

**General Services Administration
Federal Supply Service
Authorized Federal Supply Schedule Price List**

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!TM, a menu-driven database system. The Internet address for GSA-Advantage!TM is: <http://www.gsaadvantage.gov>

The Professional Services Schedule

**FSC/PSC Code: R499
Contract Number: GS-00F-115CA**

For more information on ordering from Federal Supply Schedules, click on the FSS Schedules button at: <http://www.fss.gsa.gov>

Contract Period: 4/27/2020 – 4/26/2025



**Synergy Enterprises Incorporated
8757 Georgia Avenue, Suite 1440
Silver Spring, MD 20910
Telephone: (240) 485-1700
Fax: (240) 485-1717
www.seiservices.com**

Contract Point of Contact – Aida Teymouri, Sr. Contract Specialist
Email: contractservices@seiservices.com

Business Size/Status: Woman-Owned Small Business (WOSB)

Pricelist current as of Modification #PS-A812 effective 02/03/2020



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CUSTOMER INFORMATION

1a. Table of Awarded Special Item Numbers (SINs) with appropriate cross-reference to page numbers:

SINs	SIN Title
OLM	OLM Order-Level Materials (OLM)
512110	512110 Video/Film Production
541430	541430 Graphic Design Services
541511	541511 Web Based Marketing
541611	541611 Management and Financial Consulting, Acquisition and Grants Management Support Services
541613	541613 Marketing Consulting Services
541810	541810 Advertising Services
541810ODC	541810ODC Other Direct Costs for Marketing and Public Relations Services
541820	541820 Public Relations Services
541910	541910 Marketing Research and Analysis
561920	561920 Conference, Meeting, Event and Trade Show Planning Services

1b. Lowest Priced Model Number and Lowest Price: Please refer to our rates on Pages 7-11

1c. Labor Category Descriptions: Please refer to Pages 12-31

2. Maximum Order: \$1,000,000.00* per SIN

*If the best value selection places your order over the Maximum Order identified in this catalog / pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contractor for a better price. The contractor may (1) offer a new price for this requirement, (2) offer the lowest price available under this contract, or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule in accordance with FAR 8.404.

3. Minimum Order: \$100.00

4. Geographic Coverage: Domestic Only

5. Point of Production: Silver Spring, MD (Montgomery County)

6. Discount from List Price: Prices listed are GSA Net

7. Quantity Discounts:

All SINs

1.0% Discount off individual task orders at or above \$500,000 (excluding ODCs)

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

9a. Government Purchase Card is **accepted** at or below the micro-purchase threshold.

9b. Government Purchase Card is **not accepted** above the micro-purchase threshold.

10. Foreign Items: None

11a. Time of Delivery: As specified on task order and mutually agreed upon.

11b. Expedited Delivery: There are no items noted as being available for expedited delivery on the contract level in this price list. Expedited delivery is as specified on the task order level and mutually agreed upon.

11c. Overnight and Two-Day Delivery: Overnight and two-day delivery may be available. Contact the Contractor for rates.

11d. Urgent Requirement: Note the Urgent Requirements clause of this contract, and 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. F.O.B. Point: Destination

13a. Ordering Address: Synergy Enterprises Incorporated
Attn: GSA Orders
8757 Georgia Avenue, Suite 1440
Silver Spring, MD 20910-3737

13b. For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. Payment Address: Synergy Enterprises Incorporated
Attn: Accounting Supervisor
8757 Georgia Avenue, Suite 1440
Silver Spring, MD 20910-3737

15. Warranty Provision: Not Applicable

16. Export Packing Charges: Not Applicable

17. Terms and Conditions of Government Purchase Card Acceptance (any thresholds above the micro-purchase level): The government-wide purchase card is not accepted on orders exceeding the micro-purchase threshold. No additional discounts are given for purchase cards.

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

19. Terms and conditions of installation (if applicable): Not Applicable

20. Terms and conditions of repair parts indicating date of parts, price lists and any discounts from list prices: Not Applicable

20a. Terms and conditions for any other services (if applicable): Not Applicable

21. List of service and distribution points (if applicable): Not Applicable

22. List of participating dealers (if applicable): Not Applicable

23. Preventative maintenance (if applicable): Not Applicable

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants.): Not Applicable

**24b. 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/
Contact Contract Administrator for more information.**

25. Data Universal Number System (DUNS) Number: 131331261

26. Synergy Enterprises Incorporated is registered in the System for Award Management (SAM) database.

Service Contract Labor Standards Matrix:

SCA/SCLS Matrix		
SCLS Eligible Contract Labor Category/Fixed Price Service	SCLS Equivalent Code Title	WD Number
**Copywriter	01612 - Word Processor I	2015-4270
**Office Assistant	01111 - General Clerk I	2015-4270
**Senior Writer/Editor	30463 - Technical Writer III	2015-4270
**Writer/Editor	30462 - Technical Writer II	2015-4270
**Writer/Editor II	30463 - Technical Writer III	2015-4270
**Writer/Editor I	30462 - Technical Writer II	2015-4270
**Project Support I	01112 - General Clerk II	2015-4270
**Project Support II	01113 - General Clerk III	2015-4270

The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes SCLS applicable labor categories. Labor categories and fixed price services marked with a (**) in this pricelist are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide) per current MAS Solicitation.

CONTRACT OVERVIEW

GSA awarded Synergy Enterprises Incorporated a GSA Federal Acquisition Schedule contract for the Professional Services Schedule (PSS), Contract Number GS-00F-115CA. The option period 1 contract period is 4/27/2020 – 4/26/2025. GSA may exercise a total of up to two additional five-year option periods. The contract allows for the placement of Firm Fixed Price or Time and Materials task orders using the labor categories and ceiling rates defined in the contract.

CONTRACT ADMINISTRATOR

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MARKETING AND TECHNICAL POINT OF CONTACT

Synergy Enterprises Incorporated
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Email: info@seiservices.com

SYNERGY ENTERPRISES INCORPORATED LABOR CATEGORIES AND GSA PRICING

SIN	Labor Category	Location	Year 5 4/27/19- 4/26/20	Year 6 4/27/20- 4/26/21	Year 7 4/27/21- 4/26/22	Year 8 4/27/22- 4/26/23	Year 9 4/27/23- 4/26/24	Year 10 4/27/24- 4/26/25
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Communications Director I	Both	\$176.81	\$182.11	\$187.57	\$193.20	\$199.00	\$204.97
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Executive Director I	Both	\$208.15	\$214.40	\$220.83	\$227.45	\$234.28	\$241.30
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Communications Research and Evaluation Specialist	Both	\$63.77	\$65.68	\$67.65	\$69.68	\$71.77	\$73.93
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Senior Communications Manager	Both	\$125.78	\$129.55	\$133.44	\$137.44	\$141.57	\$145.81
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Copywriter	Both	\$43.51	\$44.82	\$46.16	\$47.54	\$48.97	\$50.44
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Senior Media Relations Specialist	Both	\$50.88	\$52.41	\$53.98	\$55.60	\$57.27	\$58.98

SIN	Labor Category	Location	Year 5 4/27/19- 4/26/20	Year 6 4/27/20- 4/26/21	Year 7 4/27/21- 4/26/22	Year 8 4/27/22- 4/26/23	Year 9 4/27/23- 4/26/24	Year 10 4/27/24- 4/26/25
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Media Relations Specialist	Both	\$37.91	\$39.05	\$40.22	\$41.43	\$42.67	\$43.95
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Web Content Manager/Info Architect	Both	\$76.81	\$79.11	\$81.49	\$83.93	\$86.45	\$89.04
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Communications Associate III	Both	\$105.32	\$108.48	\$111.73	\$115.09	\$118.54	\$122.09
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Communications Associate II	Both	\$86.09	\$88.67	\$91.33	\$94.07	\$96.90	\$99.80
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Communications Associate I	Both	\$68.46	\$70.51	\$72.63	\$74.81	\$77.05	\$79.36
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Communications Manager	Both	\$107.72	\$110.95	\$114.28	\$117.71	\$121.24	\$124.88

SIN	Labor Category	Location	Year 5 4/27/19- 4/26/20	Year 6 4/27/20- 4/26/21	Year 7 4/27/21- 4/26/22	Year 8 4/27/22- 4/26/23	Year 9 4/27/23- 4/26/24	Year 10 4/27/24- 4/26/25
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Database Specialist I	Both	\$59.46	\$61.24	\$63.08	\$64.97	\$66.92	\$68.93
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Database Specialist IV	Both	\$89.02	\$91.69	\$94.44	\$97.27	\$100.19	\$103.20
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Database Specialist VI	Both	\$107.62	\$110.85	\$114.17	\$117.60	\$121.13	\$124.76
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Graphic Designer I	Both	\$73.52	\$75.73	\$78.00	\$80.34	\$82.75	\$85.23
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Graphic Designer II	Both	\$83.90	\$86.42	\$89.01	\$91.68	\$94.43	\$97.26
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Graphic Designer III	Both	\$92.94	\$95.73	\$98.60	\$101.56	\$104.60	\$107.74

SIN	Labor Category	Location	Year 5 4/27/19- 4/26/20	Year 6 4/27/20- 4/26/21	Year 7 4/27/21- 4/26/22	Year 8 4/27/22- 4/26/23	Year 9 4/27/23- 4/26/24	Year 10 4/27/24- 4/26/25
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	IT Director	Both	\$152.89	\$157.48	\$162.20	\$167.07	\$172.08	\$177.24
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	IT Manager	Both	\$147.42	\$151.84	\$156.40	\$161.09	\$165.92	\$170.90
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Meeting Coordinator I	Both	\$36.38	\$37.47	\$38.60	\$39.75	\$40.95	\$42.17
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Meeting Coordinator II	Both	\$41.55	\$42.80	\$44.08	\$45.40	\$46.76	\$48.17
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Meeting Manager I	Both	\$45.84	\$47.22	\$48.63	\$50.09	\$51.59	\$53.14
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Meeting Manager II	Both	\$52.58	\$54.16	\$55.78	\$57.46	\$59.18	\$60.95

