

Your Everything Solution for Management and Operational Consulting Solutions

Learn more at www.gsa.gov/mocsolutions



For fast, flexible, cost-effective procurement, turn to GSA's Multiple Award Schedules (MAS) — meet your acquisition challenges while achieving your mission's goals.

Speed – Shorten procurement lead-times and reduce your administrative burden and costs with quick and easy access to thousands of pre-qualified, industry leading contractors.

Selection – Compete among a vast selection of expert service and product providers to meet your mission needs from the largest, most reliable government procurement source.

Flexibility – Tailor RFQs and orders to your unique purchasing requirements and negotiate pricing below our ceiling rates to fit your specific needs and budget.

Efficiency – Streamline contracting while maintaining FAR compliance when you issue orders directly to pre-qualified contractors.

Value – Simplify your procurements by tapping into our pool of proven sources that have already been determined responsible and technically capable — at fair and reasonable prices.

Transparency – Leverage a suite of eTools that help identify qualified, small business contractors and maximize competition.

Manage Your Procurement – Your agency contracting officer will retain control of your procurement including requirements development, evaluation and award of the order.

A wealth of valuable solutions in the area of management and operational consulting is available to you through the GSA MAS program. The broad range of consulting services include: Mission Oriented and Business Integrated Services; Finance; Advertising and Marketing Services; Human Resources (HR) and Equal Employment Opportunity (EEO) Services; Comprehensive Furniture Management Services; Facilities Maintenance and Management; Office Imaging and Document Solutions; Logistics; Engineering; Environmental Management; and Security Management. GSA contractors offer you a full range of management and consulting services that can improve your federal agency's performance and its endeavor in meeting mission goals. Highly qualified contractors use specialized consulting and training services, facilitation, surveys, competitive sourcing, and project management.

An integrated approach to accessing the broadest range of management and operational consulting services is a key benefit to your agency. GSA simplifies your access to thousands of pre-qualified service providers, allows you to tailor orders to meet your unique requirements and lets your agency negotiate pricing below our ceiling rates. We can assist you in accessing the experts needed for all phases of making your organization's management and operational consulting practices more efficient.

Services available from GSA include:

- Consulting Services;
- Facilitation Services;
- Survey Services;
- Training Services;
- Competitive Sourcing Support;
- Program Integration and Project Management Services;
- Support Products;
- Financial and Business Solutions;
- Consultation, Development and Implementation of Web-Based Services;
- HR and EEO;
- Comprehensive Furniture Management;
- Facilities Management and Consulting;
- Needs Assessment and Analysis Services to Support Office Imaging and Document Solutions;
- Logistics Consulting;
- Engineering & Construction Management Consulting Services;
- Environmental Management and Consulting Services;
- Language Management and Consulting Services;
- Security Consulting; and
- IT Management and Consulting.

The GSA MAS program is the largest, most comprehensive acquisition vehicle available to the federal government. GSA MAS contracts offer your agency complete, state-of-the-industry products and services designed to meet today's challenges with leading management and operational consulting services, as well as support products. These contracts have been created to help agencies like yours comply with daily operational requirements. Though GSA has already negotiated fair and reasonable pricing, ordering activities can seek additional discounts with MAS contractors before placing an order.

Following is a list of 13 cross-MAS groupings to help you determine the products and/or services that meet your needs in the management and operational consulting arenas.

Mission Oriented Business Integrated Services (MOBIS) (www.gsa.gov/mobis)

MOBIS offers you a full range of management and consulting services that can improve your federal agency's performance and support its endeavor in meeting mission goals.

Contractors available under MOBIS possess the expertise to facilitate how the federal government responds to a continual stream of new mandates and evolutionary influence such as: the President's Management Agenda; Government Performance and Results Act; Federal Acquisition Streamlining Act; OMB Circular A-76; Federal Activities Inventory Reform Act; and government reinvention initiatives such as benchmarking and streamlining.

Through MOBIS, GSA can help you improve performance and accomplish mission goals through the use of specialized consulting and training services, facilitation, surveys, competitive sourcing and project management.

Variety of offerings includes:

- Consulting Services;
- Facilitation Services;
- Survey Services;
- Training Services;
- Acquisition Management Support Services; and
- Program and Project Management.

