work has spanned the gamut of Federal program areas, including health and nutrition, education, social services, substance abuse, science and technology, and employment and training.

Of particular relevance to the MOBIS contract is our extensive experience in designing, implementing, and analyzing program evaluations and surveys of customer satisfaction, employee opinion, organizational culture, diversity assessment, and communication patterns.

Westat uses the latest technologies to ensure the highest possible response rates and on-time delivery. Another key to success is the involvement of our senior staff in every stage of the process. We have developed unparalleled quality control standards for all aspects of survey operations, to ensure performance on time, within budget, and of exceptional quality. Finally, all of our surveys are conducted in a manner that generates action on the priority issues requiring attention.

Labor Categories and Price Lists by SIN¹

Consulting, Facilitation, and Survey Services²

SINs 874-1, 874-2, 874-3

Labor Category ³	Year 11*		Year 12*		Year 13*		Year 14*		Year 15*	
	Per Hour	Per Day	Per Hour	Per Day	Per Hour	Per Day	Per Hour	Per Day	Per Hour	Per Day
Senior Officer	263.76	2,110.08	274.31	2,194.48	285.28	2,282.26	296.69	2,373.55	308.56	2,468.49
Officer	218.75	1,750.00	227.50	1,820.00	236.60	1,892.80	246.06	1,968.51	255.90	2,047.25
Senior Manager Level 1	191.16	1,529.28	198.81	1,590.45	206.76	1,654.07	215.03	1,720.23	223.63	1,789.04
Senior Manager Level 2	159.04	1,272.32	165.40	1,323.21	172.02	1,376.14	178.90	1,431.19	186.06	1,488.44
Manager	127.47	1,019.76	132.57	1,060.55	137.87	1,102.97	143.38	1,147.09	149.12	1,192.97
Researcher Level 1	108.37	866.96	112.70	901.64	117.21	937.71	121.90	975.22	126.78	1,014.23
Researcher Level 2	90.44	723.52	94.06	752.46	97.82	782.56	101.73	813.86	105.80	846.41
Junior Researcher	76.30	610.40	79.35	634.82	82.52	660.21	85.82	686.62	89.25	714.08
Senior Support Staff	64.86	518.88	67.45	539.64	70.15	561.23	72.96	583.68	75.88	607.03
Support Staff Level 1	54.45	435.60	56.63	453.02	58.90	471.14	61.26	489.99	63.71	509.59
Support Staff Level 2	46.75	374.00	48.62	388.96	50.56	404.52	52.58	420.70	54.68	437.53
Support Staff Level 3	42.44	339.52	44.14	353.10	45.91	367.22	47.75	381.91	49.66	397.19
Administrative Staff	68.37	546.96	71.10	568.84	73.94	591.59	76.90	615.25	79.98	639.86

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Miscellaneous Survey Expenses (SIN 874-3)^{1, 2, 3}

Component	Year 11*	Year 12*	Year 13*	Year 14*	Year 15*
	Per Unit	Per Unit	Per Unit	Per Unit	Per Unit
Copying (per page)	0.07	0.07	0.07	0.07	0.07
Computing- PC (per month)	255.02	265.22	275.83	275.83	275.83
Telephone Charge (per interviewer hour)	20.75	21.58	22.44	22.44	22.44
Field Expense (of interviewer labor dollars)	18.41%	18.41%	18.41%	18.41%	18.41%

¹ MOBIS GSA Rates (\$) effective 10/07, Contract No. GS-23F-8144H, Mod. No. PO-0005.

² Other non-labor items are priced at actual cost plus associated indirect costs. See Item 28 under MOBIS Customer Information on page 3.

³ Includes Recovery Purchasing SIN 874-3 RC.

*Year 11 = 10/01/07-09/30/08

Year 12 = 10/01/08-09/30/09

Year 13 = 10/01/09-09/30/10

Year 14 = 10/01/10-09/30/11

Year 15 = 10/01/11-09/30/12

Labor Categories (CONTINUED)

Labor Category	Description ¹	Experience and Education
Senior Support Staff	Sometimes referred to as a Research Assistant. Provides technical skills in support of project development and operations.	College degree and 3 years of project support using relevant technical skills are required.
Support Staff – Level 1 Support Staff – Level 2 Support Staff – Level 3	Three levels of Support Staff are frequently involved in survey operations and in supervising and conducting data preparation and editing.	High school degree required. Level 1 – 2 years of experience. Level 2 – 1 year of experience. Level 3 – No prior experience required.
Secretarial Administrative Staff	Administrative and secretarial staff skilled in a wide range of word processing and other skills, such as Excel, PowerPoint, Word, scheduling, as well as administration.	High school degree required.
Field Supervisor Field Interviewer	Staff involved in the supervision and conduct of data collection activities.	Field Supervisor position requires some prior supervisory experience. High school degree required, but 2 years of successful interviewer or related experience may substitute for the high school degree. Field Interviewer does not require prior experience. The ability to successfully perform the tasks required according to specifications after training is the only requirement; no educational achievement is required.
Telephone Center Supervisor Telephone Center Interviewer	Provides quality control and support for the telephone interviewing staff. Conducts interviews by telephone with participants in research studies.	High school degree required, but college degrees are common. High school degree required, but college degrees are common. For both positions, the ability to successfully perform the required tasks after training is the only experience requirement.

¹ These are typical descriptions for each category; some variation exists by skill and specialty. The level of each category is not simply tied to degree and skill but also reflects the amount and type of relevant experience, levels of responsibility, and demonstrated achievement for which there is no simple metric. For each proposal, as required by the Request for Quote, staff resumes are provided.

MOBIS

Contacts

If you have questions or need assistance concerning the MOBIS program, the following contacts should be able to help you.

General Services Administration

Barbara S. Weitzel, Contracting Officer
253-931-7932
barbara.weitzel@gsa.gov

Westat

Mr. Robert Murphy, MOBIS Coordinator
301-610-4860 / Fax: 301-738-3500
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