

**GENERAL SERVICES ADMINISTRATION
Federal Acquisition Service (Previously Federal Supply Service)**

AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

On-line access to contract ordering information, terms and conditions, and up-to-date pricing are available through GSA Advantage![™], a menu-driven database system. The INTERNET address for GSA Advantage![™] is: <http://www.gsaadvantage.gov>

***Go to <http://www.fss.gsa.gov/schedules>. Find link to Customers Ordering From Schedules. Find link to Ordering procedures for services requiring a statement of work and Ordering procedures for services not requiring a statement of work. * * * *

**Schedule Title: HUMAN RESOURCES AND EQUAL EMPLOYMENT
OPPORTUNITY (EEO) SERVICES**

Schedule No.: 738 PART X

Service Code: R799

Contract Number: GS-02F-0182P

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

Contract Period: 6/10/2004 - 6/9/2009

SERCO INC.
2650 Park Tower Dr., Suite 800
Vienna, VA 22180
Phone: 571-226-5000
Fax: 571-226-5290

Point of Contact: Sharon Petrelles
email: Sharon.petrelles@serco-na.com

Contractor's internet address/web site: <http://www.serco-na.com>

Business Size: Large business

CUSTOMER INFORMATION FOR ORDERING ACTIVITIES

1a. Table of Awarded Special Item Number(s):

SIN 595-2 1 – Planning, Recruitment and Internal Placement, Employee Assistance, Outplacement, Function Review

1b. Identification of the lowest priced service for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

-See attached Schedule Prices

1 c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not Applicable” for this item.

2. MAXIMUM ORDER:

SIN	<u>MAXIMUM ORDER</u>
595-21	\$1,000,000

3. **MINIMUM ORDER LIMITATION:** \$100.00

4. **GEOGRAPHIC COVERAGE (DELIVERY AREA):** The 48 contiguous states, Alaska, Hawaii, Puerto Rico and Washington, DC.

5. **Points of Production:** Domestic delivery (The 48 contiguous states, Alaska, Hawaii, Puerto Rico and Washington, DC).

6. **Discount from list prices or statement of net prices:** Government net prices (discounts already deducted)

7. **Quantity/Volume Discounts:**

8. **Prompt Payment Terms:** 1%, 10 days, Net 30

9a. Government commercial credit card accepted below micro purchase threshold.

9b. Notification whether Government purchase cards are accepted or not accepted above the micro purchase threshold: Contact RCI to determine if the Government Purchase Card will be accepted above.

10. **Foreign Items:** None

2650 Park Tower Drive, Vienna, VA

11 a. **Time of Delivery:**

22180

As specified in each DO

11 b. **Expedited Delivery:**

Contact SERCO

14. Payment address(es):

SERCO INC.

11 c. **Urgent Requirements:**

Contact SERCO

2650 Park Tower Dr., Suite 800,
Vienna, VA 22180

Attn: Sharon Petrelles, Sr Contract
Specialist

12. **F.O.B Point(s):** Destination

13. **Ordering Address(es)**

15. **Warranty Provision:** N/A

16. **Data Universal Number System (DUNS) number:** 928859149

17. SERCO is registered in the Central Contractor Registration (CCR) database.

Pricing is same for all SINs.

