On-line access to contract ordering information, terms and conditions, continuous up-to-date pricing, and the option to create an electronic delivery order is available through GSA Advantage!, a menu-driven database system. Visit http://www.gsa.gov

**SIN:** 874-1 Worldwide
**SIN:** 874-2 Worldwide

**Contract Period:** January 3, 2018 – January 2, 2023

100% SATISFACTION GUARANTEED
The **MISSION** of JJA CONSULTANTS is to develop, market and deliver comprehensive performance improvement products, tools, technologies and services to help organizations achieve global competitiveness. JJA Consultants is dedicated to empowering customers, stakeholders and business associates with world-class products, tools, technologies, innovative best business practices and results for key sustainability. Products and services offerings are backed by a corporate commitment to excellence and a 100% customer satisfaction guarantee.

The **VISION** of JJA CONSULTANTS is to be the premier choice and best value provider of consulting, training and research services to public and private sector organizations. We will utilize our knowledge of best business practices and our ability to create innovative solutions to improve individual and organizational performance.
Executive Coaching

Customer Satisfaction Management

Leadership Training and Development

Organizational Restructuring and Staffing

Diversity Solutions

Technology Management and Integration

Customer Satisfaction Management

Employee Recognition Systems

Organizational Development

Quality Improvement Systems

Performance Measurement

Labor and Management Partnerships

Strategic, Tactical and Operational Planning

Employee Morale Improvement

Process Improvement and Re-engineering

Supplier Partnership and Management

JJA CONSULTANTS

The Differentiators

4.9 of 5.0
Average Customer Satisfaction Index

750+
Organizations Served

290,000+
Professionals Trained

260+
Publications

18+
Average Years of Experience

97%
Repeat Business Index

1000+
Projects Completed

400+
Awards

100+
Pioneering Events

8-30+
Year Range of Experience

100% Customer Satisfaction Guarantee

JJA CONSULTANTS provides a full-service guarantee for all our consulting, training, facilitation, products, and research services. If any customer is not satisfied with our products and services, a full refund is provided. The JJA CONSULTANTS team of professionals, pioneers and world leaders in continuous performance improvement back our guarantee.
1. **Table of Awarded Special Item Numbers (SINs):**
   1. SIN 874-1: Integrated Consulting Services
   2. SIN 874-4: Training Services: Instructor Led Training, Web Based Training and Education

2. **Business Size:** Small

3. **Description of Labor Categories:** See Page X

4. **Maximum Order:** $1,000,000

5. **Minimum Order:** $100.00

6. **Geographic Coverage** (delivery area): Worldwide

7. **Point(s) of Production:** As required

8. **Discount from List Prices or Statement of Net Price:** Net prices per enclosed price list

9. **Quantity Discounts:** Quantity and volume discounts may apply

10. **Prompt Payment Terms:** 1% Discount for payment made within 10 days

11. **Government Credit Cards:** Accepted at or below Micro-purchase Threshold

12. **Foreign Items:** N/A

13. **Time of Delivery**
   a. As specified in individual Task Order
   b. Expedited delivery: Terms of expedited delivery of items are negotiable at time of purchase by FSS customer
   c. Overnight / 2-day delivery: Terms of expedited delivery of items are negotiable at time of purchase by FSS customer
   d. Urgent Requirements: FSS customers may contact our representatives to effect faster product and service delivery

14. **F.O.B. Point(s):** Destination

15. **Ordering Address:**
    JJA CONSULTANTS
    The Edosomwan Building,  
    4290 Chain Bridge Road, Suite 300  
    Fairfax, VA 22030

16. **Payment Address:** Same as Ordering Address above
Customer Information

17. **WARRANTY PROVISION:** Not applicable

18. **EXPORT PACKING CHARGES:** Not applicable

19. **TERMS AND CONDITIONS OF GOVERNMENT COMMERCIAL CREDIT CARD ACCEPTANCE:**
   Not applicable

20. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):**
   Not applicable

21. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICATION):** Not applicable

22. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FOR LIST PRICES (IF APPLICABLE):** Not applicable

23. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):** Not applicable

24. **LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):** Not applicable

25. **LIST OF PARTICIPATING DEALERS (IF APPLICABLE):** Not applicable

26. **PREVENTIVE MAINTENANCE (IF APPLICABLE):** Not applicable

27. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (E.G., RECYCLED CONTENT, ENERGY EFFICIENCY AND/OR REDUCED POLLUTANTS):** Not applicable

