
**Federal Supply Service
Authorized Federal Supply Schedule Price List**

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

Schedule for:

**Mission Oriented Business Improvement Services
(MOBIS)**

FSC Group: 874
FSC Class: R4999
Contract #: GS-10F-0176P

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

Contract Period: February 2, 2004 through February 1, 2019

Contractor: Coffey Consulting, LLC
4720 Montgomery Lane, Suite 1050
Bethesda, Maryland 20814
Phone: 301/907-0900
Fax: 301/907-2925
Website: www.coffeyconsultingllc.com
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Contract Administration Source: Amy C. Coffey

Business Size: Small, Disadvantaged, Veteran Owned Business

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Introduction

Coffey Consulting, LLC (Coffey) is a management consulting firm founded in 1986 that began serving the federal sector in 1996. The diversity of our management, training and consulting experience in the private, not-for-profit, and federal sectors enhances our ability to deliver value-added technical and support services to our clients. Supplementing our full-time personnel is a cadre of professional part-time employees, consultants and subcontractors.

Coffey was awarded a Mission Oriented Business Improvement Services (MOBIS) Schedule, Federal Supply Contract GS-10F-0176P by the U.S. Government Services Agency (GSA) on February 2, 2002, to provide a range of management services to federal agencies. Approved Special Item Numbers (SINs) are:

- **Integrated Consulting Services (SIN 874-1):**
 - strategic planning
 - performance management
 - program evaluation
 - business process improvement
 - organizational assessments
 - training:
 - web-based and in-person training for federal programs and agencies including staff
 - quality management (i.e., Baldrige, Six Sigma)
 - grants and contract management
 - customized interventions
 - interpersonal relations
 - change management
 - decision support systems
 - focus groups
 - turnkey support
 - leadership effectiveness
 - senior management meetings
 - alternative dispute resolution
- **Acquisition Management Support (SIN 874-6):**
 - acquisition planning assistance
 - acquisition document development
 - assistance in proposal evaluation
 - contract administration support
 - contract close-out assistance
- **Integrated Business Program Support Services (SIN 874-7):**
 - project management
 - program management
 - program integration

Coffey Consulting, LLC— Integrity-based. Customer-focused. Results-driven.

Corporate Overview

Coffey Consulting, LLC (Coffey) is a value-added, team oriented, professional services consulting firm. Founded in 1986, the company serves the private, federal, and not-for-profit sectors. The diversity of its management, training and consulting experience enhances the firm's ability to deliver top quality technical and support services to its clients. The firm offers the following categories of support services: research, evaluation, surveys, and special studies; technical assistance, training, program integration, and consulting services; facilitation support; and financial management support.

Coffey performs work on projects for the U.S. Department of Labor covering research, evaluation, technical assistance, training, economic studies, event management, apprenticeship, dislocated workers (evaluation and trade adjustment assistance), immigrant workers, unemployment insurance, welfare-to-work, workforce investment system, technical and administrative staffing, continuous improvement, older workers, youth, student academic training, staff development, reintegration of ex-offenders, and workforce demonstration initiatives. For the U.S. Small Business Administration (SBA), we have performed examinations of venture capital firms and completed projects involving the sale or other disposition of financial and real assets owned by SBA that were acquired from failed venture capital companies licensed and regulated by SBA.

Coffey performs research and development, policy analysis/assessment, conference/meeting management and support services for the U.S. Department of Education, including the National Center for Education Statistics (NCES). The company has also completed facilitation and logistical support projects for U.S. Department of Health and Human Services and facilitation for the U.S. Department of Agriculture. We have provided Baldrige National Quality Program (Baldrige) training to the U.S. Patent and Trademark Office, Office of the Chief Process Improvement Officer. The firm has helped the Federal Transit Administration of the Department of Transportation submit its Baldrige application. Coffey has conducted research and provided technical assistance in apprenticeship for the states of New York and Rhode Island. Business planning and financial management services have been provided to not-for-profit organizations.

Coffey's general approach to contract and task order opportunities reflects the company's commitment to building strong client-focused relationships with all stakeholders or constituencies. The company looks at each task from a comprehensive and holistic viewpoint. We first seek to understand the task, the players and stakeholders, their vested interests and motivations, resources available, and what needs to happen to achieve project goals and success. Then we look at relationships, communication, and what real and perceived needs that must be taken into account. We use technology and social media to leverage delivered and services. Lastly, we realize that in moving from problem to solution, close and genuine involvement of stakeholders is critical.

Most of Coffey's engagements have demanded innovative approaches because of project complexity and resource requirements. A significant resulting benefit has been the ability of the firm to adapt and create a sense of urgency among staff to work effectively and efficiently with clients. Coffey's associates experience and get caught up in rational, but always forward

momentum, ways of simplifying and getting a complex job done while exceeding client expectations.

Coffey's highly diversified team includes business professionals specializing in providing solutions for our clients' business challenges. Coffey places major emphasis on the integrity and character of its employees. We demand strict principles of conduct, quality work, high standards of performance, individual accountability and encourage the continued professional growth of our staff. We take pride in our employees' accomplishments and our record of client satisfaction is the best testament to their professional capabilities.

MOBIS Framework

For our MOBIS clients, Coffey applies a consistent, value-based framework to achieve the desired results – on-time, within budget and meeting or exceeding quality expectations. Our value-based framework...

- Identifies the Opportunity;
- Matches Capabilities with the Requirements;
- Selects & Assigns the Best Talent & the Best Team to do the Job;
- Provides the Best Possible Products & Services; and
- Establishes Long-Term Relationships.

Our Consulting, Facilitation, Training, Program Integration and Project Management including alternative dispute resolution services provide a one-stop solution for clients seeking significant organizational improvement and specialized skills.

Coffey's customers grow accustomed to our honest, forthright, hard-working efforts and excellent customer service.

Contract and Schedule Ordering Information

Coffey Consulting, LLC

4720 Montgomery Lane, Suite 1050

Bethesda, Maryland 20814

Phone: 301/907-0900

Fax: 301/907-2925

Website: www.coffeyconsultingllc.com

FSC Group: 874

FSC Class: R499

Contract Number: GS-10F-0716P

Contract Period: February 2, 2004 – February 1, 2019

Business Size: Small, Disadvantaged, Veteran Owned

Contact Person: Amy C. Coffey, Senior Vice President
acoffey@coffeyconsultingllc.com

To order services from Coffey Consulting, LLC's GSA Contract #GS-10F-0176P, please contact Amy C. Coffey at 301/907-0900.

Please note:

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

Customer Information

1a. Awarded Special Item Numbers (SINs):	SIN 874-1 Integrated Consulting Services (pg. 10) SIN 874-6 Acquisition Management Support (pg. 12) SIN 874-7 Integrated Business Program Support Services (pg. 12)
1b. Identification of the Lowest Priced Model Number & Lowest Unit Price:	See item 6 below.
1c. Hourly Rates Description of all Corresponding Job Titles, Experience, Functional Responsibility & Education for Employees or Subcontractors:	For labor category descriptions, please see pages 14-32. For training services descriptions, please see page 33.
2. Maximum Order:	\$1,000,000.00
3. Minimum Order:	\$100.00
4. Geographic Coverage (delivery area):	Domestic Only
5. Point(s) of Production (city, county, and State or foreign country):	Same as Contractor Address
6. Discount from List Prices or Statement of Net Price:	None
7. Quantity Discounts:	None Offered
8. Prompt Payment Terms:	None
9a. Notification that Government Purchase Cards are Accepted at or below the Micro-Purchase Threshold:	Yes
9b. Notification whether Government Purchase Cards are Accepted or not Accepted above the Micro-Purchase Threshold:	Accept over \$2,500.00
10. Foreign Items (list items by country of origin):	None
11a. Time of Delivery (contractor insert	Specified on Task Order

