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

**SCHEDULE FOR: MULTIPLE AWARD SCHEDULE (MAS)**

**PRODUCT & SERVICE CODE (PSC):** 99  
**CONTRACT NUMBER:** GS02F001CA  
**SUPPLEMENT NO. 9; EFFECTIVE DATE 13 SEPTEMBER 2021**

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov

**CONTRACT PERIOD: 1 OCTOBER 2014 (OPTION 1: 1 OCT 2019) – 30 SEPTEMBER 2024**

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**Career Training Concepts, Inc.**  
– *Established 1973* –

2060 E. Exchange Place, Suite 120  
Tucker, GA 30084-5328

Phone: 770-326-9229  
Fax: 770-729-8099

[www.careertrainingconcepts.com](http://www.careertrainingconcepts.com)

**Business Size:** Veteran-Owned Small Business Concern

**Contract Administration POCs:** Sandi Zimmerman, Contract Specialist: szimmerman@careertrain.com  
Matthew Morgan, Vice President; mmorgan@careertrain.com  
James C Shafe, President; jshafe@careertrain.com

**Company Overview**

Career Training Concepts, Inc. (CTC) was founded in 1973 by Jimmy Shafe. CTC is incorporated in the state of Georgia as a **Veteran-owned Small Business** providing training, consulting, and personnel services solutions to meet specific customer needs. CTC focuses on enhancing the personal and professional balance of individual training participants and employees as a primary method for ensuring organizational stability and productivity.
CUSTOMER INFORMATION

Contract Number: GS02F001CA  Contract Period: 1 October 2019 – 30 September 2024

1a. Awarded Special Item Number(s):
   - 541611: Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services
   - 541611LIT: Litigation Support Services
   - 561110: Office Administrative Services
   - 611430: Professional and Management Development Training Services
   - 333318TDTM: Off-the-Shelf Training Devices and Training Materials
   - ANCILLARY: Ancillary Supplies and/or services
   - OLM: Order-Level Materials

(See pricing at pages 13 – 18 for a more detailed description of these SINs.)

Section 833 of the National Defense Authorization Act allows state and local governments to purchase products and services to facilitate recovery from a major disaster. The following SINs include Recovery Purchasing: 541611RC, 541611LITRC, 561110RC, 611430RC, 333318TDTMRC, ANCILLARYRC, and OLMRC.

1b. Lowest Unit Price for each SIN#: See pricing at pages 14 - 20.

1c. Labor Category Descriptions: See pages 5 – 11.


2. Maximum Order: $1,000,000.00; SIN ANCILLARY $250,000.00

   The Maximum Order Threshold provides vendors the option to decline orders above the established dollar amount that is set forth in the solicitation, without penalty. However, Ordering Officers may place, and Vendors accept orders above the Maximum Order Threshold.


5. Point(s) of Production: Same as company address.


7. Quantity Discounts: Only Training Devices and Materials under SIN 333318TDTM and SIN ANCILLARY receive a quantity discount:

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Price Per Case</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>H.E.A.R.</strong></td>
<td></td>
</tr>
<tr>
<td>1 – 49 cases</td>
<td>$201.51</td>
</tr>
<tr>
<td>50 – 149 cases</td>
<td>$191.42</td>
</tr>
<tr>
<td>150+ cases</td>
<td>$181.35</td>
</tr>
<tr>
<td><strong>Career Direction 2</strong></td>
<td></td>
</tr>
<tr>
<td>1 – 15 cases</td>
<td>$201.51</td>
</tr>
<tr>
<td>16 – 149 cases</td>
<td>$191.42</td>
</tr>
</tbody>
</table>
Customer Information - Continued

<table>
<thead>
<tr>
<th>CD2 Interest Exercise Supplement</th>
<th>150+ cases</th>
<th>$181.35</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1 – 15 cases</td>
<td>$105.79</td>
</tr>
<tr>
<td></td>
<td>16 – 149 cases</td>
<td>$100.75</td>
</tr>
<tr>
<td></td>
<td>150+ cases</td>
<td>$94.70</td>
</tr>
</tbody>
</table>

Note: 1 case = 100 student workbooks. Minimum order is 1 case.

8. Prompt Payment Terms: 1/2% 10 days, Net 30 Days. INFORMATION FOR ORDERING OFFICES: PROMPT PAYMENT TERMS CANNOT BE NEGOTIATED OUT OF THE CONTRACTUAL AGREEMENT IN EXCHANGE FOR OTHER CONCESSIONS.

9. Foreign Items: None.

10a. Time of Delivery: If product is in inventory, 10-day delivery or better. If product is not in inventory, delivery is within 45 days.

10b. Expedited Delivery: All items are available for expedited delivery, if in inventory. Extra shipping rate applies. Contact for rates.

10c. Overnight/2-Day Delivery: Available if product is in inventory, extra shipping rate applies. Contact for rates.

10d. Urgent Requirements: Career Training Concepts strives to meet all customer delivery needs. Please contact the contractor representative to inquire about urgent delivery.

