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: The Professional Services Schedule (PSS)
FSC Group: 00CORP
Contract Number: 47QREA18D0011
Contract Period: September 19, 2018 to September 18, 2023

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

Contractor: Professional Consulting Associates LLC
7854 Palmer Rd SW
Reynoldsburg, OH 43068

Mailing Address: PO Box 9626
Columbus, Ohio 43209
Phone number: 614.863.6646
Fax number: 614-866-7447
www.InspireServeLead.com

Contractor’s Administration Source: Sean Ross, seanross@pca-1.com
Bob Ross, bobross@pca-1.com

Business Size: Small Business
Service Disabled Veteran Owned Small business
SBA Certified Small Disadvantaged business

Leadership Training & Development / Consulting / Coaching

PCA designs and facilitates leadership solutions that transform organizational culture for teams and groups, large and small. Our customers hire us because our strategies lay a framework for inclusive, measurable and positive growth. Using customized learning tools that fuse vision and mission with culture, we encourage civility, respect and leadership at every level.
CUSTOMER INFORMATION:

1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)

<table>
<thead>
<tr>
<th>SIN</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>874 1</td>
<td>Integrated Consulting Services</td>
</tr>
<tr>
<td>874 4</td>
<td>Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration, Learning Management, Internships</td>
</tr>
</tbody>
</table>

1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN: N/A

1c. HOURLY & SERVICE RATES:

<table>
<thead>
<tr>
<th>SIN(s)</th>
<th>Service</th>
<th>Unit of Issue</th>
<th>GSA Price w/ IFF</th>
</tr>
</thead>
<tbody>
<tr>
<td>874 1</td>
<td>Executive Facilitator / Subject Matter Expert</td>
<td>Per Hour</td>
<td>$354.28</td>
</tr>
<tr>
<td>874 1</td>
<td>Project Manager / Project Lead</td>
<td>Per Hour</td>
<td>$325.77</td>
</tr>
<tr>
<td>874 1</td>
<td>Senior Consultant / Executive Coach</td>
<td>Per Hour</td>
<td>$325.77</td>
</tr>
<tr>
<td>874 4</td>
<td>Trainer I / Presenter</td>
<td>Per Hour</td>
<td>$195.47</td>
</tr>
<tr>
<td>874 4</td>
<td>Trainer II / Presenter</td>
<td>Per Hour</td>
<td>$175.92</td>
</tr>
<tr>
<td>874 1</td>
<td>Developer / Development</td>
<td>Per Hour</td>
<td>$175.31</td>
</tr>
<tr>
<td>874 1</td>
<td>Administrative Support / Technical Support</td>
<td>Per Hour</td>
<td>$78.19</td>
</tr>
<tr>
<td>874 4</td>
<td>Research and Development</td>
<td>Per Hour</td>
<td>$53.75</td>
</tr>
<tr>
<td>874 4</td>
<td>Survey Development</td>
<td>Per Hour</td>
<td>$53.75</td>
</tr>
<tr>
<td>874 4</td>
<td>Compilation and Analysis</td>
<td>Per Hour</td>
<td>$53.75</td>
</tr>
<tr>
<td>874 4</td>
<td>Summary Report</td>
<td>Per Hour</td>
<td>$53.75</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SIN(s)</th>
<th>Course Title</th>
<th>Unit of Issue</th>
<th>GSA Price w/ IFF</th>
</tr>
</thead>
<tbody>
<tr>
<td>874 4</td>
<td>It’s About Time….Time Management that Makes Sense</td>
<td>per day</td>
<td>$1,612.59</td>
</tr>
<tr>
<td>874 4</td>
<td>Supervisory Orientation</td>
<td>per day</td>
<td>$11,241.25</td>
</tr>
<tr>
<td>874 4</td>
<td>Diversity-Conflict-Communication</td>
<td>per day</td>
<td>$2,834.26</td>
</tr>
<tr>
<td>874 4</td>
<td>Performance Management</td>
<td>per day</td>
<td>$3,826.25</td>
</tr>
</tbody>
</table>

See service & course descriptions starting on page 5

2. MAXIMUM ORDER*: $1,000,000

3. MINIMUM ORDER: $100

4. GEOGRAPHIC COVERAGE: 48 contiguous states, Alaska, Hawaii, Washington D.C., Puerto Rico, U.S. Territories, and to a port or consolidation point within the aforementioned locations for orders that are received from overseas activities.

