

ELAINE CRIDER (DBA) THE CRIDER GROUP
501 Trenton St., SE
Washington, DC 20032
Phone: (202) 574-2211 Fax: (202) 563-4125

Contract Number: GS-10F-0217S
Contract Period: April 10, 2006 – April 9, 2011
Business Size: Hub Zone, Minority, Small Woman-Owned
Business

General Services Administration
Federal Supply Service
Authorized Federal Supply Schedule PRICELIST
Schedule Contract 874 – MOBIS

SIN 874-1 Consulting Services
SIN 874-7 Program Integration and Project Management Services
SIN 874-6 Competitive Sourcing Support

CORPORATE OVERVIEW

Elaine Crider, dba The Crider Group is pleased to offer its services and products to federal government agencies through the Worldwide Federal Supply Schedule for Mission Oriented Business Integrated Services (MOBIS), Solicitation No: TFTP-MC-00874-B (Refresh #10).

ABOUT US

The Crider Group is a minority and woman owned independent management consulting practice organized under the laws of the District of Columbia as a sole proprietorship, and dedicated to providing high quality, customer focused and value-added professional and technical support and services. Founded in 1992, The Crider Group is a progressive company with an unparalleled reputation for resolving complex management, organizational and business problems expeditiously in a high quality, culturally appropriate and cost effective manner. We are market leaders in the area of health care administration and management and are dedicated to helping our clients achieve their optimal potential.

Although, physically located in Washington, DC, The Crider Group has provided consulting services, including technical assistance, training and development, strategic planning and organizational development services in forty-nine of the fifty United States and the District of Columbia.

OUR ORGANIZATION

Since its inception, The Crider Group has been a leader in the design and provision of management and leadership enhancement programs and organizational development services. The Crider Group has

enjoyed tremendous growth and success, expanding its expertise beyond the health care arena to include expertise in child support enforcement, call center management and assessment, and organizational improvement including turn around specialization. We attribute our success to our technical expertise, intellectual curiosity, and respect for cultural differences, unyielding commitment to quality and professionalism, and our reputation for superior cost-effective performance

Our consulting methodology involves project preparation and planning, research and definition of the client's needs, customization of products, services, tools and techniques based on client environment and culture, and delivery of a blend of technical and behavioral transformation services to achieve measurable results. Rather than taking a cookie cutter approach to our work, we embrace and respect the individuality of our clients and offer solutions that are specifically targeted to their diverse needs and environments.

CUSTOMER INFORMATION

1a. Special Item Numbers:

SIN 874-1 Consulting Services
SIN 874-2 Facilitation Services
SIN 874-6 Competitive Sourcing Support

1b. Lowest priced model and lowest unit prices: Prices shown in pricelist are net.

1c. Labor Category Descriptions: See descriptions below.

2. Maximum Order: \$ 1 million. Orders exceeding the maximum order threshold may be placed in accordance with clause I-FSS-I25, "Requirements Exceeding the Maximum Order (SEP 1999)."

3. Minimum Order: \$300

4. Geographic Coverage: Domestic only.

5. Points of Production: Washington, DC

6. Statement on Net Price: Prices shown in pricelist are net (discounts already deducted).

7. Quantity Discounts: None offered.

8. Prompt Payment Terms: Net 30, 0% discount

9a. Acceptance of Government purchase cards below micro-purchase threshold: The Crider Group accepts Government Purchase Cards below the micro-purchase threshold.

9b. Acceptance of Government purchase cards above micro-purchase threshold: The Crider Group does not accept Government Purchase Cards above the micro-purchase threshold.

10. Foreign Items: None

11a. Time of Delivery: To be negotiated per each delivery order between contracting agency and contractor.