28. **DATA UNIVERSAL NUMBER SYSTEM (DUNS) NUMBER:** 78-3745375

29. **SAM REGISTRATION IS CURRENT AND ACTIVE THROUGH:** June 15, 2018

**THE SERVICE CONTRACT ACT (SCA) STATEMENT**

The Service Contract Act (SCA) is applicable to this contract and as it applies to the entire 00CORP The Professional Services Schedule and all services provided. While no specific labor categories have been identified as being subject to SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29CRF 5413.300), this contract still maintains the provisions and protections for SCA eligible labor categories. If and/or when the Contractor adds SCA labor categories / employees to the contract through the modification process, the Contractor must inform the Contracting Officer and establish a SCA matrix identifying the GSA labor category titles, the occupational code, SCA labor category titles and applicable wage determination (WD) number. Failure to do so may result in cancellation of the contract.
A full-service consulting, training, research, and facilitation company helping public, private, and non-profit organizations improve performance for several decades.

“JJA Consultants delivers 5-star results with attentive customer service. I highly recommend utilizing JJA for any performance improvement initiative.”
--Federal Sector Client

“JJA Consultants provides the expert guidance ensuring that my company receives what we need as well as what we want. JJA Consultants is a true value-add company!”
--Private Sector Client

“JJA Consultants worked with our budget and was transparent throughout the consulting project. Exceeded expectations.”
--Local Government Client

**Corporate Information**

**CERTIFICATIONS:**
(i) Certified Small Business  
(ii) SIC CODES: 8742, 8299, 8741, 8711, 8748  
(iii) Primary NAICS code: 541611  
(iv) Contract Vehicles: National Aeronautics and Space Administration (NASA); United States Department of Agriculture (USDA); States of Washington, Oregon, and Virginia; Fairfax County, Virginia; and, Washington Metropolitan Area Transit Authority

**FINANCIAL STATUS:** Debt-free company with A+ line of credit to support contracts

**FEDERAL TAX ID NUMBER:** 54-1566093

**COMMITMENT TO CUSTOMERS:** 100% customer satisfaction guarantee offer to all customers for consulting, training, and research services

**DUN & BRADSTREET (D&B) NUMBER:** 78-374-5375

**CAGE CODE NUMBER (DOD):** OW4J4

**CORPORATE WEBSITE:** www.jjaconsultants.com

**COMPANY STRENGTHS:** People, innovation, and state-of-the-art consulting, training, and research products, with global experience in delivering results and solutions.
Selected Client List
Aerotek
Aesculap
Alachua County Government
Alcoa
Amdahl
American Express
Anne Arundel Medical Center
Arlington County
BTG Inc.
Bureau of Engraving
Bureau of Standards
Canon USA, Inc.
CAST
CDC
Census Bureau
Center for Food and Safety Admin.
Citibank
City of Fairfax
City of St. Louis
Columbia Gas
Customs & Excise
DC Electronics
Habitat for Humanity
Defense Logistics Agency
Defense Mapping Agency
Delta Research Corporation
Department of Energy
Department of Interior
Eagle Commercial Bank
Environmental Protection Agency
Export-Import Bank of the US
Fairfax Opportunities Unlimited
Federal Highway Administration
Federal Trade Commission
General Dynamics
General Physics Corporation
General Services Administration
George Mason University
Georgia Transmission Corporation
Harbour Master Cruises
Herra Company
Hewlett Packard
Howard University
Hydel School
IBM
IKEA
Institute of Industrial Engineers
Internal Revenue Service
Lockheed Martin
Marriott Corporation
Marvin Goodman Associates, Inc.
Medasonics
Mirant Corporation
Monsanto
Monterey Water Pollution Control
Montgomery Elevator

SIN 874-1: Integrated Consulting Services
Under this SIN, JJA CONSULTANTS offers consulting, facilitation, executive coaching, and survey services to support all areas of management and business improvement services. This SIN covers consultative and leadership coaching support services, tools and instruments to support our research, organizational assessment, product design and development, data collection and analysis, planning, implementation, performance gap closure and more.

Consulting Services
Our consulting methodology involves project preparation and planning, research and definition of the client needs, customization of products, services, tools and techniques based on the client environment and culture, and delivery blended technical and behavioral transformation services to achieve measurable results. JJA CONSULTANTS provides practical, results-oriented deliverables guaranteed to achieve project objectives.

