Company Name: CROWNED GRACE INC  
Contract Number: 47QRAA18D001T  
Contract Period: November 28, 2017 through November 27, 2022

GENERAL SERVICES ADMINISTRATION  
Federal Supply Service  
Multiple Award Schedule

Authorized Federal Supply Schedule Price List

Federal Supply Group: Multiple Award Schedule

Crowned Grace Inc. (dba Crowned Grace International)  
www.CrownedGrace.com  
4415 Nicole Drive; Suite F – Lanham, MD 20706  
240.454.3624 (o) 240.842.1402 (f)

For more information on ordering from Federal Supply Schedules, go to the GSA Schedules page at GSA.Gov.

For more information, please contact Stephanie Parson, Ph.D. (President)  
240.454.3624 (o) 240.842.1402 (f) Email: SAParson@CrownedGrace.com

Business Size Standard: Small Business, Service-Disabled Veteran Owned Small Business (CVE), Economically Disadvantaged Woman Owned Small Business, SBA 8(a)

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: GSAAAdvantage.gov.

Catalog Effective through Modification #PS-A812, dated 02/03/2020.
CUSTOMER ORDERING INFORMATION

1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers: SIN 541611/RC (Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services).

SIN OLM/RC (Order-Level Materials (OLM’s)).

1b. 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 which have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the area to which the prices apply. See attached price list.

1c. 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. See CGINTL Labor Category Descriptions.

2. Maximum Order: $1,000,000.00

3. Minimum Order: $100.00

4. Geographic Coverage (Delivery Area): Worldwide

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).

7. Quantity Discounts: None.

8. Prompt Payment Terms: Net 30 days. “Information for Ordering Offices: Prompt Payment Terms cannot be negotiated outside the contractual agreement in exchange for other concessions.”

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

10a. Time of Delivery (Contractor insert number of days): Specified on the Task Order.

10b. Expedited Delivery (Contractor insert number of days): Specified on the Task Order.

10c. 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.

10d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contract the Contractor’s representative to affect a faster delivery: Contact Contractor.

11. F.O.B Point(s): Destination.

12a. Ordering Address(es): Same as Contractor.
12b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s), are found in Federal Acquisition Regulation (FAR 8.405-3).

13. Payment Address(es): Same as Company Address.


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

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

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

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): N/A.

18b. Terms and conditions for any other services: N/A.

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

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

21. Preventive maintenance (if applicable): N/A.

21a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): N/A.

21b. 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: N/A.

22. Data Universal Numbering System (DUNS) number: 131628831.

24. Notification regarding registration in System for Award Management (SAM) database: Registered, Expiration Date: 09/14/2021.
The Crowned Grace International Advantage

Why choose Crowned Grace International (CGINTL) for Professional Services under the Multiple Award Schedule? CGINTL brings unparalleled resources and solutions to our clients – linking their business objectives to tangible results.

Quality—CGINTL is the consultant of choice for the full range of mission oriented business integrated projects in both the public and private sectors. We are recognized for the quality of our services and have won numerous awards. A majority of our clients engage us for additional work, offering further testament to our strong reputation and the value we provide.

Experience—With our breadth and depth of experience, CGINTL offers a rich consulting skill base and management commitment to apply its industry best-practice capabilities to innovatively resolve program objectives. Our insights and understanding of requirements regularly translate into cost savings and performance efficiencies measurable in terms of reduced learning curves, quality of service and effective use of leading-edge information technologies. We strive to hire and maintain professional staff, allowing Crowned Grace International to be a premier provider of quality services to our clients. We have served civilian and military agencies, state and local governments and not-for-profit agencies in projects covering a wide range of consultation, facilitation and training services. These services are described in more detail in the following sections.

Skilled Professionals—CGINTL’s multidisciplinary consulting team works with clients on business improvement initiatives on a day-to-day basis. We provide a wide range of services such as business process reengineering (BPR), front-end analysis, statistical analysis, business case analysis, organizational development/organizational change management expertise, workforce analysis, strategic planning, ExperienceChange®, ExperienceInnovation®, leadership assessments (MBTI, EQi, Hogans, Total SDI, DiSC, etc.), professional development, leadership development/training, executive coaching and requirements analysis, among others. Our team includes many distinguished organizational scientists, industrial and organizational psychologists, business analysts, research analysts, data analysts, financial analysts, instructional technologists, multimedia and training development specialists, facilitators and other professionals with experience in performance improvement and change initiatives. These consultants call upon the firm's large cadre of subject-matter specialists with expertise in more than 15 distinct professional areas.

