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## GENERAL SERVICES ADMINISTRATION

### Federal Supply Service *Authorized Federal Supply Schedule Price List*

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

#### **Schedule for - Management, Organizational and Business Improvement Services (MOI)**

Federal Supply Group: 874 Class: R499

Contract Number: GS-10F-0138N

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

Contract Period: December 10, 2002 through December 09, 2007

**Contractor:** Sage Computing, Inc.  
209 Elden St., Suite 105  
Herndon, VA 20170

**Business Size:**  
Small, Disadvantaged, 8(a), Woman Owned  
Business

**Telephone:** (703) 742-7882  
**Extension:**  
**FAX Number:** (703) 742-7889  
**Web Site:** [www.sagecomputing.com](http://www.sagecomputing.com)  
**E-mail:** [sbansal@sagecomputing.com](mailto:sbansal@sagecomputing.com)  
**Contract Administration:** Swati Bansal

### **CUSTOMER INFORMATION:**

Ia. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers: 874-1 and 874-3

Ib. identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any

other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

Ic. If the Contractor is proposing hourly rates a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item.

2. Maximum Order: \$1,000,000.00

3. Minimum Order: \$300.00

4. Geographic Coverage (delivery Area): Domestic and Overseas

5. Point(s) of production (city, county, and state or foreign country):

Same as company address

6. Discount from list prices or statement of net price: Government net prices (discounts already deducted). See the following

7. Quantity discounts: None Offered

8. Prompt payment terms: Net 30 days

9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold: Yes

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: Will not Accept Over \$2,500

10. Foreign items (list items by country of origin): None

I Ia. Time of Delivery (Contractor insert number of days): Specified on the Task Order

jib. Expedited Delivery. The Contractor will insert the sentence "Items available for expedited delivery are noted in this price list." under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: Contact Contractor

I Ic. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Contact Contractor

lid. Urgent Requirements. The Contractor will note in its price list the "Urgent Requirements" clause of its contract and advise agencies that they can also contact the Contractor's representative to effect a faster delivery: Contact Contractor

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

13a. Ordering Address(es): Same as company address

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSNFSS Schedule homepage ([fss.gsa.gov/schedules](http://fss.gsa.gov/schedules)).

14. Payment address(es): Same as company address

15. Warranty provision.: Contractor's standard commercial warranty

16. Export Packing Charges (if applicable): N/A

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): Contact Contractor

18. Terms and conditions of rental, maintenance, and repair (if applicable): N/A

19. Terms and conditions of installation (if applicable): N/A

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):N/A

20a. Terms and conditions for any other services (if applicable): N/A

21. List of service and distribution points (if applicable): N/A

22. List of participating dealers (if applicable): N/A

23. Preventive maintenance (if applicable): NA

24a. Special attributes such as environmental attributes, (e.g., recycled content, energy efficiency, and/or reduced pollutants): N/A

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location,) The EIT standards can be found at: [www.Section508.gov/](http://www.Section508.gov/).

25. Data Universal Numbering System (DUNS) number: 16-8536048

26. Notification regarding registration in Central Contractor Registration (CCR) database: Registered

Contractor will accept LH and FFP.

## **Services Offered**

### ***CONSULTING SERVICES (SIN 874-1)***

Sage Computing Inc provides services for studies, analysis and methodology definition to bring real bottom line results to organizations that face significant business improvement challenges. SAGE can provide the skilled personnel, domain experience, technologies, procedures and methodologies required to assist customers in improving their business operations for achieving improved performance at a higher-quality level while lowering the overall cost of operations. Our services include:

- **Business Management Services**

Development and Integration of solutions to address strategic planning, study of goals and policy initiatives, performance measurement, process re-engineering and technology assessment. These services include proposal writing, preparing white papers, presentations, and business process re-engineering (BPR).

*Proposals, White Papers, and Studies:* Sage has senior level engineers, statisticians and subject matter experts who have vast experience of developing studies and writing proposals. Our staff members work has been published in respected journals and has been used as basis for business policy changes.

*BPR, SOW Preparation, Technical and Cost Tradeoff Analysis:* Sage Computing staff has worked on multiple projects for large carriers and businesses to improve business processes. Our staff has performed analysis of competing technology and business options for process improvement and breakthrough in performance. We have helped our clients with evaluation of business solutions and vendor selection. Sage has domain expertise in networking technology and business management to help organizations evaluate and plan technology for security, efficiency and cost benefits.