11. FOB Point(s): Destination.

12a. Ordering Address: Career Training Concepts, Inc.
3640 Hewatt Court
Snellville, GA 30039
888-326-9229 or 770-326-9229; FAX: 770-729-8099

12b. Ordering Procedures: For supplies and services, the ordering procedures information is found in the Federal Acquisition Regulation (FAR) Part 8.

13. Payment Address: Career Training Concepts, Inc.
3640 Hewatt Court
Snellville, GA 30039

14. Warranty Provisions: All materials are warranted to be free from manufacturing defect. Should any materials be found defective within one year from the dates of delivery, CTC will replace the defective materials at no charge to the customer. CTC does reserve the right to inspect the materials and determine whether the defect is due to customer misuse or neglect.

15. Export Packing Charges: N/A
CUSTOMER INFORMATION - Continued

16. Terms & Conditions of Rental, Maintenance, & Repair: N/A

17. Terms & Conditions of Installation: N/A

18a. Terms & Conditions of Repair Parts: N/A

18b. Terms & Conditions for any Other Services: N/A

19. List of Service & Distribution Points: N/A

20. List of Participating Dealers: N/A

21. Preventive Maintenance: N/A

22a. Special Attributes: N/A

22b. Section 508 Information: N/A

23. DUNS Number: 07-248-7721

24. SAM Registered: Yes

Contractor will accept Labor Hour and Firm Fixed Price contracts.
MAS Labor Categories Descriptions

Senior Functional Area Expert - Program Manager
Desired Bachelor's in technical field or another related field. The candidate must have 7 years’ experience within a specific business or technical management discipline. Certification in the field of expertise may be required. Other combinations of experience and education that meet the minimum TO qualifications may be substituted.

Position is responsible for resource allocation; technical and management oversight; high-level technical expertise; and participation in briefings and meetings. Frequently provide subject matter or functional area expertise in performing technical tasks and must possess experience/knowledge directly related to the requirements of the task order. An AAS or BA in Instructional Systems Technology, Education, Human Factors, or a related discipline is highly recommended.

Senior Technical Consultant - Project Manager
Desired Bachelor’s in technical field or another related field. Candidate must have 5 years’ experience within a specific business or technical management discipline (Government or industry).

Position is responsible for resource allocation; technical and management oversight; high-level technical expertise; and participation in briefings and meetings. Frequently provide subject matter or functional area expertise in performing technical tasks. Personnel are assigned to complex programs involving multiple tasks. PM will be responsible for managing development, delivery, counseling in accordance with program and directives, related administrative actions and follow up to ensure completion of all actions.

Instructor - Facilitator
Highly desired bachelor’s degree or demonstrated practical experience in the areas of expertise required. An AAS or BA in Instructional Systems Technology, Education, Human Factors, or a related discipline is highly recommended. A minimum of 5 years’ experience is required in facilitation of instructional courses or education field.

The individual must have excellent oral and written communication skills, an ability to learn course content quickly and train course instructors. Must be able to prioritize, assign, categorize, and track training course events. Other combinations of experience and education that meet the minimum qualifications may be substituted. Relevant experience in instructional system design, computer-based training, computer-aided instruction or related technologies is a plus.

Training Developer
Bachelor’s degree with demonstrated experience within comparable fields is required. The candidate must have 3 years’ experience in the education and/or training field.

Also desired is relevant experience in instructional system design, computer-based training, computer-aided instruction, or related technologies. Candidate must have a proven ability in implementing quality management and organizational practices.

Functional Area Expert
Desired Bachelor’s or AAS degree in expertise required by the task order. Personnel in this job category require at least 3 years of experience in knowledge required by the task order. Professional experience is commensurate with a formal undergraduate degree.

Applicant must have excellent oral and written communications skills; an ability to learn quickly; an ability to train and work with other professionals; ability to prioritize, assign, categorize, and track events. Personnel must possess experience/knowledge that demonstrates the individual is an authority in the subject matter field or area of consultation.
MAS Labor Categories Descriptions – Continued

**Business Management Specialist**
Desired Bachelor’s degree or demonstrated practical experience in the area(s) of expertise required by the Task Order, as well as a demonstrated capability to organize and manage multi-disciplined project tasks. Minimum of two years of cost, budget, or schedule analysis experience required.

Personnel must have the knowledge and experience to aid in a number of areas in support of the tasks business functions. Position requires the incumbent to have the capability to conduct studies and provide reports documenting the results. Must be able to collect and analyze data and organize it in a standard work breakdown structure.

**Education Specialist – Trainer**
Required Bachelor’s degree in the education field and demonstrated practical experience - minimum of 3 years’ experience in the field.

Incumbents must have excellent oral and written communications skills; an ability to learn quickly; an ability to train and work with other professionals; ability to prioritize, assign, categorize, and track events. Candidate to have the ability to provide training to military recruiters, educational administrators, faculty, and students focusing on a variety of life skills and career development subjects; promoting a positive image of the military within the community at large; developing ongoing relationships within the educational community; proper usage of school programs; and mentoring recruiters in marketing, presentation skills, and sales strategies.