SIN	Labor Category	Location	Year 5 4/27/19- 4/26/20	Year 6 4/27/20- 4/26/21	Year 7 4/27/21- 4/26/22	Year 8 4/27/22- 4/26/23	Year 9 4/27/23- 4/26/24	Year 10 4/27/24- 4/26/25
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Meeting Manager III	Both	\$56.81	\$58.51	\$60.27	\$62.08	\$63.94	\$65.86
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Office Assistant	Both	\$33.33	\$34.33	\$35.36	\$36.42	\$37.51	\$38.64
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Project Director I	Both	\$130.42	\$134.33	\$138.36	\$142.51	\$146.79	\$151.19
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Project Director II	Both	\$136.90	\$141.01	\$145.24	\$149.59	\$154.08	\$158.70
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Project Director III	Both	\$142.44	\$146.71	\$151.11	\$155.65	\$160.32	\$165.13
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Project Manager I	Both	\$93.18	\$95.98	\$98.85	\$101.82	\$104.87	\$108.02

SIN	Labor Category	Location	Year 5 4/27/19- 4/26/20	Year 6 4/27/20- 4/26/21	Year 7 4/27/21- 4/26/22	Year 8 4/27/22- 4/26/23	Year 9 4/27/23- 4/26/24	Year 10 4/27/24- 4/26/25
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Project Manager III	Both	\$103.66	\$106.77	\$109.97	\$113.27	\$116.67	\$120.17
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Project Manager IV	Both	\$108.13	\$111.37	\$114.72	\$118.16	\$121.70	\$125.35
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Project Manager V	Both	\$112.28	\$115.65	\$119.12	\$122.69	\$126.37	\$130.16
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Research Analyst	Both	\$41.03	\$42.26	\$43.53	\$44.83	\$46.18	\$47.57
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Research Associate	Both	\$61.73	\$63.58	\$65.49	\$67.45	\$69.48	\$71.56
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Senior Application Developer	Both	\$135.26	\$139.32	\$143.50	\$147.80	\$152.24	\$156.80

SIN	Labor Category	Location	Year 5 4/27/19- 4/26/20	Year 6 4/27/20- 4/26/21	Year 7 4/27/21- 4/26/22	Year 8 4/27/22- 4/26/23	Year 9 4/27/23- 4/26/24	Year 10 4/27/24- 4/26/25
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Senior Conference Manager I	Both	\$66.02	\$68.00	\$70.04	\$72.14	\$74.31	\$76.54
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Senior Conference Manager II	Both	\$75.69	\$77.96	\$80.30	\$82.71	\$85.19	\$87.75
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Senior Conference Manager III	Both	\$81.31	\$83.75	\$86.26	\$88.85	\$91.52	\$94.26
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Senior Programmer	Both	\$117.60	\$121.13	\$124.76	\$128.50	\$132.36	\$136.33
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Senior Writer / Editor	Both	\$123.45	\$127.15	\$130.97	\$134.90	\$138.94	\$143.11
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Web Developer	Both	\$99.96	\$102.96	\$106.05	\$109.23	\$112.51	\$115.88

SIN	Labor Category	Location	Year 5 4/27/19- 4/26/20	Year 6 4/27/20- 4/26/21	Year 7 4/27/21- 4/26/22	Year 8 4/27/22- 4/26/23	Year 9 4/27/23- 4/26/24	Year 10 4/27/24- 4/26/25
541810, 541820, 541511, 541910, 512110, 561920, 541430, 541613	Writer / Editor	Both	\$79.39	\$81.77	\$84.22	\$86.75	\$89.35	\$92.03
541611	Subject Matter Expert	Both	\$384.55	\$396.09	\$407.97	\$420.21	\$432.81	\$445.80
541611	Senior Project Manager	Both	\$190.34	\$196.05	\$201.93	\$207.99	\$214.23	\$220.66
541611	Project Manager V	Both	\$182.65	\$188.13	\$193.77	\$199.59	\$205.57	\$211.74
541611	Project Director	Both	\$167.53	\$172.56	\$177.73	\$183.06	\$188.56	\$194.21
541611	Project Manager IV	Both	\$147.90	\$152.34	\$156.91	\$161.61	\$166.46	\$171.46
541611	Project Manager III	Both	\$130.50	\$134.42	\$138.45	\$142.60	\$146.88	\$151.29
541611	Project Manager II	Both	\$101.43	\$104.47	\$107.61	\$110.84	\$114.16	\$117.59
541611	Project Manager I	Both	\$84.33	\$86.86	\$89.47	\$92.15	\$94.91	\$97.76
541611	Program Coordinator	Both	\$77.15	\$79.46	\$81.85	\$84.30	\$86.83	\$89.44
541611	Senior Technical Writer	Both	\$141.75	\$146.00	\$150.38	\$154.89	\$159.54	\$164.33
541611	Writer / Editor II	Both	\$134.31	\$138.34	\$142.49	\$146.76	\$151.17	\$155.70
541611	Writer / Editor I	Both	\$118.23	\$121.78	\$125.43	\$129.19	\$133.07	\$137.06
541611	Senior Research Statistician	Both	\$229.18	\$236.06	\$243.14	\$250.43	\$257.94	\$265.68
541611	Senior Research Analyst	Both	\$153.04	\$157.63	\$162.36	\$167.23	\$172.25	\$177.42
541611	Research Specialist	Both	\$123.30	\$127.00	\$130.81	\$134.73	\$138.78	\$142.94
541611	Research Analyst	Both	\$59.16	\$60.93	\$62.76	\$64.65	\$66.59	\$68.58
541611	Research Assistant	Both	\$48.07	\$49.51	\$51.00	\$52.53	\$54.10	\$55.73
541611	Senior Data Analyst	Both	\$114.58	\$118.02	\$121.56	\$125.20	\$128.96	\$132.83
541611	Data Analyst	Both	\$101.86	\$104.92	\$108.06	\$111.31	\$114.64	\$118.08
541611	Senior Management Analyst	Both	\$141.01	\$145.24	\$149.60	\$154.09	\$158.71	\$163.47
541611	Communications Manager	Both	\$117.09	\$120.60	\$124.22	\$127.95	\$131.79	\$135.74
541611	Project Support II	Both	\$58.14	\$59.88	\$61.68	\$63.53	\$65.44	\$67.40
541611	Project Support I	Both	\$46.83	\$48.23	\$49.68	\$51.17	\$52.71	\$54.29

SYNERGY ENTERPRISES INCORPORATED OTHER DIRECT COSTS

SINs	Support Product (ODC's)	Price Offered to GSA (including IFF)
541810ODC	AV Equipment and Services	\$147,403.43
541810ODC	Decorations and Furnishings	\$75,017.69
541810ODC	Giveaways	\$20,380.29
541810ODC	Honoraria	\$4,493.70
541810ODC	Catering Services	\$370,978.06
541810ODC	Meeting Room Rentals	\$25,760.08
541810ODC	Meeting Site Network / Phone Rental	\$2,945.63
541810ODC	Conference Book Printing and Binding	\$25,694.62
541810ODC	Participant List Books Printing and Binding	\$11,880.04
541810ODC	Participant Nametags	\$3,355.78
541810ODC	Photography Services	\$2,359.19
541810ODC	Photographic Prints	\$1,403.16
541810ODC	Press Release / Media Services	\$24,551.06
541810ODC	Signage and Banners	\$12,632.34
541810ODC	Teleconferencing	\$6,782.04
541810ODC	Webinar Transcription	\$739.21
541810ODC	Transcription; Court Reporting, Transcription and Word Processing	\$4,465.62
541810ODC	Translation Services	\$9,259.06
541810ODC	Closed Captioning	\$1,786.25
541810ODC	Video Production Services	\$32,667.83
541810ODC	Overnight Air Shipping	\$296.97
541810ODC	Event Site Shipping, Handling and Storage	\$2,870.35
541810ODC	Courier Services	\$1,123.91
541810ODC	Ground Freight	\$5,090.23
541810ODC	Webinars	\$65,268.80
541810ODC	Black and White Photocopies	\$0.11
541810ODC	Color Photocopies	\$0.28

LABOR CATEGORY DESCRIPTIONS

(SINS 541810, 541820, 541511, 541910, 512110, 561920, 541430, AND 541613)

Synergy Enterprises, Inc. (SEI)'s commercial practices include the education / experience substitutions identified below. In order to be consistent with commercial practices, SEI requests to incorporate its commercial education / experience methodology to all GSA labor categories.

Experience Substitution Methodology:

H.S. Diploma + 4 years additional experience	Equals	Bachelors Degree
Bachelors Degree + 2 years additional experience	Equals	Masters Degree
Masters Degree + 3 years additional experience	Equals	Ph.D.

Education Substitution Methodology:

A Ph.D. may be substituted for 3 years of required experience with a Masters Degree or 5 years with a Bachelors Degree.
A Masters Degree may be substituted for 2 years of required experience with a Bachelors Degree.
A Bachelors Degree may be substituted for 4 years of required experience with a H.S. Diploma.

Communications Director I
<p>Minimum/General Experience: 12 years total work experience and experience managing multiple tasks or large-scale communication projects. Must have experience supervising other personnel. Must have significant experience in overall project leadership and cooperation with the client. Federal project leadership experience required.</p>
<p>Functional Responsibility: Responsible for coordinating communications activities and developing and monitoring processes for scheduling, staffing, task management, and quality assurance that produce consistently excellent and timely results. Develops and leads the execution of communications strategy. Where necessary, collaborates with IT and creative leadership to develop digital, interactive, and creative materials. Responsible for overseeing writing and editing teams, including performing developmental and substantive editing of materials such as stakeholder communication, briefs, project reporting, documentation related to program objectives, or other related products. Focuses on managing communications budget and staff for multiple client engagement. Proficiency in software such as Microsoft Office applications (Word, PowerPoint, Excel, Publisher). Strong organizational and project management skills and efficient time and task management skills, including the ability to meet simultaneous deadlines while managing the production of high quality client deliverables. Prior experience in managing integrated teams of communications specialists.</p>
<p>Minimum Education: Master's Degree in communications, social science, or related discipline. Doctorate preferred.</p>

Executive Director I
<p>Minimum/General Experience: 15 years total work experience and experience managing multiple tasks or large-scale projects. Must have experience supervising other personnel. Must have significant experience in overall project leadership and cooperation with the client. Federal project leadership experience required.</p>
<p>Functional Responsibility: Serves as project principal investigator or director to conceive, design, evaluate and otherwise lead multiple complex, large-scale projects and company divisions. Oversees other project managers and other full- or part-time project staff, subcontractors, project schedules, resources and budgets, risk management activities, and deliverable management. Prepares project plans including schedules with multiple milestones and bills of materials. Responsible for ongoing communication with the client, any subcontractors, and successful completion of projects. Responsible for quality assurance programs designed to evaluate project performance.</p>
<p>Minimum Education:</p>

Master's Degree in a social sciences discipline such as education, psychology, public administration, or extensive experience in research, applied research or policy and project direction.