SIN 595-21a Planning

SIN 595-2 1b Recruitment and Internal Placement

SIN 595-21c Employee Assistance

SIN 595-21d Outplacement

SIN 595-21e Function Review

6/10/04 –	6/10/05 –	6/10/06 –	6/10/07 –	6/10/08 –	
Labor Categories & Prices (On Site)	6/9/05 (\$)	6/9/06 (\$)	6/9/07 (\$)	6/9/08 (\$)	6/9/09 (\$)
Human Resources Generalist I	30.42	31.34	32.28	33.25	34.25
Human Resources Generalist II	36.20	37.29	38.41	39.56	40.75
Human Resources Generalist III	47.06	48.47	49.92	51.42	52.96
Human Resources Generalist IV	56.87	58.57	60.33	62.14	64.00
Compensation Analyst II	39.23	40.40	41.61	42.86	44.15
Benefits Analyst I	30.12	31.02	31.95	32.91	33.90
Recruiter I	33.36	34.36	35.39	36.45	37.54
Recruiter II	37.55	38.68	39.84	41.04	42.27
Recruiter III	55.06	56.71	58.41	60.16	61.96
Labor Relations Specialist I	37.66	38.79	39.95	41.15	42.38
Organizational Development Manager, Senior	165.00	169.95	175.05	180.30	185.71
Training Manager	56.46	58.15	59.89	61.69	63.54
Training Specialist I	30.75	31.68	32.63	33.61	34.62
Training Specialist II	39.25	40.43	41.64	42.89	44.18
Training Specialist III	46.11	47.49	48.91	50.38	51.89
Training Specialist IV	54.80	56.44	58.13	59.87	61.67
Business Process Consultant	90.00	92.70	95.48	98.34	101.29
Business Process Consultant, Senior	105.00	108.15	111.39	114.73	118.17
Administrative Support Assistant	14.38	14.81	15.25	15.71	16.18
Administrative Support Specialist	17.24	17.76	18.29	18.84	19.41
Administrative Support Specialist Senior	19.20	19.78	20.37	20.98	21.61
Analyst I	23.46	24.16	24.88	25.63	26.40
Analyst II	28.74	29.60	30.49	31.40	32.34
Analyst III	31.81	32.76	33.74	34.75	35.79
Analyst, Lead	42.59	43.87	45.19	46.55	47.95

Analyst, Senior	36.94	38.05	39.19	40.37	41.58
Consulting Specialist	50.84	52.37	53.94	55.56	57.23
Consulting Specialist Chief	115.17	118.63	122.19	125.86	129.64
Consulting Specialist Principal	63.77	65.68	67.65	69.68	71.77
Consulting Specialist Senior	55.40	57.06	58.77	60.53	62.35
Consulting Specialist Senior Principal	82.64	85.12	87.67	90.30	93.01
Financial Analyst, Senior	46.05	47.43	48.85	50.32	51.83
Technical Director Senior	130.00	133.90	137.92	142.06	146.32
Technical Writer, Senior	43.23	44.53	45.87	47.25	48.67
6/10/04 – Labor Categories & Prices (Off Site)	6/9/05 (\$)	6/10/05 – 6/9/06 (\$)	6/10/06 – 6/9/07 (\$)	6/10/07 – 6/9/08 (\$)	6/10/08 – 6/9/09 (\$)
Human Resources Generalist I	39.30	40.48	41.69	42.94	44.23
Human Resources Generalist II	46.79	48.20	49.65	51.14	52.67
Human Resources Generalist III	60.81	62.63	64.51	66.45	68.44
Human Resources Generalist IV	73.49	75.69	77.96	80.30	82.71
Compensation Analyst II	50.68	52.20	53.77	55.38	57.04
Benefits Analyst I	38.92	40.08	41.28	42.52	43.80
Recruiter I	43.10	44.39	45.72	47.09	48.50
Recruiter II	48.53	49.99	51.49	53.03	54.62
Recruiter III	71.16	73.30	75.50	77.77	80.10
Labor Relations Specialist I	48.66	50.12	51.62	53.17	54.77
Organizational Development Manager, Senior	205.00	211.15	217.48	224.00	230.72
Training Manager	72.96	75.15	77.40	79.72	82.11
Training Specialist I	39.73	40.93	42.16	43.42	44.72
Training Specialist II	50.71	52.23	53.80	55.41	57.07
Training Specialist III	59.58	61.37	63.21	65.11	67.06
Training Specialist IV	70.83	72.95	75.14	77.39	79.71
Business Process Consultant	120.00	123.60	127.31	131.13	135.06
Business Process Consultant, Senior	140.00	144.20	148.53	152.99	157.58
Administrative Support Assistant	18.58	19.14	19.71	20.30	20.91
Administrative Support Specialist	22.28	22.95	23.64	24.35	25.08
Administrative Support Specialist Senior	24.73	25.47	26.23	27.02	27.83
Analyst I	30.32	31.23	32.17	33.14	34.13
Analyst II	37.15	38.26	39.41	40.59	41.81
Analyst III	41.11	42.34	43.61	44.92	46.27
Analyst, Lead	55.03	56.68	58.38	60.13	61.93
Analyst, Senior	47.74	49.17	50.65	52.17	53.74
Consulting Specialist	65.71	67.68	69.71	71.80	73.95
Consulting Specialist Chief	148.84	153.31	157.91	162.65	167.53
Consulting Specialist Principal	82.13	84.59	87.13	89.74	92.43
Consulting Specialist Senior	71.36	73.50	75.71	77.98	80.32
Consulting Specialist Senior Principal	106.80	110.00	113.30	116.70	120.20
Financial Analyst, Senior	59.50	61.29	63.13	65.02	66.97
Technical Director Senior	170.00	175.09	180.34	185.75	191.32
Technical Writer, Senior	55.87	57.55	59.28	61.06	62.89

