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 for GSA Advantage! is: GSAAdvantage.gov.

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.

General Services Administration
Federal Supply Service

Multiple Award Schedule
Federal Supply Group: MAS
Contract Number: 47QSMD-20-R-0001

For more information on ordering from Federal Supply Schedules, go to www.gsa.gov/schedules-ordering.

Contract Period: **March 4, 2022, through March 3, 2032**

**CONTRACTOR:** Human Capital Resources and Concepts Inc
403 3rd St SW
Winter Haven, Florida 33880
Phone: 844-564-6253
Fax: 863-232-5949
marnice.miller@hrcconcepts.com

**BUSINESS SIZE:** Small Disadvantaged
Women Owned
8(a) Certified
HUBZone Certified
ABOUT HUMAN CAPITAL RESOURCES AND CONCEPTS INC

*Human Capital Resources and Concepts, Inc. (HCRC)* is a *Small Business Administration (SBA) 8(a) certified, Woman-Owned Small Business (WOSB), an Economically Disadvantaged Women-Owned Small Business (EDWOSB)*, and a certified HUBZone entity with relevant Federal and state government and Intelligence (IC) contracting and support experience.

As a premier professional services contractor, *HCRC* has a distinguished history with the Federal government is providing stellar Human Resources/Human Capital (HR/HC) management services, operations, strategic planning, workforce development, executive coaching, policy analysis, etc. *HCRC* is comprised of a team of business, technical, and training professionals who are committed to the bottom line of ensuring client success by bringing quality and best practices to every project.

CUSTOMER INFORMATION:

1a. Awarded Special Item Number(s):

<table>
<thead>
<tr>
<th>Special Item Number (SIN)</th>
<th>Description</th>
<th>Pricing</th>
</tr>
</thead>
<tbody>
<tr>
<td>524292</td>
<td>Separation and Retirement</td>
<td>See Page 4</td>
</tr>
<tr>
<td>541214HR</td>
<td>Compensation and Benefits</td>
<td>See Page 4</td>
</tr>
<tr>
<td>54161</td>
<td>Agency Human Capital Evaluation</td>
<td>See Page 4</td>
</tr>
<tr>
<td>541611W</td>
<td>Workforce Analytics and Employee Records</td>
<td>See Page 4</td>
</tr>
<tr>
<td>541612EPM</td>
<td>Employee Performance Management</td>
<td>See Page 4</td>
</tr>
<tr>
<td>541612HC</td>
<td>Agency Human Capital Strategy, Policy and Operations</td>
<td>See Page 4</td>
</tr>
<tr>
<td>56131</td>
<td>Talent Acquisition</td>
<td>See Page 4</td>
</tr>
<tr>
<td>611430ST</td>
<td>Security Training</td>
<td>See Page 4</td>
</tr>
<tr>
<td>611430TD</td>
<td>Talent Development</td>
<td>See Page 4</td>
</tr>
<tr>
<td>561612</td>
<td>Protective Services Occupations</td>
<td>See Page 4</td>
</tr>
</tbody>
</table>

2. Maximum Order: $1,000,000 for all Special Item Numbers

This maximum order is a dollar amount at which it is suggested that the ordering agency request higher discounts from the contractor before issuing the order. The contractor may: 1.) Offer a new lower price, 2.) Offer the lowest price available under the contract, or 3.) Decline the order within five (5) days. In accordance with the Maximum Order provisions contained in the Schedule, a delivery order may be placed against the Schedule contract even though it exceeds the maximum order.

3. Minimum Order: $100.00

4. Geographic Coverage: 48 contiguous states and Washington, DC

5. Point of Production: Human Capital Resources and Concepts Inc
   403 3rd St SW
   Winter Haven, FL 33880
6. Prices Shown Herein are Net (discount deducted)

7. Quantity Discount: None

8. Prompt Payment Terms: Net 30
   *Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions*

9a. Government Purchase Cards are accepted below the micro-purchase threshold.