Communications Research and Evaluation Specialist

Minimum/General Experience:

Entry Level – 0 years of relevant experience.

Functional Responsibility:

Gathers and analyzes a range of data from online sources to support communications strategy development, audience segmentation, audience behavior tracking, and impact assessment. Reviews primary and secondary sources to inform communications methodology, monitors client digital properties (including blogs, social media sites, etc.), and leverages industry tools to capture quantitative and qualitative communications data. Supports the development of client status reports and contributes to the development of a communications evaluation framework. Knowledge of Google Analytics, Radian6, social media platforms, Cision, and related tools preferred.

Minimum Education:

Bachelor's Degree in a social science or communications-related discipline.

Senior Communications Manager

Minimum/General Experience:

8 years of relevant experience.

Functional Responsibility:

Responsible for coordinating communications activities and developing and monitoring processes for scheduling, staffing, task management, and quality assurance that produce consistently excellent and timely results. Develops and leads the execution of communications strategy. Where necessary, collaborates with IT and creative leadership to develop digital, interactive, and creative materials. Responsible for overseeing writing and editing teams, including performing developmental and substantive editing of materials such as stakeholder communication, briefs, project reporting, documentation related to program objectives, or other related products. Focuses on managing communications budget and staff for multiple client engagement. Proficiency in software such as Microsoft Office applications (Word, PowerPoint, Excel, Publisher). Strong organizational and project management skills and efficient time and task management skills, including the ability to meet simultaneous deadlines while managing the production of high quality client deliverables. Prior experience in managing integrated teams of communications specialists.

Minimum Education:

Master's Degree in communications, social science, or related discipline. Doctorate preferred.

Copywriter

Minimum/General Experience:

Entry Level – 0 years of relevant experience.

Functional Responsibility:

Responsible for assembling and writing descriptive copy for reports, summary reports, newsletters, abstracts, research publications, monographs, multimedia materials, trip reports, media advisories, scripts, training materials, proposals, public relations materials, and other technical and non-technical information.

Minimum Education:

Bachelor's degree in English, journalism, or a related field.

Media Relations Specialist

Minimum/General Experience:

2 years of relevant experience.

Functional Responsibility:

Tasks include media design and execution, development of marketing and communications strategies and plans, formulation of creative strategies and concepts, and consultation on production of multimedia materials and development of public relations activities. Individuals have a thorough understanding of internal and

external operations within the news media. Individuals work with minimal guidance and direction and are expected to exercise ingenuity and originality in daily problem solving.

Minimum Education:

Bachelor's degree in communications, marketing, public health, or a related field.

Senior Media Relations Specialist

Minimum/General Experience:

4 years of relevant experience.

Functional Responsibility:

Task include media design and execution, development of marketing and communications strategies and plans, formulation of creative strategies and concepts, and consultation on production of multimedia materials and development of public relations activities. Individuals have a thorough understanding of internal and external operations within the news media. The position requires excellent written and verbal communication skills, including expert presentation, public speaking, and document writing and organization skills.

Minimum Education:

Bachelor's degree in communications, marketing, public health, or a related field.

Web Content Manager/Info Architect

Minimum/General Experience:

2 years of relevant experience.

Functional Responsibility:

Will apply advanced principles, theories, and concepts to highly complex tasks related to designing, developing, troubleshooting, debugging, and implementing software code for a Web site. Individuals apply comprehensive knowledge in technical assignments and previous tasks in the areas of Web technology development.

Minimum Education:

Bachelor's degree in computer science or a related field.

Communications Associate I

Minimum/General Experience:

Entry Level – 0 years of relevant experience.

Functional Responsibility:

Supports a wide variety of communication activities, including research, media and stakeholder outreach, digital and print materials development, and campaign development for multicultural audiences.

Minimum Education:

Bachelor's degree in communications, marketing, public health, or a related field.

Communications Associate II

Minimum/General Experience:

2 years of relevant experience.

Functional Responsibility:

Supports a wide variety of communication activities, including research, media and stakeholder outreach, digital and print materials development, and campaign development for multicultural audiences.

Minimum Education:

Bachelor's degree in communications, marketing, public health, or a related field.

Communications Associate III

Minimum/General Experience:

5 years of relevant experience.

Functional Responsibility:

Supports a wide variety of communication activities, including research, media and stakeholder outreach, digital and print materials development, and campaign development for multicultural audiences. Supports

communications strategy development on single or multiple client engagements. Serves as a task-specific manager, overseeing the work of junior communications staff.

Minimum Education:

Bachelor's degree in communications, marketing, public health, or a related field.

Project Director III

Minimum/General Experience: 9 years total work experience and experience managing multiple tasks or projects. Must have experience supervising other personnel. Must have experience in overall project leadership and cooperation with the client. Federal project leadership experience required.

Functional Responsibility: Serves as project principal investigator or director to conceive, design, evaluate and otherwise lead multiple large projects. Oversees other project managers and other full- or part-time project staff, subcontractors, project schedules, resources and budgets, risk management activities, and deliverable management. Prepares project plans including schedules with multiple milestones and bills of materials. Responsible for ongoing communication with the client, any subcontractors, and successful completion of projects. Responsible for quality assurance programs designed to evaluate project performance.

Minimum Education: Master's Degree in a social sciences discipline such as education, psychology, public administration, or extensive experience in research, applied research or policy and project direction.

Project Director II

Minimum/General Experience: 7 years total work experience and experience managing multiple tasks or projects. Must also have experience supervising other personnel. Must have experience in overall project leadership and cooperation with the client. Federal project leadership experience required.

Functional Responsibility: Serves as project principal investigator or director to conceive, design, evaluate and otherwise lead large and/or multiple small or medium projects. Oversees other project managers and other full or part time project staff, subcontractors, project schedules, resources and budgets, risk management activities, and deliverable management. Prepares project plans including schedules with multiple milestones and bills of materials. Responsible for ongoing communication with client, any subcontractors, and successful completion of projects. Responsible for quality assurance programs designed to evaluate project performance.

Minimum Education: Bachelor's Degree in a social sciences discipline such as education, psychology, public administration, or extensive experience in research, applied research or policy and project direction.

Project Director I

Minimum/General Experience: 5 years total work experience as well as experience managing multiple tasks or projects. Must have experience supervising other personnel. Must have experience in overall project leadership and cooperation with the client. Federal project leadership experience required.

Functional Responsibility: Serves as project director to conceive, design, evaluate and otherwise lead large and/or multiple small projects. Oversees other full or part time project staff, subcontractors, project schedules, resources and budgets, risk management activities, and deliverable management. Responsible for ongoing communication with the client, any subcontractors, and successful completion of projects. Responsible for quality assurance programs designed to evaluate project performance.

Minimum Education: Bachelor's Degree in a social sciences discipline such as education, psychology, public administration, Four additional years of work experience or extensive experience in research, applied research or policy directly related to the project can be substituted for Bachelors.

Project Manager V

Minimum/General Experience: 5 years total work experience and 4 years of experience managing tasks or projects (at least one year managing multiple tasks/projects). Must have a minimum of 3 years of experience supervising other personnel. Must have experience in project leadership and cooperation with the client.

Functional Responsibility: Serves as project manager to conceive, design, evaluate and otherwise lead large or multiple small projects. Oversees full or part time project staff, subcontractors, project schedules, resources and budgets, risk management activities, and deliverable management. Prepares project plans including schedules with multiple milestones and bills of materials. Responsible for ongoing communication with the

client, any subcontractors, and successful completion of projects. Responsible for quality assurance programs designed to evaluate project performance.

Minimum Education: Bachelor's Degree in a social sciences discipline such as education, psychology, public administration, or extensive experience in research, applied research or policy and project direction.

Project Manager IV

Minimum/General Experience: 4 years total work experience and 3 years of experience managing tasks or projects. Must have a minimum of 2 years of experience supervising other personnel. Must have experience in project leadership and cooperation with the client.

Functional Responsibility: Serves as project manager to conceive, design, evaluate and otherwise lead medium-sized projects. Oversees full or part time project staff, subcontractors, project schedules, resources and budgets, risk management activities, and deliverable management. Prepares project plans including schedules with multiple milestones and bills of materials. Responsible for ongoing communication with the client, any subcontractors, and successful completion of projects. Responsible for quality assurance programs designed to evaluate project performance.

Minimum Education: Bachelor's Degree in a social sciences discipline such as education, psychology, public administration, or extensive experience in research, applied research or policy and project direction.

Project Manager III

Minimum/General Experience: 3 years total work experience and 2 years of experience managing tasks or projects. Must have a minimum of 1 year experience supervising other personnel. Must have experience in project leadership and cooperation with the client.

Functional Responsibility: Serves as project manager to conceive, design, evaluate and otherwise lead small to medium-sized projects. Oversees full or part time project staff, subcontractors, project schedules, resources and budgets, risk management activities, and deliverable management. Prepares project plans including schedules with multiple milestones and bills of materials. Responsible for ongoing communication with the client, any subcontractors, and successful completion of projects. Responsible for quality assurance programs designed to evaluate project performance.

Minimum Education: Bachelor's Degree in a social sciences discipline such as education, psychology, public administration, or extensive experience in research, applied research or policy and project direction.

Project Manager I

Minimum/General Experience: 2 years total work experience and 1 year experience managing tasks or projects. Must have a minimum of 1 year experience supervising other personnel. Must have experience in project leadership and cooperation with the client.