**Technical Specialist**
Desired Bachelor’s degree or demonstrated practical experience in the area(s) of expertise required by the Task Order (TO), as well as a demonstrated capability to organize and manage multi-disciplined project tasks. Position requires 3 years’ experience in related fields. A combination of education, training, and experience that meet the minimum TO qualifications may be substituted. May be required to maintain specific certifications related to the TO.

Incumbents must have excellent oral and written communications skills; an ability to learn quickly; an ability to train and work with other professionals; ability to prioritize, assign, categorize, and track events. Knowledge of automation systems and proficient in TO IT programs is a requirement; must have the skills and expertise to provide assistance in a number of areas in support of the tasks functions.

**Program Coordinator**
Desired Bachelor’s degree or three (3) years demonstrated practical experience in the area(s) of expertise required by the TO, as well as a demonstrated capability in project management applications.

The individual performs a wide range of administrative tasks and program coordinator functions involving the formation and administration of various projects. Provides program management services ensuring that official correspondence, statistics, and documents are accurately gathered, compiled, tracked, and packaged in accordance with regulations with minimal grammatical and typographical errors. Maintains suspense dates for various reports and provides accurate tracking. Establish metrics and analysis systems and monitor training.

**Administrative Assistant**
Position requires high school diploma or GED (non-professional). Position may be professional, depending on requirements of the task order and require an Associate in the Business field. Two years relevant experience in administrative issues is required.
MAS Labor Categories Descriptions – Continued

In addition to secretarial duties (filing, taking phone calls, scheduling appointments, making travel arrangements). This position may also be required to provide administrative support to executive staff with office management responsibilities to include budgeting, personnel records, and payroll. Incumbent will provide administrative assistance in a variety of functional areas and must have the capability to organize and track various tasks/events and the ability to work independently. Must have knowledge and experience using a variety of technical equipment and programs; must also have strong organizational skills and oral and written communication skills.

Administrative Coordinator
Educational requirements are Associates degree with two years’ relevant experience in the requirements of the TO.

Provide administrative services in support of an office or organization’s daily operations. Provides counseling and assistance to program members and manages training, monitoring, operations, and policy areas pertaining to the planning and execution of the program. Must have good inter-personal skills and possess exceptional customer service skills, analytical thinking, and problem-solving skills.

Administrative Clerk – Accounting Clerk III
Desired Bachelor’s degree or demonstrated practical experience in statistics, math, or related field preferred and fluency with appropriate statistical analysis and database software required by the Task Order. Two or more years’ relevant experience in administrative issues is required.

In performing accounting duties, will be required to have knowledge of the accounting and pay systems utilized by the TO requiring office; must have knowledge of coding transactions and provide analysis, validation, processing, and correction of issues/discrepancies involving the full range of financial services and reconciliation procedures. The clerk serves as a liaison in coordinating and monitoring task order requirements; interacts with others in the performance of duties and must have communication skills, administrative and organizational skills, with the ability to train others. Must have the ability to prioritize, assign, and categorize.

Recruit Sustainment Program (RSP) Specialist/Analyst
Education requirements are Associate degree and one year’s experience in related programs.

Technician prepares personnel administratively, physically, and mentally for initial entry training. A requirement of the position is to have knowledge of the organization, structure, and mission, and work independently while achieving all assigned objectives. The purpose of the position is to provide the necessary level of administrative, professional, and technical support required to facilitate the overall objectives of this initiative. Provides possible solutions to issues and problems encountered; assists with coordination with problem resolution in a variety of issues.

General Clerk III
Educational requirements are high school graduate or GED and one year of administrative experience.

This position uses some subject-matter knowledge and judgment to complete assignments consisting of numerous steps varying in nature and sequence. Selects from alternative methods and refers problems not solvable by adapting or interpreting substantive guides, manuals, or procedures. Typical duties include assisting in a variety of administrative matters; maintaining a wide variety of financial or other records (stored both manually and electronically); verifying statistical reports for accuracy and completeness; compiling information; and handling and adjusting complaints. The General Clerk III may also direct lower-level clerks. Such positions require workers to use a thorough knowledge of an office’s work and routine.
MAS Labor Categories Descriptions – Continued

Secretary III
Position requires high school diploma or GED and two years’ relevant experience in administrative support tasks.

Demonstrate technical, operational, and administrative expertise to support the customer in exceeding organizational and departmental objectives. The position provides a wide range of secretarial and clerical services in support of the Command. The employee should possess a strong working knowledge of the software products utilized by the TO agency and must have strong communication skills, both written and verbal.

Contract Specialist II
Bachelor’s degree or Associate degree in business with 4 years’ experience in the field is required, with 2 years of the experience performing the duties of a lower-level Contract Specialist. Level II Contract Certification or equivalent is a requirement.

Personnel must possess the skill level required by the PWS with the knowledge, skills and abilities required for a professional contracting position. Position requires knowledge of different types of contracting methods, contracting types, and principals and procedures applicable to a full range of pre-award, post award and price/cost analysis. Personnel must have knowledge of business and industry practices and market conditions, including commercial market sources to obtain adequate competitive prices.

Contract Specialist I
Bachelor’s degree or Associate degree in business with 2 years’ experience in the field is required.