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

10. Foreign Items: None

11a. Time of Delivery: 30 Days

11b. Expedited Delivery: Negotiated between Human Capital Resources and Concepts Inc., and the ordering activity

11c. Overnight/2-Day Delivery: Consult with Contractor

11d. Urgent Requirements: Consult with Contractor

12. FOB Point: FOB Destination

13. Ordering Address: Human Capital Resources and Concepts Inc
   403 3rd St SW
   Winter Haven, FL 33880

14. Payment Address: Human Capital Resources and Concepts Inc
   403 3rd St SW
   Winter Haven, FL 33880

15. Warranty Provisions: Standard Warranty

16. Export Packing Charges: Not applicable

17. Terms and conditions of Government Purchase Card Acceptance: Contact **Human Capital Resources and Concepts Inc.** for terms and conditions of Government Purchase Card acceptance.

18. Terms and conditions of rental, maintenance, and repair: Not applicable

19. Terms and conditions of installation: **Human Capital Resources and Concepts Inc.** shall deliver or perform services in accordance with the terms negotiated in an ordering activity’s order.

20. **DUNS Number:** 079744148  **UEI:** YJ27BFDDW523
21. **Human Capital Resources and Concepts Inc.** is registered in the System for Award Management (SAM). Cage Code: 7C0Z1

<table>
<thead>
<tr>
<th></th>
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<td>HR Specialist I</td>
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<td>$ 52.94</td>
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<td>$ 51.79</td>
<td>$ 52.83</td>
<td>$ 53.89</td>
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<td>$ 109.54</td>
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<td>$ 111.73</td>
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<tr>
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<td>$ 107.80</td>
<td>$ 109.96</td>
<td>$ 112.16</td>
<td>$ 114.40</td>
</tr>
</tbody>
</table>
Labor Category and Descriptions

**HR Specialist I**
High School Diploma
3 years of experience

Tasks may include:
- Conduct job analysis, develop assessment questions, prepare, and post vacancy announcements on USAJOBS.gov using a variety of e-recruitment software products; reviews applications for basic eligibility and qualifications; adjudicates veterans’ preference; communicates with applicants regarding their applicant status; and maintains staffing case files.
- Assists managers with decisions on advertising vacancies.
- Assists managers with decisions on advertising vacancies, preparing announcements, and uploading to USAJOBS.
- Develops evaluation criteria and minimum qualifications.
- Prepares career ladder promotion ticklers for new hires and for selections to positions with career ladder promotion eligibility.
- Maintains all records associated with staff acquisitions

**HR Specialist II**
Bachelor’s Degree
7 years of experience

Human Resources Specialist II administers human resources policies and procedures. Collects and maintains HR data related to compensation, benefits, training, recruitment, etc. to help make recommendations for improvement.

Being a Human Resources Specialist II processes paperwork for functional area according to established procedures. Provides support for all human resources related activities. Additionally, Human Resources Specialist II may prepare internal employee communications regarding compensation, benefits, or company policies. Typically reports to a manager. The Human Resources Specialist II gains exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of the work.

**HR Specialist III**
Bachelor’s Degree
9 years of experience

Experience in Human Resources (HR) business processes with knowledge and skill in retirement. Applies advanced skills and experience in processing personnel transactions, detailed knowledge of Federal HR business processes, and supervisory skills to administer HR processes in retirement.
Provides HR process services and interacts with clients at the supervisory level and/or provides HR advisory services to Federal HR policy and operations specialists.

Tasks may include:
- Provides retirement counseling
- Calculates retirement benefits
- Conducts retirement seminars
- Develops or interpret HR policy or guidance
- Processes personnel transactions into Human Resources Information Systems (HRIS)
- Prepares HR reports or analytics
- Responds to technical questions received via phone or email
- Provides daily supervision and direction to staff

Consultant I
Bachelor’s Degree
5 years of experience

Experience assisting in preparing analysis plans that detail how organizations will be assessed in terms of current and future needs. Evaluates organizational structures in relation to designed organizational strategies and mission requirements and recommends organizational structures to bring those elements into alignment. May have experience recommending succession planning, career pathways, and future growth into organizational design components.