- I 1b. **Expedited Delivery:** To be negotiated per each delivery order between contracting agency and contractor.
- I 1c. **Overnight and Two-day Delivery:** N/A
- I 1d. **Urgent Requirements:** Contact The Crider Group for urgent requirements.
- 12. **F.O.B Points:** Destination
- 13. **Ordering Address:**

The Crider Group
501 Trenton St., SE
Washington, DC 20032
Attn: Elaine Crider, President
Phone: (202) 574.2211
Fax: (202) 563.4215
eacrider@aol.com
- 14. **Payment Address:**

The Crider Group
501 Trenton St., SE
Washington, DC 20032
Attn: Elaine Crider, President
Phone: (202) 574.2211
Fax: (202) 563.4215
eacrider@aol.com
- 15. **Warranty Provision:** N/A
- 16. **Export Packing Charges:** N/A
- 17. **Terms and conditions of Government commercial credit card acceptance:** N/A
- 18. **Terms and conditions of Government rental, maintenance, and repair:** N/A
- 19. **Terms and conditions of installation:** N/A
- 20. **Terms and conditions of repair parts indicating date of parts price lists and any discount from list prices:** N/A
- 21. **List of service and distribution points:** N/A
- 22. **List of participating dealers:** N/A
- 23. **Preventive Maintenance:** N/A
- 24a. **Environmental Attributes:** N/A
- 24b. **Section 508 Compliance:** No.
- 25. **Data Universal Number (DUNS):** 87-8083716

26. **Notification regarding registration in CCR database:** Elaine Crider dba The Crider Group is registered in the Central Contractor Registration (CCR) database.
27. **Uncompensated Overtime:** The Crider Group labor rates proposed is based on a 40-hour week. Overtime hours are NOT authorized unless approved in advance by a supervisor.

MOBIS SUITE OF SERVICES

CONSULTING SERVICES, SIN 874-1

The Crider Group's consulting services combine strategic, policy, market research, and industry expertise necessary to advise and implement improvements from planning and policy deliberations to delivery of services and capturing of desired results. The Crider Group views our consulting services as the backbone of our management, organizational, and business improvement engagements. We provide a full range of consulting services, which fully support the *President's Management Agenda (PMA)* for assisting federal agencies as they seek to streamline operations and become more efficient and responsive to their customers. Although our programmatic focus has been in behavioral and general health care management, child support enforcement, call center management and assessment customer service support we pride ourselves in our MOBIS-related solutions, which can satisfy a broad base of federal government agencies.

FACILITATION SERVICES, SIN 874-2

The Crider Group's experience ranges from facilitating a consensus position for a large group, whose members contain divergent views and opinions, to establishing the agenda for a small but critical meeting at the community, state, and federal levels. We foster cooperation between all parties to improve group cohesion and effectiveness, ensure that all participants have a voice, and strengthen the decision-making process. We employ a wide variety of techniques and practices to achieve consensus on a spectrum of issues, including confidential research strategies and activities, outreach programs, routine business decisions, policy development, partnership strategies and resources, educational programs, and complex technical issues.

COMPETITIVE SOURCING SUPPORT, SIN 874-6

The Crider Group is experienced in conducting strategic sourcing studies, privatization studies, public-private partnerships and other competitive sourcing projects or efforts. We are keenly aware of the management of relationships and possess the skills and experience to bring together different organizations and/or departments to achieve a common set of goals and objectives while keeping them functioning as a single team throughout the life of the program.

PRICELIST

MOBIS professional labor rates and labor category descriptions for the following SINs are shown below:

SIN 874-1 Consulting Services
SIN 874-2 Facilitation Services
SIN 874-6 Competitive Sourcing Support

Category	Price
Partner	\$249.36
Program Manager	\$181.31
Senior Consultant	\$154.58
Consultant II	\$108.81
Consultant I	\$ 95.21
Senior Project Analyst	\$ 85.77
Junior Project Analyst	\$ 75.66

Notes:

1. Prices offered to government represent a 10-28% discount off the commercial pricelist.

LABOR CATEGORY DESCRIPTIONS

PARTNER

Functional Responsibility:

Serves as primary consultant for management, organizational, and business practices in support of clients needs. Performs high-level consulting activities to assist clients in such areas as leadership, facilitation, strategic planning, customer focus, information and analysis, human resource focus, financial management, process management, and business results. Provides consulting expertise in designing and implementing effective interventions in the areas of business advisory services and capacity building; policy and regulatory assistance; and information and communication technology. Delivers on-going support in the areas of translating strategic plans into action plans, developing resource needs, developing continuous improvement strategies, assisting clients in defining their customers and customer groups, information and analysis, improving organization performance, providing improvements to process management and the evaluation of management of services and resources.