5. POINT(S) OF PRODUCTION: 7854 Palmer Rd SW Reynoldsburg, OH 43068
6. **DISCOUNT FROM LIST PRICES:** Prices shown are GSA Net, discount deducted.

7. **QUANTITY DISCOUNT(S):**
   - > 0.25% - orders $2,500-$4,999
   - > 0.5% - orders $5,000-$7,499
   - > 1.0% - orders $7,500-$9,999
   - > 1.5% - orders $10,000-$12,499
   - > 2.0% - orders $12,500-$14,999
   - > Additional - negotiated at task order level - orders $15,000 +

8. **PROMPT PAYMENT TERMS:** 2% 10 Days, Net 30 Days
   
   Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9a. **Government Purchase Cards must be accepted at or below the micro-purchase threshold.**

9b. **Government Purchase Cards are accepted above the micro-purchase threshold.**

10. **FOREIGN ITEMS:** N/A

11a. **TIME OF DELIVERY:** Determined on task order level

11b. **EXPEDITED DELIVERY:** Contact contractor

11c. **OVERNIGHT AND 2-DAY DELIVERY:** Contact contractor

11d. **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.

12. **FOB POINT:** N/A

13a. **ORDERING ADDRESS:** PO Box 9626 Columbus, Ohio 43209

13b. **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

14. **PAYMENT ADDRESS:** PO Box 9626 Columbus, Ohio 43209

15. **WARRANTY PROVISION:** N/A

16. **EXPORT PACKING CHARGES:** N/A

17. **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:** None

18. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):** N/A

19. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** N/A
20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE): N/A

20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE): N/A

21. LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE): N/A

22. LIST OF PARTICIPATING DEALERS (IF APPLICABLE): N/A

23. PREVENTIVE MAINTENANCE (IF APPLICABLE): N/A

24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants): N/A

24b. Section 508 Compliance for EIT: N/A

25. DUNS NUMBER: 079097943

26. Contractor has an active registration in the SAM database.
Job/Service Descriptions

**Job/Service Title:** Executive Facilitator / Subject Matter Expert

**Detailed Description and Functional Responsibilities:** Substantial direct experience in facilitating groups and/or team building, consensus-building, and related efforts to guide groups toward common goals and objectives. Provides meeting facilitation expertise within the relevant subject matter domain of the project and the Consultants practice area. Provides best practices in methods, research tools, and techniques of performance. Ensures that products meet quality standards. Ability to be tactful, levelheaded, and diplomatic; ability to remain neutral and un-biased; must maintain confidentiality at all times. Meets occasionally with customer and provides consultative advice in areas of expertise as requested. May require self-direction and project planning. Excellent team player, yet capable of managing project assignments as required.

**Minimum Experience:** 15 years

**Minimum Education:** Bachelor's Degree

**Additional Training/Experience:** Ph.D. in a relevant discipline and six years of facilitation experience; or master’s degree in a relevant discipline and four years’ experience facilitating large and small groups; or bachelor’s degree and twenty five years of relevant experience facilitating large and small groups. Executive facilitators will have extensive knowledge and expertise in the elements of coaching at the executive and senior administrators levels. Executive facilitators will have the breadth and depth of relevant experiences, knowledge base, and leadership expertise to guide organizations, departments, and agencies on a growth trajectory aligned with the mission and vision of the organization as a whole.