<i>number of days):</i>	
11b. Expedited Delivery:	Items available for expedited delivery are noted in this price list. Contact contractor.
11c. Overnight & 2-Day Delivery:	Contact Contractor
11d. Urgent Requirements:	Contact Contractor
12. F.O.B. Point(s):	Destination
13a. Ordering Address(es):	Same as Contractor Address
13b. Ordering Procedures:	For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample BPA can be found at the GSA/FSS Schedule homepage (www.fss.gsa.gov/schedules).
14. Payment Address(es):	Same as Contractor Address
15. Warranty Provision:	Contractor's Standard Commercial Warranty
16. Export Packing Charges (if applicable):	N/A
17. Terms & Conditions of Government Purchase Card Acceptance (any thresholds above the micro-purchase level):	Contact Contractor
18. Terms & Conditions of Rental, Maintenance, & Repair (if applicable):	N/A
19. Terms & Conditions of Installation (if applicable):	N/A
20a. Terms & Conditions of Repair Parts Indicating Date of Parts Price Lists & any Discounts from List Prices (if applicable):	N/A
20b. Terms & Conditions for any Other Services (if applicable):	N/A
21. List of Service & Distribution Points (if applicable):	N/A

22. List of Participating Dealers (<i>if applicable</i>):	N/A
23. Preventive Maintenance (<i>if applicable</i>):	N/A
24a. Special Attributes such as Environmental Attributes (<i>e.g., recycled content, energy efficiency, and/or reduced pollutants</i>):	N/A
24b. Section 508 Compliance Information is available on Electronic & Information Technology (EIT) Supplies & Services, & Show Where Full Details can be Found (<i>e.g., contractor's website or other location</i>):	N/A
25. Data Universal Number System (DUNS) Number:	78-8296788
26. Notification Regarding Registration in Central Contractor Registration (CCR) Database:	Registered
27. Uncompensated Overtime (<i>indicate if used</i>):	N/A

Government Awarded Special Item Numbers (SINs)

Coffey Consulting, LLC takes pride in the services we provide to our clients. The specific services related to each SIN is described below.

SIN 874-1: Integrated Consulting Services

Consulting:

Strategic Planning: Through effective strategic planning, your organization sets or refines its vision and direction to better achieve its mission and goals. Strategy formation is fairly easy, implementation is not. At Coffey, we are skilled in facilitating the interventions and decisions required to both formulate and implement strategy.

Performance Management: Using the right combination of skilled and experienced practitioners and academicians, Coffey is able to assist your organization with a range of quantitative and qualitative models and analyses to improve performance measurement, integration and management. Staff and outside subject matter experts help you define and develop reasonable bases for establishing appropriate measures for new or existing goals for data and programs.

Program Evaluation: Coffey understands that policymakers need rapid analyses and assessments of programs in order to make improvements and document impacts. We rely on staff and consultants with extensive expertise in a range of discipline, such as statistics, economics, econometrics, mathematics, finance, program management and related fields to ensure that the appropriate talents are brought to bare in developing workable solutions. We use both standard and innovative approaches in conducting program evaluation, whether they involve process, outcome or impact.

Business Process Improvement: Drawing upon its pool of talented staff and subject matter experts, Coffey works with its clients to improve operations using state-of-the-art methodologies. Besides the typical process improvement activities, we can perform high-level and detailed process modeling and simulations.

Organizational Assessments & Design: Coffey can help you identify the processes that will tell you what is out of balance and what is working effectively within your organization. We can work on the design side, helping you balance organizational resources to achieve desired results. At a minimum, those resources include input, goals, employee energy, task requirements, feedback, systems and group dynamics. Coffey can also provide operational assessments that can lead to recommendations for aligning operations with the strategic and organizational focus of the entity or subunit.

Facilitation:

Change Management: Change is a driving force within your organization. The ability to develop the strategies to manage, implement, and educate your team and members to embrace

and appreciate what effective change or transformative management can do for your organization is a critical component of positioning for changing behavior and culture. We ensure that this component is part of our change management implementation.

Decision Support Systems: As part of our quantitative capability, Coffey uses operations research techniques along with mathematical and statistical modeling to help you in formulating structural approaches for making policy and other choices. We work with you to take advantage of science, art, and human nature to inform decision making.

Focus Groups: Coffey uses various research and data collection techniques and technology to capture, analyze, synthesize and report the results from focus group meetings.

Turnkey Support: To ensure that the services provided to you (such as consulting, research, evaluation, technical assistance, or training) yield a total solution, Coffey is equipped to handle all necessary activities, including event planning and logistical support to complete the work.

Leadership Effectiveness: Leadership effectiveness is critical to the overall performance of your organization. Coffey understands that different leadership is needed for diverse situations and cultures. We ensure that we understand the vision of your organization and the direction that you wish to pursue. We help you define the type of leadership required for the various phases of organizational transformation. We take a holistic approach to leadership effectiveness and pay particular attention to interpersonal, personal, strategic, business, and workforce dimensions.

Senior Management Meetings: Coffey can assist executives and senior managers with meetings that are of high strategic importance and those involving complex and charged issues. We can help determine the appropriate means for defining and addressing issues that will lead to the best outcome for interested parties.

Alternative Dispute Resolution (ADR) Services: Unfortunately, disputes arise in government and business. Alternative dispute resolution (ADR) consists of a variety of approaches to resolving disputes. It offers opportunities to resolve disputes prior to or during the use of formal administrative procedures and litigation (which can be very costly and time-consuming). Coffey's consultants are highly talented, neutral experts skilled in mediation, joint problem solving, and facilitated, preventative, fact-finding, advisory or imposed ADR and can be a valuable, cost-effective resource to your organization.

Training:

Continuous Process Improvement: Continuous improvement is the systematic and ongoing improvement of products, programs, services and processes through incremental advances and major breakthroughs. It is a method of building dynamic, high achieving systems within an organization. A key goal of promoting continuous improvement is to embed it in the way the organization conducts its daily activities. Coffey can apply the Malcolm Baldrige Criteria for Performance Excellence or elements of other quality systems, such as the ISO 9000. We can also assist with benchmarking, lean projects and Six Sigma engagements.

Grants & Contract Management: Training your supervisors and staff for grant and contract management is customized based upon your requirements.

Customized Interventions: Coffey has a pool of talented trainers in many disciplines and program areas that is available to assist you in designing and delivering training for all levels of your organization. These may include: effective leadership, change management, developing best practices, conflict resolution, communications, program and project management, interest-based negotiation, case management and conducting research.

SIN 874-6: Acquisition Management Support

Coffey's staff and consultants provide a range of acquisition support services to federal agencies which include both grant and contract management activities. The firm has been staffing offices for over seven years with highly successful results. Individuals perform tasks related to pre-award, award and post-award functions, including close-outs.

SIN 874-7 Integrated Business Program Support Services

Coffey has extensive experience working with organizations to achieve their program integration and project management objectives. This assistance includes helping to define strategic approaches to accomplish management's vision and desired outcomes. The process employed takes into consideration the advantages and disadvantages of the various alternatives and uses rational decision analysis to select the practical approach. We work closely with you in designing and executing the implementation plan. Development and use of toolkits and resource guides may be included.

Labor Sections

Coffey Consulting, LLC considers our labor categories to coordinate within the following labor sections:

Management

Senior Program Manager I
Program Manager III
Program Manager II
Program Manager I
Senior Project Manager I
Project Manager III
Project Manager II
Project Manager I

Research/Analysis & Consulting Services

Senior Researcher/Analyst III
Senior Researcher/Analyst II
Senior Researcher/Analyst I
Researcher/Analyst III
Researcher/Analyst II
Researcher/Analyst I
Junior Researcher/Analyst III
Junior Researcher/Analyst II
Junior Researcher/Analyst I

Contracts/Grants

Senior Contract Specialist III
Senior Contract Specialist II
Senior Contract Specialist I
Contract Specialist III
Contract Specialist II
Contract Specialist I
Senior Grant Specialist III
Senior Grant Specialist II
Senior Grant Specialist I
Grant Specialist III
Grant Specialist II
Grant Specialist I
Cost/Price Analyst II
Cost/Price Analyst I
Program Analyst II
Program Analyst I
Purchasing Agent II
Purchasing Agent I

Economics

Senior Economist II
Senior Economist I
Economist II
Economist I

Training

Facilitation Manager I
Senior Facilitator I
Facilitator I
Training Manager
Senior Trainer I
Trainer I

Administrative Support/Clerical Assistance

Quality Control Manager
Administrative Assistant III
Administrative Assistant II
Administrative Assistant I
Clerk Typist II
Clerk Typist I

Specialists

ADR Specialist
Subject Matter Expert III
Subject Matter Expert II
Subject Matter Expert I
Senior Consultant II
Senior Consultant I
Consultant I
Management Specialist II
Management Specialist I

Labor Category Descriptions

The following labor category descriptions apply to the following Special Item Numbers (SINs):

- SIN 874-1 Integrated Consulting Services
- SIN 874-6 Acquisition Management Support
- SIN 874-7 Integrated Business Program Support Services

Senior Program Manager I

Education: MA or MS and 7 years of experience.

