

# **OXLEY ENTERPRISES<sup>®</sup> INC.**

## **GSA SCHEDULE 70 INFORMATION TECHNOLOGY**

**CATALOG**

**DECEMBER 2010**

GENERAL SERVICES ADMINISTRATION

Federal Supply Service

Authorized Federal Supply Schedule Price List

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA *Advantage!*, a menu-driven database system. The INTERNET address GSA *Advantage!* is: GSAAvantage.gov.

Schedule Title: Information Technology

Contract number: GS-02F-0253S

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at [fss.gsa.gov](http://fss.gsa.gov).

Contract period: 22 February 2006 – 21 February 2011

Contractor's name, address, and phone number (include toll-free WATS number and FAX number, if applicable):

*Oxley Enterprises® Inc.*  
*Attn: Dr. Nicole Oxley, CEO*  
*PO Box 1870*  
*Stafford, Virginia 22555*  
*(540) 752-8822 (voice/fax)*

Contractor's internet address/web site where schedule information can be found (as applicable):

[www.oxleyenterprises.com](http://www.oxleyenterprises.com)

Contract administration source (if different from preceding entry):

Business size: *Small Business*

1. Maximum order: *\$500,000.00 Orders that exceed the maximum order may be accepted by Oxley Enterprises®*
2. Minimum order: *\$100.00*
3. Geographic coverage (delivery area): *Worldwide delivery*
4. Point(s) of production (city, county, and State or foreign country): *Same as contractor*
5. Discount from list prices or statement of net price: *Prices shown on attached pricelist are net prices with discount included.*
6. Quantity discounts: *Prices shown on attached pricelist are net prices with discount included.*
7. Prompt payment terms: *Net 30 days.*
- 8a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold: *Accepted*

- 8b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold:  
*Accepted*
9. Foreign items (list items by country of origin): *None*
10. F.O.B. point(s): *Destination*
11. Ordering address(es):  
  
*OxleyEnterprises<sup>®</sup> Inc.  
Attn: Dr. Nicole Oxley, CEO  
PO Box 1870  
Stafford, Virginia 22555*
12. All non-professional labor categories must be incidental to and used solely to support hardware, software, and/or professional services, and cannot be purchased separately.
13. Payment address(es):  
  
*Oxley Enterprises<sup>®</sup> Inc.  
Attn: Dr. Nicole Oxley, CEO  
PO Box 1870  
Stafford, Virginia 22555*
14. Warranty provision: *Oxley Enterprises<sup>®</sup> Inc guarantees that personnel provided under this contract shall have the experience, education, and expertise as delineated in the authorized GSA IT Schedule Pricelist.*
15. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): *Yes*
16. Data Universal Number System (DUNS) number: *04-099-0652*
17. Notification regarding registration in Central Contractor Registration (CCR) database: *Registered*

## GSA Information Technology Services

Oxley Enterprises® helps Senior Management to lead their employees with greater efficiency and effectiveness by delivering systematic and integrated strategies based on best practices. Through our information technology services, organizations attain a high return-on-investment for their stakeholders, customers, and employees.

### **Enhance IT Service Delivery**

Oxley Enterprises® assists organizations in implementing and sustaining a high-performing infrastructure to support the development and delivery of products and services to customers.

- IT Benchmarking
- Systems and Information Technology Integration
- Requirements Gathering and Management / Technical Interface
- Project Oversight – IV/V and Benchmarking
- Customer Advocacy
- Cost Benefit Analysis
- Information Technology Infrastructure Library (ITIL)
- Database Creation and Administration
- Business Strategy and Continuity of Operations
- Help Desk Processes and Knowledge Management
- Change, Configuration, and Release Management

#### **IT Benchmarking**

Oxley Enterprises® consultants realize that deciding where and how much to invest in IT is undoubtedly the biggest challenge to every CIO and senior executive. Through IT benchmarking: increase service levels, decrease costs, gain critical insights to help drive IT investment strategies, know total cost of ownership, compare to similar organizations, or help determine if outsourcing makes business sense.