Tasks may include:
- Uses skill inventories and other means to identify current organizational.
- Recommends communication strategies and methods for adapting structures.
- Makes recommendations on appropriate mission/function statements.
- Makes recommendations on new positions in line with the recommended or revised structure.

Consultant II
Bachelor’s Degree
7 years of experience

Experience assisting in preparing workforce analysis plans that detail how organizations will be assessed in terms of current and future HR needs. Evaluates organizational structures in relation to designed organizational strategies and mission requirements and recommend organizational structures to bring those elements into alignment. May have experience recommending succession planning, career pathways, and future growth into organizational design components.

Tasks may include:
- Reviews various policies, procedures, guidelines, and related directives to be implemented; evaluates impact on operations; identifies potential problems; recommends appropriate action.
- Identifies wide range of problems in the implementation of various policies and procedures or program policies and procedures.
• Investigates, assesses, analyzes, and makes recommendations to resolve issues and problems presented by organizations.

• Provides direction, guidance, and counsel to staff within their programs and areas of responsibility.

• Performs firsthand, on-site analysis of problems affecting programs; serves on interdisciplinary staff teams to develop optimum resolutions; carries out the implementation of solutions.

• Consults with staff members to develop solutions for programmatic issues.

**Training Technician**  
*High School Diploma*  
*3 years of experience*

Tasks may include:
- Assists in the research, development, and delivery of training programs for employees and/or clients of one or more state agencies.
- Assists in the research, development, and implementation of training materials; assists in the writing and development of training curriculums
- Assists in the production, development, evaluation, or acquisition of audio-visual aids and computer-based software for use in training programs
- Participates in the overall evaluation of training effectiveness and recommends and/or implements revisions to specific training programs.
- Assists agency leaders and work teams in determining present and/or future organizational and individual development needs
- Provides technical advice to agency personnel regarding the planning, scheduling, and delivery of training programs.
- Prepares reports, as required, on the progress of assigned phases of training.

**Training Specialist I**  
*Bachelor's Degree*  
*5 Years of Experience*

May specialize in a particular subject, training program, or function, may include topics such as supervisory/management training, work skills training, team building, and communications.

Tasks may include:
- Delivers training programs and workshops to employees and managers.
• Monitors the effectiveness of training on employees using individual or group performance results.

• Collects feedback on sessions from attendees to use for future improvements to content and presentation.

• Contributes to new training program design and existing program enhancements.

• Assists in the development and creation of lesson plans and training aids.

• Works on projects/matters of limited complexity in a support role.

Training Specialist II
Bachelor's Degree
7 Years of Experience

Tasks may include:
• Delivers company training programs and workshops to employees and managers.
• Monitors the effectiveness of training on employees using individual or group performance results.
• Collects feedback on sessions from attendees to use for future improvements to content and presentation.
• Contributes to new training program design and existing program enhancements.
• Develops and creates lesson plans and training aids.
• Specialize in a particular subject, training program, or function, such as supervisory/management training, work skills training, team building, and communications.

Training Specialist III
Bachelor's Degree
9 Years of experience

Tasks may include:
• Delivers training programs and workshops to employees and managers.

• Monitors the effectiveness of training on employees using individual or group performance results.

• Collects feedback on sessions from attendees to use for future improvements to content and presentation.

• Develops new training program design and existing program enhancements including lesson plans and training aids.

• Specializes in a particular subject, training program, or function. (Training programs may include topics such as supervisory/management training, work skills training, team building,
and communications.)

- Reports to an executive or head of a unit/department.
- Contributes to moderately complex aspects of a project.
- Works independent and collaborative in nature.