Duties: Provides oversight and direction for large or complex efforts. Provides strategic input, oversees budget, project delivery and management. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, and supervising project staff. Directs the development of project goals, work plans, timeliness, development and implementation of project strategies. Serves as the contractor's contract manager, and shall be the contractor's authorized interface with the Government Contracting Officer (CO), the contract level Contracting Officer's Representative (COR), government management personnel and customer agency representatives. Responsible for the overall contract performance.

Program Manager III

Education: BA or BS and 10 years of experience.

Duties: Provides oversight and direction for large or complex efforts. Provides strategic input, oversees budget, project delivery and management. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, and supervising project staff. Directs the development of project goals, work plans, timeliness, development and implementation of project strategies. Serves as the contractor's contract manager, and shall be the contractor's authorized interface with the Government Contracting Officer (CO), the contract level Contracting Officer's Representative (COR), government management personnel and customer agency representatives. Responsible for the overall contract performance.

Program Manager II

Education: BA or BS and 7 years of experience.

Duties: Provides oversight and direction for large or complex efforts. Provides strategic input, oversees budget, project delivery and management. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, and supervising project staff. Directs the development of project goals, work plans, timeliness, development and implementation of project strategies. Serves as the contractor's single contract manager, and shall be the contractor's authorized interface with the Government Contracting Officer (CO), the

contract level Contracting Officer's Representative (COR), government management personnel and customer agency representatives. Responsible for the overall contract performance.

Program Manager I

Education: BA or BS and 5 years of experience.

Duties: Provides oversight and direction for large or complex efforts. Provides strategic input, oversees budget, project delivery and management. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, and supervising project staff. Directs the development of project goals, work plans, timeliness, development and implementation of project strategies. Serves as the contractor's single contract manager, and shall be the contractor's authorized interface with the Government Contracting Officer (CO), the contract level Contracting Officer's Representative (COR), government management personnel and customer agency representatives. Responsible for the overall contract performance.

Senior Project Manager I

Education: BA or BS and 10 years of experience.

Duties: Serves as the project manager for a large, complex task order (or a group of task orders affecting the same common/standard/migration system) and shall assist the Program Manager in working with the Government Contracting Officer (CO), the contract-level Contracting Officer's Representative (COR), the task order-level COR(s), government management personnel and customer agency representatives. Under the guidance of the Program Manager, this individual is responsible for the overall management of the specific task order(s) and ensuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems.

Project Manager III

Education: BA or BS and 7 years of experience.

Duties: Serves as the project manager for a large, complex task order (or a group of task orders affecting the same common/standard/migration system) and shall assist the Program Manager in working with the Government Contracting Officer (CO), the contract-level Contracting Officer's Representative (COR), the task order-level COR(s), government management personnel and customer agency representatives. Under the guidance of the Program Manager, this individual is responsible for the overall management of the specific task order(s) and ensuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems.

Project Manager II

Education: BA or BS and 5 years of experience.

Duties: Serves as the project manager for a task order or a group of task orders affecting the same common/standard/migration system and shall assist the Program Manager in working with the government management personnel and customer agency representatives. Under the guidance of the Program Manager, this individual is responsible for the overall management of the specific task order(s) and ensuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems.

Project Manager I

Education: BA or BS and 3 years of experience.

Duties: Serves as the project manager for a task order or a group of task orders affecting the same common/standard/migration system and shall assist the Program Manager in working with the government management personnel and customer agency representatives. Under the guidance of the Program Manager, this individual is responsible for the overall management of the specific task order(s) and ensuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems.

Senior Researcher/Analyst III

Education: MA or MS degree with 10 years of experience.

Specialized Experience: Experience in the assessment of research needs, establishment of methodologies, development of research tools and procedures; review and approval of deliverable reports and studies.

Duties: Identifies appropriate areas of research, evaluates feasibility, and develops priorities, develops research methodologies, establishes methods and procedures to assure quality of data collected. Identifies questionable or erroneous data, reviews and determines statistical accuracy of studies compiles or reviews conclusions and research summaries. Approves draft reports, identifies areas suitable for follow-up studies. Supervises and directs research staff.

Senior Researcher/Analyst II

Education: MA or MS degree with 7 years of experience.

Specialized Experience: Experience in the assessment of research needs, establishment of methodologies, development of research tools and procedures; review and approval of deliverable reports and studies.

Duties: Identifies appropriate areas of research, evaluates feasibility, and develops priorities, develops research methodologies, establishes methods and procedures to assure quality of data collected. Identifies questionable or erroneous data, reviews and determines statistical accuracy of studies compiles or reviews conclusions and research summaries. Approves draft reports, identifies areas suitable for follow-up studies. Supervises and directs research staff.

Senior Researcher/Analyst I

Education: MA or MS degree with 5 years of experience.

Specialized Experience: Experience in the assessment of research needs, establishment of methodologies, development of research tools and procedures; review and approval of deliverable reports and studies.

Duties: Identifies appropriate areas of research, evaluates feasibility, and develops priorities, develops research methodologies, establishes methods and procedures to assure quality of data collected. Identifies questionable or erroneous data, reviews and determines statistical accuracy of studies compiles or reviews conclusions and research summaries. Approves draft reports, identifies areas suitable for follow-up studies. Supervises and directs research staff.

Researcher/Analyst III

Education: BA or BS degree with 7 years of experience.

Specialized Experience: Experience developing research methodology, procedures and tools for data collection, identification of erroneous or questionable data, interpretation of trends and results.

Duties: Plans, organizes and conducts research, collects, records, analyzes and evaluates facts. Develops research methodology, procedures and tools for data collection; develops documentation for defining reporting fields; develops sampling and quality control techniques; writes and/or designs and modifies computer applications, programs and/or databases to perform data analysis; edits, modifies and compiles statistical data. Reviews data to determine statistical accuracy of data files and reports identified erroneous or questionable data; develops conclusions, makes recommendations; interprets trends and results of studies; and drafts reports and studies.

Researcher/Analyst II

Education: BA or BS degree with 5 years of experience.

Specialized Experience: Experience developing research methodology, procedures and tools for data collection, identification of erroneous or questionable data, interpretation of trends and results.

Duties: Plans, organizes and conducts research, collects, records, analyzes and evaluates facts. Develops research methodology, procedures and tools for data collection; develops documentation for defining reporting fields; develops sampling and quality control techniques; writes and/or designs and modifies computer applications, programs and/or databases to perform data analysis; edits, modifies and compiles statistical data. Reviews data to determine statistical accuracy of data files and reports identified erroneous or questionable data; develops conclusions, makes recommendations; interprets trends and results of studies; and drafts reports and studies.

Researcher/Analyst I

Education: BA or BS degree with 3 years of experience.

Specialized Experience: Experience in developing research methodology, procedures and tools for data collection, identification of erroneous or questionable data, interpretation of trends and results.

Duties: Plans, organizes and conducts research, collects, records, analyzes and evaluates facts. Develops research methodology, procedures and tools for data collection; develops documentation for defining reporting fields; develops sampling and quality control techniques; writes and/or designs and modifies computer applications, programs and/or databases to perform data analysis; edits, modifies and compiles statistical data. Reviews data to determine statistical accuracy of data files and reports identified erroneous or questionable data; develops conclusions, makes recommendations; interprets trends and results of studies; and drafts reports and studies.

Junior Researcher/Analyst III

Education: BA or BS degree with 1 year of experience.

Duties: Researches and selects information systems/sources to obtain data for assigned projects. Identifies appropriate areas of research based on needs assessment or direction from project management. Analyzes and evaluates applicability of collected data. Prepares statistical compilations as appropriate.

Junior Researcher/Analyst II

Education: 4 years of research experience.

Duties: Researches and selects information systems/sources to obtain data for assigned projects. Identifies appropriate areas of research based on needs assessment or direction from project management. Analyzes and evaluates applicability of collected data. Prepares statistical compilations as appropriate.

Junior Researcher/Analyst I

Education: 2 years of research experience.

Duties: Researches and selects information systems/sources to obtain data for assigned projects. Identifies appropriate areas of research based on needs assessment or direction from project management. Analyzes and evaluates applicability of collected data.