Financial and Business Solutions (FABS) (www.gsa.gov/fabs)

A wealth of valuable financial-related services are available to your agency through Financial and Business Solutions (FABS). Agencies can obtain quality financial services and better results with fewer resources with FABS. Today's government financial managers are challenged to provide more financial information than ever before but have less staff to perform the work. GSA can provide you with the financial solutions you need through a wide range of auditing, financial management, financial asset, business information and credit-monitoring services, and accommodates many of the financial services you may need. Through FABS, GSA provides federal agencies like yours with direct access to commercial experts who can thoroughly address the needs of the federal financial community.

Variety of offerings includes:

- Asset Management Services;
- Financial Management and Audit Services;
- Business Information Services and Safeguarding Personal Data;
- Program Management for Financial Services; and
- Grants Management Support Services.

Advertising and Integrated Marketing Solutions (AIMS) (www.gsa.gov/aims)

Getting the right message to your target audience has never been this easy! With emphasis on downsizing government, agencies are now required to do more work with fewer resources, while still keeping the public informed. GSA's AIMS is designed to help you get better results through quality contractors specializing in communication and marketing services, allowing your agency to focus on critical missions.



Variety of offerings includes:

- Strategies for an agency to provide the maximum use of its Internet capabilities (typical tasks may involve the consultation, development and implementation of the Web-based tasks);
- Public awareness of your agency's mission and initiatives through advertising-objective determination, message creation, media development, and advertising;
- The latest in customized public and media relations through media messages and strategies, media sources for placement of campaigns, preparation of press relations and speeches, crisis communications, media training, and monitoring of media alerts;
- Strategies that maximize the use of your Internet capabilities (including Web site design and maintenance, search engine development, e-mail and interactive marketing, Web-based training and Web casting);
- Specialized marketing and media services on an as-needed basis, such as market research and analysis, video/film production, exhibit design and implementation, conference, events and tradeshow planning services, commercial photography, commercial art, and graphic design; and
- Integrated marketing services, including any of the above.

Human Resources (HR) and Equal Employment Opportunity (EEO) Services (www.gsa.gov/hreeo)

With two major, all-encompassing services, GSA helps you handle all your HR and EEO consulting needs. From security screening and background investigations, to recruitment and internal placement, we offer you assistance from top-of-the-line, pre-qualified vendors whose solutions span the entire HR and EEO spectrum.

In addition to a wide range of HR-specific services (including planning, training and employee relations), we offer services to assist your agency with EEO issues, such as investigation of discrimination complaints, preparation of reports of investigation, EEO training and consulting, and alternative dispute resolution.

GSA also offers pre-employment screening and background investigation services. Additionally, a full range of social services — including vocational, rehabilitation, veterans' readjustment and counseling — is available.

Variety of offerings includes:

- Core HR services for personnel action processing, and benefits management (at a minimum);
- Non-core HR services, such as support in staff acquisition, resource development, and separation management;

- Pre-employment background investigations and screening for persons seeking federal government employment (including full support in areas such as salary histories, credit-history checks, and education verification);
- Social services, which include a comprehensive range of support services (such as medical, advocacy, and emergency relief service support);
- Planning services in support of forecasting future demand and supply of employees (including recruitment, internal placement, and HR-specific training that enhances skills necessary for supporting the development and coordination of employees); and
- EEO Solutions for investigation and resolution of discrimination complaints, report preparations for Final Agency Decisions (FAD) and Alternative Dispute Resolution (ADR) services for any aspect of HR. Customers can also purchase EEO training, which assists federal managers with the development and implementation of HR and EEO policy.

Comprehensive Furniture Management Services (www.gsa.gov/cfms)

GSA provides furniture and renovation-related consulting services, which are administered independently from the product. The following is a list of services available to your agency:

- Reconfiguration/Relocation Management (including reorganizing, consolidating, warehousing and/or opening new facilities);
- Packaged Environments for Turnkey Integrated Solutions;
- Assets Maintenance (including restoring, repairing, renovating, reupholstering and cleaning office furnishings and equipment);
- Furniture Design/Layout (including furniture consultations, interior design and product specifications); and
- Assets Management (including warehousing, furniture inventory services and computer-aided facility management systems).