#### **Systems and Information Technology Integration**

Reduce cost and increase operational efficiencies by updating legacy systems with Oxley Enterprises® Systems Integration solutions.

#### **Requirements Gathering and Management / Technical Interface**

Oxley Enterprises® consultants assist organizations in implementing and sustaining a high performing infrastructure to support the development and delivery of the organization's products and services to its customers. Requirements for information technology are gathered to develop or to improve the organization's products and services, and technical interface and customer advocacy services are provided for the delivery of those requirements.

#### **Project Oversight – IV/V and Benchmarking**

Oxley Enterprises® project oversight solutions integrate project management and benchmarking to ensure smooth implementation of both external and internal requirements while meeting cost and time requirements.

#### **Customer Advocacy**

Consultants at Oxley Enterprises® have a vast range of technical and business expertise which allows them to serve as liaisons between our customers and our customers' vendors regarding service-impacting issues. Through customer advocacy, our subject matter experts strive to protect the customer's interests by educating and preparing them to make the best decisions.

#### **Cost Benefit Analysis**

Through a cost benefit analysis, Oxley Enterprises® assists organizations in making decisions based on quantitative data that identifies information technology requirements and facilitates the maintenance and life cycle replacement of those requirements.

### **Information Technology Infrastructure Library (ITIL)**

Oxley Enterprises® assists businesses with improving the way clients deliver IT services to their customers using ITIL best practices that demonstrate results-driven techniques for enhancing IT service quality and service management.

### **Database Creation and Administration**

Oxley Enterprises® consultants assist organizations through the design and development and administration of user-friendly and time saving databases and applications.

### **Business Strategy and Continuity of Operations**

Ensuring business continues and service disruptions are a minimum for customers is at the forefront of any information technology organization. Oxley Enterprises® develops business continuity and failover scenarios to ensure consistent delivery of services occurs.

### **Help Desk Processes and Knowledge Management**

Oxley Enterprises® crafts help desk processes based upon IT best practices. Through knowledge management practices, information is readily available to technicians.

### **Change, Configuration, and Release Management**

Oxley Enterprises® consultants assist organizations with change, configuration, and release management based on ITIL best practices.

### **Optimize Project Performance**

Oxley Enterprises® delivers fully integrated, results-based solutions that help organizations operate more efficiently and effectively by strategically aligning project and program activity with organizational mission and goals.

- Project Management
- Project Portfolio Management
- IT Project Integration

### **Project Management**

After identifying the project mission and goals, Project Management Professionals (PMP) at Oxley Enterprises® provide exceptional project management support in order to help the customer deliver high quality results on time and within the project budget.

### **Project Portfolio Management (PPM)**

Oxley Enterprises® assists clients with establishing and optimizing a portfolio of projects in order to leverage resources, cost, productivity, and risk on project investments. Through our Project Portfolio Management (PPM) services, Senior Leadership is empowered to make informed business decisions by defining current and planned investments consistent with organizational mission and goals. Our Project Management Professionals (PMPs) help organizations institute project portfolio management systems in order to:

- Explore links between business strategies, processes, and IT investments
- Align new project investments with established portfolios
- Analyze alternative investments relative to business requirements
- Understand risks associated with investments to ensure adoption of appropriate risk management solutions
- Establish a baseline for performance reporting
- Manage effective integration of IT infrastructure projects

### **IT Project Integration**

Oxley Enterprises® helps organizations by managing the successful implementation of an IT infrastructure using effective best practices from IT Service Management.

## **Build and Maintain Customer Relationships**

Oxley Enterprises<sup>®</sup> provides expert consulting services that assist organizations in building and maintaining customer and stakeholder relationships.

- Customer Relationship Management
- Service Level Management
- Customer Service and Consultative Skills Training

### **Customer Relationship Management**

Building a relationship and keeping current customers happy is the key to a successful business. Identifying and fulfilling customer requirements is only the beginning. The hard work for an organization is in sustaining valuable relationships with customers so they will become life-long clients. Oxley Enterprises<sup>®</sup> assists organizations in building and maintaining customer relationships by demonstrating proven techniques and best practices that are crucial for every business. In order to successfully increase and maintain the customer base, it is imperative that organizations understand their customers. Our consultants conduct extensive research on the current customer base and classify customers into exclusive groups with common demographics, which enable organizations to target their marketing efforts more effectively. We schedule meetings with customers to collect their requirements, facilitate the drafting of an agreement which incorporates the customer requirements (such as a Service Level Agreement), and monitor customer satisfaction through surveys and focus groups.