Functional Responsibility: Serves as project manager to conceive, design, evaluate and otherwise lead small projects. Oversees full or part time project staff, subcontractors, project schedules, resources and budgets, risk management activities, and deliverable management. Prepares project plans including schedules with multiple milestones and bills of materials. Responsible for ongoing communication with the client, any subcontractors, and successful completion of projects. Responsible for quality assurance programs designed to evaluate project performance.

Minimum Education: Bachelor's Degree in a social sciences discipline such as education, psychology, public administration, or extensive experience in research, applied research or policy and project direction.

Senior Conference Manager III

Minimum/General Experience: 6 years of experience managing conferences, meetings, seminars, trade shows or other similar events for government and commercial customers. Must have managed one conference of more than 1,000 participants and several conferences of 250 or more participants. Must have experience managing events in variety of geographical settings and involving a wide variety of topics. Must have experience developing agenda for professional conferences and meetings and knowledge of the Federal Travel Regulations. Must have experience leading teams to successfully meet customer objectives re meetings and conferences. Must have demonstrated exceptional written and oral communication skills.

Functional Responsibility: Reports to project manager or project director. Performs a wide range of conference and meeting activities including any or all of the following: responsible for all planning aspects of conferences and meetings and then day-to-day management of all event operations; serves as lead person in development of most event agenda, works closely with customer, and leads development of work plan preparation and implementation; manages implementation of all logistics support activities including travel, accommodations, meeting facilities, refreshments, audiovisual equipment and other supplies or equipment as necessary; leads negotiations for contracts for hotel and any onsite contractors; implements quality control procedures for pre-and post-meeting logistical and meeting documentation; manages welcome desk, distribution of material onsite, and reconciles final bills with hotel and onsite contractors; oversees prompt payment of reimbursements, honorariums, and other fees; assist in preparation of progress reports; and supervises meeting logistics staff.

Minimum Education: Bachelor's Degree in a social sciences discipline such as education, psychology, or history or Bachelors in public administration, management, or hotel operations. Four additional years of directly related conference management experience or a Certified Meeting Planner (CMP) certification can be substituted for Bachelors.

Senior Conference Manager II

Minimum/General Experience: 5 years of experience managing conferences, meetings, seminars, trade shows, or other similar events for government and commercial customers. Must have managed several conferences of 250 or more participants. Must have experience managing events in a variety of geographical settings and involving a wide variety of topics. Must have experience developing agenda for professional conferences and meetings and knowledge of the Federal Travel Regulations. Must have experience leading teams to successfully meet customer objectives re meetings and conferences. Must have demonstrated exceptional written and oral communications skills.

Functional Responsibility: Reports to project manager or project director. Performs a wide range of conference and meeting activities including any or all of the following: responsible for all planning aspects of conferences and meetings and then day-to-day management of all event operations; serves as lead person in development of most event agenda, works closely with customer, and leads development of work plan preparation and implementation; manages implementation of all logistics support activities including travel, accommodations, meeting facilities, refreshments, audiovisual equipment and other supplies or equipment as necessary; leads negotiations for contracts for hotel and any onsite contractors; implements quality control procedures for pre-and post-meeting logistical and meeting documentation; manages welcome desk, distribution of material onsite, and reconciles final bills with hotel and onsite contractors; oversees prompt payment of reimbursements, honorariums, and other fees; assist in preparation of progress reports; and supervises meeting logistics staff.

Minimum Education: Bachelor's Degree in a social sciences discipline such as education, psychology, or history or Bachelors in public administration, management, or hotel operations. Four additional years of directly related conference management experience or a Certified Meeting Planner (CMP) certification can be substituted for Bachelors.

Senior Conference Manager I

Minimum/General Experience: 4 years of experience managing conferences, meetings, seminars, trade shows, or other similar events for government and commercial customers. Must have managed at least one conference of 250 or more participants. Must have experience managing events in a variety of geographical settings and involving a wide variety of topics. Must have experience developing agenda for professional conferences and meetings and knowledge of the Federal Travel Regulations. Must have experience leading teams to successfully meet customer objectives re meetings and conferences. Must have demonstrated exceptional written and oral communications skills.

Functional Responsibility: Reports to project manager or project director. Performs a wide range of conference and meeting activities including any or all of the following: responsible for all planning aspects of conferences and meetings and then day-to-day management of all event operations; serves as lead person in development of most event agenda, works closely with customer, and leads development of work plan preparation and implementation; manages implementation of all logistics support activities including travel,

accommodations, meeting facilities, refreshments, audiovisual equipment and other supplies or equipment as necessary; leads negotiations for contracts for hotel and any onsite contractors; implements quality control procedures for pre-and post-meeting logistical and meeting documentation; manages welcome desk, distribution of material onsite, and reconciles final bills with hotel and onsite contractors; overseas prompt payment of reimbursements, honorariums, and other fees; assist in preparation of progress reports; and supervises meeting logistics staff.

Minimum Education: Bachelor's Degree in a social sciences discipline such as education, psychology, or history or Bachelors in public administration, management, or hotel operations. Four additional years of directly related conference management experience or a Certified Meeting Planner (CMP) certification can be substituted for Bachelors.

Meeting Manager III

Minimum/General Experience: 5 years of experience managing conferences, meetings, seminars, trade shows, or other similar events for government and commercial customers. Must have experience managing events in a variety of geographical settings and involving a wide variety of topics. Must have knowledge of the Federal Travel Regulations. Must have experience leading teams to successfully meet customer objectives re meetings and conferences. Must have demonstrated written and oral communications skills.

Functional Responsibility: Reports to Senior Conference Manager, project manager, or project director. Performs a wide range of conference and meeting activities for conferences with up to 200 attendees including any or all of the following: responsible for all planning aspects or conferences and meetings and day-to-day management of all event operations; works closely with customer, and leads development of work plan preparation and implementation; manages implementation of all logistics support activities including travel, accommodations, meeting facilities, refreshments, audiovisual equipment and other supplies or equipment as necessary; leads negotiations for contracts for hotel and any onsite contractors; implements quality control procedures for pre-and post-meeting logistical and meeting documentation; manages welcome desk, distribution of material onsite, and reconciles final bills with hotel and onsite contractors; overseas prompt payment of reimbursements, honorariums, and other fees; assist in preparation of progress reports; and supervises meeting logistics staff.

Minimum Education: Bachelor's Degree in a social sciences discipline such as education, psychology, or history or Bachelors in public administration, management, or hotel operations. Four years of directly related conference management experience or a Certified Meeting Planner (CMP) certification can be substituted for Bachelors.

Meeting Manager II

Minimum/General Experience: 2 years of experience managing conferences, meetings, seminars, trade shows, or other similar events for government and commercial customers. Must have experience managing events in a variety of geographical settings and involving a wide variety of topics. Must have knowledge of the Federal Travel Regulations. Must have experience leading teams to successfully meet customer objectives re meetings and conferences. Must have demonstrated written and oral communications skills.

Functional Responsibility: Reports to Senior Conference Manager, project manager, or project director. Performs a wide range of conference and meeting activities for conferences with up to 100 attendees including any or all of the following: responsible for all planning aspects or conferences and meetings and day-to-day management of all event operations; works closely with customer, and leads development of work plan preparation and implementation; manages implementation of all logistics support activities including travel, accommodations, meeting facilities, refreshments, audiovisual equipment and other supplies or equipment as necessary; leads negotiations for contracts for hotel and any onsite contractors; implements quality control procedures for pre-and post-meeting logistical and meeting documentation; manages welcome desk, distribution of material onsite, and reconciles final bills with hotel and onsite contractors; overseas prompt payment of reimbursements, honorariums, and other fees; assist in preparation of progress reports; and supervises meeting logistics staff.

Minimum Education: Bachelor's Degree in a social sciences discipline such as education, psychology, or history or Bachelors in public administration, management, or hotel operations. Four years of directly related

conference management experience or a Certified Meeting Planner (CMP) certification can be substituted for Bachelors.

Meeting Manager I

Minimum/General Experience: 1 year experience managing conferences, meetings, seminars, trade shows, or other similar events for government and commercial customers. Must have experience managing events in a variety of geographical settings and involving a wide variety of topics. Must have knowledge of the Federal Travel Regulations. Must have experience leading teams to successfully meet customer objectives re meetings and conferences. Must have demonstrated written and oral communications skills.

Functional Responsibility: Reports to Senior Conference Manager, project manager, or project director. Performs a wide range of conference and meeting activities for small conferences (up to 50 attendees) including any or all of the following: responsible for all planning aspects of conferences and meetings and day-to-day management of all event operations; works closely with customer, and leads development of work plan preparation and implementation; manages implementation of all logistics support activities including travel, accommodations, meeting facilities, refreshments, audiovisual equipment and other supplies or equipment as necessary; leads negotiations for contracts for hotel and any onsite contractors; implements quality control procedures for pre-and post-meeting logistical and meeting documentation; manages welcome desk, distribution of material onsite, and reconciles final bills with hotel and onsite contractors; oversees prompt payment of reimbursements, honorariums, and other fees; assist in preparation of progress reports; and supervises meeting logistics staff.

Minimum Education: Bachelor's Degree in a social sciences discipline such as education, psychology, or history or Bachelors in public administration, management, or hotel operations. Four years of directly related conference management experience or a Certified Meeting Planner (CMP) certification can be substituted for Bachelors.

Meeting Coordinator II

Minimum/General Experience: 2 years of experience in supporting technical or educational planning and coordinating conferences and meetings. Experience in coordinating travel activities and communications with conference or meeting attendees. Experience in coordinating hotel logistics and arrangements.

Functional Responsibility: Participates in the planning and implementation of meetings, conferences, focus groups, and other meeting-related activities. Assists in providing full coordinating support for conferences and meetings of any size. Manages logistical arrangements for meetings and conferences. Handles all forms of communications with attendees to conferences and meetings.

Minimum Education: High school diploma.

Meeting Coordinator I

Minimum/General Experience: 1 year of experience in supporting technical and educational planning and coordinating conferences and meetings. Experience in coordinating travel activities and communications with conference or meeting attendees.