Facilitation Services
JJA CONSULTANTS has facilitated thousands of organizational improvement sessions utilizing a proven model and approach and a set of state-of-the-art facilitation tools and methodologies. Our team consists of experienced results-oriented facilitators who have worked with teams, councils, task forces, committees, boards, and stakeholder groups to achieve synergistic excellence and high-return outputs.

Survey Services
JJA CONSULTANTS has extensive experience in the customized design and administration of mail, telephone and computer-based surveys, focus groups, one-on-one interviews, data collection conferences, and point-of-service questionnaires. JJA CONSULTANTS has designed and administered over 300 survey instruments, including on-line, scannable and non-scannable, single-page, multi-page, and booklet formats, to population sizes ranging from 400 to 40,000. JJA CONSULTANTS has experience with various forms of data entry including use of digital scanning, OCR technology, and manual data entry, and computer-based and manual data manipulation, comparative and statistical analysis of data from surveys using Excel, SAS, SPSS, SYSTAT, Foxpro, and BMDP. JJA CONSULTANTS has analyzed behavioral, technical, qualitative and quantitative data, and developed implementation-oriented recommendations to assist organizations with data-driven planning, prioritizing, and selecting improvement actions and enhancing overall performance.
Our pricing structure for SIN 874-1 consulting, facilitation and survey services is shown in Table 1.

**Table 1: Pricing for Consulting, Facilitation and Survey Services**

<table>
<thead>
<tr>
<th>JJA CONSULTANTS’ Project Consultant Level</th>
<th>Rate per Hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>Senior Executive Consultant</td>
<td>$299.00</td>
</tr>
<tr>
<td>Principal Consultant</td>
<td>$228.01</td>
</tr>
<tr>
<td>Executive Consultant</td>
<td>$209.99</td>
</tr>
<tr>
<td>Senior Consultant</td>
<td>$193.01</td>
</tr>
<tr>
<td>Consultant</td>
<td>$158.01</td>
</tr>
<tr>
<td>Staff Consultant / Trainer</td>
<td>$115.00</td>
</tr>
<tr>
<td>Administrative Support Specialist</td>
<td>$44.00</td>
</tr>
<tr>
<td>Senior Technical Support Specialist</td>
<td>$121.39</td>
</tr>
</tbody>
</table>

The JJA CONSULTANTS Executive Coaching Series is designed to assist new, transitional and experienced leaders in acquiring and integrating next-generation leadership and management competencies and improving bottom-line organizational performance. JJA CONSULTANTS’ Executive Coaching Series consists of one-on-one and group interactions between professional coaches and participating leaders. A customized program is designed for each participant to assess, evaluate and enhance their ability to lead and manage people, processes and performance. The pricing table for SIN 874-1 coaching services follows in Table 2.

**Table 2: Pricing for Executive Coaching Services**

<table>
<thead>
<tr>
<th>JJA CONSULTANTS’ Coaching Level</th>
<th>Cost per Person per Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>Senior Executive Coach</td>
<td>$2,489.69</td>
</tr>
<tr>
<td>Principal Coach</td>
<td>$2,290.09</td>
</tr>
<tr>
<td>Executive Coach</td>
<td>$2,171.93</td>
</tr>
</tbody>
</table>

Selected Client List

National Security Agency
NY State Governor’s Office
Northern Telecom
NY Metropolitan Transit Authority
OPM
Pacific Gas & Electric
PacTel Meridian Systems
Palace Amusement Company
Peachtree Doors and Windows
PA Dept. of Transportation
PEPCO
Pepsi
Perkiomen Valley School District
PHP, Inc.
San Jose State University
Sandals Negril
Santa Cruz Operations
Scientific Technologies, Inc.
Smithsonian Institute
Social Development Center
Social Security Administration
Soliton Devices, Inc.
State Bar of Georgia
State of Maryland
St. Louis Airport Authority
Strategic Defense Initiative Org.
Sugar Industry Research Institute
Supertyne Work
Swept Away Resorts
Synetex
Syscon
Tandem Computers
The Analytic Sciences Corp.
TMS
Telecommunication of Jamaica
Tourism Action Plan
University of Manitoba
US Airways, Inc.
US Coast Guard
US Army
US Customs
US Department of Agriculture
US EPA
US General Accounting Office
US Geological Survey
US Information Agency
US Mint
US Navy
US Public Health
VA Housing Development
WA St. Dept. of Personnel
WA St. General Administration
WA St. Off. Financial Mgmt.
WA State Patrol
Washington Gas
Xerox Engineering Systems
JJA CONSULTANTS has trained over 290,000 professionals in management and business improvement service areas, including executives, managers, labor leaders, examiners, assessors, specialists, and staff level employees. Our instructional methodology and approach has been highly successful due to our commitment to customized delivery based on a practical, results-oriented customization process that incorporates knowledge of organization-specific challenges, required workplace core competencies, and unique performance improvement needs. JJA CONSULTANTS uses simulations, exercises, vignettes, examples and case studies that are relevant to the participant’s competency level, learning style and pace, as well as the organizational environment and culture. We also deploy a high-retention delivery style that maximizes visual and vocal stimulation and appeal and interactive delivery methods, and is based on JJA CONSULTANTS’ proven adult learning model that has been highly successful in a variety of environments and applications world-wide.