- **Data and Economic Analysis** – Sage staff has the expertise and experience of working on large databases to provide critical information needed for effective policy decisions. Sage develops outcome measures and has the capability to develop models to isolate program effects from exogenous factors. We often combine qualitative and quantitative methods with data from multiple sources. This enables us to provide our client a more complete analysis of the project, its effectiveness and outcome. We have the experience of providing research services to support policy initiatives as well as to support executive decisions regarding establishment of standards and policies.

Our staff has the expertise to develop mathematical models to predict the answers to "what if" questions and use econometric methods to simulate program outcomes. We can present the data using descriptive and graphical summaries that are easy to comprehend. For analysis of complex and large databases, we can also apply a variety of multivariate inferential techniques-including linear, logistic, and random effects regression modeling; hierarchical linear modeling; and cluster analyses.

Sage staff has expertise in policy and economic analysis, telecommunication infrastructure and defining and evaluating organizational goals. Our excellent in-house staff is complemented further by an array of fine consultants; each with industry recognized abilities in their disciplines.

### ***SURVEY SERVICES (SIN 874-3)***

SAGE has over 10 years of experience providing clients with a full range of survey research services. These include, but are not limited to, study design, planning survey design sampling; survey development and evaluation, pretests and pilot studies, survey database administration and determining appropriate survey data collection methodology and performing sophisticated data analysis. The extensive experience we have in survey research services, ensure that we collect and analyze data using proven qualitative and

quantitative research techniques. We have conducted surveys using various types of data collection methods including face-to-face field surveys, telephone surveys, mail surveys, computer-assisted interviewing, mixed-mode surveys and focus groups. In recent years we have begun to leverage Internet technology (where applicable) to provide direct access to on-line databases and survey instruments. We have developed a web-based CATI survey tool, *IDEAS*, to conduct web-based surveys effectively. We work closely with our customer to identify relevant issues and ensure the survey is focused on clearly understood and agreed to objectives.

We also have the experience of presenting the data in a format that can be used for policy decision-making. The survey results are summarized as production reports to include a summary of results with associated graphs, charts, and tables; description of data collection and survey administration methods. The data is presented in meaningful information elements that decision-makers could apply towards solving tough organizational problems. Again, SAGE works closely with its client to ensure the information is provided in the most useful and easily understood manner.

Our survey services include:

- **Survey Instrument Development and Methodology:** Our survey experts design and customize survey instruments based on specific client needs. We evaluate survey instruments to ensure that the questions elicit accurate and reliable responses with minimum respondent error. The first step is to ensure we have a clear understanding of the client's needs and requirements. Issues such as union approval to conduct a survey are addressed. The next step is to ensure all aspects of the objectives are met and that the questions are relevant. After definition of the survey objectives, our staff identifies the survey population and sample.
- **Sampling:** We have extensive experience designing samples for surveys that involve a wide variety of populations and examining a range of issues from drug abuse to affordable housing. The samples designed by us range from simple random samples to cluster sampling as well as stratified sample.
- **Survey Administration and Execution:** This stage begins with production of the survey instrument and ends with collection of the survey data from survey participants. SAGE staff possesses the expertise to apply a wide range of collection methods ranging from in-person interviewing to web-based tools.
- **Data Validation and Analysis:** Once a completed survey is submitted, SAGE analysts review the document and, if necessary and required, contact the survey respondent to clarify or expand on their replies. We perform manual and computer edits of our data to ensure their high quality.
- **Quantitative and/or Qualitative Analysis:** The collected data is analyzed using stringent quality and validity standards to ensure an unbiased evaluation of the information. Both qualitative and quantitative analyses are conducted to provide as complete a picture as possible. The analyzed data is then organized into an easily understood format.
- **Reports:** At this point the information is distilled and the data presented in meaningful information elements that decision makers could apply towards solving

tough organizational problems. Again, SAGE works closely with its client to ensure the information is provided in the most useful and easily understood manner. Our technical staff will develop graphical and text-based reports including action and implementation plans, if required. Reports are presented to clients in various media including HTML versions.

We have also developed web based survey software called *IDEAS*. The *IDEAS* system provides secure user data entry and summary reporting capabilities. It can be easily customized to conduct surveys on any subject on the web and is capable of producing simple reports.

### **MOBIS Labor Category Descriptions** **(in alphabetical order)**

#### **Job Title: Administrative Support**

(SINS 874-1, 874-3)

**Minimum/General Experience:** 2 to 4 years of applicable experience or an equivalent combination of education, training, and experience. Requires practical experience using automated word processing, and office management, events planning; travel arrangements. In addition, requires strong computer software skills.