LABOR CATEGORY DESCRIPTIONS

JOB TITLE: HUMAN RESOURCES GENERALIST I

Minimum Experience/Education: Requires a bachelor's degree in a related area and 0-3 years of experience in the field or in a related area.

Functional Responsibilities: Administers human resources policies and procedures that cover two or more functional areas (e.g. Recruitment & Placement, Management & Employee Relations, Position Classification, Training & Development, Labor Relations). Collects and analyzes HR data, and then makes recommendations to management. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a manager.

JOB TITLE: HUMAN RESOURCES GENERALIST II

Minimum Experience/Education: Requires a bachelor's degree in a related area and 2-4 years of experience in the field or in a related area.

Functional Responsibilities: Administers human resources policies and procedures that cover two or more functional areas (e.g. Recruitment & Placement, Management & Employee Relations, Position Classification, Training & Development, Labor Relations). Collects and analyzes HR data, and then makes recommendations to management. Relies on limited experience and judgment to plan and accomplish goals. Familiar with standard concepts, practices, and procedures within a particular field. Performs a variety of tasks. Works under general supervision; typically reports to a manager. A certain degree of creativity and latitude is required.

JOB TITLE: HUMAN RESOURCES GENERALIST III

Minimum Experience/Education: Requires a bachelor's degree in a related area and 4-8 years of experience in the field or in a related area.

Functional Responsibilities: Designs and administers human resources policies and procedures that cover two or more functional areas (e.g. Recruitment & Placement, Management & Employee Relations, Position Classification, Training & Development, Labor Relations). Collects and analyzes HR data, and then makes recommendations to management. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. May report directly to an executive or head of a unit/department. A wide degree of creativity and latitude is expected.

JOB TITLE: HUMAN RESOURCES GENERALIST IV

Minimum Experience/Education: Requires a bachelor's degree in a related area and at least 8 years of experience in the field or in a related area.

Functional Responsibilities: Designs and administers human resources policies and procedures that cover two or more functional areas (e.g. Recruitment & Placement, Management & Employee Relations, Position Classification, Training & Development, Labor Relations). Collects and analyzes HR data, and then makes recommendations to management. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.

JOB TITLE: COMPENSATION ANALYST II

Minimum Experience/Education: Requires a bachelor's degree in a related area and 2-4 years of experience in the field or in a related area.

Functional Responsibilities: Evaluates and analyzes salary data. Administers company compensation programs. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a manager. A certain degree of creativity and latitude is required.

JOB TITLE: BENEFITS ANALYST I

Minimum Experience/Education: Requires a bachelor's degree in a related area and 0-3 years of experience in the field or in a related area.

Functional Responsibilities: Researches, analyzes, evaluates, and administers corporate benefit plans/programs. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a manager.

JOB TITLE: RECRUITER 1

Minimum Experience/Education: Prefers a bachelor's degree in a related area and 0-3 years of experience in the field or in a related area.

Functional Responsibilities: Screens, interviews, and recommends prospective employees for employment. Extends offers of employment to successful candidates. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a manager.

JOB TITLE: RECRUITER II

Minimum Experience/Education: Prefers a bachelor's degree in a related area and 2-5 years of experience in the field or in a related area.

Functional Responsibilities: Screens, interviews, and recommends prospective employees for employment. Extends offers of employment to successful candidates. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a manager. A certain degree of creativity and latitude is required.

JOB TITLE: RECRUITER III

Minimum Experience/Education: Prefers a bachelor's degree in a related area and at least 5 years of experience in the field or in a related area.

Functional Responsibilities: Screens, interviews, and recommends prospective employees for employment. Extends offers of employment to successful candidates. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. May report directly to an executive or head of a unit/department. A wide degree of creativity and latitude is expected.