Well-Defined Management Practices—Crowned Grace International has spent years refining our management practices with the goal of developing quality products and services which meet or exceed our client’s expectation, delivered on time and in budget. Our efforts have not gone without reward: much of our business is follow-on tasks for existing clients. This proves that CGINTL delivers what we promise and achieves superior customer satisfaction. Our management approach is to provide a single point of responsibility, the Project Manager (PM), with the charter of delivering the final product. That is not to say that the PM works alone but
that the PM has the full complement of CGINTL resources available to assemble the right team to deliver the right results. Attention is paid to quality at CGINTL with defined standards and processes used throughout the firm aligned with our ISO 9001 – 2015 certification.

Proven Development Methodology—CGINTL has a series of methodologies which are reliably used to deliver our services on time. The key to our methodologies is constant communication with the client. An informed client will have no surprises at the end of the project. Communication is key in validating requirements to reach a mutual understanding of functionality required in the final system. Having the client intimately involved along the way and providing status updates regularly also reinforce the partnership we strive to develop with our client. We use this process to develop the solution that not only proves concepts but also allows the client to tangibly measure progress. We build in time for user assessments.

**SIN 541611 / RC Consulting Services**
We provide expert advice, assistance, guidance and counseling in support of agencies’ management, organizational and business improvement efforts. This includes:

- Management or strategy consulting, including research, evaluations, studies, analyses, scenarios/simulations, reports, business policy and regulation development assistance, strategy formulation and expert witness services
- Facilitation and related decision support services. Agencies may hire us when engaging in collaboration efforts when working with ad-hoc groups or integrated teams. Agencies bringing together diverse teams and/or groups with common and/or divergent interests may require a neutral party to assist in
  - The use of problem solving techniques
  - Resolving disputes, disagreements and divergent views
  - Defining and refining an agenda
  - Convening and leading large and small group briefings and discussions
  - Providing a draft for the permanent record
  - Recording discussion content and focusing decision-making
  - Facilitating focus groups
  - Debriefing and in overall planning.
- Survey Services. We provide expert consultation, assistance and deliverables associated with all aspects of surveying. We can survey employees, citizens, management and/or other specific constituents of any size. We can assist with and independently complete:
- Planning survey design
- Administering surveys using various types of data collection methods
- Sampling and survey development
- Database administration
- Data analyses of quantitative and qualitative survey data
- Pretest/pilot surveying
- Assessing reliability and validity
- Producing deliverables to include:
  - Description and summary of results with associated graphs, charts and tables description of data collection and survey administration methods
  - Discussion of sample characteristics and validity of data
  - Analysis of non-response
  - Briefing of results to include discussion of recommendations and follow-up actions
- Advisory and assistance services in accordance with FAR 37.203

SIN 541611/RC Program and Project Management:
CGINTL provides high-quality integrated business program support services to assist agencies in planning, initiating, managing, executing, and closing out mission-oriented business programs and projects. Services included are project leadership and communication with stakeholders; project planning and scheduling; earned value management support; project management, including performance monitoring and measurement; reporting and documentation associated with program/project objectives; stakeholder briefing(s), participation in required meetings, and related project support services; program integration services; and project close-out services.

The Service Contract Labor Standards (SCLS) is applicable to this contract as it applies to the entire Multiple Award Schedule and all services provided. While no specific labor categories/services have been identified as being subject to SCLS due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCLS eligible labor categories. If and/or when the contractor adds SCLS labor categories/employees to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS matrix identifying the GSA labor category titles, the occupational code, SCLS labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.
Appendix A – Labor Categories

1. **Principal**

**Description:** Corporate manager responsible for the management, direction and operation of major aspects of the business. Provides executive-level expert guidance and direction to single or multiple program areas. Manages complex organizations and teams by integrating skills into client-focused, results-oriented consulting solutions. Integrates technical/business requirements and solutions into business process reengineering requirements and translates concepts into operational improvements and systems.