**Functional Responsibilities:** Under general guidance, performs specialized and complex administrative and secretarial support to a corporate officer. Demonstrated strong organizational and technical skills, including a high level of competence in office procedures. Demonstrates the ability to exercise sound judgment in sensitive matters with minimum supervision.

**Minimum Education:** Associate's degree or equivalent years of relevant experience.

#### **Job Title: Analyst**

(SINS 874-1, 874-3)

**Minimum/General Experience:** This position requires a minimum of three years experience in business analysis, developing functional requirements and implementation of business solutions including statistical analysis. Demonstrated ability to provide input and skills for specific tasks or subtasks. Expertise in supporting one or more SINS. Good written and oral communications skills. Must demonstrate the ability to work independently or under only general direction.

**Functional Responsibilities:** Responsibility in design, implementation, and management of MOBIS efforts. Plans, organizes, and implements specific task, including technical work and schedule. Coordinates activities, anticipates

technical problems, and resolves problems as required. Ensures that all activities conform to terms and conditions of delivery order or contract. Designs methodology, prepares descriptive and analytical reports, documents and presentations. May be under the supervision of the Project Manager, or work under only general direction.

**Minimum Education:** Bachelor's degree in Statistics, Economics, Mathematics, Business, Management, Information Systems or other related scientific, technical, or organizational discipline, or equivalent years of experience.

**Job Title: Data Entry Clerk**

(SINS 874-1, 874-3)

**Minimum/General Experience:** Requires experience with computer and general office and word processing packages.

**Functional Responsibilities:** Performs data entry via online data terminal, key-to-tape, key-to-disk or similar device. Verifies data entered, where applicable.

**Minimum Education:** Requires a high school diploma and one year of experience in data entry and verification

**Job Title: Database Management Specialist**

(SINS 874-3)

**Minimum/General Experience:** This position requires a minimum of three years' experience with database design and system analysis, current operating systems software internals and data manipulation languages. General experience includes increasing responsibilities in the development and maintenance of database systems

**Functional Responsibilities:** Manages the development of database projects. Provides highly technical expertise in the use of DBMS. Evaluates and recommends available DBMS products to support validated user requirements. Defines file organization, indexing methods and security procedures for specific user applications.

**Minimum Education:** Bachelor's degree in Information Systems, Engineering, Mathematics, Business, Management, or other related scientific, technical, or organizational discipline, or equivalent years of experience.

**Job Title: Database Specialist**

(SIN 874-1, SIN 874-3)

**Minimum/General Experience:** This position requires a minimum of two years' experience in data collection and data management.

**Functional Responsibilities:** Responsible for database management, designing and maintaining large databases. Develops data collection methodology, oversight of data collections efforts, prepares descriptive and analytical reports and presentations. May be under the supervision of the Senior Analyst, Survey Manager, or may work independently.

**Minimum Education:** Bachelor's degree in Information Systems, Statistics, Mathematics, Business, Management, or other related scientific, technical, or organizational discipline, or equivalent years of experience.

**Job Title: Interviewer**

(SIN 874-3)

**Minimum/General Experience:** 1 year of related survey experience. Good oral and written skills.

**Functional Responsibilities:** Interview respondents to collect survey data. Follows up and calls non-respondents to collect information.

**Minimum Education:** At least a high school degree and minimum 1 year of conducting experience collecting survey data.

**Job Title: Principal Investigator**

(SINS 874-1, 874-3)

**Minimum/General Experience:** Senior researcher with preferably a Ph.D. in an appropriate field. For this position, eight or more years of senior managerial experience in an organization will be considered the equivalent of a Ph.D. Subject matter expert in relevant area. Demonstrated ability to design and coordinate scientifically rigorous research projects through publication of peer-reviewed monographs or government reports.

**Functional Responsibilities:** On designated research projects will have lead responsibility for selection of methodological approach, sample design, data collection protocols and appropriate types of statistical analysis. Develops requirements for a project's inception to conclusion in a subject matter area. Provides analysis, evaluation and recommendations for improvements, optimization, development, and/or maintenance efforts for client-specific or mission-critical proficiencies. Quickly identify client issues and likely solutions and approaches. On an as-needed basis will be available to act as project spokesperson at senior-level management presentations, public testimony and media briefings. Leverage the collective knowledge and experience of Sage Computing Inc. Provide group facilitation, interviewing, training, and additional

forms of knowledge transfer. Serve as a coach or mentor to the other team members on complex business improvement engagements. Act as senior company functional expert in areas relating to MOBIS services efforts

**Minimum Education:** Ph.D. and four years subject matter experience, or Masters Degree and six years applicable subject matter experience.

