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

Schedule Title: Multiple Award Schedule (MAS)

<table>
<thead>
<tr>
<th>Large Category</th>
<th>Subcategory</th>
<th>PSC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professional Services</td>
<td>Business Administrative Services</td>
<td>R408</td>
</tr>
<tr>
<td>Professional Services</td>
<td>Training</td>
<td>R704</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>Complementary Special Item Numbers (SINs)</td>
<td>0000</td>
</tr>
</tbody>
</table>

For more information on ordering from Federal Supply Schedules click on the GSA Schedules link at www.gsa.gov

Contract Number: 47QRAA22D005L
Contract Period: February 21, 2022 to February 20, 2027
Contractor: Monica Thakrar, Inc.
1435 Chapin St Nw Apt 206
Washington, DC 20009
www.monicathakrar.com

Contractor’s Administration Source:
Monica Thakrar
Phone: 703-282-3295
Email: monica@monicathakrar.com

Business Size: Small Business
Woman Owned business
Women Owned (WOSB)
Women Owned (EDWOSB)

Prices shown herein are Net (Discount deducted)
FEDERAL SUPPLY SERVICE

CUSTOMER INFORMATION:

1a. Awarded Special Item Numbers (SINs)

<table>
<thead>
<tr>
<th>Large Category</th>
<th>Subcategory</th>
<th>SINs</th>
<th>SIN Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professional Services</td>
<td>Business Administrative Services</td>
<td>541611</td>
<td>Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services</td>
</tr>
<tr>
<td>Professional Services</td>
<td>Training</td>
<td>611430</td>
<td>Professional and Management Development Training</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>Complementary Special Item Numbers (SINs)</td>
<td>OLM</td>
<td>Order Level Materials</td>
</tr>
</tbody>
</table>

1b. Lowest Priced Model Number and Price For Each SIN: N/A

1c. Hourly & Service Rates: See price list on page 7

2. MAXIMUM ORDER:

<table>
<thead>
<tr>
<th>SINs</th>
<th>Maximum Order</th>
</tr>
</thead>
<tbody>
<tr>
<td>541611</td>
<td>$1,000,000</td>
</tr>
<tr>
<td>611430</td>
<td>$1,000,000</td>
</tr>
<tr>
<td>OLM</td>
<td>$250,000</td>
</tr>
</tbody>
</table>

3. MINIMUM ORDER: $100

4. GEOGRAPHIC COVERAGE: Domestic

5. POINT(S) OF PRODUCTION: Same as contractor

6. DISCOUNT FROM LIST PRICES: Prices shown are GSA Net, discount deducted.

7. QUANTITY DISCOUNT(S): None

8. PROMPT PAYMENT TERMS: Net 30 Days

Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.
9. FOREIGN ITEMS: Not Applicable

10a. TIME OF DELIVERY: Determined on the Task Order Level

10b. EXPEDITED DELIVERY: Contact contractor

10c. OVERNIGHT AND 2-DAY DELIVERY: Contact contractor

10d. URGENT REQUIREMENTS: Agencies can contact the Contractor’s representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.

11. FOB POINT: Destination

12a. ORDERING ADDRESS: 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: Same as contractor

14. WARRANTY PROVISION: Not Applicable

15. EXPORT PACKING CHARGES: 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 AVAILABLE): N/A

18b. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE): 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

22a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants): N/A
22b. Section 508 Compliance for EIT: N/A

23. Unique Entity Identifier (UEI) Number: GVUAGQLS6DN3

24. Contractor has an active registration in the SAM database.
## PROFESSIONAL SERVICES WORK SCOPE

<table>
<thead>
<tr>
<th>SIN</th>
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<tbody>
<tr>
<td>541611</td>
<td>Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services</td>
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</table>

**DESCRIPTION:** Provide operating advice and assistance on administrative and management issues. Examples include: strategic and organizational planning, business process improvement, acquisition and grants management support, facilitation, surveys, assessment and improvement of financial management systems, financial reporting and analysis, due diligence in validating an agency’s portfolio of assets and related support services, strategic financial planning, financial policy formulation and development, special cost studies, actuarial services, economic and regulatory analysis, benchmarking and program metrics, and business program and project management.

Inherently Governmental services as identified in FAR 7.503 or by the ordering agency are prohibited. It is the responsibility of the Contracting Officer placing the order to make this determination. Ordering activities must require prospective contractors to identify potential conflicts of interest and address those, prior to task order award.

Personal services as defined in FAR 37.104 are prohibited.