**Education & Experience**
- Senior Principal: Master’s Degree in a related field and 15 or more years of professional experience in a related field.
- Principal: Bachelor’s degree in a related field with 10 or more years of experience in a related field

**Functional Responsibilities:** Responsible for analyzing, planning, directing and coordinating activities of designated projects and organizations within the business. Ensures that goals and objectives of those projects and organizations are accomplished within prescribed time frames and budgets. Provides management and organizational improvement services which include planning and strategies, analysis, risk management, management oversight and preparing agency statement of work.

**General Responsibilities**
- Directs programs to meet customer mission requirements.
- Provides overall management of budget and ensures projects and programs are executed within contract parameters.
- Serves as the customer’s senior (corporate) point of contact.
- Maintains full authority and responsibility for contract and financial management, resource commitment, staffing and client satisfaction.
- Ensures correct resources and technical approaches are applied.
- Oversees the corporate QA program established for each contract.
- Ensures effective communication between and among the contract management team and the customer.
- Proactively identifies and resolves issues and problems.
2. **SUBJECT MATTER EXPERT / ORGANIZATIONAL DEVELOPMENT AND ORGANIZATIONAL CHANGE MANAGEMENT (OD/OCM) CONSULTANT**

**DESCRIPTION:** Recognized expert in their field (technical or business) who is capable of strategic thinking and thought leadership in that field. Proven ability in leading one or more functional areas within an organization in their field of expertise. Capable and experienced in supporting organizations in the following: managing functional and cross-functional teams by developing work plans and managing project execution timelines; as an independent expert, covering a variety of subject areas including specific technologies and products, markets and market trends, competitor analysis, financial impact, etc.; being a project point person both internally and externally; leading thinking and structure for a project; conducting primary research including market surveys of vendors and users as well as secondary research; analyzing findings, developing insights and integrating individual work streams into a single, cohesive plan with specific actionable recommendations and deliverables; supporting development of work plan estimates and resource/staff plans; planning and facilitating meetings with company or client project management; identifying company's/client's requirements, environment and culture, through insightful questions in order to develop appropriate recommendations that can be implemented. Requires senior leadership experience in advising on technical, operational or business issues; managing/supporting business/technology projects; gathering, compiling and analyzing data; surveying and statistical analysis; developing consensus; and should be knowledgeable and skilled in project management; specific (disciplined) area of expertise; understanding of marketing, finance and general business acumen; ability to analyze problems; and have excellent written, verbal and presentation skills.

**EDUCATION & EXPERIENCE**

- Senior Subject Matter Expert | Senior OD/OCM Consultant III: Requires a master’s degree in a related field such as organizational development, computer science, business or information systems, and 15 years of related experience.
- Junior Subject Matter Expert | Junior OD/OCM Consultant II: Requires a master’s degree in a related field such as organizational development, computer science, business or information systems, and 10 years of related experience.
- Subject Matter Expert | OD/OCM Consultant I: Requires a master’s degree in a related field such as organizational development, computer science, business or information systems, and 7 years of related experience.

**FUNCTIONAL RESPONSIBILITIES:** Provides technical, managerial, and administrative direction for problem definition, analysis, requirements development, and implementation for complex to extremely complex systems in the subject matter area. Makes recommendations and advises on organization-wide system improvements, optimization or maintenance efforts.

**GENERAL RESPONSIBILITIES**

- Defines the problems and analyzes and develops plans and requirements in the subject matter area for moderately-complex to complex systems
• Coordinates and manages the preparation of analysis, evaluations and recommendations for proper implementation of solutions
• Develops requirements from a project's inception to its conclusion in the subject matter area for simple to moderately complex systems
• Assists other senior consultants with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts

3. ORGANIZATIONAL DEVELOPMENT / ORGANIZATIONAL CHANGE MANAGEMENT (OD/OCM) CONSULTANT

DESCRIPTION
Subject matter expert and delivery on small to mid-size to large and complex projects; coach and management consultant to senior customer executives. Team member contributing to consulting staff client assignments within specified guidelines. Performs a variety of tasks that require both practical experience and theoretical, state-of-the-art, technical knowledge in specialty area. Understands overall strategic direction of the customer and purpose of task assignment.