Personnel must possess the skill level required by the PWS with the knowledge, skills and abilities required for a professional contracting position. Position requires knowledge of different types of contracting methods, contracting types, and principals and procedures applicable to a full range of pre-award, post award and price/cost analysis. Personnel must have knowledge of business and industry practices and market conditions, including commercial market sources to obtain adequate competitive prices.

Program Coordinator II
Bachelor’s degree and three (3) years demonstrated practical experience in the area(s) of expertise required by the TO, as well as a demonstrated capability in program/project management applications. Other combinations of experience and education that meet the minimum qualifications of the TO/PWS may be substituted.

The individual is a recognized authority in the subject matter or field area. He performs a wide range of administrative tasks and program coordinator functions involving the formation and administration of various projects. Provides program management services ensuring that official correspondence, statistics and documents are accurately gathered, compiled, tracked, and packaged in accordance with regulations with minimal grammatical and typographical errors. Maintains suspense dates for various reports and provides accurate tracking. Establish metrics and analysis systems and monitor training.

Senior Subject Matter Expert – Program Manager II
Possess a bachelor’s degree and any professional certification that may be required by the PWS, at least 7 years specialized experience, (graduate level education may be substituted for experience or certification).

Shall possess outstanding recent operational and managerial resource experience, and a diverse range of subject matter expertise in program/project functional area or one or more relevant areas of the acquisition life cycle, to include: purchasing/procurement, source selection, training, research,
MAS Labor Categories Descriptions – Continued

business process improvement, policy development, financial analysis, automated systems development/analysis/implementation, federal government project or program management, federal statutes and regulations, acquisition or contracting management. Have a demonstrated record of professional excellence within multiple organizations in challenging management/team lead roles. Possess an in-depth understanding of state-of-the-art techniques and best practices.

Program Coordinator III – Project Manager
Required bachelor’s degree and any professional certification that may be required by the PWS, at least 5 years specialized experience, (graduate level education level education may be substituted for experience or certification).

Shall possess strong demonstrated hands-on experience and a diverse range of subject matter expertise in one or more relevant areas of the program/project functional area or the acquisition life cycle, to include: purchasing/procurement, source selection, training, research, business process improvement, policy development, financial analysis, automated systems development/analysis/implementation, federal government project or program management, federal statutes and regulations, acquisition or contracting management. Can successfully manage routine to moderately complex matters and aid on broad agency efforts in the relevant subject matter area. Ability to participate as a member of a team or work independently, coordinates with others, and provides leadership on a diverse range of individual task elements.

Behavioral Health Consultant
Requirements are Licensed Clinical Professional Counselor (LCPC) or Licensed Clinical Social Worker (LCSW) with 2 years of experience providing similar services.

Provide preventive, remedial, and support services aimed at improving and sustaining the psychological health of military members and their families. Duties focus on outreach, education and prevention, needs-based and psychosocial assessment, diagnosis, short-term problem resolution, and provision of or referral to evidenced-based interventions. Perform risk assessments and manage/maintain medical case records. Develop, teach, and provide oversight for classes that promote education and skill-building.

Health Educator
Certification as a Health Educator (HE) from the Society for Public Health Education and/or the American Association for Health Education; possess two years of experience within the last 5 years as a HE is focusing on health promotion across the age continuum.

Participate in outreach and marketing of the Individual Medical Readiness (IMR) program and the health promotion services provided. As such, the Health Care Workers (HCW) shall liaison with the Line Commanders, screen patients, consult when appropriate, and educates members on the availability of the service and coordinates follow-on care. Provide IMR and patient education screening/health promotion services and screenings to all service members, either individually or in groups, at the clinic or at other sites as determined necessary; assess the results and refer patients for further treatment as indicated. Perform case management related services for those patients that need follow on care to ensure continuity of care.

Paralegal/Legal Assistant
High School Diploma required, Undergraduate Degree preferred, and any certification as may be required by the PWS.

The Paralegal/Legal Assistant performs a variety of legal assistance duties in an office providing legal assistance to attorneys or litigation teams; performs substantive legal analysis or similar legal support
MAS Labor Categories Descriptions – Continued

functions which require discretion and independent judgement in the application of specialized knowledge of laws, decisions, regulations, policies and judicial or administrative proceedings. Some positions may require a practical knowledge of subject matter areas related to the agency’s substantive programs.

Principal Contract Specialist
Requirement is a bachelor’s degree and Level II Certification, with 7 years specialized experience – must meet requirements of the PWS. (Graduate level education may be substituted for years of experience or DAWIA Contracting Level II certification.)

Applicant must have demonstrated record of professional excellence within multiple organizations in challenging management/team lead roles. Strong demonstrated hands-on experience and a diverse range of subject matter expertise in one or more relevant areas of the acquisition lifecycle or program/project functional area to include purchasing/procurement, source selection, training, research, federal statutes and regulations, acquisitions or contracting management. Possess the ability to successfully manage routine and moderately complex matters and provide assistance on broad agency efforts in the relevant subject matter area.

Mid-Level Contract Specialist
Requirement is a bachelor’s degree and Level II Certification, with 5 years specialized experience – meet requirements of the PWS. (Graduate level education may be substituted for years of experience or DAWIA Contracting Level II certification.)