### **Service Level Management**

Oxley Enterprises<sup>®</sup> assists organizations in the process of planning, coordinating, drafting, agreeing, monitoring, and reporting service commitments with customers using Information Technology Infrastructure Library (ITIL) Management Service best practices. In addition, our Service Level Management solutions support organizations in implementing a continuous improvement framework that allows for the ongoing review of service achievements to ensure that the required and cost-justifiable service quality is maintained and improved.

We expertly help to design and implement the following SLM contracts based on the Information Technology Infrastructure Library (ITIL) best practices:

- Service Level Agreements (SLA) – contract drafted for external customers
- Operating Level Agreements (OLA) – contract drafted internally which enables the organization to provide services to external customers
- Underpinning Contracts (UC) – contract drafted with external company to provide services to external customers

### **Customer Service and Consultative Skills Training**

Using **Active Participant Learning**<sup>™</sup> (APL) – our time-tested methodology that is action-based, learner-led, and experience relevant – the trainers at Oxley Enterprises provide customer service workshops which focus on creating a customer culture to meet customer requirements using best practices in customer service. Attendees learn effective customer service skills that demonstrate how to identify customers and customer requirements, deal with difficult customers, meet customer expectations, give outstanding telephone customer service, demonstrate consultative skills, identify customer root problems, and conduct root problem analysis.

## **Optimize Organizational Performance**

Oxley Enterprises<sup>®</sup> assists Senior Management in meeting organizational goals and objectives by providing all of the organization's employees with a common direction and vision by fully aligning and integrating business lines, processes, and operations.

- Strategic Planning and Organizational Transformation
- Strategic Systems Deployment Model<sup>™</sup> (SSDM)
- Accelerated Business Process Reengineering<sup>™</sup> (ABPR)
- Process Development and Management
- Performance Measurement and Analysis
- Quality Assurance and Audits

- Historical CDs

### **Strategic Planning and Organizational Transformation**

Oxley Enterprises<sup>®</sup> assists Senior Management in meeting strategic goals and objectives and by creating a culture of efficiency and effectiveness. Oxley Enterprises streamlines implementation of strategic change and provides the organization's employees with a common direction and vision, fully aligning and integrating business lines, processes, and operations. This is performed by developing a strategic planning process, facilitating strategic planning sessions, developing and implementing technical and business architectures, identifying and performing just-in-time training for necessary tools and skills, and providing assistance in developing meaningful performance measures for the organization.

Through Strategic Management consulting services, Oxley Enterprises<sup>®</sup> assists organizations with developing sound strategic plans that allows leaders to:

- Increase investment returns and secure future funding
- Make decisions regarding capital asset planning, program reviews, and Federal Compliance
- Effectively leverage project investments so that maximum value is realized
- Align projects to the organization's mission and goals
- Define and measure program success
- Apply strategic models to influence projects or programs using unique requirements for mission-driven organizations

### **Strategic Systems Deployment Model™ (SSDM)**

Oxley Enterprises<sup>®</sup> consultants use a Strategic Systems Deployment Model™ (SSDM) to guide organizations toward successful strategy development and management. This model enhances organizational maturity and focuses on implementation of best-practice business practices developed on a foundation of good strategic fundamentals. Our time-tested SSDM™ in conjunction with our exemplary experience and Accelerated Business Process Reengineering™ (ABPR) methodology can deliver better results faster for your organization and help you achieve your mission and goals.

### **Accelerated Business Process Reengineering™ (ABPR)**

Oxley Enterprises<sup>®</sup> **Accelerated Business Process Reengineering (ABPR)™** methodology is a unique, fast-paced approach to the facilitation and implementation of strategic, streamlined business processes that supports continuous improvement within the organization. With the **ABPR** model, Oxley Enterprises enables organizations to realize better results faster and to achieve their mission and goals in a manner that maximizes value.