EXPERIENCE & EDUCATION
• Senior OD/OCM Consultant: Master’s degree or higher, certifications and training in OD/OCM, psychology and coaching. 15+ years of management consulting experience to the government and/or private sector on mid-size to large complex projects.
• Junior OD/OCM Consultant: Bachelor’s Degree or higher, certifications and training in OD/OCM psychology and/or coaching. 10+ years of management consulting experience on small to mid-size complex projects.
• OD/OCM Consultant: Bachelor’s Degree, certifications and training in OD/OCM, psychology and/or coaching. 7+ years of management consulting on small projects.

FUNCTIONAL RESPONSIBILITIES
An organizational development consultant is a person called in to a company, be it a large corporation or a small business, to evaluate how it operates and make recommendations for improvement. Organizational development consultants are typically hired when an organization is struggling and needs to make changes in order to remain profitable. Such consultants are often highly educated in the field of business, have experience in managerial roles and depend on an excellent reputation for bringing businesses back to profitability in order to continue being hired by other struggling groups.

GENERAL RESPONSIBILITIES
• Organizational Assessment: Through observation, research and interviews, an organizational development consultant analyzes the corporate culture of a company. In doing so, it is determined whether the parts are working together as a whole.
• Change Management: Changing management doesn't always mean changing personnel. Based on what is learned through an organizational assessment, we work with management and teams to plan and implement changes in both work practices and office
environment behaviors. Of course, if the existing management does not wish to change, we may have to recommend personnel changes and look for new hires. Some of the changes we recommend could be employee-driven, such changing job duties or developing plans to keep valuable employees.

- **Problem Solving and Team Building:** Our assessment might show that there is a specific problem that is hindering an organization’s performance. After identifying the problem as being employee-driven or due to the business model, we work with leadership to develop and deploying a solution. Using learned methods in organizational planning and group dynamics, we develop and implement team building skills between employees and the management team. This will help to improve team harmony through interpersonal communications and stress reduction, thereby increasing productivity.

- **Process Consulting:** During the assessment process, we will research various business methods to determine an appropriate plan. We use that information to identify successful practices and work with the team to reinforce those applications. We may also stress the need to discard what does not work and develop new business models that can work with current effective methods.

- **Meeting Design:** Too often, meetings never accomplish much beyond getting everyone away from their workstations. As an organizational development consultant, we monitor how meetings are used at a business and work to develop a plan to teach meeting facilitators how to organize materials, set an agenda, and keep a meeting on task.

### 4. Executive Coach

**DESCRIPTION:** Provides expertise in support of program/project operations by conducting individual leadership and executive coaching, based on created developmental plan. Conducts coaching via conference calls, e-mail support, “just-in-time” calls (providing consulting and preparation for important meetings or presentations) and stretch assignments for application and integration of new skills and behaviors. Provides appropriate resources including current articles and books and executive learning experiences related to mission-oriented business improvement subjects. Consults with clients to assist them in becoming more effective in their careers and moving to a higher performance level by challenging ineffective beliefs, emphasizing and documenting accountability and building on career and organizational mission and goals. Provides coaching on subjects including time management, ways to influence stakeholders, ways to leverage strengths, focus on organizational and individual goals, awareness and management of self-defeating behaviors, communications skills, leadership styles and team development and management skills.

**EXPERIENCE & EDUCATION**

- **Senior Executive Coach:** Master’s degree or higher, coaching certification and training in OD/OCM, psychology and coaching. 15+ years of management consulting experience to the government and/or private sector on mid-size to large complex projects. Requires 200 documented hours of Coach-Specific Training, a minimum of 2500 hours of
coaching experience, a minimum of 35 clients, and proof of passing the 3-part examination of the International Coach Federation (or similar program).