Functional Responsibility: Assists in the planning and implementation of meetings, conferences, focus groups, and other meeting-related activities. Assists in providing full coordinating support for conferences and meetings of any size. Helps implement complex logistical arrangements for meetings and conferences. Handles all forms of communications with attendees to conferences and meetings.

Minimum Education: High school diploma or GED.

Communications Manager

Minimum/General Experience: 6 years of experience in communication services management, including but not limited to art direction or as a managing editor. Experience in writing and editing for publication. Proficiency in software such as Microsoft Office applications (Word, PowerPoint, Excel, MS Access, Publisher). Strong organizational and project management skills and efficient time and task management skills, including the ability to meet simultaneous deadlines while producing high quality work.

<p>Functional Responsibility: Responsible for managing a staff of communications specialists, including providing overall leadership for a team of graphic designers, writers, and editors; conducting performance evaluations and guiding individual professional development plans for staff; overseeing budgets for projects assigned to the Communication Services Department; and developing and monitoring processes for scheduling, staffing, task management, and quality assurance that produce consistently excellent, innovative, and timely results. Also responsible for writing and editing, including performing developmental and substantive editing of materials for national publication, authoring and coauthoring articles and reports for clients, and editing and writing sensitive documents for the corporation. The Communications Manager also serves as a liaison between the Communication Services Department and other departments and divisions and addressing challenges as they arise, collaborates with other members of the company to build and continuously improve corporate structures and processes.</p>
<p>Minimum Education: Master's degree in communications, social science, or related discipline, doctorate preferred. A Bachelors Degree and four additional years of experience can be substituted for Masters Degree.</p>

<p>Senior Writer / Editor</p>
<p>Minimum/General Experience: 5 years writing and editing experience and/or specialized experience including demonstrated experience in creating, editing, and proofreading documents, including technical documents.</p>
<p>Functional Responsibility: Researches, writes, and edits materials for related reports, manuals, briefs, proposals, instructional material, catalogs, technical publications, and software and hardware documentation. Revises text and recommends changes in scope, format, and content to ensure conformance with established standards. May edit, standardize, and make changes to material prepared by other writers. Performs final quality assurance on all materials. Edits user's manuals, special reports and studies, or any other customer deliverables and documents. Coordinates work and supervises other editor/writers as required when working on large projects.</p>
<p>Minimum Education: Master's Degree in English, Literature, or a related discipline.</p>

<p>Writer / Editor</p>
<p>Minimum/General Experience: 2 years writing and editing experience and/or specialized experience including: demonstrated experience in creating, editing, and proofreading documents, including technical documents.</p>
<p>Functional Responsibility: Reports to Senior Editor/Writer or Communications Manager. Researches, writes, and edits materials for related reports, manuals, briefs, proposals, instructional material, catalogs, technical publications, and software and hardware documentation. Revises text and recommends changes in scope, format, and content to ensure conformance with established standards. May edit, standardize, and make changes to material prepared by other writers. Performs final quality assurance on all materials. Edits user's manuals, special reports and studies, or any other customer deliverables and documents.</p>
<p>Minimum Education: Bachelor's Degree in English, Literature, or a related discipline required.</p>

<p>Research Associate</p>
<p>Minimum/General Experience: 1 year experience in research, data collection, and analysis. Knowledge of SPSS preferred but not required. Strong organizational skills and attention to detail. Proficiency with Microsoft Office 2003 and 2007 applications including Word, Excel, and PowerPoint.</p>
<p>Functional Responsibility: Responsible for the determination of research activities and best course of action for accomplishing objectives, as well as, analysis of project-related activities. Development of workshop packets, fact sheets, and newsletters. Coordination of questionnaire development activities and analysis and reporting of study findings. Drafting of summary reports and papers. Other data analysis using Excel, Access, and/or SPSS. May oversee Research Analysts as necessary.</p>
<p>Minimum Education: MA/MS in a social science field. Ph.D. preferred. BA/BS plus four additional years of experience may be substituted for a MA/MS.</p>

Research Analyst
Minimum/General Experience: 1 year experience in research, data collection, and analysis. Knowledge of SPSS preferred but not required. Strong organizational skills and attention to detail. Proficiency with Microsoft Office 2003 and 2007 applications including Word, Excel, and PowerPoint.
Functional Responsibility: Responsible for research related to client projects. Research may include Internet searches, conducting telephone or in-person interviews, administering surveys, and taking notes at meetings or during field observations. Data entry and analysis activities, such as transcription of focus group notes, thematic analysis of interviews, and survey data analysis using Excel, Access, and/or SPSS; work product (e.g., reports, tools) creation support (online and print); and other administrative support tasks as requested, such as organizing and maintaining electronic files, and scheduling meetings and interviews.
Minimum Education: BA/BS in a social science field.

Office Assistant
Minimum/General Experience: 1 year experience performing a variety of clerical support functions. Experience includes maintaining schedules, performing complex word processing functions, producing final documents and other formal project deliverables, acquiring and maintaining supplies and equipment, and performing a variety of other routine and non-routine administrative support functions. Required to use judgment and initiative in problem solving.
Functional Responsibility: Maintains project, team, and individual schedules of activities. Provides support to meetings, training courses, development of contract deliverables, completion of proposals, and other project-related activities. Develops draft and final correspondence, documents, briefings and other materials using software tools such as word processors and graphics presentations packages. Assists in the preparation of management plans and reports. Performs other routine administrative support tasks including making copies, processing mail and other distribution, maintaining files, and ordering and maintaining office supplies. Frequently performs tasks concurrently.
Minimum Education: High school diploma or GED is required.

Graphic Designer III
Minimum/General Experience: 5 years of experience in computer and desktop publishing applications such as Microsoft Office, including Word, Excel, and PowerPoint, and Publisher, WordPerfect, MacDraw, Corel Draw, Canvas, Adobe Illustrator, PhotoShop, etc.. Requires some experience in developing drawings, tables, and illustrations in accordance with applicable government and industry documentation standards.
Functional Responsibility: Prepares computer graphic images for all types of materials including conference supporting materials, contract deliverables, standard operating procedures, manuals, brochures, books, periodicals, catalogs, pamphlets, sales and marketing literature and web sites. Coordinates graphic production scheduling and support from outside vendors and ensures that graphic projects are completed on time, within budget, and to user's satisfaction. Supervises other Graphic Designers when working on large projects.
Minimum Education: Bachelor's Degree in art is required. Associates Degree in art plus two additional years of experience can be substituted for Bachelors.

Graphic Designer II
Minimum/General Experience: 3 years of experience in computer and desktop publishing applications such as Microsoft Office, including Word, Excel, and PowerPoint, and Publisher, WordPerfect, MacDraw, Corel Draw, Canvas, Adobe Illustrator, PhotoShop, etc.. Requires some experience in developing drawings, tables, and illustrations in accordance with applicable government and industry documentation standards.
Functional Responsibility: Prepares computer graphic images for all types of materials including conference supporting materials, contract deliverables, standard operating procedures, manuals, brochures, books, periodicals, catalogs, pamphlets, sales and marketing literature and web sites. Coordinates graphic production scheduling and support from outside vendors and ensures that graphic projects are completed on time, within budget, and to user's satisfaction. Supervises other Graphic Designers when working on large projects.
Minimum Education: Bachelor's Degree in art is required. Associates Degree in art plus two additional years of experience can be substituted for Bachelors.

Graphic Designer I
Minimum/General Experience: 1 year experience in computer and desktop publishing applications such as Microsoft Office, including Word, Excel, and PowerPoint, and Publisher, WordPerfect, MacDraw, Corel Draw, Canvas, Adobe Illustrator, PhotoShop, etc.. Requires some experience in developing drawings, tables, and illustrations in accordance with applicable government and industry documentation standards.
Functional Responsibility: Prepares computer graphic images for all types of materials including conference supporting materials, contract deliverables, standard operating procedures, manuals, brochures, books, periodicals, catalogs, pamphlets, sales and marketing literature and web sites.
Minimum Education: Associate's Degree in art required, four year degree in art is preferred. Three additional years of experience can be substituted for a 2-year degree.

IT Director
Minimum/General Experience: 10 years management experience in ADP services. Must have experience supervising other personnel. Must have strong organizational and project management skills and efficient time and task management skills, including the ability to meet simultaneous deadlines while producing high quality work.
Functional Responsibility: Oversees IT staff across contracts and allocates necessary resources. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. Shall be responsible for the overall contract performance and shall not serve in any other capacity. Performs enterprise-level system planning using Microsoft Windows 2003 server, SQL.
Minimum Education: Master's Degree in Computer Science, Information Systems, Engineering, Business or related discipline. BS and 4 years additional experience or Industry certification and 6 years additional experience can be substituted for Masters.

IT Manager
Minimum/General Experience: 8 years management experience in ADP services. Must have experience supervising other personnel. Must have strong organizational and project management skills and efficient time and task management skills, including the ability to meet simultaneous deadlines while producing high quality work.
Functional Responsibility: Serves as a backup to IT Director. Responsible for overseeing IT staff work on specific projects and providing Quality Assurance. Allocates staff and IT resources which have been assigned to a project and ensures that project deadlines are met.
Minimum Education: Master's Degree in Computer Science, Information Systems, Engineering, Business or related discipline. BS and 4 years additional experience or Industry certification and 6 years additional experience can be substituted for Masters.

Senior Application Developer
Minimum/General Experience: 5 years total work experience creating both desktop and online applications.
Functional Responsibility: Performs the analysis, design, coding, testing, and acceptance of data-driven Desktop and Web Applications used to support meetings and conferences. May perform internet administration tasks for informational Web sites. Utilizes web based software such as Java, HTML, .NET, etc. in the building of software suites to ensure standardization and 508 compliance. Works independently to develop and ensure content of web page is in accordance with client requirements. Experienced with relational databases, text retrieval systems, and object repositories. Performs administration of internet-based database systems as necessary.
Minimum Education: BS in Computer Science, Information Systems, Engineering, Business or related discipline. Industry certification and 1 year additional experience can be substituted for BS.