Senior Economist II

Education: MS with 10 years of experience or BS with 14 years of experience.

Specialized Experience: Experience in economic methods and analysis to include conducting economic research, policy analysis/assessment, data collection and analysis. Senior economist will have experience in strategic planning, improving performance and re-engineering business processes.

Duties: Plans, designs, and conducts economic research. Leads survey efforts, including planning survey design, determination of data collection methodology, assessment of reliability and validity of data, and analysis of data. Develops alternative economic simulations for policy and impact analysis; performs related financial analysis; develops specialized models to facilitate effective decision making. Determines validity and soundness of modeling and data developed by others by systematic dismantlement, analysis, and reconstruction. Provides expert advice in support of agencies' management, organizational and business improvement efforts. Develops reports, recommendations, and guidance. Oversees project staff.

Senior Economist I

Education: MS with 7 years of experience or BS with 10 years of experience.

Specialized Experience: Experience in economic methods and analysis to include conducting economic research, policy analysis/assessment, data collection and analysis. Senior economist will have experience in strategic planning, improving performance and re-engineering business processes.

Duties: Plans, designs, and conducts economic research. Leads survey efforts, including planning survey design, determination of data collection methodology, assessment of reliability and validity of data, and analysis of data. Develops alternative economic simulations for policy and impact analysis; performs related financial analysis; develops specialized models to facilitate effective decision making. Determines validity and soundness of modeling and data developed by others by systematic dismantlement, analysis, and reconstruction. Provides expert advice in support of agencies' management, organizational and business improvement efforts. Develops reports, recommendations, and guidance. Oversees project staff.

Economist II

Education: MS with 4 years of experience or BS with 8 years of experience.

Specialized Experience: Experience in economic methods and analysis to include conducting economic research, policy analysis/assessment, data collection and analysis, strategic planning, improving performance and re-engineering business processes.

Duties: Assists in the planning and design of economic research. Conducts economic research, including conducting surveys, controlling data collection methodology, assessment of reliability and validity of data, and analysis of data. Develops alternative economic simulations for policy and impact analysis; performs related financial analysis; develops specialized models to facilitate effective decision making. Determines validity and soundness of modeling and data developed by others by systematic dismantlement, analysis, and reconstruction. Provides advice in support of agencies' management, organizational and business improvement efforts. Develops reports, recommendations, and guidance.

Economist I

Education: MS with 2 years of experience or BS with 6 years of experience.

Specialized Experience: Experience in economic methods and analysis to include conducting economic research, policy analysis/assessment, data collection and analysis, strategic planning, improving performance and re-engineering business processes.

Duties: Assists in the planning and design of economic research. Conducts economic research, including conducting surveys, controlling data collection methodology, assessment of reliability and validity of data, and analysis of data. Develops alternative economic simulations for policy and impact analysis; performs related financial analysis; develops specialized models to facilitate effective decision making. Determines validity and soundness of modeling and data developed by others by systematic dismantlement, analysis, and reconstruction. Provides advice in support of agencies' management, organizational and business improvement efforts. Develops reports, recommendations, and guidance.

Facilitation Manager I

Education: BA or BS degree or 7 years of experience.

Specialized Experience: Experience in planning, designing and conducting focus groups, forums and meetings to include developing agendas, use of problem solving techniques, design and development of forum process and materials, including agendas. Experience in recording meetings, analyzing data, and preparing final reports.

Duties: Oversees and manages facilitation efforts, including the planning, design and conduct of collaborative efforts, working groups, or integrated product, process or self-directed teams. Oversees the development of agendas, recordation of meetings, analysis of data and preparation of final reports and meeting materials. Facilitates and leads groups and provides meeting leadership and problem solving techniques. Oversees facilitators.

Senior Facilitator I

Education: BA or BS degree or 5 years of experience.

Specialized Experience: Experience in planning, designing and conducting focus groups, forums and meetings to include developing agendas, use of problem solving techniques, design and development of forum process and materials, including agendas. Experience in recording meetings, analyzing data, and preparing final reports.

Duties: Oversees and manages facilitation efforts, including the planning, design and conduct of collaborative efforts, working groups, or integrated product, process or self-directed teams. Oversees the development of agendas, recordation of meetings, analysis of data and preparation of final reports and meeting materials. Facilitates and leads groups and provides meeting leadership and problem solving techniques. Oversees facilitators.

Facilitator I

Education: BA or BS degree or 3 years of experience.

Specialized Experience: Experience in planning, designing and conducting focus groups, forums and meetings to include developing agendas, use of problem solving techniques, design and development of forum process and materials, including agendas. Experience in recording meetings, analyzing data, and preparing final reports.

Duties: Plans, designs and conducts collaborative efforts, working groups, or integrated product, process or self-directed teams. Develops agendas, records meetings, analyzes data and prepare final reports and meeting materials. Facilitates and leads groups and provides meeting leadership and problem solving techniques. Provides logistical meeting/conference support.

Training Manager

Education: BA or BS degree or 4 years of experience in developing and providing training.

Duties: Conducts the research necessary to develop and revise training courses and prepares appropriate training catalogs. This individual develops all instructor and student materials to include course outline, background material, and training aids, course manuals, workbooks, handouts, completion certificates, and course critique forms. Trains personnel by conducting formal classroom courses, workshops, seminars, and/or computer based/computer aided training. Supervises and directs training staff.

Senior Trainer I

Education: BA or BS degree or 2 years of experience in developing and providing training.

Duties: Conducts the research necessary to develop and revise training courses and prepares appropriate training catalogs. This individual develops all instructor and student materials to include course outline, background material, and training aids, course manuals, workbooks, handouts, completion certificates, and course critique forms. Trains personnel by conducting formal classroom courses, workshops, seminars, and/or computer based/computer aided training.

Trainer I

Education: BA or BS degree or at least 1 year of experience in developing and providing training.

Duties: Conducts research necessary to develop and revise training courses. Develops and revises these courses and prepares appropriate training catalogs. This individual develops all instructor and student materials to include course outline, background material, and training aids, course manuals, workbooks, handouts, completion certificates, and course critique forms. Trains personnel by conducting formal classroom courses, workshops, seminars, and/or computer based/computer aided training. Supervises and directs training staff.

Quality Control Manager

Education: BA or BS degree or 6 years experience in quality assurance and quality control.

Duties: Establishes and maintains a quality assurance and quality control process to include determining the resources required for quality control, ensuring quality control and assurance throughout contract performance. This individual conducts formal and informal reviews of client products. Provides supervision and direction to staff.

Administrative Assistant III

Education: Associate's Degree or 5 years experience in appropriate area.

Duties: Provides general-purpose administrative and clerical support for project tasks. May include secretarial, word processing, graphics, desktop publishing, editing and coordination.

Administrative Assistant II

Education: High school diploma or 3 years of experience in appropriate area.

Duties: Provides general-purpose administrative and clerical support for project tasks. May include secretarial, word processing, graphics, desktop publishing, editing and coordination.

Administrative Assistant I

Education: High school diploma or GED, Entry level – experience in the appropriate area.

Duties: Provides general-purpose administrative and clerical support for project tasks. May include secretarial, word processing, graphics, desktop publishing, editing and coordination.

Clerk Typist II

Education: 2 years of experience in word processing, presentation and spreadsheet software programs, such as Microsoft Office.

Duties: Provides general-purpose administrative and clerical support for project tasks. May include secretarial and word processing activities.

Clerk Typist I

Education: Knowledge of word processing, presentation and spreadsheet software programs, such as Microsoft Office.

Duties: Provides general-purpose administrative and clerical support for project tasks. May include secretarial and word processing activities.

Alternative Dispute Resolution (ADR) Specialist

Education: BA or BS degree with 5 years of experience.

Specialized Experience: Experience in facilitated, preventative, fact-finding, advisory or imposed ADR. This experience includes but is not limited to: mediation, early neutral evaluation, joint problem solving, private judging, binding arbitration, dispute resolution tactics, effective negotiation tactics, and developing and leading training courses in negotiation and mediation.

Duties: Fulfills duties as arbitrator for binding and non-binding arbitration. Facilitates and leads mediation, neutral evaluation, partnering, consensus building and joint problem solving efforts. Serves as neutral expert, ombudsman, and special master. Develops and presents training on ADR subjects such as negotiation and mediation.

Subject Matter Expert III

Education: BA or BS degree.

Specialized Experience: At least 10 years of experience in the field directly related to the required area of expertise.