JOB TITLE: LABOR RELATIONS SPECIALIST I

Minimum Experience/Education: Requires a bachelor's degree in a related area and 0-2 years of

experience in the field or in a related area.

Functional Responsibilities: Participates in labor contract negotiations. May prepare contract agreements. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a manager.

JOB TITLE: ORGANIZATIONAL DEVELOPMENT SENIOR MANAGER

Minimum Experience/Education: Requires a master's degree in a related area and at least 10 years of experience in the field.

Functional Responsibilities: Routinely works with senior executive and senior line managers in conducting needs assessment and designs program for agency change. Oversees Organizational Development Managers in delivering associated services and conducts quality control activities of services provided to line management. Supports the goal of establishing the human capital of the organization as a critical component in accomplishing business goals. Generally manages a group of training specialists. Relies on experience and judgment to plan and accomplish goals. Typically reports to an most senior agency leadership.

JOB TITLE: TRAINING MANAGER

Minimum Experience/Education: Requires a bachelor's degree in a related area and at least 7 years of experience in the field.

Functional Responsibilities: Designs, plans, and implements corporate training programs, policies, and procedures. Researches new training techniques and suggests enhancements to existing training programs. Contracts with vendors for employee participation in outside training programs. Generally manages a group of training specialists. Relies on experience and judgment to plan and accomplish goals. Typically reports to an executive.

JOB TITLE: TRAINING SPECIALIST 1

Minimum Experience/Education: Requires a bachelor's degree in a related area and 0-3 years of experience in the field or in a related area.

Functional Responsibilities: Conducts company training programs. Monitors and reports the effectiveness of training on employees during the orientation period and for career development. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a manager.

JOB TITLE: TRAINING SPECIALIST II

Minimum Experience/Education: Requires a bachelor's degree in a related area and 2-5 years of experience in the field or in a related area.

Functional Responsibilities: Participates in, and conducts company training programs. Monitors and reports the effectiveness of training on employees during the orientation period and for career development. May be involved in initial plan design and existing plan enhancements. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and

judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a manager. A certain degree of creativity and latitude is required.

JOB TITLE: TRAINING SPECIALIST III

Minimum Experience/Education: Requires a bachelor's degree in a related area and 4-8 years of experience in the field or in a related area.

Functional Responsibilities: Designs and conducts company training programs. Monitors and reports the effectiveness of training on employees during the orientation period and for career development. May be involved in initial plan design and existing plan enhancements. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. May report directly to an executive or head of a unit/department. A wide degree of creativity and latitude is expected.

JOB TITLE: TRAINING SPECIALIST IV

Minimum Experience/Education: Requires a bachelor's degree in a related area and at least 8 years of experience in the field or in a related area.

Functional Responsibilities: Designs and conducts company training programs. Monitors and reports the effectiveness of training on employees during the orientation period and for career development. Involved in initial plan design and existing plan enhancements. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a supervisor or manager.

JOB TITLE: BUSINESS PROCESS CONSULTANT

Minimum Experience/Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Education, Management Sciences, Psychology, Human Resources Development/Management, or other related scientific or technical discipline. This position requires a minimum of ten years experience, of which at least eight years must be specialized. Specialized experience may include: facilitation, training, methodology development and evaluation, process reengineering across all phases, identifying best practices, change management, business management techniques, organizational development, activity and data modeling, or information system development methods and practices and supervision of Business Process Reengineers; with a Master's Degree (as described below) eight years general experience of which at least six years must be specialized experience is required; with a Ph.D. (as described below) six years general experience of which at least five years must be specialized experience is required; with thirteen years general experience of which at least eleven years is specialized, a degree is not required.

Functional Responsibilities: Applies process improvement and reengineering methodologies and principles to conduct process modernization projects. Duties include activity and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. May be under the supervision and direction of a Principal Business Process Reengineering Specialist or may work independently.

JOB TITLE: BUSINESS PROCESS CONSULTANT, SENIOR

Minimum Experience/Education: A Master's degree in Computer Science, Information Systems, Engineering, Business, Education, Management Sciences, Psychology, Human Resources Development/Management, or other related scientific or technical discipline. This position requires a

minimum of ten years experience, of which at least seven years must be specialized. Specialized experience may include: facilitation, training, methodology development and evaluation, process reengineering across all phases, identifying best practices, change management, business management techniques, organizational development, activity and data modeling, or information system development methods and practices and supervision of Business Process Reengineering Specialist; with a Ph.D. (as described below) eight years general experience of which at least six years must be specialized experience is required; with a Bachelor's degree in Computer Science, Information Systems, Engineering, or other related scientific or technical discipline and 12 years general experience of which at least nine must be specialized experience, a Masters degree is not required.