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**Job/Service Title:** Project Manager / Project Lead

**Detailed Description and Functional Responsibilities:** The Program Manager/Project Leader provides business, technical, and personnel management across a major single project or multiple projects, involving multi-disciplinary and diverse functional activities, subordinate groups of technical and administrative personnel. Bachelor’s degree or higher in an engineering or architectural field. The Program Manager supports the effort to create comprehensive methods for describing current and/or future structure and behavior of an organization's processes, information systems, personnel and organizational sub-units, so that they align with the organization’s core goals and strategic direction.

**Minimum Experience:** 10 years

**Minimum Education:** Bachelor's Degree

**Additional Training/Experience:** The Program Manager/Project Leader manages contracts and serves as PCA’s authorized interface with the Government Contracting Officer (CO), the contract-level Contracting Officer's Technical Representative (COTR), government management personnel and customer agency representatives. Formulates work standards, develops and manages contractor schedules, reviews work, supervises/directs contractor personnel. Responsible for overall contract performance, including quality assurance.
Job/Service Title: Senior Consultant / Executive Coach

Detailed Description and Functional Responsibilities: Responsible for assessing the firm's culture, structure, and processes, and developing effective leadership strategies to enhance and improve employee, team, and organizational leadership performance. Senior consultants will ensure proper delivery and accountability for team members and session participants through a utilization of integrated tools for application in the working environment.

Minimum Experience: 10 years

Minimum Education: Bachelor's Degree

Additional Training/Experience: Direct experience in group/team facilitation, strategic thinking, needs/gap/systems analysis, and performance and process improvement. Must possess relevant leadership development process skills to ensure an appropriate connection and orientation for session participants. The senior consultant will possess above average communication, presentation, and facilitation skills, as well as excellent instructional design skills and familiarity with effective behavioral/personality assessments, tools, and methods for an enhanced educational experience. Senior consultants will have extensive knowledge and expertise in the elements of coaching at the mid level and supervisory levels.

Job/Service Title: Trainer I / Presenter

Detailed Description and Functional Responsibilities: Responsible for assessing the firm's culture, structure, and processes, and developing effective leadership strategies to enhance and improve employee, team, and organizational performance. Trainer I’s will ensure proper alignment and assessment of the sessions and will work with PCA and the client to continue a high value relationship.

Minimum Experience: 10 years

Minimum Education: Bachelor's Degree

Additional Training/Experience: Direct experience with group / team facilitation, strategic thinking, needs/gap/systems analysis, and leadership performance and process improvement. Must possess above average communication, presentation, and facilitation skills, excellent instructional design skills, and familiarity with effective behavioral/personality assessment concepts, tools, and methods. Trainer I's will have he requisite knowledge of in depth approaches and methods for mapping strategies to the session participants using assessments, accountability measures, and group think facilitation skills.

Job/Service Title: Trainer II / Presenter

Detailed Description and Functional Responsibilities: Responsible for assessing the firm's culture, structure, and processes, and developing effective leadership strategies to enhance and improve employee, team, and organizational performance. Trainer II’s will ensure proper alignment and assessment of the sessions and will work with PCA and the client to continue a high value relationship.
Minimum Experience: 5 years

Minimum Education: Bachelor’s Degree

Additional Training/Experience: Direct experience with group / team facilitation, strategic thinking, needs/gap/systems analysis, and leadership performance and process improvement. Must possess above average communication, presentation, and facilitation skills, excellent instructional design skills, and familiarity with effective behavioral/personality assessment concepts, tools, and methods. Trainer I’s will have the requisite knowledge of in-depth approaches and methods for mapping strategies to the session participants using assessments, accountability measures, and group think facilitation skills.

Job/Service Title: Developer / Development

Detailed Description and Functional Responsibilities: Prepares assessment instruments, designs and develops training approaches, delivery method, activities, and evaluation methodology. The curriculum designer will assist in guiding and implementation of the content as well provide guidance for facilitation of the developed content, including objectives and competencies associated with the organizational environment and affiliated content.