Duties: Defines the problems and analyzes and develops plans and requirements in the subject matter area for moderately complex to complex systems. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications.

Subject Matter Expert II

Education: BA or BS degree.

Specialized Experience: At least 8 years of combined experience in the field related to the required area of expertise.

Duties: Defines the problems and analyzes and develops plans and requirements in the subject matter area for moderately complex to complex systems. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications.

Subject Matter Expert I

Education: BA or BS degree.

Specialized Experience: At least 5 years of experience in the field directly related to the required area of expertise.

Duties: Defines the problems and analyzes and develops plans and requirements in the subject matter area for moderately complex to complex systems. Coordinates and manages the

preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications.

Senior Consultant II

Education: BA or BS degree.

Specialized Experience: Requires a minimum of 7 – 10 years experience in a technical area of consulting.

Duties: Provides leadership and technical or functional expertise necessary to plan and implement projects and interventions that are highly technical and require significant coordination and cooperation among stakeholders and others. Coaches or assists clients in conducting studies, evaluations, and implementation of projects and systems. Possesses specialized expertise in technical and organizational areas.

Senior Consultant I

Education: MA or MS degree.

Specialized Experience: Requires a minimum of 5 years experience in the appropriate consulting area.

Duties: Provides task unique functional expertise necessary to interpret requirements, ensures responsiveness and achieve successful performance; this may include subject matter and unique technical knowledge. Assists in analysis, evaluation, and implementation of systems.

Consultant I

Education: BA or BS degree.

Specialized Experience: Requires a minimum of 3 years experience in the appropriate area.

Duties: Provides task unique functional expertise necessary to interpret requirements, ensure responsiveness and achieve successful performance; this may include subject matter and unique technical knowledge. Assists in analysis, evaluation, and implementation of systems.

Management Specialist II

Education: BA or BS degree with 5 years of experience.

Duties: Provides senior-level direction or supervision on projects involving quality management systems development and implementation, including gap analyses, assessments, cost analysis, needs assessments, business case development and integration.

Management Specialist I

Education: BA or BS degree with 3 years of experience.

Duties: Provides senior-level direction or supervision on projects involving quality management systems development and implementation, including gap analyses, assessments, cost analysis,

Senior Contract Specialist III

Education: MA or MS degree with 12 years of experience. Understanding of Federal Acquisition Regulation acquisition policies, procedures, and standards.

Duties: Performs a wide range of contract/grant administration functions to assist the Government Procurement Contracting Officer (PCO) in acquisition planning, preparation of acquisition strategy plans and briefings, preparation of Justification and Approval (J&A), source selection plans and other contractual documentation. Maintains copies of contracts/grants, staffs all requested changes and determines if change applies to other contracts/grants. Supports contract/grant closeout actions.

Senior Contract Specialist II

Education: MA or MS degree with 10 years of experience. Understanding of Federal Acquisition Regulation acquisition policies, procedures, and standards.

Duties: Performs a wide range of contract administration functions to assist the Government Procurement Contracting Officer (PCO) in acquisition planning, preparation of acquisition strategy plans and briefings, preparation of Justification and Approval (J&A), source selection plans and other contractual documentation. Maintains copies of contracts/grants, staffs all requested changes and determines if change applies to other contracts/grants. Supports contract/grant closeout actions.

Senior Contract Specialist I

Education: MA or MS degree with 8 years of contracting/grant experience. Understanding of Federal Acquisition Regulation acquisition policies, procedures, and standards.

Duties: Performs a wide range of contract/grant administration functions to assist the Government Procurement Contracting Officer (PCO) in acquisition planning, preparation of

acquisition strategy plans and briefings, preparation of Justification and Approval (J&A), source selection plans and other contractual documentation. Maintains copies of contracts/grants, staffs all requested changes and determines if change applies to other contracts. Supports contract/grant closeout actions.

Contract Specialist III

Education: BA or BS degree with 6 years of experience and at least 24 semester hours in any combination of the following fields: accounting, business, finance, law, contracts, purchasing, economics, industrial management, marketing, quantitative methods, or organization and management. Six years of FAR-based Federal contracting experience and operational experience in automated procurement systems and/or tracking databases and 6 years of specialized experience in services, construction, Information Technology (IT) and equipment contracts/grants. Demonstrates knowledge of Government contracts including Firm Fixed-price, Cost type, Labor Hour, and/or Time & Materials.

Duties: Provides support and assistance in essentially all areas of Federal Acquisition Regulation (FAR) based Federal procurement. Prepares or reviews pre-procurement packages. Actively participates in developing and managing acquisition plans. Prepares/researches support documentation. Makes quality recommendations to the Contracting Officer/Grants Officer. Handles complex problems through resolution. Validates data. Completes tasks needed to successfully advertise, solicit, construct, award, administer and/or closeout Government contracts/grants or task/delivery orders.

Contract Specialist II

Education: BA or BS degree with 5 years of experience and at least 24 semester hours in any combination of the following fields: accounting, business, finance, law, contracts, purchasing, economics, industrial management, marketing, quantitative methods, or organization and management. Six years of FAR-based Federal contracting experience and operational experience in automated procurement systems and/or tracking databases. Demonstrates knowledge of Government contracts/grants including Firm Fixed-price, Cost type, Labor Hour, and/or Time & Materials.

Duties: Provides support and assistance in essentially all areas of Federal Acquisition Regulation (FAR) based Federal procurement. Prepares or reviews pre-procurement packages. Actively participates in developing and managing acquisition plans. Prepares/researches support documentation. Makes quality recommendations to the Contracting Officer/Grants Officer. Handles complex problems through resolution. Validates data. Completes tasks needed to successfully advertise, solicit, construct, award, administer and/or closeout Government contracts/grants or task/delivery orders.

Contract Specialist I

Education: BA or BS degree with 4 years of experience and 24 semester hours in any combination of the following fields: accounting, business, finance, law, contracts, purchasing, economics, industrial management, marketing, quantitative methods, or organization and management. Four years of FAR-based Federal contracting experience and operational experience in automated procurement systems and/or tracking databases. Demonstrates knowledge of Government contracts/grants including Firm Fixed-price, Cost type, Labor Hour, and/or Time & Materials.

Duties: Provides support and assistance in essentially all areas of Federal Acquisition Regulation (FAR) based Federal procurement. Prepares or reviews pre-procurement packages. Actively participates in developing and managing acquisition plans. Prepares/researches support documentation. Makes quality recommendations to the Contracting Officer/Grants Officer. Handles complex problems through resolution. Validates data. Completes tasks needed to successfully advertise, solicit, construct, award, administer and/or closeout Government contracts/grants or task/delivery orders.

Senior Grant Specialist III

Education: MA or MS degree with 12 years of experience. Understanding of Federal Acquisition Regulation acquisition policies, procedures, and standards.

Duties: Performs a wide range of contract/grant administration functions to assist the Government Procurement Contracting Officer (PCO) in acquisition planning, preparation of acquisition strategy plans and briefings, preparation of Justification and Approval (J&A), source selection plans and other contractual documentation. Maintains copies of contracts/grants, staffs all requested changes and determines if change applies to other contracts/grants. Supports contract/grant closeout actions.

Senior Grant Specialist II

Education: MA or MS degree with 10 years of experience. Understanding of Federal Acquisition Regulation acquisition policies, procedures, and standards.

Duties: Performs a wide range of contract administration functions to assist the Government Procurement Contracting Officer (PCO) in acquisition planning, preparation of acquisition strategy plans and briefings, preparation of Justification and Approval (J&A), source selection plans and other contractual documentation. Maintains copies of contracts/grants, staffs all requested changes and determines if change applies to other contracts/grants. Supports contract/grant closeout actions.

Senior Grant Specialist I

Education: MA or MS degree with 8 years of contracting/grant experience. Understanding of Federal Acquisition Regulation acquisition policies, procedures, and standards.

Duties: Performs a wide range of contract/grant administration functions to assist the Government Procurement Contracting Officer (PCO) in acquisition planning, preparation of acquisition strategy plans and briefings, preparation of Justification and Approval (J&A), source selection plans and other contractual documentation. Maintains copies of contracts/grants, staffs all requested changes and determines if change applies to other contracts. Supports contract/grant closeout actions.