Facilities Maintenance and Management (www.gsa.gov/facilitieservice)

When you need complete facilities maintenance or management support, GSA has you and your facilities covered. You can also turn to us for specialized services, like energy audits, water conservation efforts, comprehensive energy services, planting trees on federal grounds, repairing and improving pest control management. Whether your mission is large or small, we offer services for electrical and utility repair, elevator inspection, elevator and escalator maintenance, facilities maintenance and management, fire alarm maintenance, fire suppression system

maintenance, grounds maintenance, HVAC maintenance and repair, and pest control to include property management.

Variety of offerings includes:

- Consultation services, as they pertain to preparation for and application of chemical compounds to federal vehicles, machinery and other equipment;
- Maintenance support training and consulting services;
- Facilities management and consulting, such as management duties (including, property and facilities management, planning, scheduling, quality control software support services, and computer and/or facilities management systems);
- Facilities consulting services that include (but are not limited to) development, planning, facilitation, coordination, documentation, program planning, audits, inspections, evaluations, studies, analyses (including cost), scenarios, reports, and policy and regulation development assistance for initiatives in areas of facilities maintenance and management solutions;
- Consulting/auditing/energy management solutions, including strategic planning, energy assessments (feasibility, vulnerability and other detailed assessments), developing and executing of energy audits, audit plans, and energy management solutions; and
- Consulting related to the reduction of water use, recycling of water for multiple purposes, retention of water, and improvement of water quality and water flow. These services can include (but are not limited to) facility water audits, water balance, and water system analysis.

Office Imaging and Document Solutions (www.gsa.gov/officeimaging)

Designing, outfitting and managing your workplace just became easier. We offer your agency the latest technologies for its office imaging, document management needs and mail management requirements. You can choose from the industry's most trusted companies, and both small and large businesses, to select the options right for your agency. You will discover we offer digital and engineering copiers capable of scanning and facsimile operations, as well as firms that offer products to address your mailing needs with the aid of meters, date and time stamps, or completely integrated systems. Purchasing the products and services you need to accomplish your mission is easy using GSA contractors. If you have concerns about getting the best equipment without incurring excessive costs, or are unsure about which products will best suit your particular mailroom, you can shop from a variety of services to tailor the solution that best meets your workplace needs. Mailroom ergonomic analysis, needs-assessment services, repair and maintenance agreements, as well as document-conversion services, can help you convert your papers, microfilm and drawings into easily retrievable electronic formats.

Variety of offerings includes:

- Copying Systems and Related Equipment;
- Multimedia Equipment;
- Security, Personnel and Document Identification Systems and Solutions;
- Various Business Machines (including calculators, and money-handling and -processing machines);

- Rental Plans for Copiers;
- Lease-to-ownership Plans;
- Repair of Government-owned Equipment;
- Maintenance Service Agreements for Copiers;
- Document Support and Management;
- Mail-Processing Machines and Systems;
- Mailroom Management and Services;
- Mail Screening and Inspection Services;
- And much more.

Logistics Worldwide (www.gsa.gov/logworld)

GSA's logistics services assist federal agencies with procuring comprehensive logistics solutions. Services include: all phases of planning; acquisition and management of logistics systems; and providing expert advice, assistance, guidance, management, or operational support services that permit the deployment of supplies, equipment, materials and associated personnel. Training is provided in: system operations; automated tools for supply and value chain management; property and inventory management; distribution and transportation management; and maintenance of equipment and facilities supporting these activities. Turnkey or total solutions are available in support of your agency's logistics functions. Minor repair-and-alteration services — ancillary to existing Special Item Numbers (SINs) under this MAS — are also provided.

Variety of offerings includes:

- Supply and Value Chain Management;
- Distribution and Transportation Logistics;
- Deployment Logistics;
- Logistics Training;
- Operations and Maintenance Logistics Management and Support;
- Support Products; and
- Ancillary Repair and Alterations.

Engineering Consulting Services (www.gsa.gov/engineeringservices)

Engineering consulting is integral to the services available through GSA professional engineering contractors. You can easily acquire engineering solutions in the mechanical, electrical, chemical, civil, aerospace, nuclear and bioengineering disciplines using the Professional Engineering Services (PES) MAS. Our contractors can provide you with a total engineering solution that follows the distinct phases of an engineering project, such as:

- Strategic Planning;
- Concept Development;
- System Design and Integration;
- Integrated Logistics Support; and
- Construction Management.*

*Excludes Architect/Engineering and Design/Construction services as defined by Brooks Act and Federal Acquisition Regulation (FAR) Part 36.