<table>
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<tbody>
<tr>
<td>611430</td>
<td>Professional and Management Development Training</td>
<td>Training</td>
</tr>
</tbody>
</table>

**DESCRIPTION:** Services include offering an array of short duration courses and seminars for management and professional development. Training for career development may be provided directly to individuals or through employers’ training programs, and courses may be customized or modified to meet the special needs of customers. Instruction may be provided in diverse settings, such as the establishment’s or agency’s training facilities, and through diverse means, such as correspondence, television, the Internet, or other electronic and distance-learning methods. The training provided may include the use of simulators and simulation methods. Proposed professional services shall be in support of planning, creating, and/or executing testing and test administration, learning management, internship, or development of new courses or subject matter delivered via an instructor-led (i.e. traditional classroom setting or conference/seminar) and/or web-based (i.e. Internet/Intranet, software packages and computer applications) system.

Examples include Training Services that are instructor led Training or Web Based Training of Education Courses, Course Development and Test Administration, Learning Management, and Internships: Environmental Training Services in order to meet Federal mandates and Executive Orders; training of agency personnel to deal with media and media responses; Logistics Training Services related to system operations, automated tools for supply and value chain management, property and inventory management, distribution and transportation management, and maintenance of equipment and facilities; Audit & Financial training services related to course development and instruction required to support audit, review, financial assessment and financial management activities.

Any firm offering Defense Acquisition Workforce Improvement Act (DAWIA) and Federal Acquisition Certification in Contracting (FAC-C) Training for Acquisition Workforce Personnel will include an identify only DAWIA and FAC-C courses that have been deemed DAU equivalent or approved by the Federal Acquisition Institute (FAI).

**NOTE:** In accordance with OMB Policy Letter 05-01, civilian agencies must follow the course equivalency determinations accepted by the Defense Acquisition University (DAU) to ensure that core training is comparable across the workforce and qualifies for certification. When procuring FAC-C and DAWIA training for the audience identified below, the task order level Contracting Officer shall confirm that the courses being acquired are listed on one of the following websites: https://www.fai.gov/drupal/certification/verified-contracting-course-vendor-listing OR http://catalog.dau.mil/appg.aspx (click on commercial vendors). Training Audience-Acquisition professionals interested in completing FAC-C or DAWIA
DESCRIPTION: OLMs are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Schedule contract or BPA. OLM pricing is not established at the Schedule contract or BPA level, but at the order level. Since OLMs are identified and acquired at the order level, the ordering contracting officer (OCO) is responsible for making a fair and reasonable price determination for all OLMs.

OLMs are procured under a special ordering procedure that simplifies the process for acquiring supplies and services necessary to support individual task or delivery orders placed against a Schedule contract or BPA. Using this new procedure, ancillary supplies and services not known at the time of the Schedule award may be included and priced at the order level.

OLM SIN-Level Requirements/Ordering Instructions:
OLMs are:
- Purchased under the authority of the FSS Program
- Unknown until an order is placed
- Defined and priced at the ordering activity level in accordance with GSAR clause 552.238-115 Special Ordering Procedures for the Acquisition of Order-Level Materials. (Price analysis for OLMs is not conducted when awarding the FSS contract or FSS BPA; therefore, GSAR 538.270 and 538.271 do not apply to OLMs)
- Only authorized for use in direct support of another awarded SIN.
- Only authorized for inclusion at the order level under a Time-and-Materials (T&M) or Labor-Hour (LH) Contract Line Item Number (CLIN)
- Subject to a Not To Exceed (NTE) ceiling price
OLMs are not:
- Open Market Items.
- Items awarded under ancillary supplies/services or other direct cost (ODC) SINs (these items are defined, priced, and awarded at the FSS contract level)

OLM Pricing:
- Prices for items provided under the Order-Level Materials SIN must be inclusive of the Industrial Funding Fee (IFF).
- The value of OLMs in a task or delivery order, or the cumulative value of OLMs in orders against an FSS BPA awarded under an FSS contract, cannot exceed 33.33%.

NOTE: When used in conjunction with a Cooperative Purchasing eligible SIN, this SIN is Cooperative Purchasing Eligible.
## Professional Services Awarded Prices & Labor Categories

<table>
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<td>Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services</td>
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</tr>
</tbody>
</table>

### Labor Category | GSA Price w/ IFF | Unit of Issue
--- | --- | ---
Leadership Coach | $319.27 | Hour

### Functional Responsibilities:
A leadership coach conducts one-on-one or group coaching sessions with executives, leaders, and emerging leaders. A leadership coach works with the client(s) to determine the goals that they would like to focus on and then by asking questions, listening, and providing insights can help the client(s) to make progress on those goals. The coach provides dedicated time and accountability to the client. The coach can also provide assessment debriefs (on many different types of assessments) and work to develop a leadership plan from the debrief.