The **Accelerated Business Process Reengineering (ABPR)™** methodology, our four-phased approach to the development of efficient processes that improves overall performance, is designed to deliver sustainable impact to mission-driven organizations by involving key stakeholders in all stages of process redesign and through institution of a Continuous Process Improvement framework.

Oxley Enterprises<sup>®</sup> unique **ABPR** methodology enables organizations to improve their competitive edge by:

- Positively impacting the organization's bottom line
- More efficiently and effectively realize your organization's mission and goals
- Save time and money by streamlining processes and reducing redundancies
- Foster a learning environment for continuing process improvement
- Encourage communication and teamwork by removing organizational barriers and silos and integrating processes within and across departments
- Enhance efficiency and productivity through the development of effective process improvement metrics

Furthermore, effective reengineering requires an understanding of vertical and horizontal structures within an organization, the different needs associated with each level, and the manner in which all levels integrate to execute the mission. Oxley Enterprises, Inc. understands this dynamic and tailors our solutions to solve the totality of the problem beyond the issues immediately recognized by Executives.

### **Process Development and Management**

Efficient and effective business processes are mission-critical to organizations in the current environment of limited resources and fierce competition. In order for organizations to maintain forward momentum in such an environment, it is

imperative that they develop strategic processes that utilize proficient systems, technology, and other enablers to optimize performance and reduce costs.

Oxley Enterprises® helps organizations provide consistent and value-added products and services to customers through streamlined and effective business processes. After performing a process audit and/or organizational assessment, our consultants determine whether processes need to be revised or reengineered. If it is determined that the processes need to be reengineered, our Accelerated Business Process Reengineering™ Methodology is customized to meet the needs of the organization and to ensure successful implementation and integration.

#### **Performance Measurement and Analysis**

All organizations are interested in achieving success, but very few define accurate performance measures that clearly demonstrate progress, success, or failure. Oxley Enterprises® implements a top-down approach to measurement by helping organizations identify the critical few measures required to accomplish their objectives. We develop customized performance management systems which motivate employees to excel in performance, while working towards organizational goals.

#### **Quality Assurance and Audits**

Repeatable processes that deliver results are necessary in today's competitive market. Oxley Enterprises®, consultants assist organizations in developing and implementing quality systems based upon best practices (e.g., ISO 9000, CMMI, Six Sigma).

#### **Historical CDs**

Capture your unit's contribution in preserving freedom as a significant part of the US Military historical record on CD.

## Oxley Enterprises, Inc Consulting Services

Public and private organizations face the persistent challenge of growing a business while developing and improving internal processes and service offerings. While the mantra of “better, faster, cheaper,” is a laudable one to which all organizations aspire, taking the necessary steps to realize vision is expensive, time-consuming, and difficult to accomplish with internal resources.

Oxley Enterprises® provides dynamic, mission-aligned strategies and solutions to help organizations across the spectrum of business and government address these challenges today, and thrive tomorrow. Our professionals apply a diverse knowledge of process and technical consultation experience to support organizations in identifying business and programmatic needs, and maximizing return on investment.

Oxley Enterprises® provides the following consulting services:

- **Management Consulting:** Provides fully integrated, results-based solutions that help organizations operate more efficiently and effectively
- **Human Capital Consulting:** Aligns learning and growth strategies with the organization’s mission and goals
- **Learning Systems Consulting:** Increases individual performance by tailoring high-impact workshops using our time-tested methodology of Active Participant Learning™
- **Information Technology Consulting:** Performs strategic integration and alignment of Information Technology with business needs and organizational objectives

## Why Oxley Enterprises?

### **Professionalism and Excellence**

Oxley Enterprises®, Inc. is a woman-owned, service disabled veteran-owned, small business, consulting company with a track record of success in helping commercial and government clients improve performance and productivity. We are committed to delivering high quality, innovative solutions that produce winning results for our customers.