- **Junior Executive Coach**: Bachelor’s Degree or higher, coaching certification and training in psychology, coaching and OD/OCM. 10+ years of management consulting experience on small to mid-size complex projects. Requires 125 documented hours of Coach-Specific Training, a minimum of 750 hours of coaching experience, a minimum of 25 coaching clients, and proof of passing the 3-part examination of the International Coach Federation (or similar program).

- **Executive Coach**: Bachelor’s Degree (Master’s degree is preferred), coaching certification and training in coaching, psychology and/or OD/OCM. 8+ years of management consulting and coaching. With at least 7 of those years of experience in leadership or executive coaching, or a subject matter discipline required by client. Must have completed 75 hours of training from an ICF-accredited Coach Training School (or similar program).

**FUNCTIONAL RESPONSIBILITIES**: The executive coach analyzes the gap between the organization’s expectation and the manager’s performance. Then the manager’s effectiveness is examined from several points of view, including behavioral and style issues, company culture and values, as well as changes within the industry.

**GENERAL RESPONSIBILITIES**: The executive coach develops a specific coaching plan to help the coachee (protégé) improve their performance. The plan can include work in some of the following areas to include:

- Problem solving
- Establishing effective business relationships
- Learning to think strategically
- Managing time more efficiently
- Delegating effectively
- Improving communication skills
- Balancing work, life and family, etc.

The executive coach chooses the most effective coaching format includes one-on-one sessions, joint sessions with manager and subordinate(s), team development and on-site, day-long observations, followed by feedback.

5. **PROCESS IMPROVEMENT ANALYST**

**DESCRIPTION**: Guides and assists clients through a wide range of management, organizational and business improvement and modernization initiatives by applying continuous process improvement strategies, methodologies and principles. Develops business methods for problem solving, process change and solutions implementation ensuring enterprise-wide integration. Identifies best practices, assesses performance measurement and researches, collects and verifies data and translates it into strategic and operational guidance. Provides group facilitation,
interviewing, training and other forms of knowledge transfer. Areas of focus include but are not limited to identifying and eliminating duplication, outsourcing opportunities, streamlining, centralizing, business transformation, business process redesign and modeling, quality improvement and lean six sigma.

**EXPERIENCE & EDUCATION**

- Senior Process Improvement Analyst: Master’s Degree and 15 years of experience
- Junior Process Improvement Analyst: Bachelor’s Degree and 10 years of experience
- Process Improvement Analyst: Bachelor’s Degree and 7 years of experience

**FUNCTIONAL RESPONSIBILITIES**

- Review & Document. Work with Product Owner, Business Architect, Solutions Architect and other subject matter experts to identify scope of processes to be examined. Conduct interviews with internal clients and key stakeholders to define business requirements and gather current state and to be state of business processes and methodologies. Collect and collate data on process improvement and performance. Document these processes and methodologies by creating detailed presentations for Management and other key stakeholders. Determine which business processes can be streamlined with software applications along with Business Architect and Solution Architect.
- Identify Deficiencies & Recommend Alternatives. Identify deficiencies or new concepts within customer’s business model by diagraming requirements in a work-flowchart, studying system capabilities and developing alternative solutions. Provide management with the information needed to make decisions about strategies and projects as well as recommend/facilitate quality improvement efforts and new best practices to ensure greater firm-wide impact.
- Process Expertise. Provide oversight, guidance, and mentorship to other process analysts on six sigma tools and methodologies. Demonstrate the benefits of process engineering on improved problem definition and resolution.

**GENERAL RESPONSIBILITIES**

- Project Management: Create work plan/schedules, developing due dates, coordinating events related to documentation and training, testing, and cost analysis efforts required by finance, actively tracking all aspects of product epics, and sprints for the product owner. Ensure that dates targeted are being met, obstacles are identified, and issues are resolved by appropriate team members identified to ensure that the project’s goals are achieved.
- Serve as the liaison between business requestors and business leaders to resolve questions from customer/stakeholder pertaining from changes; present requirements on behalf of the requestor to business leaders; and facilitate discussion to build consensus on the completeness and accuracy of requirements. Communicates with business SMEs to ensure expectations are kept in line with project status. Obtain sign-off of deliverables by
all impacted parties.