Functional Responsibilities: Applies process improvement and reengineering methodologies and principles to conduct process modernization projects. Responsible for effective transitioning of existing project teams, and the facilitation of project teams in the accomplishment of project activities and objectives. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts. Provides daily supervision and direction to Business Process Reengineering Specialist.

JOB TITLE: ADMINISTRATIVE SUPPORT ASSISTANT

Minimum Experience/Education: Requires a high school diploma and at least 1 year experience in professional office environment with some knowledge of office support software.

Functional Responsibilities: Prepares routine material, perform input, filing, copying and other clerical tasks. May answer phones, distribute mail/materials and perform other such clerical/administrative duties.

JOB TITLE: ADMINISTRATIVE SUPPORT SPECIALIST

Minimum Experience/Education: Requires a high school diploma and at least 3 years experience in professional office environment with general knowledge of office support software and formal correspondence and document development.

Functional Responsibilities: Prepares correspondence and formal documentation in accordance with established style guidelines. Utilizes automated word processing software to develop correspondence and documentation. Utilizes automated database and spreadsheet software to maintain project manager contract status tracking information.

JOB TITLE: ADMINISTRATIVE SUPPORT SPECIALIST, SENIOR

Minimum Experience/Education: Requires a high school diploma and at least 6 years experience in professional office environment with general knowledge of office support software and formal correspondence and document development.

Functional Responsibilities: Prepares technical correspondence and formal documentation in accordance with established style guidelines. Utilizes automated word processing software to develop correspondence and documentation. Utilizes automated database and spreadsheet software to maintain project manager contract status tracking information. Prepares milestone charts and scheduling worksheets.

JOB TITLE: ANALYST I

Minimum Experience/Education: Requires advanced technical training and 1-2 years of experience OR BA/BS degree and minimal experience.

Functional Responsibilities: Collects data from readily available sources and summarizes into prescribed format. Verifies the adequacy/accuracy of information noting variances, which may require further investigation. Interactions typically involve collecting data, exchanging information on factual matter, and/or other activities, which require ordinary courtesy and tact.

JOB TITLE: ANALYST II

Minimum Experience/Education: Requires advanced technical training and 2-4 years of experience OR BA/BS degree and 1-2 years experience.

Functional Responsibilities: Collects and maintains data requiring little, if any, interpretation in accordance with plans developed by others. Summarizes data, verifies the adequacy/accuracy of information noting variances which may require further investigation, and prepares related documentation. Interactions typically involve collecting data, exchanging information on factual matter, and/or other activities, which require ordinary courtesy and tact.

JOB TITLE: ANALYST III

Minimum Experience/Education: Requires advanced technical training and 3-5 years of experience OR BA/BS degree and 2-4 years of experience.

Functional Responsibilities: Collects and maintains data requiring little, if any, interpretation in accordance with plans developed by others. Summarizes data, verifies the adequacy/accuracy of information noting variances which may require further investigation and prepares related documentation. Interactions typically involved collecting data exchanging information on factual matters, and/or other activities, which require ordinary courtesy and tact. Occasional direct business contact with the client.

JOB TITLE: ANALYST, LEAD

Minimum Experience/Education: Requires advanced technical training and 6-10 years of experience OR BA/BS degree and 4-6 years of experience OR advanced degree and 2-4 years of experience.

Functional Responsibilities: Collects and interprets data from diverse sources. Structures moderately complex data analysis plans for analysts and support staff. May oversee the data collection activities of analysts and support staff. Utilizes advanced data analysis techniques to determine causes of discrepancies or inconsistencies. Provides advice and service to clients and customers on designated phases of projects or in areas of technical expertise. May prepare and make presentation dealing with the status of projects, management systems, and/or management and technical problems and proposed solutions.

JOB TITLE: ANALYST, SENIOR

Minimum Experience/Education: Requires advanced technical training and 4-6 years of experience OR BA/BS degree and 3-5 years of experience OR advanced degree and 1-2 years of experience.

