



C R499 - DESCRIPTION OF SERVICES

SCOPE OF WORK

NSM will provide all resources including personnel, management, supplies, services, materials, equipment, facilities and transportation necessary to provide a wide range of services as specified in each task order.

C R499 OTHER PROFESSIONAL SERVICES MANAGEMENT, ORGANIZATIONAL AND BUSINESS IMPROVEMENT SERVICES [MOBIS]

NSM offers services under SIN C R499 which is described as follows:

Other Professional Services Management, Organization and Business Improvement Services [MOBIS] -

Includes consulting services (e.g., providing expert advice, assistance, guidance or counseling in support of agencies' management, organization, and business improvement efforts; studies, analyses and reports documenting any proposed developmental, consultative or implementation efforts); facilitation services (e.g., facilitation and related decision support services to agencies engaging in collaboration efforts, working groups, or integrated product, process, or self-directed teams; employment 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 focusing decision-making and preparing draft and final reports for dissemination); survey services (e.g., 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 report, 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); training services (e.g., off-the-shelf or customized off-the-shelf training packages to meet specific agency needs related to management, organizational and business improvement services, such as, but not limited to: customer service, team building, ISO 9000 and ISO14000, process improvement, performance measurement, statistical process control, performance problem-solving, business process reengineering, quality management change, management strategic planning and benchmarking); support products used in support of services offered including workbooks, training manuals, slides, videotapes, overhead transparencies, software programs, etc. Any support products offered must be supplied in conjunction with services offered herein); privatization support services and documentation (e.g., support, assistance and documentation generation required in the conduct of OMB Circular A-76 studies such as development of Performance Work Statements (PWS), development of Quality Assurance Surveillance Plans (QASP) performance of management studies to determine the Government's Most Efficient Organization (MEO), development of in-house Government cost estimates, comparisons of in-house bids to proposed or ISSA prices, and Administrative Appeal Process support); program integration and program management services (e.g., services to manage and integrate various management and business improvement programs and projects that may or may not be the result of MOBIS recommendations. May include: projects internal to Federal agencies; project management that connects and maintains liaison between multiple contractors; monitoring of multiple projects); expert services supporting agency Alternative Dispute Resolution (ADR) programs both formal and informal. ADR of EEO disputes is excluded and is covered under a separate GSA schedule. Services could include ombudsmen, negotiated rule-making, special masters, early neutral evaluation, non-binding arbitration, mediation, partnering, magistrates, private judging, binding arbitration, conciliation, consensus building, neutral experts.