- Drive to detailed definition throughput to delivery team for development of user stories to development and testing. Monitor and measure the effectiveness of processes to ensure consistent value delivery, communicate changes to impacted areas and drive knowledge transfer to Operations and the adoption of the designed processes and solution use with stakeholders.

6. TRAINER

DESCRIPTION: Responsible for training individuals and organizations in addressing organizational and leadership challenges. Leads and develops courses in individual leadership development needs while establishing systematic, integrated leadership development practices within organizations. Primarily responsible for developing and teaching management expertise, leadership development, curriculum and course design, and organizational and business practice improvements in support of client activities in leadership development, strategic leadership initiative planning, competency achievement and leadership process management. Assists in the development of custom programs for private and public sector organizations. Highly experienced in teaching how to translate strategic leadership development plans into tangible actions, developing leadership resources, creating continuous improvement strategies and assisting clients in creating a high-performance workforce.

EXPERIENCE & EDUCATION

- Senior Trainer ~ Master’s Degree or Higher and a minimum of 15 years of experience
- Junior Trainer ~ Bachelor’s Degree and a minimum of 10 years of experience
- Training Specialist ~ Bachelor’s Degree and a minimum of 5 years of experience

FUNCTIONAL RESPONSIBILITIES: Conducts research to develop and revise training courses and prepares appropriate training catalogs. Develops all instructor materials (course outline, background material, and training aids). Develops all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, seminars, and/or computer based/computer aided training. Provides daily supervision and direction to staff.

GENERAL RESPONSIBILITIES

- Confer with management, supervisors and employees to gain knowledge of work situations requiring training and to better understand changes in policies, procedures, regulations, business initiatives and technologies.
- Coordinate training schedule with the hiring and training demands of the customer.
- Formulate teaching outline and determine instructional methods such as individual training, group instruction, lectures, demonstrations, conferences, meetings and workshops.
• Select or develop teaching aids such as training handbooks, demonstration models, multimedia visual aids, computer tutorials and reference works.
• Conduct training sessions covering specified areas such as on-the-job training, refresher training, etc.
• Test trainees to measure progress and to evaluate effectiveness of training.
• Report on progress of employees under guidance during training periods.
• Monitor methods used by employees for shipping and inbound duties and make on the spot corrections.
• Assist employees with problems concerning "how to" perform specific tasks related to their position.
• Make suggestions on improving work procedures based on session / participant discoveries.
• Develop strong relationship with all departments to develop course materials and receive feedback.

7. **ASSESSMENT ADMINISTRATOR/FACILITATOR**

**DESCRIPTION:** Chooses from an extensive array of proven, research-based leadership competencies. The Assessment Administrator assists with Competency Mapping Services designed to align with existing values, competencies or initiatives. They work with the leadership to Select the assessment that best fits with their organization’s needs. We offer a variety of assessment suited for each level of manager. The Administrator provides an orientation briefing to maximize organizational investment by generating enthusiasm, creating buy-in and optimizing participation. As an experienced, certified feedback facilitator they ensure that individual and group-level data is interpreted in a way that optimizes receptivity and impact. They then implement the plan to follow up on goals. Our assessments help crystallize what it means to be an effective leader. The administrator help managers take ownership of their impact on others and set individual development plans. All of our assessments offer development planning guides or other supporting materials to aid in the development process.

**EXPERIENCE & EDUCATION**

- **Senior Assessment Administrator** – Doctorate Degree and a minimum of 15 years of experience. Certified in the assessment tools.
- **Junior Assessment Administrator** – Master’s Degree or higher and a minimum of 10 years of experience. Certified in the assessment tools.
- **Assessment Administrator** – Bachelor’s Degree and a minimum of 7 years of experience. Certified in the assessment tools

**FUNCTIONAL RESPONSIBILITY:** Responsible for providing and analyzing a wide array of assessments and performance tools that identify behaviors and provide increased self-awareness for leadership development and organizational change. Assesses and pinpoints processes that can be modified or enhanced through learning to build and sustain effective leadership at every
level of an organization. Highly experienced in a wide range of programs and services in the areas of leadership training, executive development, classroom training and facilitation, assessment results interpretation and delivery and managerial assessment for senior managers and executives. Provides feedback from the results of various assessment tools, personal surveys, and observations to senior and high-potential individuals responsible for providing leadership and organizational change.