### **Customized Solutions**

Every organization is unique. This is why Oxley Enterprises® is dedicated to providing clients with solutions that fit their unique business needs. We work with clients to create integrated solutions that are tailored to the organizational mission, goals, and business objectives.

### **Diversity and Agility**

Oxley Enterprises® has created multi-faceted product lines that provide organizations with the capability to effectively respond to today’s changing business trends and requirements. Our diverse consulting services and dynamic solutions help organizations respond rapidly to industry

## Labor Categories

**Labor Category/Job Title:**

**Database Administrator**

**Minimum/General Experience:** 1 year in the design, development, implementation, and maintenance of database management and learning systems.

**Functional Responsibility:** Participates in/supports studies to identify, evaluate, and recommend DBMS design concepts and/or available products based on a matching of system capabilities to validate user requirements. Determines file organization standards, table structures, indexing methods, replication schedules, and access controls for specific applications. Develops data queries and report generation formats. Monitors database usage; troubleshoots data compatibility and integrity issues; and makes modifications for enhanced performance. Defines and documents database administration policies and procedures.

**Minimum Education:** BS/BA in an associated discipline or the equivalent years in experience.

**Labor Category/Job Title:**

**Senior Database Administrator**

**Minimum/General Experience:** 3 years in the design, development, implementation, and maintenance of database management and learning systems.

**Functional Responsibility:** Conducts studies to identify, evaluate, and recommend DBMS design concepts and/or available products based on a matching of system capabilities to validate user requirements. Determines file organization standards, table structures, indexing methods, replication schedules, and access controls for specific applications. Develops data queries and report generation formats. Monitors database usage; troubleshoots data compatibility and integrity issues; and makes modifications for enhanced performance. Defines and documents database administration policies and procedures. Familiar with multi-database platforms. Conducts performance tuning and troubleshooting.

**Minimum Education:** BS/BA in an associated discipline or the equivalent years in experience.

**Labor Category/Job Title:**

**Consultant-Level 1**

**Minimum/General Experience:** Less than 1 year of consulting experience in one or more of the following areas: strategic and business planning; program evaluation; auditing; activity based costing and budgeting; communication; information technology capital planning, investment management, business cases, and performance management; business and technical architectures; human capital planning, workforce assessments professional development; process documentation, process implementation, process improvement, process reengineering; facilitation; project management; training and workshop development; and design, development, implementation, and maintenance of database management and learning systems.

**Functional Responsibility:** Gathers and organizes information on problems or procedures. Coordinates with clients and trains users to ensure smooth implementation and functional performance of new systems, procedures, or organizations. Participates in the development and maintaining of functional and operational documentation. Participates in studies on work problems and procedures. Participates in preparing recommendations for implementation of new systems, procedures, or organizational changes.

**Minimum Education:** BS/BA in an associated discipline or the equivalent years in experience.

***Labor Category/Job Title:***

**Consultant-Level 2**

**Minimum/General Experience:** 1-2 years of consulting experience in one or more of the following areas: strategic and business planning; program evaluation; auditing; activity based costing and budgeting; communication; information technology capital planning, investment management, business cases, and performance management; business and technical architectures; human capital planning, workforce assessments, professional development; process documentation, process implementation, process improvement, process reengineering; facilitation; project management; training and workshop development; and design, development, implementation, and maintenance of database management and learning systems.

**Functional Responsibility:** Gathers and organizes information on problems or procedures. Coordinates with clients and trains users to ensure smooth implementation and functional performance of new systems, procedures, or organizations. Participates in the development and maintaining of functional and operational documentation. Participates in studies on work problems and procedures. Participates in preparing recommendations for implementation of new systems, procedures, or organizational changes.

**Minimum Education:** BS/BA in an associated discipline or the equivalent years in experience.

***Labor Category/Job Title:***

**Consultant-Level 3**

**Minimum/General Experience:** 3 years of consulting experience in one or more of the following areas: strategic and business planning; program evaluation; auditing; activity based costing and budgeting; communication; information technology capital planning, investment management, business cases, and performance management; business and technical architectures; human capital planning, workforce assessments, professional development; process documentation, process implementation, process improvement, process reengineering; facilitation; project management; training and workshop development; and design, development, implementation, and maintenance of database management and learning systems.