Minimum Experience: 15 years

Minimum Education: Master’s Degree

Additional Training/Experience: Degreed training specialist with fifteen or more years experience using instructional methodology in the areas of leadership development and adult education theory. Ability to exercise independent judgment and creativity in the performance of tasks that may be broad in scope and ensure appropriate delivery using aligned goals and expectations for the developed content.

Job/Service Title: Administrative Support / Technical Support

Detailed Description and Functional Responsibilities: Directly supports programs and projects by maintaining files and documents including schedule, deliverables, reports and other files; prepares correspondence, schedules and coordinates travel. Assists in the preparation of and supports the development of contract deliverables and reports by developing and updating graphic presentations to improve the quality and enhance the usability of these documents. Performs high-level secretarial work under the general supervision of manager. Types and proofreads correspondence, reports and documentation. Maintains filing system for projects, programs or department. Answers telephones, responds to routine questions / requests, schedules meetings, distributes mail and other documents and makes travel arrangements.

Minimum Experience: 15 years

Minimum Education: Associate’s Degree
**Additional Training/Experience:** Assigned to a specific project, the Administrative Assistant (AA) prepares memorandums outlining and explaining administrative procedures and policies in support of management consulting professionals and teams. Plans conferences, including logistical meeting/conference support, and coordinates technical facilitation meetings. The AA acts as custodian of project documents and records and prepares files of project working papers and documents. Schedules appointments, gives information to callers, takes dictation, composes and types correspondence; reads and routes incoming mail, and performs other administrative and clerical duties. Provides draft reports for the permanent record. The AA will have experience using a learning management system for integration and management of the session and success of the session for the participants.

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**Job/Service Title:** Research and Development

**Detailed Description and Functional Responsibilities:** Specifically associated with the development and research as it pertains to survey development, either individually or associate with a particular consulting or training project for the client(s).

**Minimum Experience:** 5 years

**Minimum Education:** Associate’s Degree

**Additional Training/Experience:** "Survey researchers help make decisions and solve complex business challenges by providing unbiased analysis of statistical data. For example, by designing and conducting surveys, they may help a business test the waters for a new professional development program. Although duties may vary, survey researchers typically collect data, and develop and analyze questionnaires that help determine attitudes. They employ a number of statistical techniques to analyze and present their findings. Survey researchers use interviews, questionnaires and focus groups, and conduct their work in-person, by phone or mail or via the Web. They may target a particular group, or conduct a sample of the overall population, depending on the client need."

---

**Job/Service Title:** Survey Development

**Detailed Description and Functional Responsibilities:** Specifically tied to the research and development of the survey, the actual survey development is derived from the research and designed to the specifications of the client(s).

**Minimum Experience:** 5 years

**Minimum Education:** Associate’s Degree

**Additional Training/Experience:** "Survey researchers help make decisions and solve complex business challenges by providing unbiased analysis of statistical data. For example, by designing and conducting surveys, they may help a business test the waters for a new professional development program. Although duties may vary, survey researchers typically collect data, and develop and analyze questionnaires that help determine attitudes. They employ a number of statistical techniques to analyze and present their findings."
Survey researchers use interviews, questionnaires and focus groups, and conduct their work in-person, by phone or mail or via the Web. They may target a particular group, or conduct a sample of the overall population, depending on the client need.

---

**Job/Service Title: Compilation and Analysis**

**Detailed Description and Functional Responsibilities:** Utilizing an online method of compilation and analysis, working with the client(s) to determine the necessary objectives and outcomes being sought once the surveys have been launched.

**Minimum Experience:** 5 years

**Minimum Education:** Associate’s Degree

**Additional Training/Experience:** "Survey researchers help make decisions and solve complex business challenges by providing unbiased analysis of statistical data. For example, by designing and conducting surveys, they may help a business test the waters for a new professional development program. Although duties may vary, survey researchers typically collect data, and develop and analyze questionnaires that help determine attitudes. They employ a number of statistical techniques to analyze and present their findings. Survey researchers use interviews, questionnaires and focus groups, and conduct their work in-person, by phone or mail or via the Web. They may target a particular group, or conduct a sample of the overall population, depending on the client need."