**Job Title: Project Manager**

(SINS 874-1, 874-3)

**Minimum/General Experience:** Over eight years of experience on projects requiring extensive and progressive experience in the individual's field of study and specialization. Candidate must have a strong background in project management. Must have demonstrated ability to provide guidance and direction to staff and possess expertise in the management and control of funds and resources, establishing requirements and procedures for responding to statements of work for task/delivery orders, and preparing deliverables. Must also possess strong facilitation and cross-functional team facilitation skills.

**Functional Responsibilities:** Responsible for managing and overseeing work performance on one or more projects. Holds primary responsibility for planning, managing, and overseeing work efforts of project team personnel, determining and monitoring project schedules and budgets, and/or ensuring compliance with all contract and project requirements and quality standards. Serves as the primary interface with the customer. Demonstrates skills in the scope of work encompassed by the project, provides technical guidance to the project team in performance of the work, and provides quality review of all work products. Supports the completion of project-specific tasks within estimated timeframes and budget constraints. Builds and leads effective, energized teams. Leverages tools and techniques and methods from other projects.

**Minimum Education:** Bachelor's degree in Information Systems, Statistics, Engineering, Mathematics, Business, Management, or other related scientific, technical, or organizational discipline, or equivalent years of experience.

**Job Title: Research Assistant**

(SINS 874-1, 874-3)

**Minimum/General Experience:** This position requires a minimum of associates diploma with 2 years of experience or a bachelor's degree with no experience.

**Functional Responsibilities:** Provides literature review and general research support for a project.

**Minimum Education:** Associates diploma with experience or Bachelor's degree with no experience.

**Job Title: Senior Analyst**

(SINS 874-1, 874-3)

**Minimum/General Experience:** This position requires over 6 years of progressive experience in business analysis, developing functional requirements, project planning, organization, direction, and control of business solutions and implementation. Skilled in areas such as, but not limited to, methodology development, performance measurement, identifying best practices, strategy development, leading, and organizing surveys and focus groups. Expertise in supporting one or more SINS. Good written and oral communications skills, including giving formal presentations to different audiences. Must demonstrate the ability to work independently or under only general direction.

**Functional Responsibilities:** Applies state-of-the-art methodologies and principles to conduct functional analyses and design specifications. Key coordinator between multiple functional teams to ensure enterprise-wide integration of project efforts. Provides authoritative technical inputs for tasks in the areas of process re-engineering, statistical analysis and other related tasks. Provides design and implementation skills in specific tasks in support of MOBIS projects. Conducts major projects with latitude in determining technical objective of assignment. Designs methodology, oversight of data collections efforts, prepares descriptive and analytical reports, documents and presentations. May translate design into computer software. May be under the supervision of the Project Manager, or may work independently in providing daily supervision and direction to team personnel.

**Minimum Education:** Bachelor's degree in Statistics, Economics, Mathematics, Business, Management, Information Systems or other related scientific, technical, or organizational discipline, or equivalent years of experience.

**Job Title: Statistician**

(SINS 874-1, 874-3)

**Minimum/General Experience:** This position requires a minimum of three years experience using various software applications for performance of statistical analysis to support to consulting and survey tasks. Expert in field of predictive statistics. Demonstrated ability to communicate orally and in writing. Must demonstrate the ability to work independently or under only general direction.

**Functional Responsibilities:** Conduct statistical analysis of surveys and results. Applies standard sampling techniques to results to determine statistical significance. Creates and validates reports and results.

**Minimum Education:** Bachelor's degree in Statistics, Mathematics, Operations Research, Business, Management, or other related scientific, technical, or organizational discipline, or equivalent years of experience.

**Job Title: Technical Writer**

(SINS 874-1, 874-3)

**Minimum/General Experience:** 2 to 4 years of experience in writing, designing, editing, graphic design or illustration and preparing business or technical documentation. Experience with and demonstrated knowledge of government or commercial documentation standards as appropriate to the requirements of the task order. Must demonstrate an ability to work independently or under only general direction

**Functional Responsibilities:** Responsible for documentation design, technical materials, manuals, and publications. Tasks may include technical writing/editing, editorial consultation, copy design/editing, graphics and illustrations, proofreading, or overall documentation review. Works with management, technical personnel, authors, and subject matter experts to define documentation content, visual design, specifications, and development schedules. Prepares required documentation in an appropriate format. Analyzes the data and user requirements to ensure that documentation is clear, concise, and valid. Performs substantive editing to ensure document organization and quality. Also maintains basic skills and working knowledge of Web development programming tools, including HTML.

**Minimum Education:** Bachelor's Degree in Computer Science, Art, Communications, Journalism, English, or a related field.