Grant Specialist III

Education: BA or BS degree with 6 years of experience and 24 semester hours in any combination of the following fields: accounting, business, finance, law, contracts, purchasing, economics, industrial management, marketing, quantitative methods, or organization and management. Six years of FAR-based Federal contracting experience and operational experience in automated procurement systems and/or tracking databases and 6 years of specialized experience in services, construction, Information Technology (IT) and equipment contracts/grants. Demonstrates knowledge of Government contracts including Firm Fixed-price, Cost type, Labor Hour, and/or Time & Materials.

Duties: Provides support and assistance in essentially all areas of Federal Acquisition Regulation (FAR) based Federal procurement. Prepares or reviews pre-procurement packages. Actively participates in developing and managing acquisition plans. Prepares/researches support documentation. Makes quality recommendations to the Contracting Officer/Grants Officer. Handles complex problems through resolution. Validates data. Completes tasks needed to successfully advertise, solicit, construct, award, administer and/or closeout Government contracts/grants or task/delivery orders.

Grant Specialist II

Education: BA or BS degree with 5 years of 24 semester hours in any combination of the following fields: accounting, business, finance, law, contracts, purchasing, economics, industrial management, marketing, quantitative methods, or organization and management. Six years of FAR-based Federal contracting experience and operational experience in automated procurement systems and/or tracking databases. Demonstrates knowledge of Government contracts/grants including Firm Fixed-price, Cost type, Labor Hour, and/or Time & Materials.

Duties: Provides support and assistance in essentially all areas of Federal Acquisition Regulation (FAR) based Federal procurement. Prepares or reviews pre-procurement packages. Actively participates in developing and managing acquisition plans. Prepares/researches support documentation. Makes quality recommendations to the Contracting Officer/Grants Officer.

Handles complex problems through resolution. Validates data. Completes tasks needed to successfully advertise, solicit, construct, award, administer and/or closeout Government contracts/grants or task/delivery orders.

Grant Specialist I

Education: BA or BS degree with 4 years of experience and 24 semester hours in any combination of the following fields: accounting, business, finance, law, contracts, purchasing, economics, industrial management, marketing, quantitative methods, or organization and management. Four years of FAR-based Federal contracting experience and operational experience in automated procurement systems and/or tracking databases. Demonstrates knowledge of Government contracts/grants including Firm Fixed-price, Cost type, Labor Hour, and/or Time & Materials.

Duties: Provides support and assistance in essentially all areas of Federal Acquisition Regulation (FAR) based Federal procurement. Prepares or reviews pre-procurement packages. Actively participates in developing and managing acquisition plans. Prepares/researches support documentation. Makes quality recommendations to the Contracting Officer/Grants Officer. Handles complex problems through resolution. Validates data. Completes tasks needed to successfully advertise, solicit, construct, award, administer and/or closeout Government contracts/grants or task/delivery orders.

Cost/Price Analyst II

Education: BA or BS degree with 5 years of experience and 24 semester hours in any combination of the following fields: accounting, business, finance, law, contracts, purchasing, economics, industrial management, marketing, quantitative methods, or organization and management. Four years of Federal contracting/grants experience including at least more than five (5) years experience directly related to cost and pricing. Excellent operational knowledge in the preparation and use of Microsoft Excel worksheets.

Duties: Reviews and evaluates cost proposals. Determines the level of cost data required. Accumulates all necessary cost data. Develops detailed and comprehensive cost estimates. Reviews and analyzes cost data. Provides in-depth analysis relevant to the development of burdened rates and all associated elements. Prepares organized cost review and meaningful recommendations to the Contracting Officer/Grants Officer.

Cost/Price Analyst I

Education: BA or BS degree with 4 years of experience and 24 semester hours in any combination of the following fields: accounting, business, finance, law, contracts, purchasing, economics, industrial management, marketing, quantitative methods, or organization and management. Four years of Federal contracting/grants experience including 2-4 years experience

directly related to cost and pricing. Excellent operational knowledge in the preparation and use of Microsoft Excel worksheets.

Duties: Reviews and evaluates cost proposals. Determines the level of cost data required. Accumulates all necessary cost data. Develops detailed and comprehensive cost estimates. Reviews and analyzes cost data. Provides in-depth analysis relevant to the development of burdened rates and all associated elements. Prepares organized cost review and meaningful recommendations to the Contracting Officer/Grants Officer.

Program Analyst II

Education: BA or BS degree with 4 years of experience and possesses excellent ability to communicate orally and in writing in order to effectively assist customers and participate as a team member. Participates as an active team member, assesses requirements, and provides meaningful recommendations. Excellent computer skills, especially in the use of Microsoft Word and possesses strong Internet research skills. Knowledge of Performance Based Services Contracting desired.

Duties: Works with internal and external customers and provides expertise and guidance in requirements definition and preparation of Specifications, Statement of Objectives (SOO)/Performance Work statements (PWS)/Statements of work (SOW) and associated documents. Assists customers in defining measurable performance standards and methods of monitoring contract/grant performance. Researches and collects data relevant to a variety of requirements. Makes meaningful recommendations.

Program Analyst I

Education: BA or BS degree with 2 years of experience and possesses excellent ability to communicate orally and in writing in order to effectively assist customers and participate as a team member. Participates as an active team member, assesses requirements, and provides meaningful recommendations. Excellent computer skills, especially in the use of Microsoft Word and possesses strong Internet research skills. Knowledge of Performance Based Services Contracting desired.

Duties: Works with internal and external customers and provides expertise and guidance in requirements definition and preparation of Specifications, Statement of Objectives (SOO)/Performance Work statements (PWS)/Statements of work (SOW) and associated documents. Assists customers in defining measurable performance standards and methods of monitoring contract/grant performance. Researches and collects data relevant to a variety of requirements. Makes meaningful recommendations.

Purchasing Agent II

Education: Associate degree with 3 years of experience and 24 semester hours of college business-related courses. Three or more years of procurement experience. Ability to utilize office machines, automated procurement systems, develop a filing and suspense system, and perform basic administrative duties. Demonstrates knowledge of all types of Government contracts/grants, and the Federal Acquisition Regulation.

Duties: Uses various purchasing procedures to acquire a variety of supplies and services including placing orders against existing contracting vehicles and performing non-complex procurement actions including assembling/maintaining contract files. Designs and implements market surveys. Prepares, monitors, and distributes administrative or funding modifications. Performs voucher reviews. Closes out files.

Purchasing Agent I

Education: Associate degree with one year of procurement experience. Ability to utilize office machines, automated procurement systems, develop a filing and suspense system, and perform basic administrative duties. Demonstrates knowledge of all types of Government contracts/grants, and the Federal Acquisition Regulation.

Duties: Uses various purchasing procedures to acquire a variety of supplies and services including placing orders against existing contracting vehicles and performing non-complex procurement actions including assembling/maintaining contract files. Designs and implements market surveys. Prepares, monitors, and distributes administrative or funding modifications. Performs voucher reviews. Closes out files.

Course Descriptions

The following course descriptions apply to the following Special Item Number (SIN):

- SIN 874-1 Integrated Consulting Services

How to Be an Effective Corporate Controller

In this course, financial executives learn how to be a business and human resources leader to complement their accounting skills so that their departments/functions help set organizational direction and plans to achieve relevant goals. Significant attention is given to the new demands requiring the controller to be a generalist and skilled in various disciplines such as strategic planning, marketing, budgeting, performance measures, technology enablers, best practices, reporting, communicating information and human resource and quality management.

Best Practices in Corporate Cash Management

This course teaches finance managers how to use various electronic and other tools/techniques to (1) control the investment and maximize the leverage in liquid assets and liabilities, and (2) control the cost of processing of payment and collection processes. Participants learn how to evaluate credit risk, set policies, plan cash flow and refine funds movement strategies.

Asset Management and Performance Improvement: A Primer

This course teaches operating and staff managers and executives how to better understand the interrelationships among organizational strategies, cash flow, operations, and the scorecard (financial statements). Participants learn how to use effective techniques to quickly pinpoint performance challenges and how to correct them.

Customer Service and Communication at Work

This course provides participants with the opportunity to examine how they communicate and its impact on both internal and external customers. What does customer service mean and what are the expectations of good service in and outside of the organization? The course is based on the theory that we have to prepare for the customer before the interaction, listen during it, decide on an action strategy, and follow through even after the customer has left to keep the customer coming back. A combination of individual and group exercises is used to help participants achieve better customer service.

Note: Course pricing is customized based on SIN 874-1 rates.