**Minimum Education:** Bachelor’s Degree  
**Minimum Years’ Experience:** 5

### Organizational Development Consultant
Functional Responsibilities:  
The organizational development consultant works with organizations to do the following types of services: organizational assessments by conducting interviews, focus groups, and surveys and then developing recommendations on how to move forward; change management consulting where we work with organizations to help the people accept the change from strategy to implementation; and strategic planning work.

**Minimum Education:** Bachelor’s Degree  
**Minimum Years’ Experience:** 5

### Facilitator
Functional Responsibilities:  
The facilitator works with clients to plan, design, and facilitate strategic planning sessions, leadership meetings, teambuilding retreats, and organizational assessments for teambuilding using assessments such as DiSC, Myers Briggs, Strength Deployment Inventory, and the Eqi 2.0 and others. The facilitator works with the client to design and plan the facilitation event and then conducts the facilitation as well.

**Minimum Education:** Bachelor’s Degree  
**Minimum Years’ Experience:** 10

<table>
<thead>
<tr>
<th>611430</th>
<th>Professional and Management Development Training</th>
<th>Training</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Course Title</strong></td>
<td><strong>Course Length</strong></td>
<td><strong>Minimum Participants</strong></td>
</tr>
<tr>
<td>Adaptive Resilience</td>
<td>4.5 hours</td>
<td>8</td>
</tr>
<tr>
<td>Moving From Manager to Leader</td>
<td>6 hours</td>
<td>8</td>
</tr>
<tr>
<td>Customer Service</td>
<td>6 hours</td>
<td>8</td>
</tr>
<tr>
<td>Leading Change</td>
<td>3 hours</td>
<td>8</td>
</tr>
<tr>
<td>Accountability</td>
<td>3 hours</td>
<td>8</td>
</tr>
<tr>
<td>Effective Public Speaking</td>
<td>2 hours</td>
<td>8</td>
</tr>
<tr>
<td>DiSC Assessment/Session</td>
<td>3 hours</td>
<td>8</td>
</tr>
<tr>
<td>Course Title</td>
<td>Course Description</td>
<td></td>
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<tr>
<td>--------------------------------------</td>
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<td></td>
</tr>
<tr>
<td>Adaptive Resilience</td>
<td>Adaptive resilience is the ability to recover from adversity, adapt and thrive. It builds the capacity to be productive, resourceful and creative while dealing with changing circumstances or adversity. This interactive program uses a mindfulness-based approach to build the behaviors, mental habits and practices that promote personal resilience while growing a culture of resilience within teams and organizations. Soft copy materials included.</td>
<td></td>
</tr>
<tr>
<td>Moving From Manager to Leader</td>
<td>Management and leadership are two very different skillsets. While both are often needed in leadership roles today, leaders differentiate themselves from managers by mastering the skills of setting a vision, engaging employees, and leading change. Learning these skills allows for a greater leadership presence and an increased ability to guide and influence others. Soft copy materials included.</td>
<td></td>
</tr>
</tbody>
</table>
| Customer Service                     | o Come and learn the skills of: What is Customer Service?  
 o Internal vs. External Customer Service  
 o Understanding the Customer Experience  
 o Identify Customers: Personas  
 o Understand Customer Journey: Proactivity  
 o Pinpoint Defining Moments: Responsiveness  
 o Communications for Customer Service professionals  
 Soft copy materials included.                                                                                                                   |
| Leading Change                       | Leading change can be hard. People are often wired to want to remain in their comfort zone and not transition into something new. Effective leaders know how to navigate change and lead others through it in a way that results in buy-in and acceptance of the new process, technology, or strategy. This takes setting a vision, creating opportunities to receive feedback, getting employees involved in the change effort, and providing quick wins to show progress during the change. Soft copy materials included. |
| Accountability                       | Are you trying to manage through change and learn how to become more accountable? Come to this class and learn how to enhance your clarity and commitment to become more accountable. Soft copy materials included.                                                                                       |
| Effective Public Speaking            | Do you want to become an better speaker? Come and learn the fundamentals of making effective presentations from the basic presentation structure to the visuals of presentations. Also come and learn how to deliver effective presentations using verbal and non-verbal methods. Soft copy materials included.               |
| DISC Assessment/Session              | DiSC® is a personal assessment tool used to improve work productivity, teamwork, leadership, sales, and communication.  
 DiSC measures your personality and behavioral style. It does not measure intelligence, aptitude, mental health or values. DiSC profiles describe human behavior in various situations, for example how you respond to challenges, how you influence others, your preferred pace and how you respond to rules and procedures. Participants may fill out a DISC assessment in addition to the training. In this session we go over the results of the DISC assessment, help to understand the behaviors associated with the DISC assessment, and determine how to more effectively communicate as a team as a result of learning the DISC behaviors. |

**Service Contract Labor Standards**: The Service Contract Labor Standards (SCLS), formerly the Service Contract Act (SCA), apply 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/SCA 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.