Our training services based on per person, per day training rates and level of trainee as shown in Table 3.

<table>
<thead>
<tr>
<th>JJA CONSULTANTS’ Training Participant Level</th>
<th>Cost per Person per Day</th>
<th>Material Cost per Person per Day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive</td>
<td>$207.99</td>
<td>$128.14</td>
</tr>
<tr>
<td>Manager</td>
<td>$144.01</td>
<td>$117.81</td>
</tr>
<tr>
<td>Staff</td>
<td>$127.00</td>
<td>$93.15</td>
</tr>
<tr>
<td>Train-the-Trainer</td>
<td>$603.72</td>
<td>$499.47</td>
</tr>
</tbody>
</table>
**Support Products** *(Purchased Separately)*

JJA CONSULTANTS provides various products in support of our management, organization and business improvement services. Our products are developed to align with and support all of our service delivery areas. We provide videos, publications, assessment and resource tools, surveys, books, training guides, pocketbooks, posters and laminated pocket reminder cards. Table 6 provides a list of selected products offered by JJA CONSULTANTS. These products are charged to the client as part of the “Other Direct Charges” on any contract when purchased.

<table>
<thead>
<tr>
<th><strong>Video Tapes</strong></th>
<th><strong>Laminated Cards</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Managing Change</td>
<td>Excellent Customer Service</td>
</tr>
<tr>
<td>Excellent Customer Service</td>
<td>Organizational Transformation and Reengineering</td>
</tr>
<tr>
<td>Organizational Transformation and Reengineering</td>
<td>Process Reengineering</td>
</tr>
<tr>
<td>Process Reengineering</td>
<td>Quality Through People</td>
</tr>
<tr>
<td>Quality Through People</td>
<td>Leadership for Continuous Improvement</td>
</tr>
<tr>
<td>Leadership for Continuous Improvement</td>
<td>Attitudes and Habits of Effective People</td>
</tr>
</tbody>
</table>

**Books**

- Customer and Market-Driven Quality Management
- Organizational Transformation and Reengineering
- International Who’s Who in Quality
- Integrating Productivity and Quality Management
- Continuous Improvement Tools and Techniques
- Organizational Reengineering Tools & Techniques
- Productivity Measurement and Management
- Facilitating Teams
- Total Quality Management
- Winning Leaders and Managers
- World-Class Leadership Competencies
- One Race Human – Diversity Solutions
- Customer Satisfaction Management Frontiers – I
- Customer Satisfaction Management Frontiers – II
- Customer Satisfaction Management Frontiers – III
- Customer Satisfaction Management Frontiers – IV
- Customer Satisfaction Management Frontiers – V
- Customer Satisfaction Management Frontiers – VI

**Surveys**

- Employee Satisfaction Survey
- Customer Satisfaction Survey
- Continuous Quality Improvement Survey
- Pre-Baldrige Assessment Survey
- Executive Leadership Survey
- Supplier Quality Survey

**Support Packages and Tool Kits**

- Process Reengineering Tool Kit
- Service Assessment Scorecard® (Base Kit)
- Strategic Planning Instrument Kit
- Quality Improvement Facilitator’s Tool Kit
- High-Performance Team Survival Kit

**Pocket Books**

- Customer Service Measurement
- Winning Attitudes and Habits
- Common Sense Manager
- Strategic Planning for Competitiveness
- Benchmarking and Performance Modeling
- Quality Leadership
- Organizational Reengineering
- Productivity Measurement
- Implementing Total Quality Management
- Performance Management

**Tools and Instruments**

- Edosomwan Diversity Assessment Tool
- Baldrige-based Assessment Tool
- Employment Compliance Review Assessment Tool
- 360 Leadership Assessment
- MBTI, StrengthsFinder, FIRO-B, Emotional Intelligence and Other Assessments Available
JJA Position Descriptions

JJA CONSULTANTS offers eleven (11) consulting, training, and coaching position descriptions:

**Senior Executive Consultant:** Senior Executive Consultants provide consultation, advice, counsel, and assistance with problem identification and resolution at the highest levels of organizations. They bring expertise across a variety of functional areas, management levels, and sectors. They are required to have 20+ Years of Relevant Experience, an MS, MBA, MA and/or PhD. or 30+ Years of Experience with a BS, With Publications, Pioneer / Leader in their Areas of expertise.