Functional Responsibilities: Collects, maintains and verifies data in accordance with plans developed by others. Data often comes from diverse sources and frequently require interpretation. Analyzes data in order to identify trends and potential technical and management problems. Drafts reports of finding along with

related documentation for higher level review. Provides advice and service to clients and customers on designated phases of projects and in accordance with contract provisions and superiors' directives.

JOB TITLE: CONSULTING SPECIALIST

Minimum Experience/Education: Requires advanced technical training 10 years of experience OR BA/BS degree and advanced academic work and 8 years of experience OR Advanced degree and 6 years of experience.

Functional Responsibilities: Work requires the independent development of comprehensive and relatively complex project plans and schedules and continual monitoring and updating of plans and schedules to ensure that project goals are achieved. Incumbents have broad latitude for decision-making and are reviewed on the basis of results achieved. Prepares intricate and/or complex engineering or data analysis plans, which require a high level of specialized knowledge or the resolution of complex management problems, which require extensive cross-functional knowledge. Typically delegates data collection and analysis work and performs technical review of reports or client deliverables prior to their issuance. Provides advice and service to clients and customers on several phases of projects or in areas of technical expertise. May persuade clients to revise or change assigned tasks to ensure quality of product or service. Makes presentations at meetings and conferences and may function as clients' representative and/or spokesperson. Incumbents regularly plan the work of, assign work to, and coordinate the work of other RCI employees on assigned projects. Incumbents at this level have full technical responsibility for developing, interpreting, and executing assignments, but do not have direct human resource responsibility for hiring, evaluating, disciplining or discharging staff

JOB TITLE: CONSULTING SPECIALIST, CHIEF

Minimum Experience/Education: Requires BA/BS degree and more than 15 years of experience OR Advanced degree and more than 12 years of experience.

Functional Responsibilities: Work requires the independent development of comprehensive, sophisticated, and highly complex project plans and schedules and continual monitoring and updating of same to ensure that project goals are achieved. Incumbents have broad latitude for decision-making at the division level and are reviewed on the basis of results achieved. Prepares intricate and/or complex engineering or data analysis plans, which require the highest level of specialized knowledge (e.g., original research in a specific discipline) or the resolution of complex management problems, which require extensive cross-functional knowledge. Typically delegates data collection and analysis work and performs technical review of reports or client deliverables prior to their issuance.

JOB TITLE: CONSULTING SPECIALIST, PRINCIPAL

Minimum Experience/Education: Requires advanced technical training 14 years of experience OR BA/BS degree and advanced academic work and 10 years of experience OR Advanced degree and 8 years of experience.

Functional Responsibilities: Work requires the independent development of comprehensive and relatively complex project plans and schedules and continual monitoring and updating of plans and schedules to ensure that project goals are achieved. Incumbents have broad latitude for decision-making and are reviewed on the basis of results achieved. Prepares intricate and/or complex engineering or data analysis plans, which require a high level of specialized knowledge or the resolution of complex management problems, which require extensive cross-functional knowledge. Typically delegates data collection and analysis work and performs technical review of reports or client deliverables prior to their issuance. Provides advice and service to clients and customers on several phases of projects or in areas of technical expertise. May persuade

clients to revise or change assigned tasks to ensure quality of product or service. Makes presentations at meetings and conferences and may function as clients' representative and/or spokesperson. Incumbents regularly plan the work of, assign work to, and coordinate the work of other RCI employees on assigned projects. Incumbents at this level have full technical responsibility for developing, interpreting, and executing assignments, but do not have direct human resource responsibility for hiring, evaluating, disciplining or discharging staff.

JOB TITLE: CONSULTING SPECIALIST, SENIOR

Minimum Experience/Education: Requires advanced technical training more than 12 years of experience OR BS degree and 6-10 years of experience OR Advanced degree and 4-6 years of experience.

Functional Responsibilities: Work requires development of comprehensive and relatively complex project plans and schedules. It also requires the continual monitoring and updating of plans and schedules in order to ensure that project goals are achieved. Incumbents have broad latitude for decision-making and are reviewed on the basis of results achieved. Prepares complex data analysis plans or engineering plans. Jobs at this level typically require the innovative application of specialized knowledge (e.g., technical expertise in a specific discipline) or the resolution of complex management problems, which require innovative solutions, based on broad functional knowledge. Typically delegates data collection and analysis work and provides technical oversight of assigned projects.