**GENERAL RESPONSIBILITIES**

- Works with organization / individual to define the strategic direction of the organization/individual (defines a “desired state”)
- Administers assessment to individual and/or organization
- Analysis assessment results
- Prepares de-brief on raw data (assessment results)
- Develops an initial gap analysis (“as-is” compared to “desired state”)
- Presents assessment results and initial gap analysis
- Works with organization/individual to map out improvement plan
- Makes recommendations based on assessment results, strategic direction and improvement plan
- Monitors implementation of improvement plan

8. **PROGRAM/PROJECT MANAGEMENT**

**DESCRIPTION:** Manages multiple projects across an organizational discipline. Creates, implements, directs and manages daily operations and budget in accordance with established project plan and in compliance with customer requirements. Responsible for maintaining current status of ongoing programs, capturing all data and current project status, preparing information briefings, supervising preparation and maintenance of weekly and monthly management report books and developing current standard operating procedures. Responsible for assisting in the development of communication strategies and action plans based on an understanding of organizational goals and objectives. Develops information products based on target audience and budget. Supervises execution of information plan using all available media. Approximately 85 to 95% of time is minimally allocated to client projects.

**EXPERIENCE & EDUCATION**

- Program Manager II: Master’s Degree or equivalent education/work experience with a minimum of 15 years of industry experience. Project Management Professional (PMP) Certified. Approximately 5 to 10% of time is allocated to any one particular project.
- Program Manager I: Bachelor’s degree in applicable discipline, with 10 years directly related experience. PMP Certified. Approximately 10 to 15% of time is allocated to any one particular project.
• Project Manager II: Master’s Degree or equivalent education/work experience with a minimum of 10 years of industry experience. Project Management Professional (PMP) Certified. Approximately 85 to 95% of time is allocated to any one particular project.
• Project Manager I: Bachelor’s degree in applicable discipline, with 5 years directly related experience. PMP Certified. Approximately 85 to 95% of time is allocated to any one particular project.

FUNCTIONAL RESPONSIBILITIES: Program managers serve a strategic role within an organization’s project management group. They do not manage individual projects, but instead coordinate teams working on related projects. The program manager coordinates the work of project managers who lead teams focused on delivering the individual products that make up the suite. Experience as a proactive coordinator for large projects. Solid understanding of the PMBOK® Project Management techniques. Excellent communication, organizational and planning-skill.

GENERAL RESPONSIBILITIES

• Provide services to assist agencies in planning, initiating, managing, executing, and closing out mission-oriented business programs and projects
• Services included are project leadership and communications with stakeholders; project planning and scheduling; earned value management support; project management, including performance monitoring and measurement; reporting and documentation associated with project/program objectives; stakeholder briefings, participation in required meetings, and related project support services; program integration services; and project close-out services.
• Simultaneously plans and manages highly visible program operations, including technical support, involving multiple projects/task orders and personnel at diverse locations.
• Organizes, directs, and coordinates planning and execution of all program activities. Must be able to effectively interface with all levels of management.
• Establishes and alters management structure, as necessary, to effectively direct program activities.
• Meets and confers with Government management officials regarding status of specific activities, as well as problems, issues, or conflicts requiring resolution.
• All services must be provided and performed under the supervision/management of the contractor's Project Manager or Program Manager.

9. ANALYST

DESCRIPTION: Possess knowledge of applying analytic methodologies and principles to address client’s needs. Supports analyst functions including data collection, interviewing, data modeling, project testing, and creation of performance measurements to support project objectives. Conducts activities in support of project team’s objectives. Works closely with other Analysts and/or Team Leads. Expert with extensive knowledge and experience developing and applying analytic methodologies and principles and is recognized as a leader within disciplined functions.
Leads the application of analytic techniques and helps define project objectives and strategic direction. Is responsible for providing leadership and vision to client and project teams around the methodology. Resolves complex problems, which require an in-depth knowledge of analytic methodologies and principles. Directs the activities of more junior Analysts or other staff as necessary on activities related to the application of analytical techniques and methodologies. Demonstrated managerial and supervisory skills.