Contractor shall complete operational or consulting support in one or more areas of the acquisition life cycle or program/project functional area, to include: purchasing/procurement, source selection, training, research, business process improvement, policy development, financial analysis, automated systems development/analysis/ implementation, federal government project or program management, federal statutes and regulations, acquisition or contracting management. Will perform most work independently in a mid-level, non-managerial role, exercising much latitude oversteps to carry out tasking, prioritize workload and make recommendations on overall strategies.

Legal Data Analyst
Requirements are Bachelors’ degree with 5 years’ experience (additional experience may be substituted for advanced degree requirements).

Provides expert claims, data, statistical and financial analysis in support of complex civil fraud investigations. Tasks involve extensive problem definition, solving, planning, and coordination; analyzing and auditing a large variety of claims data; creating and analyzing statistically valid random samples, and analyzing a large variety of accounting systems and financial records.

Litigation Support Technician
Requires Bachelors’ degree and 5 years’ experience.

Provides litigation support services, including preparation for settlement negotiations and trial preparation and presentation, in response to customer needs. Reviews, tags as necessary, and analyzes various documents and information obtained as part of the government’s investigation and organizes such information in the best way for the investigation team. Prepares graphical presentations, demonstrative exhibits and trial presentations; prepare, organize, index, develop, and manage exhibits, evidence and data.
MAS Labor Categories Descriptions – Continued

Investigation Coordinator
Requires Bachelors’ degree or higher; minimum of 10 years’ experience in law enforcement investigations.

Write and develop guidelines to respond to cases; facilitate and participate in consultations and liaison activities. Arrange and facilitate training; coordinate and provide information to appropriate investigative agencies. Prepare protocols in conjunction with federal law enforcement agencies. Organize efforts such as planning, scheduling and conduction outreach. Draft and edit guidelines, protocols and procedures, take minutes, facilitate communication, develop systems, collect statements and data, draft and analyze reports, create graphs and other media for presentations

Paralegal/Legal Assistant IV
Paralegal Certification and Bachelors’ degree is preferred. Experience may be substituted based on requirements of the PWS/SOW. 5 years’ experience is required.

Provides support for a high volume affirmative and defensive Civil caseload including, drafting legal documents such as subpoenas, deposition notices, discovery, responses, motions, objections, summonses, affidavits, etc., and assemble records material for hearings, conferences, and Court filings. Reviews and evaluates technical, voluminous, and complex legal correspondence and documents; Examines records and case file information to ensure completeness and assist in determining litigation worthiness.
MAS Training Course Descriptions

**Leadership Training (offered in one day, two day, or three day training)**

Training can be tailored to both Team Leaders and Team Members.

Training objectives are: Overview of current theories of leadership; Describe the concept of situational supervision and the behaviors of the key styles of supervising; Relate the different supervisory styles and roles utilizing the appropriate style for managing teams; Identify factors which affect the choice of an appropriate style to use; Have team leaders recognize their favorite style of supervising and assess when and when not to use it; Identify and practice supportive and directive supervisory styles for leading team members; Identify the value of teams and preparing a team for the anticipated stages of group development; Identify the tenets of a member’s motivation and the types of performance recognition that each member prefers; Identify aspects of mediation, consensus building, and decision making. Student workbooks included.

**IMPACT (Improving Action) Customer Service (Offered in one day or two day training)**

- IMPACT Customer Service training Improves Actions in communication skills and performance in every aspect of serving customers, both internally and externally. Our curriculum is customized for the specific needs of the organization. Led by experienced instructors, the training will utilize a combination of PowerPoint, practical exercises, and participant binders containing detailed handouts structured for effective notetaking in a Socratic learning environment.

- Each participant will receive a pocket “First Stone” as a reminder of balancing priorities and maintaining focus on those things considered primary. This serves as an excellent training reinforcement tool.

- All participants will enhance their individual knowledge of, and value for, effective communication and quality customer service with internal and external customers. Individual experience and expertise will be leveraged and shared as topics are explored through interactive learning and discussion. Throughout the course the participants will create Action Steps. These Action Steps will culminate in an Action Plan to utilize once they return to their role in the organization.

**Specific topics include:**

Identifying customers (primary, secondary, internal, external) and determining expectations and hindrances. Three elements of quality customer service – how good is good enough? Students will develop an understanding of four distinct behavior styles and complete a personal inventory as well as learn to flex for maximum effectiveness. Improving External Customer Service - what outstanding customer service looks like and how to deliver it; resolving customer complaints and conflict; learning from customer complaints. Improving Internal Customer Service – why it matters. Building team trust and solving internal conflict. Included in expanded sessions:

Stress management – learning to cope with personal and workplace stressors is essential to grow professionally. Understanding change and adapting to an ever-changing work environment. Personal and professional development topics are thoroughly discussed in a way that grows the individual, not just addresses company goals. Understanding un-quality and why it happens as well as how to prevent it. Improving External Customer Service - what outstanding customer service looks like and how to deliver it; resolving customer complaints and conflict; learning from customer complaints. Improving Internal Customer Service – why it matters. Building team trust and solving internal conflict.
**MAS Training Course Descriptions - Continued**

**Diversity in Service Training (Offered in one day, two day, or three day training)**

Training can be tailored to both Team Leaders and Team Members.