**Project Manager**
**Bachelor’s Degree**
**5 Years of experience**

Tasks may include:

- Project or multiple projects to achieve a corporate vision.
- Work as the head of a program office leading a team and perform liaison activities with upper management and stakeholders.
- Managers are responsible for governance, which involves working with the overarching structure, processes, and procedures to accomplish objectives, which include metrics of success and deliverables.
- Alignment entails top-down vision, goals and objectives from business strategy flowing through to successful completion of projects for program objectives.
- Assurance includes checks and balances for compliance with standards and vision alignment.
- Management involves regular reviews for accountability and successful management of project, stakeholders, and suppliers.

**Subject Matter Expert I**
**Master's Degree**
**7 years of experience**

Tasks may include:

- Scans forms into the e-OPF system (Examples: entry-on-entry forms, updated benefits forms, Beneficiary forms, military service records, and authorization memos and forms).
- Take ownership of project deliverables where assigned.
- Participates actively in internal and external client meetings.
- Use data analysis skills to research and identify solutions.
• Ensure Authorizations are handled in a manner consistent with overall project

• Obtain approved authorization of services to be paid as required by program rules from designated clients according to payer requirements

• Update reporting tool/track via reporting tools

• Ensure authorization requests are completed in a timely fashion to meet contractual requirements and all reviews are conducted using nationally recognized and evidence-based standards.

• Assist with maintenance and integrity of the authorization files to ensure they are accurate, comprehensive, and clear.

• Serve as the subject matter expert liaison for authorizations and/or leader on cross-functional teams.

Security Specialist I
Bachelor’s Degree
4 years of experience

Tasks may include:

• Ensures the maturation of government access control and intrusion detection systems to educate users and minimize the possibility of malicious access.

• Develop and ensure accuracy of network, server, and workstation security systems.

• Performs daily assessments of risks and enforces agency policies.

• Provides for training on specific-security issues and develops audit plans for assessing security risks.
• Performs security audits, monitors compliance, performs risks and vulnerability assessments and presents audit findings to government officials.

• Works closely with other agencies and organizations.

• Formulates and trains incident response units and maintains a database/matrix system on security violations.
Security Specialist II
Master’s Degree
5 years of experience

Experience assisting in preparing workforce analysis plans that detail how organizations will be assessed in terms of current and future mission needs. Evaluates organizational structures in relation to designed organizational strategies and mission requirements and recommend organizational structures to bring those elements into alignment.

Tasks may include:
- Disseminating work assignments to subordinate SSP
- Overseeing day-to-day performance of construction monitoring functions,
- Certifying the completion and accuracy of logs, reports and other required documents,
- Managing personnel assignments and schedules
- Reviewing and signing completed timesheets
- Decertifying of secure containers
- Maintaining classified documents, plans and blueprints
- Reviewing the quality of deliverables
- Coordinating with local guard force, and the PMO in resolving/escalating performance, finance and facility issues and personnel matters.
- Investigating, assesses, analyzes and makes recommendations to resolve issues and problems presented by organizations.
- Reviewing various policies, procedures, guidelines, and related directives to be implemented; evaluates impact on operations; identifies potential problems; recommends appropriate action.
- Identifying wide range of problems in the implementation of various policies and procedures or program policies and procedures.
- Establishing and maintaining close, continuous, and responsive communications with Site Security Managers.

Experience & Degree Substitution Equivalencies
Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

<table>
<thead>
<tr>
<th>Equivalent Degree</th>
<th>Experience</th>
</tr>
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<tbody>
<tr>
<td>Associate’s</td>
<td>2 years relevant experience</td>
</tr>
<tr>
<td>Bachelor’s</td>
<td>Associate’s degree + 2 years relevant experience or 4 years relevant experience</td>
</tr>
<tr>
<td>Master’s</td>
<td>Bachelor’s plus 2 years relevant experience or Associate’s degree + 4 years relevant experience or 6 years relevant experience</td>
</tr>
</tbody>
</table>
PhD Master’s + 2 years relevant experience, or Bachelor’s + 4 years relevant experience or Associate’s + 6 years relevant experience or 8 years relevant experience