---

**Job/Service Title: Summary Report**

**Detailed Description and Functional Responsibilities:** Based upon the compilation and analysis, summary reports are developed and recommendations delivered to the client(s) as potential next steps.

**Minimum Experience:** 5 years

**Minimum Education:** Associate’s Degree

**Additional Training/Experience:** "Survey researchers help make decisions and solve complex business challenges by providing unbiased analysis of statistical data. For example, by designing and conducting surveys, they may help a business test the waters for a new professional development program. Although duties may vary, survey researchers typically collect data, and develop and analyze questionnaires that help determine attitudes. They employ a number of statistical techniques to analyze and present their findings. Survey researchers use interviews, questionnaires and focus groups, and conduct their work in-person, by phone or mail or via the Web. They may target a particular group, or conduct a sample of the overall population, depending on the client need."
## Course Descriptions

<table>
<thead>
<tr>
<th>Course Name: It's About Time....Time Management that Makes Sense</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course No. 3001</td>
</tr>
<tr>
<td>Length: 1-2 Days</td>
</tr>
<tr>
<td>Participants (Min-Max): 10-20</td>
</tr>
<tr>
<td>Description: This course can be modified to fit one or two days of training. Provides real world tips, tools, and techniques to help supervisors get the most out of their limited time and resources. At the end of the course, students will emerge with various planning documents/templates, a personal time management action plan, and a time partnership with another classmate. Participants will take a profile assessment prior to the session and will be facilitated during the session. Topics covered in the course include the following: Habits &amp; Behaviors that Cost Time, Getting Organized, Planning &amp; Prioritizing, Delegating, Enhancing Employee Accountability, Conducting Productive Meetings, Managing Up-Down-Across the Organization, Learning to say “NO”</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Course Name: Supervisory Orientation</th>
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</thead>
<tbody>
<tr>
<td>Course No. 3002</td>
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<tr>
<td>Length: 2 Days</td>
</tr>
<tr>
<td>Participants (Min-Max): 25-75</td>
</tr>
<tr>
<td>Description: Describe diversity in the workplace. Describe behaviors that foster mutual trust and respect. Recognize attitudes and behaviors that create conflict. Resolve conflict with constructive confrontation and resolution skills. Analyze conflict situations and select appropriate strategies to resolve the differences. Anticipate and prevent conflict. Create conditions that encourage cooperation.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Course Name: Diversity-Conflict-Communication</th>
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</thead>
<tbody>
<tr>
<td>Course No. 2006</td>
</tr>
<tr>
<td>Length: 1 Day</td>
</tr>
<tr>
<td>Participants (Min-Max): 25-30</td>
</tr>
<tr>
<td>Description: This module is designed to help participants better understand the impact culture has on intra- and intercultural communications. Participants will learn how basic communication skills and processes are influenced by working and thriving in a bi cultural environment which specifically targets a military/civilian working culture. Additionally, participants will have opportunities to explore the impacts of cultural differences on both verbal and nonverbal communication processes and behaviors and how these behaviors can be interpreted or misinterpreted by others and escalate into interpersonal conflicts.</td>
</tr>
</tbody>
</table>
conflicts. Participants will be introduced to a number of culturally adaptive communication skills to utilize when interacting with others.

<table>
<thead>
<tr>
<th>Course Name: Performance Management</th>
</tr>
</thead>
</table>

**Course No.** 2010

**Length:** 1-2 Days

**Participants (Min-Max):** 25 -30

**Description:** This one or two day session is geared toward the enhancement of the performance management process. Enhancing the performance process begins with a criteria assessment intended to determine the areas where the current performance system excels, understand observable outcomes, and identify areas for improvement. Session participants will develop a plan of action for improvement and most importantly, a plan for implementation of the enhancements associated with the session and integrated into the organizational work environment.