Senior Programmer
Minimum/General Experience: 3 years of relevant subject matter specialized experience.
Functional Responsibility: Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement to support Web applications used for meetings, conferences, advertising, and data collection. Techniques using JAVA, .NET, VBscripts, Microsoft SQL server, and/or Oracle. Provides technical expertise and guidance in the determination of technical and data architectures, definition of user requirements, and prototyping of systems. Reports to IT Director and works with staff members to perform quality work and meet contract and task schedules and deliverables.
Minimum Education: BS in Computer Science, Information Systems, Engineering, Business or related discipline. Industry certification can be substituted for BS.

Web Developer
Minimum/General Experience: 5 years total work experience developing websites.
Functional Responsibility: Performs routine web development assignments to support meetings and conferences, advertising, and data collection. Designs sites using software such as Microsoft .NET, CSS, PHP, or Macromedia ColdFusion. Works with other staff members to ensure Section 508 compliance.
Minimum Education: BS in Computer Science, Information Systems, Engineering, Business or related discipline. Industry certification can be substituted for BS.

Database Specialist VI
Minimum/General Experience: 3 years of experience in programming and DBMS design, analysis, and implementation. Must have some experience providing IT support (e.g., database support, trouble shooting, computer based demonstrations) to large conferences. Experience includes areas such as network interfaces, database trouble shooting, data manipulation techniques, computer programming, forms development, and documentation and training.
Functional Responsibility: Responsible for, or assists in, development, implementation, administration and documentation of databases and related supporting products for use in large conferences to store, secure, select, and retrieve information. Ensures that designed systems provide sufficient controlled avenues for access to and update of the database, and provides interface protocols and tools. Ensures the currency, accuracy, and integrity of the database and other conference management IT tools and products, assesses the performance of databases, and oversees adaptive and corrective maintenance.
Minimum Education: Master's Degree in Computer Science, Information Systems or other related scientific or technical discipline. A related industry certification (such as Microsoft Certified IT Professional: Database Administrator) plus four years of experience or eight years of experience can be substituted for Masters.

Database Specialist IV
Minimum/General Experience: 3 years of experience in programming and DBMS design, analysis, and implementation. Must have some experience providing IT support (e.g., database support, trouble shooting, computer based demonstrations) to large conferences. Experience includes areas such as network interfaces, database trouble shooting, data manipulation techniques, computer programming, forms development, and documentation and training.
Functional Responsibility: Responsible for, or assists in, development, implementation, administration and documentation of databases and related supporting products for use in large conferences to store, secure, select, and retrieve information. Ensures that designed systems provide sufficient controlled avenues for access to and update of the database, and provides interface protocols and tools. Ensures the currency, accuracy, and integrity of the database and other conference management IT tools and products, assesses the performance of databases, and oversees adaptive and corrective maintenance.
Minimum Education: Bachelor's Degree in Computer Science, Information Systems or other related scientific or technical discipline. A related industry certification (such as Microsoft Certified IT Professional: Database Administrator) or can be substituted for a four year degree.

Database Specialist I

Minimum/General Experience: 1 year experience in programming and DBMS design, analysis, and implementation. Must have some experience providing IT support (e.g., database support, trouble shooting, computer based demonstrations) to meetings and conferences. Experience includes areas such as network interfaces, database trouble shooting, data manipulation techniques, computer programming, forms development, and documentation and training.

Functional Responsibility: Responsible for, or assists in, development, implementation, administration and documentation of databases and related supporting products for use in meetings and conferences to store, secure, select, and retrieve information. Ensures that designed systems provide sufficient controlled avenues for access to and update of the database, and provides interface protocols and tools. Ensures the currency, accuracy, and integrity of the database and other conference management IT tools and products, assesses the performance of databases, and oversees adaptive and corrective maintenance.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems or other related scientific or technical discipline. A related industry certification (such as Microsoft Certified IT Professional: Database Administrator) can be substituted for a four year degree.

LABOR CATEGORY DESCRIPTIONS (SIN 541611)

Synergy Enterprises Incorporated (SEI)'s commercial practices include the education / experience substitutions identified below. In order to be consistent with commercial practices, SEI requests to incorporate their commercial education / experience substitution methodology to all GSA labor categories.

Experience Substitutions Methodology:

High School Diploma + 4 years additional experience	Equals	Bachelors Degree
Bachelors Degree + 2 years additional experience	Equals	Masters Degree
Masters Degree + 3 years additional experience	Equals	Doctoral Degree

Education Substitutions Methodology:

A Doctoral Degree may be substituted for 3 years of required experience with a Masters Degree or 5 years with a Bachelors Degree.
A Masters Degree may be substituted for 2 years of required experience with a Bachelors Degree.
A Bachelors Degree may be substituted for 4 years of required experience with a HS Diploma.

Subject Matter Expert	
Minimum Education Level:	Doctorate Degree in a field directly related to the scope of the project.
Minimum Experience:	15 years of experience in a field directly related to the scope of the project.
Substitution Methodology:	Master's Degree or Industry Certification in a field directly related to the scope of the project plus 5 additional years of experience may be substituted for a Doctorate Degree
Functional Duties/ Responsibilities:	The Subject Matter Expert will provide content and process expertise in response to ongoing and emerging Project needs to reengineering methodologies / principles and business process modernization projects. They will advise Client and Project staff as required and assisting in the writing and production of stakeholder communication, briefs, project reporting, documentation related to program objectives, or any other customer deliverables and documents.

Senior Project Manager	
Minimum Education Level:	Doctoral Degree.
Minimum Experience:	10 years of experience in a field related to the scope of the project. Experienced in supervising other personnel, overall project leadership and cooperation with the client. Federal project leadership experience required.
Functional Duties/ Responsibilities:	Plans all phases of performance, including contract management, contract cost control, project management, coordination of resource needs, coordination with corporate resources and management, and has direct accountability for the technical accuracy, timeliness and quality of deliverables. Responsible for and monitors the projects, programs and services involving department or cross-functional teams focused on the delivery of a project, service or computer-based system to internal or external customers. Responsible for and monitors the product, program and/or service from initiation through delivery, interfacing with customer on technical matters. Implements interdepartmental activities ensuring completion of the product, program or service on schedule and within budget constraints. Oversees work of systems analysis and program staff, providing technical support and direction. Has leadership responsibility for delivery of complex services or custom products to customers.

Project Manager V	
Minimum Education Level:	Master's Degree in a social sciences discipline such as education, psychology, public administration, or extensive experience in research, applied research or policy and project direction.
Minimum Experience:	10 years total work experience and experience managing multiple tasks or projects. Experienced in supervising other personnel, overall project leadership and cooperation with the client. Federal project leadership experience required.
Functional Duties/ Responsibilities:	Serves as project principal investigator or director to conceive, design, evaluate and otherwise lead multiple large projects. Oversees other project managers and other full or part time project staff, subcontractors, project schedules, resources and budgets, risk management activities, and deliverable management. Prepares project plans including schedules with multiple milestones and bills of materials. Responsible for ongoing communication with the client, any subcontractors, and successful completion of projects. Responsible for quality assurance programs designed to evaluate project performance.

Project Director	
Minimum Education Level:	Master's Degree in a social sciences discipline such as education, psychology, public administration, or extensive experience in research, applied research or policy and project direction.
Minimum Experience:	Six (6) years total work experience and experience managing multiple tasks or projects. Experienced in supervising other personnel, overall project leadership and cooperation with the client. Federal project leadership experience required.
Functional Duties/ Responsibilities:	Serves as project principal director to conceive, design, evaluate and otherwise lead multiple projects. Oversees junior project managers and other full or part time project staff, subcontractors, project schedules, resources and budgets, risk management activities, and deliverable management. Prepares project plans including schedules with multiple milestones and bills of materials. Responsible for ongoing communication with the client, any subcontractors, and successful completion of projects. Responsible for quality assurance programs designed to evaluate project performance.

Project Manager IV	
Minimum Education Level:	Bachelor's Degree in a social sciences discipline such as education, psychology, public administration, or extensive experience in research, applied research or policy and project direction.
Minimum Experience:	7 years total work experience and experience managing multiple tasks or projects. Experienced in supervising other personnel, overall project leadership and cooperation with the client. Federal project leadership experience required.
Functional Duties/ Responsibilities:	Serves as project principal investigator or director to conceive, design, evaluate and otherwise lead large and/or multiple small or medium projects. Oversees other project managers and other full or part time project staff, subcontractors, project schedules, resources and budgets, risk management activities, and deliverable management. Prepares project plans including schedules with multiple milestones and bills of materials. Responsible for ongoing communication with the client, any subcontractors, and successful completion of projects. Responsible for quality assurance programs designed to evaluate project performance.

Project Manager III	
Minimum Education Level:	Bachelor's Degree in a social sciences discipline such as education, psychology, or public administration.
Minimum Experience:	5 years total work experience as well as experience managing multiple tasks or projects. Experienced in supervising other personnel, overall project leadership and cooperation with the client. Federal project leadership experience required.
Functional Duties/ Responsibilities:	Serves as project director to conceive, design, evaluate and otherwise lead large and/or multiple small projects. Oversees other full or part time project staff, subcontractors, project schedules, resources and budgets, risk management activities, and deliverable management. Responsible for ongoing communication with the client, any subcontractors, and successful completion of projects. Responsible for quality assurance programs designed to evaluate project performance.

Project Manager II	
Minimum Education Level:	Bachelor's Degree in a social sciences discipline such as education, psychology, public administration, or extensive experience in research, applied research or policy and project direction.
Minimum Experience:	3 years total work experience and 2 years of experience managing tasks or projects. Minimum of 2 years of experience supervising other personnel. Experience in project leadership and cooperation with the client.
Functional Duties/ Responsibilities:	Serves as project manager to conceive, design, evaluate and otherwise lead medium sized projects. Oversees full or part time project staff, subcontractors, project schedules, resources and budgets, risk management activities, and deliverable management. Prepares project plans including schedules with multiple milestones and bills of materials. Responsible for ongoing communication with the client, any subcontractors, and successful completion of projects. Responsible for quality assurance programs designed to evaluate project performance.