Training objectives are: Understand diversity issues including cultural assumptions about race, sex, gender, sexual orientations, religion, disability, cross-cultural communication and other issues; Increase awareness of personal culture and identity, including for self and team members; Apply conflict resolution strategies and tools for effectively managing conflict in interpersonal settings and promote mutual understanding and the peaceful resolution of differences; Comprehend the importance of and challenges that exist with communication in a diverse cultural climate, including the impact of stereotypes; Enhance skills in speaking up against stereotypes without blame or guilt; and Explore the multicultural implications of local, national, and international events on individuals and our collective community. Student workbooks included.

**CD2 Training (Offered in half day or one day training)**

The **Career Direction 2** (CD2) train-the-trainer workshop qualifies participants to do an excellent job in facilitating the CD2 workshop in high schools as a guest instructor. All aspects of the CD2 workshop are reviewed, presentation strategies and tips for maximum participation are discussed, and all logistics to make the workshop a success are thoroughly discussed. The workshop includes one complete set of materials per participant: CD2 Instructor Binder, student CD2 workbook, CD2 QuickStart Instructor Guide, In-Depth Instructor Guide, RRNCO Instructions, sample Student Feedback Sheet, and CD2 Educator brochure. In addition, a CD2 CD-ROM of all PowerPoint shows, audio and video files, as well as all support materials so that brochures may be printed locally is included. In the expanded one-day training, each participant will also practice presenting portions of the CD2 workshop to their peers to learn the contents and hone presentation skills. Student workbooks included.

**HEAR training (Offered in half day or one day training)**

The **HEAR – helping everyone achieve respect** workshop is designed to serve as an educational outreach and community service program for the Army National Guard. The workshop and materials were created by a partnership between Career Training Concepts, the University of Nebraska-Lincoln, and the Harvard Graduate School of Education’s Making Caring Common Project. The half day version of the instructor training workshop walks participants through all aspects of the high school workshop including the actual presentation and familiarization with the www.project-hear.us website. Each participant will receive: Instructor Binder, Educator Brochures, Tips for Parents, HEAR student workbook, In-depth Instructor Guide, QuickStart Instructor Guide, Sample Promotion Posters, a complete set of Facebook templates for school use, a complete set of Twitter templates for school use, CD-ROM of all materials and slideshows, a sample Commitment Banner, sample School Survey Report, and sample Scantron Student Survey. In the expanded one-day training, each participant will also practice presenting portions of the HEAR workshop to their peers to enhance familiarization and hone presentation skills. Student workbooks included.
MAS Government Awarded Prices (Net Prices)

541611: Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services

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

Inherently Governmental services as identified in FAR 7.503 or by the ordering agency are prohibited. It is the responsibility of the Contracting Officer placing the order to make this determination. Ordering activities must require prospective contractors to identify potential conflicts of interest and address those, prior to task order award. Personal services as defined in FAR 37.104 are prohibited.

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<td>$49.48</td>
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<tr>
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<td>Behavioral Health Consultant</td>
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<td>$48.28</td>
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<td>$50.23</td>
</tr>
<tr>
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<td>Contract Specialist I</td>
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<tr>
<td>Principal Contract Specialist</td>
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<td>$69.91</td>
<td>$71.31</td>
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<td>$74.19</td>
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<tr>
<td>Mid-Level Contract Specialist</td>
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<td>$59.45</td>
<td>$60.64</td>
<td>$61.85</td>
<td>$63.09</td>
</tr>
</tbody>
</table>
** Indicates SCA eligible categories. See the SCA Matrix following the price list for additional information regarding these labor categories.

### 541611LIT: Litigation Support Services

Includes a wide range of services that aid the customers in obtaining, organizing, analyzing, and presenting evidence or materials for legal matters. Services include, but are not limited to, document acquisition, document preparation and organization, data extraction from forensic images, document analysis, technical support, and project management.

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Legal Data Analyst</td>
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<tr>
<td>Paralegal/Legal Assistant IV**</td>
<td>$60.90</td>
<td>$62.12</td>
<td>$63.36</td>
<td>$64.63</td>
<td>$65.98</td>
</tr>
</tbody>
</table>

** Indicates SCA eligible categories. See the SCA Matrix following the price list for additional information regarding these labor categories.

### 561110: Office Administrative Services

Includes a range of turnkey day-to-day office administrative support services, such as clerical/secretarial functions, data entry, payroll administration, recordkeeping, travel preparation, scheduling, notetaking, meeting management, drafting memos/notes/letters, purchasing/requisitioning supplies, and logistics.

<table>
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<tr>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Assistant**</td>
<td>$38.66</td>
<td>$39.43</td>
<td>$40.22</td>
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<td>Administrative Coordinator</td>
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<td>$37.87</td>
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<tr>
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<td>$32.68</td>
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</tr>
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<td>$32.19</td>
<td>$32.84</td>
</tr>
<tr>
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<td>$36.30</td>
<td>$37.02</td>
<td>$37.76</td>
<td>$38.52</td>
<td>$39.29</td>
</tr>
<tr>
<td>Paralegal/Legal Assistant I**</td>
<td>$38.65</td>
<td>$39.43</td>
<td>$40.21</td>
<td>$41.02</td>
<td>$41.84</td>
</tr>
</tbody>
</table>

** Indicates SCA eligible categories. See the SCA Matrix following the price list for additional information regarding these labor categories.