**EXPERIENCE & EDUCATION**

- Senior Analyst: Bachelor’s Degree with a minimum of 7 years of experience
- Analyst: Bachelor’s Degree with a minimum of 5 years of experience

**FUNCTIONAL RESPONSIBILITIES:** Manages research studies, develops sampling plans, develops questionnaires, conduct pre-tests, collects data on-site, by mail, or telephone as required. Analyzes data using advanced statistical methods. Writes reports, presents briefings to organizational leaders/government officials. Supervises staff including interviewers, statisticians, writers and coders.

**GENERAL RESPONSIBILITIES**

- Provide services to assist agencies in planning, initiating, managing, executing, and closing out mission-oriented business programs and projects
- Prepares and conducts business analyses and studies, needs assessments, requirements analysis/definition and cost/benefit analyses in an effort to align business systems, solutions and initiatives.
- Prepares forecasts and analyzes trends, reporting regulations and business conditions.
- Develops and analyzes metrics, performance measurements, requirements, reports and recommendations related to management, organizational structure, policy/procedures and business systems.
- Identifies potential business risks.

10. **FUNCTIONAL SPECIALIST**

**DESCRIPTION:** Possesses knowledge in designated field or discipline. Supports assessments of organization’s challenges using specializes skills and knowledge. Contributes to the execution of project or task plan and helps assess the impact of industry trends, policy or standard methodologies. Conducts activities in support of the project team’s objectives. Works closed with senior Specialists or Task Leads.

**EXPERIENCE & EDUCATION**

- Functional Specialist II: Bachelor’s Degree with 10 years of experience
- Functional Specialist I: Bachelor’s Degree with 5 years of experience

**FUNCTIONAL RESPONSIBILITIES:** Expert with extensive knowledge in designated field or discipline. Provides insight and advice concerning task or project strategic direction and
outcomes. May contribute to the evaluation, analysis, and development of recommended solutions. Resolves complex problems, which require an in-depth knowledge of subject matter related to the designated field or discipline. Applies principles and methods of the subject matter to specialized solutions. Generally, possess demonstrated ability and experience in management consulting and cross-team facilitation at the senior management level. Other areas of expertise may include, but is not limited to, business process reengineering, statistical process control, individual and organizational assessment and evaluation, process modeling a simulation, strategic and business planning, change management, organizational development and the development of leadership/management skills. May directs the activities of other staff as necessary on activated related to the specified field or discipline.

**GENERAL RESPONSIBILITIES**

- Provide services to assist agencies in planning, initiating, managing, executing, and closing out mission-oriented business programs and projects.
- Participates in the development of solutions by leveraging knowledge of the designated field or discipline.
- Contributes to the implementation of strategy and helps assess the impact of industry trends, policy, and/or standard methodologies.
- Directs the activities of Specialists or other staff as necessary on activities related to the specified field or discipline.

**Appendix B - Labor Rates**

<table>
<thead>
<tr>
<th>Service Proposed (e.g. Labor Category or Job Title/Task)</th>
<th>Contractor or Customer Facility or Both</th>
<th>Domestic or Overseas</th>
<th>11/28/17 to 11/27/22</th>
</tr>
</thead>
<tbody>
<tr>
<td>Senior Subject Matter Expert / Senior OD Consultant III</td>
<td>Both</td>
<td>Worldwide</td>
<td>$238.50</td>
</tr>
<tr>
<td>Junior Subject Matter Expert / Junior OD Consultant II</td>
<td>Both</td>
<td>Worldwide</td>
<td>$187.17</td>
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<td>Subject Matter Expert / OD Consultant I</td>
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<tr>
<td>Senior Executive Coach</td>
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</tr>
<tr>
<td>Junior Executive Coach</td>
<td>Both</td>
<td>Worldwide</td>
<td>$187.17</td>
</tr>
<tr>
<td>Position</td>
<td>Location</td>
<td>Worldwide</td>
<td>Salary</td>
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<tr>
<td>----------------------------------</td>
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<tr>
<td>Executive Coach</td>
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<td>Senior Process Improvement Analyst</td>
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