**Principal Consultant:** Principal Consultants provide consultation, advice, counsel, and assistance with problem identification and resolution at the middle and upper levels of organizations. They bring expertise across multiple functional areas, management levels, and one or more sectors. Principal Consultants lead analytical teams and develop and deploy innovative solutions to complex problems. They are required to have 15+ Years of Relevant Experience, an MS, MBA, MA and/or PhD. or 25+ Years of Experience with a BS Degree.

**Executive Consultant:** Executive Consultants provide consultation, advice, counsel, and assistance with problem identification and resolution at the middle and upper levels of organizations. They bring expertise across one or more functional areas, management levels, and sectors. Executive Consultants lead project teams and deploy innovative solutions to complex problems. They are required to have 10+ Years of Relevant Experience, an MS, MBA, MA and/or PhD. or 20+ Years of Experience with a BS Degree.

**Senior Consultant:** Senior Consultants provide consultation, advice, counsel, and assistance with problem identification and resolution to teams, work-units, and diverse staff levels of organizations. They bring expertise across one or more functional areas, management levels, and sectors. Senior Consultants perform research, lead and support analytical teams working to resolve workplace problems. They are required to have 8-12 Years of Relevant Experience, an MS, MBA, MA and/or PhD. or 15+ Years of Experience with a BS Degree.

**Consultant:** Consultants provide consultation, advice, counsel, and assistance with problem identification and resolution to individuals, teams, and work-units within organizations. They bring expertise in a specific line of business or functional areas. Consultants perform research, support analytical teams, and work to resolve a variety of workplace problems. They are required to have 5-12 Years of Relevant Experience with an MS, MA or MBA or 10+ Years of Relevant Experience with BS Degree.

**Staff Consultant:** Staff Consultants provide assistance with problem identification and resolution to teams, work-units, and diverse staff levels of organizations. Staff Consultants perform research and analysis to resolve workplace problems. They are required to have 3-6 Years of Relevant Experience with an MS, MA or MBA or 8+ Years of Relevant Experience with BS Degree.

**Senior Technical Support:** Senior Technical Support staff members provide technical support and advice in or more functional disciplines to aid consultants in research, problem identification and resolution. Senior Technical Support staff members perform research and analysis to support consultants in the resolution of workplace problems. They are required to have 4 Years of Relevant Technical Support or Analytical Experience with a BA and BS Degree.
**JJA Position Descriptions**

**Administrative Support:** Administrative Support staff members provide administrative, clerical, communication, and logistical support to project teams and consultants. They are required to have a BA or BS Degree or 8 Years of Relevant Administrative or Technical Writing Experience.

**Senior Executive Coach:** Senior Executive Coaches provide consultation, advice, counsel, and assistance to Executives with performance assessments, identification of strengths and opportunities, and performance improvement. They bring expertise across a variety of functional areas, management levels, and sectors. Senior Executive Coaches are required to have 20+ Years of Relevant Experience, 10+ Years of Coaching Experience, an MS, MBA, MA and/or PhD. or 30+ Years of Experience with BS, With Publications, Pioneer / Leader in their Areas of expertise.

**Principal Coach:** Principal Coaches provide consultation, advice, counsel, and assistance to Senior Managers with performance assessments, identification of strengths and opportunities, and performance improvement. They bring expertise across multiple functional areas, management levels, and one or more sectors. Principal Coaches are required to have 15+ Years of Relevant Experience, 5+ Years of Coaching Experience, an MS, MBA, MA and/or PhD. or 25+ Years of Experience with BS Degree.

**Executive Coach:** Executive Coaches provide consultation, advice, counsel, and assistance to Managers and Supervisors with performance assessments, identification of strengths and opportunities, and performance improvement. They bring expertise across one or more functional areas, management levels, and sectors. Executive Coaches are required to have 10+ Years of Relevant Experience, 1+ Years of Coaching Experience and/or Coaching Certification, an MS, MBA, MA and/or PhD. or 20+ Years of Experience with a BS Degree.