Project Manager I	
Minimum Education Level:	Bachelor's Degree in a social sciences discipline such as education, psychology, public administration, or extensive experience in research, applied research or policy and project direction.
Minimum Experience:	1 year work experience with experience managing tasks or projects and supervising other personnel. Experience in project leadership and cooperation with the client.
Functional Duties/ Responsibilities:	Serves as project manager to conceive, design, evaluate and otherwise lead small to medium sized projects. Oversees full or part time project staff, subcontractors, project schedules, resources and budgets, risk management activities, and deliverable management. Prepares project plans including schedules with multiple milestones and bills of materials. Responsible for ongoing communication with the client, any subcontractors, and successful completion of projects. Responsible for quality assurance programs designed to evaluate project performance.

Program Coordinator	
Minimum Education Level:	Bachelor's Degree in a social sciences discipline such as education, psychology, public administration, or extensive experience in research, applied research or policy and project direction.
Minimum Experience:	1 year work experience with experience managing tasks or projects. Experience in project leadership and cooperation with the client.
Functional Duties/ Responsibilities:	Coordinates project team's activities. Reviews formatting of client presentations. Keeps references and completed case study library up to date. Provides templates and deliverable due dates for project activities and project start ups. Responsible for establishing project and team setup in the database used by the project office. Coordinates

	tracking, storage and organization of project documents. Reviews formatting of project documents to ensure they are in line with standards. Maintains project budget and project schedule templates in the identified database.
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Senior Technical Writer	
Minimum Education Level:	Master's Degree in English, Literature, or a related discipline is preferred.
Minimum Experience:	5 years of writing and editing experience and/or specialized experience including: demonstrated experience in creating, editing, and proofreading documents, including technical documents.
Functional Duties/ Responsibilities:	Researches, writes, and edits materials for stakeholder communication, briefs, project reporting, documentation related to program objectives, or any other customer deliverables and documents. Revises text and recommends changes in scope, format, and content to ensure conformance with established standards. May edit, standardize, and make changes to material prepared by other writers. Performs final quality assurance on all materials. Edits user's manuals, special reports and studies, or any other customer deliverables and documents. Coordinates work and supervises other editor/writers as required when working on large projects.

Writer / Editor II	
Minimum Education Level:	Master's Degree in English, Literature, or a related discipline.
Minimum Experience:	Four (4) years writing and editing experience and/or specialized experience including demonstrated experience in creating, editing, and proofreading documents, including technical documents.
Functional Duties/ Responsibilities:	Researches, writes, and edits materials for related reports, manuals, briefs, proposals, instructional material, catalogs, technical publications, and software and hardware documentation. Revises text and recommends changes in scope, format, and content to ensure conformance with established standards. May edit, standardize, and make changes to material prepared by other writers. Performs final quality assurance on all materials. Edits user's manuals, special reports and studies, or any other customer deliverables and documents. Coordinates work and supervises other editor/writers as required when working on large projects.

Writer / Editor I	
Minimum Education Level:	Bachelor's Degree in English, Literature, or a related discipline required.
Minimum Experience:	Three (3) years of writing and editing experience and/or specialized experience including: demonstrated experience in creating, editing, and proofreading documents, including technical documents.
Functional Duties/ Responsibilities:	Reports to senior writers or Communications Manager. Researches, writes, and edits materials for related reports, manuals, briefs, proposals, instructional material, catalogs, technical publications, and software and hardware documentation. Revises text and recommends changes in scope, format, and content to ensure conformance with established standards. May edit, standardize, and make changes to material prepared by other writers. Performs final quality assurance on all materials. Edits user's manuals, special reports and studies, or any other customer deliverables and documents.

Senior Research Statistician	
Minimum Education Level:	Doctoral Degree.
Minimum Experience:	10 years of experience in a related field.
Functional Duties/ Responsibilities:	Oversees a team of researchers and statisticians who provide analysis of data, including evaluation data and other monitoring information related to project performance monitoring/measurement and earned value management support. Oversees researchers who conduct, analyze and monitor tracing activities. Monitors researchers who perform the data collection activities. Supervises the accuracy of data cleaning and editing activities. Documents statistical processes and procedures. Oversees and reviews data analysis. Development of charts and graphs displaying analytical results. Report generation and development. Oversees a team of researchers and statisticians who provide analysis of data, including evaluation data and other monitoring information related to project performance monitoring/measurement and earned value management support. Oversees researchers who conduct, analyze and monitor tracing activities. Monitors researchers who perform the data collection activities. Supervises the accuracy of data cleaning and editing activities. Documents statistical processes and procedures. Oversees and reviews data analysis. Development of charts and graphs displaying analytical results. Report generation and development.

Senior Research Analyst	
Minimum Education Level:	Master's Degree in a social science field. Doctoral Degree preferred.
Minimum Experience:	5 years of experience in research, data collection, and analysis. Knowledge of SPSS preferred but not required. Proficiency with Microsoft Office 2003 and 2007 applications including Word, Excel, and PowerPoint.
Functional Duties/ Responsibilities:	Works independently and in teams to collect, analyze, and present data from structured research and evaluation activities. Describes results of research in text, process flow diagrams, and a variety of charts and graphs. Uses analytical tools to support conducting research activities. Conducts independent research using a variety of sources including materials available in academia, private sector associations and other organizations, state and national level organizations, and the internet. Occasionally assigned to several tasks concurrently. Strong organizational skills and attention to detail.

Research Specialist	
Minimum Education Level:	Bachelor's Degree.
Minimum Experience:	5 years of experience in related position.
Functional Duties/ Responsibilities:	Works within a designated team to conduct, organize, input and finalize data from structured research and evaluation activities. Contributes to all data collection mechanisms to facilitate the compilation of research statistics, budgets figures and other project-related information. Supervises administrative staff and temporary employees on research activities. Contributes to all reports, analyses and other research documents. Assists in training Interviewers. Conducts second and third review of completed surveys to ensure accuracy and consistency. Maintain and organize completed surveys. Improve and/or develop processes and procedure to be used during the interviewing season.

Research Analyst	
Minimum Education Level:	Bachelor's Degree in a social science field.
Minimum Experience:	1 year experience in research, data collection, and analysis. Knowledge of SPSS preferred but not required. Proficiency with Microsoft Office 2003 and 2007 applications including Word, Excel, and PowerPoint.
Functional Duties/ Responsibilities:	Works independently and in teams to collect, analyze, and present data from research and evaluation activities to support project performance monitoring / measurement and earned value management support. Describes results of research in text, process flow diagrams, and a variety of charts and graphs. Uses analytical tools to support conducting independent research activities using a variety of sources. Occasionally assigned to several tasks concurrently. Strong organizational skills and attention to detail.

Research Assistant	
Minimum Education Level:	High School Diploma.
Minimum Experience:	1 year of experience in related position.
Functional Duties/ Responsibilities:	Works independently and with designated team to conduct, organize, input and finalize data from structured research and evaluation activities. Assists in the development of various data collection mechanisms to facilitate the compilation of research statistics, budget figures and other project-related information. Attends to the operational needs of all stages of the contract including but not limited to ordering and replenishing supplies, organizing and filing, drafting correspondence, copying, and monitoring Interviewers. Enter raw data from completed surveys into SPSS and other databases. Assist with tracing activities. Assemble binders or manuals for training and presentations.

Senior Data Analyst	
Minimum Education Level:	Bachelor's Degree
Minimum Requirements:	5 years of experience in related field.
Functional Duties/ Responsibilities:	Applies business process improvement practices to reengineering methodologies / principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement. Writes and prepares complex integrated clinical/statistical reports and other documents such as protocol synopses, protocols, protocol amendments, informed consents, annual reports, investigators brochures, and organization-wide information models for use in or as products of analysis projects. Responsible for providing senior specialized technical subject-matter expertise as necessary.

Data Analyst	
Minimum Education Level:	Bachelor's Degree.
Minimum Experience:	3 years of experience in related field
Functional Duties/ Responsibilities:	Applies business process improvement practices to reengineering methodologies / principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement. Develops and applies organization-wide information models for use in the determination of technical and data

	architectures for analysis projects. Responsible for providing senior specialized technical subject-matter expertise as necessary.
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Senior Management Analyst	
Minimum Education Level:	Doctoral Degree.
Minimum Experience:	5 years of experience in related field
Functional Duties/ Responsibilities:	Applies management expertise, process improvement and re-engineering methodologies and principles to conduct management analysis and process modernization projects. Functions can include activity modeling, developing new businesses processes and methods, identifying and implementing best practices, and creating and assessing management performance measurements.

Communications Manager	
Minimum Education Level:	Master's Degree in communications, social science, or related discipline; Doctorate preferred.
Minimum Experience:	5 years of experience in communication services management, including but not limited to art direction or as a managing editor. Experience in writing and editing for publication. Proficiency in software such as Microsoft Office applications (Word, PowerPoint, Excel, MS Access, Publisher). Strong organizational and project management skills and efficient time and task management skills, including the ability to meet simultaneous deadlines while producing high quality work.
Functional Duties/ Responsibilities:	Responsible for coordinating publication activities and developing and monitoring processes for scheduling, staffing, task management, and quality assurance that produce consistently excellent, innovative, and timely results. Also responsible for writing and editing, including performing developmental and substantive editing of materials including stakeholder communication, briefs, project reporting, documentation related to program objectives, or any other customer deliverables and documents.

Project Support II	
Minimum Education Level:	High School Diploma or Equivalent.
Minimum Experience:	2 years of experience performing a variety of project support functions. Experience includes maintaining schedules, performing complex word processing functions, producing final documents and other formal project deliverables, acquiring and maintaining supplies and equipment, and performing a variety of other routine and non-routine administrative support functions. Required to use judgment and initiative in problem solving.
Functional Duties/ Responsibilities:	Maintains project, team and individual schedules of activities. Provides support to technical staff in development of contract deliverables and other project related activities. Develops draft and final correspondence, documents, briefings and other materials using software tools such as word processors and graphics presentation packages. Assists in preparation of management plans and reports. Performs other routine support tasks including making copies, processing mail and other distribution, maintaining files, and ordering and maintaining office supplies. Frequently performs tasks concurrently.