JOB TITLE: CONSULTING SPECIALIST, SENIOR PRINCIPAL

Minimum Experience/Education: Requires advanced technical training and more than 15 years of experience OR BA/BS degree and more than 12 years of experience OR Advanced degree and more than 10 years of experience.

Functional Responsibilities: Work requires the independent development of comprehensive and highly complex project plans and schedules and continual monitoring and updating of same to ensure that project goals are achieved. Incumbents have broad latitude for decision-making at the operations center level and are reviewed on the basis of results achieved. Prepares intricate and/or complex engineering or data analysis plans, which require a very high level of specialized knowledge or the resolution of complex management problems, which require extensive cross-functional knowledge. Typically delegates data collection and analysis work and performs technical review of reports or client deliverables prior to their issuance.

JOB TITLE: FINANCIAL ANALYST, SENIOR

Minimum Experience/Education: Requires a degree and 4-7 years of related experience.

Functional Responsibilities: Develops and maintains a cash budget. Monitors the daily balances in RCI's bank accounts and advises senior management of cash requirements. Effects necessary transfers to and between RCI's banks to ensure that all checks and disbursements are covered. Advises senior management of opportunities to reduce outstanding borrowings and/or optimize cash management strategies. Produces the reports and analyses for the bank as required by RCI's line of credit agreement. Coordinates the various credit card programs of RCI. Advises senior management on lease versus buy alternatives. Maintains strong working knowledge of RCI's banking relationships and those banks

required procedures. Coordinates the preparation of the annual corporate budget. Supports the special project requirements of senior management.

JOB TITLE: TECHNICAL DIRECTOR, SENIOR

Minimum Experience/Education: Recognized industry competence at the highest level in specialty area.

Functional Responsibilities: Incumbents establish goals and business plans for area of responsibility and

have broad latitude for decision-making. Results are reviewed by executive group on the basis of goals attained. Poor performance likely to result in substantial financial damage to company performance for one or more fiscal years. Impacts company's ability to attract new business. Prepares and reviews the most technically demanding and sophisticated scientific work being performed within assigned area of responsibility. Is the final technical/scientific judgment within the company. Interacts with executives in current and potential client and customer organizations on matters of substantial importance and sensitivity. Requires a highly developed sense of strategy and timing as well as exceptional negotiation and presentation skills. Ensures the most effective use of company's human resources within area of responsibility. Responsible for developing and sustaining client and customer base, ensuring high quality technical and scientific products and services are provided to clients and customers, and cultivating business contacts and leads. Responsible for identifying and targeting business opportunities and ensuring resources are committed to developing such targets. Assists in preparation of annual business plans and provides input into strategic planning process. Continually evaluates strategy and plans to meet changing technical and competitive conditions.

JOB TITLE: TECHNICAL WRITER, SENIOR

Minimum Experience/Education: Requires a comprehensive and extensive understanding and knowledge of English, grammar, usage, spelling, and the like, in order to proof and edit documents. This is generally acquired through completion of a BA/BS degree in English or Journalism and four years of experience. Work requires knowledge of writing and design layout for technical manuals, manuscripts, and reports and an understanding of project scope and knowledge of work routines and procedures. This is generally acquired through four years on-the-job training and experience. Requires the analytical ability needed to review documents, correct typographical, grammatical, and usage errors and rewrite such documents to increase clarity and conciseness. Require interpersonal skills necessary to maintain effective working relationships with various engineers and technicians. Requires ability to concentrate and pay close attention to detail for up to seventy-five percent of work time when proofreading technical documents or design layouts.

Functional Responsibilities: Reviews manuscripts and design layouts produced by engineers and technicians to ensure product conformity. Marks errors and notes corrections required. Returns documents for revision. Develops, prepares, reviews, and edits technical documents related to the repair, overhaul, and troubleshooting of electronics and electromechanical equipment/systems. Reviews manuscripts to determine errors in usage, grammar, and the like. Rewrites portions of manuscripts to increase clarity, consistency, and conciseness. Writes technical and management reports, plans, manuals, and other documents within the broad guidelines defined by various engineers and technicians.