Environmental Management and Consulting Services (www.gsa.gov/environmentalservices)

All federal agencies must comply with federal environmental mandates and executive orders. The GSA Environmental Services MAS includes contractors that can assist federal agencies in complying with environmental regulations, achieving sustainable environmental goals; and supporting green initiatives. Look to GSA for expert solutions in the environmental and energy management and consulting areas, including strategic planning, training and implementation of environmental projects. The environmental management and consulting area covers a wide array of services from cursory to comprehensive. Consulting services are available in the areas of:

- Environmental planning and documentation;
- Assessing compliance;
- Evaluating waste management;
- Approaches to remediation;
- Development of environmental improvement programs;
- Hazardous materials disposal;
- Water conservation;
- Energy metering and advanced metering;
- Energy and water audits and analysis;
- Turn-key renewable energy solutions; and
- Energy choice analysis.

Language Management and Consulting Services (www.gsa.gov/language)

Translation and interpretation services are available through the GSA MAS program in a vast number of languages, including sign language. Experienced and knowledgeable contractors are able to provide your agency with various degrees of support — from basic transcribing to advanced analytical consulting. Efficiently procure Comprehensive Linguistic Analytical Support Services (CLASS) in support of local, national and/or global missions of military, law enforcement, homeland and national security organizations, among others.

Variety of services includes (but is not limited to):

- Collecting, translating/interpreting and delivering mission related data;
- Performing data analysis;
- Cultural consulting;
- Role playing;
- Title III monitoring and intercepts;
- Interview support;
- Preparing related reports and assessments;
- Forensic processing;
- Screening/gisting;
- Related project/program management and control for linguist screening and recruitment;
- Logistical coordination;
- Site supervision and quality control of all related services (linguists with security clearances are included in these services), and
- Web site localization services.

Security Management and Consulting (www.gsa.gov/securitysolutions)

Upgrading security is serious business. If procuring law enforcement equipment or surveillance products and services is part of your mission, GSA can help. GSA MAS contractors can provide protection on land or at sea, help fight fires, or provide assistance in freezing temperatures. GSA contractors can provide all this, and more.

Services and products that support mission area needs such as:

- HSPD-12;
- Managing smart cards and certificates;
- Helping agencies implement information technology security;
- Protections for Classified or Sensitive but Unclassified national security information;
- Protecting personnel, national borders, and critical infrastructure from unauthorized access, terrorism and other offensive acts; and
- Building, property and equipment security.

IT Products and Services (www.gsa.gov/schedule70)

The Information Technology (IT) Schedule 70 was established by GSA to assist agencies like yours with the procurement of IT products, services and solutions in support of your agency's mission. GSA offers your agency direct access to commercial consulting experts who can thoroughly address your IT needs as they relate to management and operations needs through 22 Special Item Numbers (SINs). These products and services cover most general-purpose commercial IT hardware, software and services, including:

- Leasing of Products;
- Daily/Short Term Rental;
- Purchase of New Equipment;
- Purchase of Used or Refurbished Equipment;
- Maintenance of Equipment, Repair Services and/or Repair/ Spare Parts;
- Term & Perpetual Software License;
- Maintenance of Software as a Service;
- Information Technology Training Courses;
- Information Technology Professional Services;
- Electronic Commerce Services;
- Wireless Services;
- Commercial Satellite Communications (COMSATCOM) Transponder Capacity and Subscription Services;
- Access Certificates for Electronic Services (ACES) Program;
- Public Key Infrastructure (PKI) Shared Service Provider (SSP) Program; and
- HSPD-12 Product and Service Components.

For more information about management and operational consulting solutions from GSA, please visit www.gsa.gov/mocsolutions or e-mail helen.jay@gsa.gov.

Flexible and Scalable Procurement

Government agencies are located worldwide, and they range in size, function and buying preferences. Our goal is to help your agency identify the best acquisition tools for your needs.