Government Awarded Prices (*Net Prices*)

The tables at the right and on the following page provide the Government Awarded Prices for the following SINs:

- SIN 874-1: Integrated Consulting Services
- SIN 874-6: Acquisition Management Support
- SIN 874-7: Integrated Business Program Support Services

Please note: For succeeding years, prices will be adjusted in accordance with clause I-FSS-969, Economic Price Adjustment – FFS Multiple Award Schedule, paragraph b(2).

The Service Contract Act (SCA) is applicable to this contract as it applies to the entire MOBIS Schedule and all services provided. While no specific labor categories have been identified as being subject to SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCA eligible labor categories. If and/or when the contractor adds SCA labor categories/employees to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCA matrix identifying the GSA labor category titles, the occupational code, SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.

	Base Year 2/2/04 through 2/1/05	Option Year 1 2/2/05 through 2/1/06	Option Year 2 2/2/06 through 2/1/07	Option Year 3 2/2/07 through 2/1/08	Option Year 4 2/2/08 through 2/1/09
Senior Program Manager I	\$155.05	\$160.63	\$164.81	\$168.93	\$174.84
Program Manager III	\$132.99	\$137.78	\$141.36	\$144.89	\$149.96
Program Manager II	\$118.37	\$122.63	\$125.82	\$128.97	\$133.48
Program Manager I	\$100.87	\$104.50	\$107.22	\$109.90	\$113.75
Senior Project Manager I	\$86.27	\$89.38	\$91.70	\$93.99	\$97.28
Project Manager III	\$81.24	\$84.16	\$86.35	\$88.51	\$91.61
Project Manager II	\$78.50	\$81.33	\$83.44	\$85.53	\$88.52
Project Manager I	\$69.60	\$72.11	\$73.98	\$75.83	\$78.48
Senior Researcher/Analyst III	\$84.58	\$87.62	\$89.90	\$92.15	\$95.38
Senior Researcher/Analyst II	\$76.95	\$79.72	\$81.79	\$83.83	\$86.76
Senior Researcher/Analyst I	\$72.22	\$74.82	\$76.77	\$78.69	\$81.44
Researcher/Analyst III	\$64.30	\$66.61	\$68.34	\$70.05	\$72.50
Researcher/Analyst II	\$57.45	\$59.52	\$61.07	\$62.60	\$64.79
Researcher/Analyst I	\$52.86	\$54.76	\$56.18	\$57.58	\$59.60
Junior Researcher/Analyst III	\$47.57	\$49.28	\$50.56	\$51.82	\$53.63
Junior Researcher/Analyst II	\$41.85	\$43.36	\$44.49	\$45.60	\$47.20
Junior Researcher/Analyst I	\$34.98	\$36.24	\$37.18	\$38.11	\$39.44
Senior Economist II	\$84.58	\$87.62	\$89.90	\$92.15	\$95.38
Senior Economist I	\$76.61	\$79.37	\$81.43	\$83.47	\$86.39
Economist II	\$69.79	\$72.30	\$74.18	\$76.03	\$78.69
Economist I	\$64.32	\$66.64	\$68.37	\$70.08	\$72.53
Facilitation Manager I	\$87.48	\$90.63	\$92.99	\$95.31	\$98.65
Senior Facilitator I	\$76.54	\$79.30	\$81.36	\$83.39	\$86.31
Facilitator I	\$64.32	\$66.64	\$68.37	\$70.08	\$72.53
Training Manager	\$84.58	\$87.62	\$89.90	\$92.15	\$95.38
Senior Trainer I	\$78.50	\$81.33	\$83.44	\$85.53	\$88.52
Trainer I	\$54.63	\$56.60	\$58.07	\$59.52	\$61.60
Quality Control Manager	\$69.58	\$72.08	\$73.95	\$75.80	\$78.45
Administrative Assistant III	\$35.30	\$36.57	\$37.52	\$38.46	\$39.81
Administrative Assistant II	\$31.21	\$32.33	\$33.17	\$34.00	\$35.19
Administrative Assistant I	\$26.87	\$27.84	\$28.56	\$29.27	\$30.29
Clerk Typist II	\$24.66	\$25.55	\$26.21	\$26.87	\$27.81
Clerk Typist I	\$22.02	\$22.81	\$23.40	\$23.99	\$24.83
ADR Specialist	\$138.85	\$143.85	\$147.59	\$151.28	\$156.57
Subject Matter Expert III	\$153.42	\$158.94	\$163.07	\$167.15	\$173.00
Subject Matter Expert II	\$107.74	\$111.62	\$114.52	\$117.38	\$121.49
Subject Matter Expert I	\$84.30	\$87.33	\$89.60	\$91.84	\$95.05
Senior Consultant II	NA	NA	NA	\$314.85	\$344.12
Senior Consultant I	\$210.56	\$218.14	\$223.81	\$229.41	\$237.44
Consultant I	\$150.65	\$156.07	\$160.13	\$164.13	\$169.87
Management Specialist II	\$54.64	\$56.61	\$58.08	\$59.53	\$61.61
Management Specialist I	\$47.29	\$48.99	\$50.26	\$51.52	\$53.32
Economic Price Adjustment	0.00%	3.60%	2.60%	2.50%	3.50%

Source: <http://www.bls.gov/news.release/eci.t03.htm>

	Option Year 5	Option Year 6	Option Year 7	Option Year 8	Option Year 9
	6/13/2009 through 6/12/2010	6/13/2010 through 6/12/2011	6/13/2011 through 6/12/2012	6/13/2012 through 6/12/2013	6/13/2013 through 2/1/2014
Senior Program Manager - I	\$ 180.09	\$ 185.49	\$ 191.05	\$ 196.78	\$ 202.69
Program Manager - III	\$ 154.46	\$ 159.09	\$ 163.87	\$ 168.78	\$ 173.84
Program Manager - II	\$ 137.48	\$ 141.61	\$ 145.86	\$ 150.23	\$ 154.74
Program Manager - I	\$ 117.17	\$ 120.68	\$ 124.30	\$ 128.03	\$ 131.87
Senior Project Manager - I	\$ 100.20	\$ 103.20	\$ 106.30	\$ 109.49	\$ 112.77
Project Manager - III	\$ 94.36	\$ 97.19	\$ 100.10	\$ 103.11	\$ 106.20
Project Manager - II	\$ 91.18	\$ 93.91	\$ 96.73	\$ 99.63	\$ 102.62
Project Manager - I	\$ 80.83	\$ 83.26	\$ 85.76	\$ 88.33	\$ 90.98
Senior Researcher/Analyst - III	\$ 98.24	\$ 101.19	\$ 104.22	\$ 107.35	\$ 110.57
Senior Researcher/Analyst - II	\$ 89.36	\$ 92.04	\$ 94.80	\$ 97.65	\$ 100.58
Senior Researcher/Analyst - I	\$ 83.88	\$ 86.40	\$ 88.99	\$ 91.66	\$ 94.41
Researcher/Analyst -III	\$ 74.68	\$ 76.92	\$ 79.22	\$ 81.60	\$ 84.05
Researcher/Analyst -II	\$ 66.73	\$ 68.74	\$ 70.80	\$ 72.92	\$ 75.11
Researcher/Analyst -I	\$ 61.39	\$ 63.23	\$ 65.13	\$ 67.08	\$ 69.09
Junior Researcher/Analyst - III	\$ 55.24	\$ 56.90	\$ 58.60	\$ 60.36	\$ 62.17
Junior Researcher/Analyst - II	\$ 48.62	\$ 50.07	\$ 51.58	\$ 53.12	\$ 54.72
Junior Researcher/Analyst - I	\$ 40.62	\$ 41.84	\$ 43.10	\$ 44.39	\$ 45.72
Senior Economist - II	\$ 98.24	\$ 101.19	\$ 104.22	\$ 107.35	\$ 110.57
Senior Economist - I	\$ 88.98	\$ 91.65	\$ 94.40	\$ 97.23	\$ 100.15
Economist - II	\$ 81.05	\$ 83.48	\$ 85.99	\$ 88.57	\$ 91.22
Economist - I	\$ 74.71	\$ 76.95	\$ 79.26	\$ 81.63	\$ 84.08
Facilitation Manager I	\$ 101.61	\$ 104.66	\$ 107.80	\$ 111.03	\$ 114.36
Senior Facilitator I	\$ 88.90	\$ 91.57	\$ 94.31	\$ 97.14	\$ 100.06
Facilitator I	\$ 74.71	\$ 76.95	\$ 79.26	\$ 81.63	\$ 84.08
Training Manager	\$ 98.24	\$ 101.19	\$ 104.22	\$ 107.35	\$ 110.57
Senior Trainer I	\$ 91.18	\$ 93.91	\$ 96.73	\$ 99.63	\$ 102.62
Trainer I	\$ 63.45	\$ 65.35	\$ 67.31	\$ 69.33	\$ 71.41
Quality Control Manager	\$ 80.80	\$ 83.23	\$ 85.72	\$ 88.30	\$ 90.95
Administrative Assistant - III	\$ 41.00	\$ 42.23	\$ 43.50	\$ 44.81	\$ 46.15
Administrative Assistant - II	\$ 36.25	\$ 37.33	\$ 38.45	\$ 39.61	\$ 40.79
Administrative Assistant - I	\$ 31.20	\$ 32.13	\$ 33.10	\$ 34.09	\$ 35.11
Clerk Typist II	\$ 28.64	\$ 29.50	\$ 30.39	\$ 31.30	\$ 32.24
Clerk Typist I	\$ 25.57	\$ 26.34	\$ 27.13	\$ 27.95	\$ 28.78
ADR Specialist	\$ 161.27	\$ 166.11	\$ 171.09	\$ 176.22	\$ 181.51
Subject Matter Expert - III	\$ 178.19	\$ 183.54	\$ 189.04	\$ 194.71	\$ 200.55
Subject Matter Expert - II	\$ 125.14	\$ 128.90	\$ 132.76	\$ 136.75	\$ 140.85
Subject Matter Expert - I	\$ 97.90	\$ 100.84	\$ 103.86	\$ 106.98	\$ 110.19
Senior Consultant II	\$ 350.90	\$ 361.43	\$ 372.27	\$ 383.44	\$ 394.94
Senior Consultant I	\$ 244.56	\$ 251.90	\$ 259.46	\$ 267.24	\$ 275.26
Consultant I	\$ 174.97	\$ 180.22	\$ 185.62	\$ 191.19	\$ 196.93
Management Specialist II	\$ 63.46	\$ 65.36	\$ 67.32	\$ 69.34	\$ 71.42
Management Specialist I	\$ 54.92	\$ 56.57	\$ 58.26	\$ 60.01	\$ 61.81