Project Support I	
Minimum Education Level:	High School Diploma or Equivalent.
Minimum Experience:	1 year experience performing a variety of project support functions. Experience includes maintaining schedules, performing complex word processing functions, producing final documents and other formal project deliverables, acquiring and maintaining supplies and equipment, and performing a variety of other routine and non-routine administrative support functions. Required to use judgment and initiative in problem solving.
Functional Duties/ Responsibilities:	Maintains project, team and individual schedules of activities. Provides support to technical staff in the development of contract deliverables and other project related activities. Develops draft and final correspondence, documents, briefings and other materials using software tools such as word processors and graphics presentation packages. Assists in the preparation of management plans and reports. Performs other routine support tasks including making copies, processing mail and other distribution, maintaining files, and ordering and maintaining office supplies. Frequently performs tasks concurrently.

BRIEF COMPANY OVERVIEW

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ABOUT US

We are a team of dedicated individuals who bring subject-matter expertise, customized technology tools, and award-winning communication services to projects that connect and strengthen people, programs, communities, and countries. Our unwavering focus is on providing excellence and innovation to every client on every project.

Founded

Since its creation in 2003, this woman-owned business has grown to become the small business partner of choice for complex teams working on high-profile/high-stakes projects that bring positive outcomes to neighborhoods across the country and around the world.

AT A GLANCE

- Founded in May 2003
- Woman-Owned Small Business
- Washington Technology Top 14 8(a) Contractor, 2008
- Small Business Administration Washington, DC, Metropolitan Area Small Business Person of the Year, 2009
- GovCon Executive and Contractor of the Year Top 5 Award, 2010
- Telly Award, 2012
- National Association of Government Communicators Blue Pencil and Gold Screen Awards, 2013, 2014, 2016, 2017
- AVA Digital Gold Awards and Honorable Mention, 2014

CORPORATE EXECUTIVES

Prachee J. Devadas, *President/Chief Executive Officer*
pdevadas@seiservices.com
(240) 485-1702

Jill Herzog, *Chief Operations Officer*
jherzog@seiservices.com
(240) 485-3610

Staff

Our award-winning graphic designers, digital media experts, science and plain-language writers/editors, and nationally recognized subject-matter experts sit on appointed boards and panels, serve as university-level professors and expert trainers, and are published internationally.

Secure Data Center

Our information technology (IT) network and customized applications have attained system certification and accreditation and have been granted Authority to Operate, which enables us to host and maintain government websites.

OUR SERVICES

We help clients advance initiatives locally, nationally, and internationally by offering the following services:

Policy and Program

Implementation and Planning— Research and Evaluation, Expert Review Management, Restricted-Access Electronic Forums Design, Program Development and Management, Survey Design Methodologies, Best Practices Implementation, Policy Planning, Portfolio Analysis



Management Consulting and Logistics— International Event Planning and Facilitation, Gap Analysis, Standard Operating Procedures Design and Training,



BRIEF COMPANY OVERVIEW

Systems Improvement, Peer Review Support, Grants Management, Technical Assistance (TA), Workforce Development, Campaign Promotion

Statistical Data Visualization, Analysis, and Reporting—
Data Collection, Management,



Analysis, and Storage; Infographic and Animation Design; Geographic Information Systems (GIS); Statistical Table and Report Design; Interactive Wiki Knowledge Base

E-Learning, Web Tool, and Application Development—Section 508 Compliance, Multiplatform and Multiscreen Design, Privacy and Security Protection, Customizable Information Architecture, Wireframe Development, Code Generation



Multimedia Communications—
Publication Development and Production, Video and Social Media Profile Development, Graphic Design, Plain-Language and Science Writing, Style Editing, Two-Dimensional and Three-Dimensional Animation, Social Networking, Quality Assurance Reviews



IT Integration—Requirements Gathering, Code Generation, Systems Integration and Testing, Hosting and Maintenance, User Training, Search Engine Optimization, Information Security Management, Risk/Information Systems Control



PRODUCTS/SERVICES SNAPSHOT

Department of Education (ED), You for Youth (Y4Y) Professional Development and TA Center for the Nita M. Lowey 21st Century Community Learning Centers (21st CCLC) Grant Program. Y4Y supports 21st CCLC state leaders and nearly 166,000 educators who serve 1.66 million students at 11,500 program sites. Synergy's commitment to Y4Y began in 2009, when our staff collaborated with the Office of Elementary and Secondary Education and a 21st CCLC advisory group to assess practitioner needs in out-of-school programs and conceptualize the first-generation Y4Y web portal (y4y.ed.gov). The online learning center content continues to expand, and Y4Y trainers now provide targeted learning sessions through in-person and virtual experiences. Popular video-based webinar events serve over 1,000 participants.

Synergy's instructional designers coordinate with subject-matter experts to develop evidence-based content, including online learning courses aligned with International Association for Continuing Education and Training standards and downloadable microlearning "Click & Go" packages. E-learning courses include video-based best practices and clickable, interactive courses with scenarios that challenge learners to practice their skills. A sample [Click & Go](#) on Building a Positive Organizational Culture and Climate provides about an hour of TA, including a video mini-lesson, a series of podcasts, and tools for users.



BRIEF COMPANY OVERVIEW

Synergy produces several “Showcase” events, or live video-driven webinars, each year that expand on topics covered in the e-learning courses and Click & Go’s. All studio events are hosted within Synergy’s in-house studio. [Safety and Security: How to Develop and Align Your Afterschool Safety Plan](#) is one recorded example of a live video Showcase for state and local leaders. These interactive webinars use our state-of-the-art video studio to provide the information in an engaging talk show-style format. Other TA offerings include regular blog posts and a monthly newsletter.



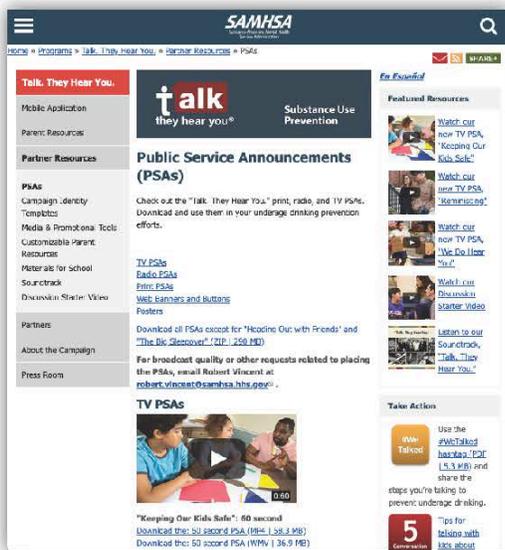
ED, Readiness and Emergency Management for Schools (REMS) TA Center. Synergy manages the REMS TA Center, a national school safety center that offers free resources, information, tools, and training for all schools, districts, and institutions of higher education (IHEs) across the country. ED’s Office of Safe and Supportive Schools administers the REMS TA Center to serve two critical functions aimed at helping education agencies, with their community partners, manage safety, security, and emergency preparedness programs. It builds the preparedness capacity (including prevention, protection, mitigation, response, and recovery efforts) of schools, school districts, IHEs, and their community partners at the local, state, and federal levels. The REMS TA Center

was recommended by the [Washington Post](#) as a credible site for schools and communities to obtain a variety of useful tools, resources, and valuable information on emergency planning and response to infectious disease outbreaks. That reference resulted in more than 26,000 visitors to the site in March 2020. In managing the center, Synergy uses a comprehensive and coordinated approach to data collection, TA, resource development, communications and outreach, and e-learning and live training via the REMS website (<https://rems.ed.gov>), Twitter profile ([@remstacenter](#)), Community of Practice, and other engagement, outreach, awareness, and dissemination activities.

Substance Abuse and Mental Health Services Administration, Underage Drinking Prevention National Media Campaign for the Sober Truth on Preventing Underage Drinking Act. Synergy develops and manages “[Talk. They Hear You.](#)”[®], a trademarked national public education media campaign that is an integral part of the agency’s ongoing efforts to reduce the impact of substance misuse and mental illness on American communities. The goal of the campaign is to reduce underage drinking and other substance use by providing parents and caregivers of children ages 9 to 20 with information and resources to discuss the issues of alcohol and other substances with their children. Synergy manages all facets of the campaign, providing strategic



BRIEF COMPANY OVERVIEW



planning and end-to-end message development— from needs assessment through message testing and impact analysis— of [radio and television public service announcements](#) (PSAs), online and print materials, translation and adaptation of materials, mobile applications, digital communications, web content, and social media tools. To date, earned media outreach efforts have generated an estimated \$132.6 million in free airtime and ad space on major networks and affiliates— with television, print, and radio PSAs having collectively garnered over 11.09 billion impressions in all 50 states and in more than 300 cities. To measure progress and inform future activities, Synergy conducts extensive research and campaign evaluation, including literature reviews, needs assessments, message testing and tailoring, Office of Management and Budget package development, surveys, case studies, trends analyses, annual reports to Congress, campaign

monthly metrics, and annual reports. Synergy maintains an extensive stakeholder engagement program consisting of nearly 600 local, state, and national partners to support outreach and dissemination of campaign materials, and uses a customized customer relationship management system it built to catalog and track partner engagement on an ongoing basis. Additionally, Synergy has planned and hosted community engagement webinars to share best practices with partners that have implemented or plan to implement the campaign.

CLIENTS WE SERVE

- Federal Agencies
 - U.S. Department of Education
 - U.S. Department of Energy
 - U.S. Department of Health and Human Services
 - U.S. Department of Homeland Security
 - U.S. Department of Housing and Urban Development
 - U.S. Department of Labor
 - U.S. Department of State
 - U.S. Department of Transportation
 - U.S. Department of the Treasury
 - U.S. Nuclear Regulatory Commission
 - U.S. Social Security Administration
 - The National Institutes of Health
- Universities
- Federal, State, and Local Education Agencies
- Community-Based Health Associations
- Treatment Providers
- Federal, State, and Local Health Agencies and Associations
- Foundations and Private Organizations
- The White House

DUNS: 131331261

CAGE CODE: 3GS77

Contract Vehicles:
The Professional Services Schedule, GS-00F-115CA