Direct Access to Pre-Approved Contractors Online

The GSA Multiple Award Schedules (MAS) program establishes contracts with responsible contractors and negotiates ceiling rates for labor categories. The contracts are ready for federal government orders, saving time and effort over open market procurements. GSA's online tool, eLibrary, is a comprehensive information resource for GSA Multiple Award Schedules. The eLibrary allows users to search contracts by contractor name, contract number, Special Item Number (SIN), MAS number, and keywords. To learn more, visit www.gsaelibrary.gsa.gov.

Complete Solution

When your requirements cross multiple disciplines or combine services and products, the strength and diversity of the GSA MAS contractor community can rise to the challenge. Many contractors can provide total solutions for complex requirements across numerous schedules. Contractor Team Arrangements (CTAs) allow MAS contractors to create their own partnerships and to provide comprehensive solutions beyond the scope of their individual contracts. And just recently approved, a deviation to the FAR (FAR Part 51.1) now expands the authority of contractors to use GSA sources of supply, including GSA MAS contracts, GSA Global Supply and VA Schedule contracts. To learn more, visit www.gsa.gov/far51deviation.

The Consolidated Schedule

Ready for your agency's use, the Consolidated Schedule encompasses the vast majority of services currently offered through GSA's Multiple Award Schedules (MAS) program. Essentially, the Consolidated Schedule is an amalgam of many individual services offered through various Schedules, which federal agencies like yours find particularly appealing when the time comes to procure requirements that fall under various functional domains (or Schedules). For example, your agency can use the Consolidated Schedule to issue a task order to a single company for performing a requirement that includes services falling within the scope of different Schedules. See the array of services available under the Consolidated Schedule at www.gsa.gov/consolidatedschedule.

GSA Assisted Services

GSA offers fee-based acquisition, project and financial management for financial services on a short- or long-term basis. We combine acquisition, project management and financial resources to deliver customized, scalable solutions throughout the project life cycle. Working through Interagency Agreements, GSA establishes the service level expectation with your agency's program, financial, contracting and legal staff to ensure requirements are met on time, within budget. To learn more, visit www.gsa.gov/aas.

GSA Advantage!®

GSA Advantage!® is the federal government's premier online ordering system that provides 24-hour access to more than 17 million product and service solutions available from 16,000-plus GSA Multiple Award Schedules (MAS) contractors — as well as all products available from GSA Global Supply™. GSA Advantage! offers: FAR-compliant purchasing; direct contact with MAS contractors to increase procurement speed and efficiency; specified grouping of products and services; easy-to-use research capabilities that narrow results and compare features, prices and delivery options; and a streamlined online experience with instant online ordering. For those state and local government entities looking to simplify their procurement process, GSA Advantage! offers them the ability to use their own state or local government-issued charge card to access a wide variety of products and services solutions. It also provides customers with multiple payment options and online viewing of order status to ensure complete order. The Advantage Spend Analysis Program (ASAP) reporting tool is also part of GSA Advantage!; this tool serves several functions, including giving authorized users access to GSA Advantage! sales and statistical data, with the option of running valuable reports. To learn more about how GSA Advantage! can help you, visit www.gsaadvantage.gov.

eBuy

eBuy is an online Request for Quote tool to receive information for highly complex, large quantity or big-ticket procurement requirements. eBuy streamlines the solicitation process for customers by providing a single tool to post solicitations, receive quotes from GSA Multiple Award Schedules, GWAC or other GSA technology contractors, find sources of supply, submit responses and establish and use Blanket Purchase Agreements. eBuy creates value through instant access to contractors, paperless procurement from "cradle to grave," full compliance with Section 803 of the 2002 National Defense Authorization Act, real-time RFQ management, volume discounts, electronic award notification and debriefing, and best-value practices through enhanced competition. It is ideal for customized services, with features that allow an agency to designate an RFQ as "Sources Sought," attached specification documents and describe complex or customized requirements. By using eBuy, customers can reduce the time spent on procuring products and services so that they can concentrate on their true missions. To learn more, visit www.ebuy.gsa.gov.

Additional Information

The home base for information on Management and Operational Consulting solutions is www.gsa.gov/mocsolutions. This site contains links to external resources and regulations and additional resources and training.

GSA invites your questions to one of our Management and Operational Consulting solutions; simply send inquiries to helen.jay@gsa.gov.



We accept GSA SmartPay®2.