**Functional Responsibility:** Gathers and organizes information on problems or procedures. Coordinates with clients and trains users to ensure smooth implementation and functional performance of new systems, procedures, or organizations. Participates in the development and maintaining of functional and operational documentation. Participates in studies on work problems and procedures. Participates in preparing recommendations for implementation of new systems, procedures, or organizational changes. Conducts surveys to evaluate organization's products and services, operational and management processes, information, human resources, and related information.

**Minimum Education:** BS/BA in an associated discipline or the equivalent years in experience.

***Labor Category/Job Title:***

**Senior Consultant**

**Minimum/General Experience:** 5 years of consulting experience in one or more of the following areas: strategic and business planning; program evaluation; auditing; activity based costing and budgeting; communication; information technology capital planning, investment management, business cases, and performance management; business and technical architectures; human capital planning, workforce assessments, professional development; process documentation, process implementation, process improvement, process reengineering; facilitation; project management; training and workshop development; and design, development, implementation, and maintenance of database management and learning systems.

**Functional Responsibility:** Gathers and organizes information on problems or procedures. Coordinates with clients and trains users to ensure smooth implementation and functional performance of new systems, procedures, or organizations. Develops and maintains functional and operational documentation. Studies work problems and procedures. Prepares recommendations for implementation of new systems, procedures, or organizational changes. Designs, conducts, and assesses surveys to evaluate organization's products and services, operational and management processes, information, human resources, and related information. Has substantial latitude for unsupervised decision and action.

**Minimum Education:** MS/MA in an associated discipline or the equivalent years in experience.

***Labor Category/Job Title:***

**Principal Consultant**

**Minimum/General Experience:** 7 years of consulting experience in one or more of the following areas: strategic and business planning; program evaluation; auditing; activity based costing and budgeting; communication; information technology capital planning, investment management, business cases, and performance management; business and technical architectures; human capital planning, workforce assessments, professional development; process documentation, process implementation, process improvement, process reengineering; facilitation; project management; training and workshop development; and design, development, implementation, and maintenance of database management and learning systems.

**Functional Responsibility:** Gathers and organizes information on problems or procedures. Coordinates with clients and trains users to ensure smooth implementation and functional performance of new systems, procedures, or organizations. Develops and maintains functional and operational documentation. Studies work problems and procedures. Prepares recommendations for implementation of new systems, procedures, or organizational changes. Plans, conducts, supervises, and/or manages complex projects or multiple projects. Designs, conducts, and assesses surveys to evaluate organization's products and services, operational and management processes, information, human resources (e.g., employee attitudes, culture, training, skills, experience), customer service needs, and related information. Typically trains and supervises lower level personnel. Typically has overall responsibility for project technical direction, as well as, financial and technical management.

**Minimum Education:** MS/MA in an associated discipline or the equivalent years in experience.

***Labor Category/Job Title:***

**Executive Consultant**

**Minimum/General Experience:** 10 years of management consulting experience in one or more of the following areas: strategic and business planning; program evaluation; auditing; activity based costing and budgeting; communication; information technology capital planning, investment management, business cases, and performance management; business and technical architectures; human capital planning, workforce assessments, professional development; process documentation, process implementation, process improvement, process reengineering; facilitation; project management; training and workshop development; and design, development, implementation, and maintenance of database management and learning systems.

**Functional Responsibility:** Responsible for overall technical, business, and financial management of programs and projects. Oversees program budgets, schedules, and performance. Serves as liaison to senior leadership.

**Minimum Education:** Ph.D/DBA in an associated discipline or the equivalent years in experience.

## 2008 Government Price List

### SIN 132-51 Information Technology Professional Services

Labor Category	Year 2	Labor Category	Year 2
Database Administrator	\$59.07	Consultant-Level 3	\$90.15
Senior Database Administrator	\$79.57	Senior Consultant	\$106.06
Consultant-Level 1	\$56.33	Principal Consultant	\$126.62
Consultant-Level 2	\$72.72	Executive Consultant	\$149.32