### 611430: Professional and Management Development Training

Services include offering an array of short duration courses and seminars for management and professional development. Training for career development may be provided directly to individuals or through employers' training programs, and courses may be customized or modified to meet the special needs of customers. Instruction may be provided in diverse settings, such as the establishment's or agency's training facilities, and through diverse means, such as correspondence, television, the Internet, or other electronic and distance-learning methods. The training provided may include the use of simulators and simulation methods.
MAS Government Awarded Prices (Net Prices) – Continued

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

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

NOTE: In accordance with OMB Policy Letter 05-01, civilian agencies must follow the course equivalency determinations accepted by the Defense Acquisition University (DAU) to ensure that core training is comparable across the workforce and qualifies for certification. When procuring FAC-C and DAWIA training for the audience identified below, the task order level Contracting Officer shall confirm that the courses being acquired are listed on one of the following websites: https://www.fai.gov/drupal/certification/verified-contracting-course-vendor-listing OR http://icatalog.dau.mil/appg.aspx (click on commercial vendors). Training Audience Acquisition professionals interested in completing FAC-C or DAWIA

Training modules are a series of leadership training modules which can be presented “as is” or adjusted to meet specific requirements. Training is available in formats of 0.5 day up to 5 days of live training. Fees shown are per class based on a class size of up to 36 participants. Other off the shelf and custom programs can be quoted. Training is available in various lengths. Courses/lengths may be combined in sequence for multiple day rates.

Rates include all materials (i.e., notebooks, workbooks, CDs, index tabs, etc.).

<table>
<thead>
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<th></th>
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<th></th>
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<tbody>
<tr>
<td>Leadership Training</td>
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<td>12</td>
<td>36</td>
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<tr>
<td>Improving Customer Service</td>
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<td>2 days</td>
<td>12</td>
<td>36</td>
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<td>Diversity in Service</td>
<td>$13,300.07</td>
<td>3 days</td>
<td>12</td>
<td>36</td>
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<td>HEAR/CD2 Training</td>
<td>$2,700.00</td>
<td>1/2 day</td>
<td>12</td>
<td>36</td>
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Training/Course Development Labor Categories

**EDUconnect™ Program**

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<tbody>
<tr>
<td>CTC Education Liaison Education Specialist – Trainer</td>
<td>$41.36</td>
<td>$42.19</td>
<td>$43.04</td>
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<td>$44.77</td>
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MAS Government Awarded Prices (Net Prices) – Continued

**Course Development - Trainer**

<table>
<thead>
<tr>
<th>Instructor - Facilitator</th>
<th>$51.24</th>
<th>$52.27</th>
<th>$53.31</th>
<th>$54.38</th>
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<tr>
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<td>Health Educator</td>
<td>$46.41</td>
<td>$47.33</td>
<td>$48.28</td>
<td>$49.25</td>
<td>$50.23</td>
</tr>
</tbody>
</table>

333318TDTM: Off-the-Shelf Training Devices and Training Materials

Off-the-Shelf Training Devices: Proposed training devices shall be commercially available off-the-shelf training devices to include software programs, teaching machines and devices, simulators such as driving simulators, flight simulators, etc., prepared printed instructional material, medical models and simulators, prepared audio and visual instruction material and multimedia program kits. Customizable Training Devices: Proposed customized training devices and simulators shall be in addition to the or the result of planning, designing, and/or producing customized training products that include but are not limited to print, audio/visual, audio, digital formats and emerging technologies. Proposed training devices, print materials, audio-visual and multimedia formats, electronic media, etc., shall directly train students in a specific subject matter(s) or assist in the training of a specific subject matter(s). Customizable Training Devices/Materials: Proposed off-the-shelf devices and simulators may be customized to customer specifications via a scope of work and priced on a firm fixed price or labor hour basis.

**ANCILLARY: Ancillary Supplies and Services**

Ancillary supplies and/or services are support supplies and/or services which are not within the scope of any other SIN on this schedule. These supplies and/or services are necessary to complement a contractor's offerings to provide a solution to a customer requirement. This SIN may be used for orders and blanket purchase agreements that involve work or a project that is solely associated with the supplies and/or services purchased under this schedule.

NOTE: When used in conjunction with a Cooperative Purchasing eligible SIN, this SIN is Cooperative Purchasing Eligible.

All products to be shipped FOB Destination.

**SIN 333318TDTM and ANCILLARY**

**Career Direction 2 - CD2:** $201.51 per case

Description:
For over 25 years, ARNG RRNCOs have depended on Career Direction to surface top-quality NPS leads. In 2011, we introduced Career Direction 2 (CD2) with new, interactive activities that grab students’ attention. The CD2 comprehensive career guidance program is flexible in that it can be modified to cover 1 – 3 class periods. It is sold exclusively to the Army National Guard with Guard branding and back-cover advertisement.