Recognized as a subject matter expert (both industry and business process management) in support of client delivery efforts. Can often be found writing articles, delivering white papers, reviewing new business processes, participating on steering committees and/or conferences, and often gain recognition within the industry for their expertise.

Position Qualifications:

Masters Degree with 20+ years experience in management, business consulting and/or organizational development environment. Strong project and client relationship management skills.

PROGRAM MANAGER

Functional Responsibility:

Manages the contractual relationship with clients and oversees several projects at a program level. Meets and confers with client regarding the status of specific program and management activities and problems, issues or conflicts regarding resolution. Conducts quality assurance over key project deliverables. Resolves issues with staff, tools and methods. Conducts and or participates in project staff meetings and client meetings to resolve issues through application of company resources or experiences gained on other projects. Capable of negotiating and making binding decisions for the company.

Position Qualifications:

B.S. or B.A. Degree with 15+ years experience or a Masters Degree with 6-8 years experience in management, business consulting and/or organizational development environment with demonstrated ability in the management of large-scale projects.

SENIOR CONSULTANT

Functional Responsibility:

Possesses knowledge of business improvement and organizational systems analysis. Considers the business implications of innovative tools and technologies to the current and future business environment. Formulates and defines systems scope and objectives through research and fact-finding combined with an understanding of business transformation processes and systems and industry requirements. With this knowledge devises or modifies procedures to solve problems considering systems, processes, limitations, operation time, quality assurance and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system or business process requirements. Specialized knowledge of project issues and client requirements such as: financial management of projects through budget monitoring; recruitment of qualified personnel to support unique client environments; assist in the development and writing of client work plans and budgets; establish regular correspondence with field teams to monitor project activities; reporting to appropriate parties and monitoring of compliance issues; initial review of technical scopes of work; maintain client relations assigned to the project; development of subcontracts and maintain subcontractor relations; coordination of on-going research, monitoring and evaluation activities.

Position Qualifications:

B.S. or B.A. Degree, with 10+ years experience or a Masters Degree with 5-7 years experience, required in business management or other related industry.

CONSULTANT II

Functional Responsibility:

Specialized knowledge of business issues related to implementing systems or specialized experience in business best practices and/or the management of complex business change. Applies knowledge of industry best practices, business process transformation, or change management methods. Conducts/Participates in surveying, facilitation and requirements analysis sessions. Provides subject matter knowledge to project managers and analysts. Works with the program manager to allocate staffing and resolve business issues.

Position Qualifications:

B.S. or B.A. Degree, with 8+ years experience in management, business and/or consulting environment.

CONSULTANT I

Functional Responsibility:

Experience in analysis of business or functional issues and or training/certification in analysis of functional issues. Experience analyzing proposed system modifications and identifying and designing alternate functional/business solutions. Provides business process perspectives. Conducts/Participates in surveying, facilitation and requirements analysis sessions. Advises on business and management improvement issues. Performs/contributes to functional deliverables. Transfers functional knowledge to agency/department team members.

Position Qualifications:

B.S. or B.A. Degree, with 6+ years experience in management, business and/or consulting environment.

SENIOR PROJECT ANALYST

Functional Responsibility:

Possesses knowledge of most phases of business improvement and organizational systems analysis. Considers the business implications of innovative tools and technologies to the current and future business environment. Under general direction formulates and defines systems scope and objectives through research and fact-finding combined with an understanding of business transformation processes and systems and industry requirements. With this knowledge devises or modifies procedures to solve problems considering systems, processes, limitations, operation time, quality assurance and form of desired results. Includes surveying/analysis of business and user needs, documentation of requirements, and translation into proper system or business process requirements.

Position Qualifications:

B.S. or B.A. Degree, or 4 years of equivalent experience, and 5 years of experience as a business/management analyst within a project/consulting environment.

JUNIOR PROJECT ANALYST

Functional Responsibility:

Under general supervision, assists in formulating and defining business processes to include systems analysis and objectives through research and fact-finding combined with a basic understanding of business transformation processes and industry requirements. Includes surveying/analysis of business and user needs; organizational resources; products and services; operational and management processes. May also produce and document requirements and or findings.

Position Qualifications:

B.S. or B.A. Degree, or 4 years of equivalent experience, and 3 years of experience as a business/management analyst within a project/consulting environment.