Content:
- Students explore their priorities, interests, abilities, motivation, and personality style to identify academic and career paths.
- Additionally, students learn how to find a job – guidance includes how to build a job search network, fact-find, interview effectively, and how using standard business.
- Students learn about cover letters, resumes, and thank you letters.
Online resume builder tool for students.
Students learn decision-making skills in regard to high-risk activities they face.

Program Package of 1 Case Includes:
- 100 student workbooks (44 page workbook)
- 1 Presentation CD-ROM (PowerPoint)
- Detailed Instructor Notes (Notes view of PPT) provide instructional strategies, tips, and teaching points for each slide
- 3 Educator Marketing Brochures
- 1 RRNCO Info Sheet

Note: 1 case = 100 student workbooks

**CD2 Interest Exercise Supplement** $105.79 per case

Description: The supplement to CD2 helps students identify their career interests and guides them through occupational categories.

Content: The Supplement includes an Interest Exercise Scan-form with an additional workbook as an add-on to the standard CD2 package.

Program Package of 1 case includes:
- 100 Student Booklets
- 100 Student Exercise Forms
- Quick Start Guide
- 3 RRNCO Cover Sheets for Each Class Taught

Note: 1 case = 100 student workbooks

**H.E.A.R. - Helping Everyone Achieve Respect** $201.51 per case

Description:
Career Training Concepts, Inc. (CTC) is pleased to announce a new anti-bullying school presentation targeted to high school students and available exclusively to the Army National Guard for purchase. A critical issue throughout the nation right now is determining ways to minimize or eliminate bullying and aggressive behavior. This 50-minute presentation was developed in partnership with nationally renowned subject matter experts at the Harvard Graduate School of Education and University of Nebraska-Lincoln.

Content:
- The theme is centered on National Guard Core Values and the big picture of the Guard’s role in serving, protecting, and defending this country.
- The many forms of bullying behavior are defined.
- Detailed case studies (one male, one female) explore what constitutes inappropriate behavior, as well as its consequences.
- Students are provided key questions to explore with educators to help minimize bullying, and strengthen respectful behavior, in their schools.
- Student Feedback scan-form allows students to request more information about the Guard.

Features:
- Instant credibility with educators – the POI was developed in conjunction with SMEs from Harvard and the University of Nebraska.
- Guard branding – back cover includes full page Guard advertisement.
- 94.6% of the students’ responses to follow-up survey questions regarding H.E.A.R. were positive.
• Educators are responding enthusiastically – with the vast majority stating the program was valuable for their students.
• Instant NPS leads -- approximately 25% of pilot student participants provided contact information for follow-up.

Program Package of 1 Case Includes:
• 100 student workbooks (16-page workbook)
• 100 Student Survey scan-forms
• 1 presentation CD-ROM (PowerPoint)
• Detailed Instructor Notes in “Notes” view of slideshow provide instructional strategies, tips, and teaching points
• Artwork for promotional poster and banners that can be printed by RRB Marketing

Note: 1 case = 100 student workbooks

$FUTUREFOCUS

Description: $FUTUREFOCUS (workbook) Middle School level Career guidance program. The package includes a self-scored interest test, curriculum shaping information for high school and post-high school, guidance on goal setting and career choices, and substance abuse risk factors.

The content is a 16-page student workbook including computer Scan-form. The workbook requires 1.5 to 2 hours instruction time.

$Order-Level Materials (OLM)

OLMs are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Schedule contract or BPA. OLM pricing is not established at the Schedule contract or BPA level, but at the order level. Since OLMs are identified and acquired at the order level, the ordering contracting officer (OCO) is responsible for making a fair and reasonable price determination for all OLMs.

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

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

OLMs are not:
- Are Not Open Market Items •
- Items awarded under ancillary supplies/services or other direct cost (ODC) SINs (these items are defined, priced, and awarded at the FSS contract level)

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

### SCA Labor Category Matrix

<table>
<thead>
<tr>
<th>SCA Eligible Contract Labor Category</th>
<th>SCA Equivalent Code Title</th>
<th>WD Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Assistant</td>
<td>01020 Administrative Assistant</td>
<td>2015-4487</td>
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<tr>
<td>Administrative Clerk – Accounting Clerk III</td>
<td>01013 Accounting Clerk III</td>
<td>2015-4897</td>
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<tr>
<td>General Clerk III</td>
<td>01113 General Clerk III</td>
<td>2015-4143</td>
</tr>
<tr>
<td>Secretary III</td>
<td>01313 Secretary III</td>
<td>2015-4143</td>
</tr>
<tr>
<td>Paralegal/Legal Assistant</td>
<td>30361 Paralegal/Legal Assistant I</td>
<td>2015-5535</td>
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<tr>
<td>Paralegal/Legal Assistant IV</td>
<td>30364 Paralegal/Legal Assistant IV</td>
<td>2015-5535</td>
</tr>
</tbody>
</table>

The Service Contract (SCA) is applicable to this contract, and it includes SCA applicable labor categories. The prices for the indicated (***) SCA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).