	Option Year 5	Option Year 6	Option Year 7	Option Year 8	Option Year 9
	9/9/2009 through 6/12/2010	6/13/2010 through 6/12/2011	6/13/2011 through 6/12/2012	6/13/2012 through 6/12/2013	6/13/2013 through 2/1/2014
Senior Contract Specialist - III	\$ 98.24	\$ 101.19	\$ 104.22	\$ 107.35	\$ 110.57
Senior Contract Specialist - II	\$ 89.36	\$ 92.04	\$ 94.80	\$ 97.65	\$ 100.58
Senior Contract Specialist - I	\$ 83.88	\$ 86.40	\$ 88.99	\$ 91.66	\$ 94.41
Contract Specialist - III	\$ 74.68	\$ 76.92	\$ 79.22	\$ 81.60	\$ 84.05
Contract Specialist - II	\$ 66.73	\$ 68.74	\$ 70.80	\$ 72.92	\$ 75.11
Contract Specialist - I	\$ 61.39	\$ 63.23	\$ 65.13	\$ 67.08	\$ 69.09
Senior Grant Specialist - III	\$ 98.24	\$ 101.19	\$ 104.22	\$ 107.35	\$ 110.57
Senior Grant Specialist - II	\$ 89.36	\$ 92.04	\$ 94.80	\$ 97.65	\$ 100.58
Senior Grant Specialist - I	\$ 83.88	\$ 86.40	\$ 88.99	\$ 91.66	\$ 94.41
Grant Specialist - III	\$ 74.68	\$ 76.92	\$ 79.22	\$ 81.60	\$ 84.05
Grant Specialist - II	\$ 66.73	\$ 68.74	\$ 70.80	\$ 72.92	\$ 75.11
Grant Specialist - I	\$ 61.39	\$ 63.23	\$ 65.13	\$ 67.08	\$ 69.09
Cost/Price Analyst II	\$ 66.73	\$ 68.74	\$ 70.80	\$ 72.92	\$ 75.11
Cost/Price Analyst I	\$ 61.39	\$ 63.23	\$ 65.13	\$ 67.08	\$ 69.09
Program Analyst II	\$ 61.39	\$ 63.23	\$ 65.13	\$ 67.08	\$ 69.09
Program Analyst I	\$ 55.24	\$ 56.90	\$ 58.60	\$ 60.36	\$ 62.17
Purchasing Agent II	\$ 55.24	\$ 56.90	\$ 58.60	\$ 60.36	\$ 62.17
Purchasing Agent I	\$ 48.62	\$ 50.07	\$ 51.58	\$ 53.12	\$ 54.72

	Option Year 10	Option Year 11	Option Year 12	Option Year 13	Option Year 14
	2/2/2014 through 2/1/2015	2/2/2015 through 2/1/2016	2/2/2016 through 2/1/2017	2/2/2017 through 2/1/2018	2/1/2018 through 2/1/2019
Senior Program Manager - I	\$ 206.34	\$ 210.05	\$ 213.83	\$ 217.68	\$ 221.60
Program Manager - III	\$ 176.97	\$ 180.16	\$ 183.40	\$ 186.70	\$ 190.06
Program Manager - II	\$ 157.53	\$ 160.37	\$ 163.26	\$ 166.20	\$ 169.19
Program Manager - I	\$ 134.24	\$ 136.66	\$ 139.12	\$ 141.62	\$ 144.17
Senior Project Manager - I	\$ 114.80	\$ 116.87	\$ 118.97	\$ 121.11	\$ 123.29
Project Manager - III	\$ 108.11	\$ 110.06	\$ 112.04	\$ 114.06	\$ 116.11
Project Manager - II	\$ 104.47	\$ 106.35	\$ 108.26	\$ 110.21	\$ 112.19
Project Manager - I	\$ 92.62	\$ 94.29	\$ 95.99	\$ 97.72	\$ 99.48
Senior Researcher/Analyst - III	\$ 112.56	\$ 114.59	\$ 116.65	\$ 118.75	\$ 120.89
Senior Researcher/Analyst - II	\$ 102.39	\$ 104.23	\$ 106.11	\$ 108.02	\$ 109.96
Senior Researcher/Analyst - I	\$ 96.11	\$ 97.84	\$ 99.60	\$ 101.39	\$ 103.22
Researcher/Analyst -III	\$ 85.56	\$ 87.10	\$ 88.67	\$ 90.27	\$ 91.89
Researcher/Analyst -II	\$ 76.46	\$ 77.84	\$ 79.24	\$ 80.67	\$ 82.12
Researcher/Analyst -I	\$ 70.33	\$ 71.60	\$ 72.89	\$ 74.20	\$ 75.54
Junior Researcher/Analyst - III	\$ 63.29	\$ 64.43	\$ 65.59	\$ 66.77	\$ 67.97
Junior Researcher/Analyst - II	\$ 55.70	\$ 56.70	\$ 57.72	\$ 58.76	\$ 59.82
Junior Researcher/Analyst - I	\$ 46.54	\$ 47.38	\$ 48.23	\$ 49.10	\$ 49.98
Senior Economist - II	\$ 112.56	\$ 114.59	\$ 116.65	\$ 118.75	\$ 120.89
Senior Economist - I	\$ 101.95	\$ 103.79	\$ 105.66	\$ 107.56	\$ 109.50
Economist - II	\$ 92.86	\$ 94.53	\$ 96.23	\$ 97.96	\$ 99.72
Economist - I	\$ 85.59	\$ 87.13	\$ 88.70	\$ 90.30	\$ 91.93
Facilitation Manager I	\$ 116.42	\$ 118.52	\$ 120.65	\$ 122.82	\$ 125.03
Senior Facilitator I	\$ 101.86	\$ 103.69	\$ 105.56	\$ 107.46	\$ 109.39
Facilitator I	\$ 85.59	\$ 87.13	\$ 88.70	\$ 90.30	\$ 91.93
Training Manager	\$ 112.56	\$ 114.59	\$ 116.65	\$ 118.75	\$ 120.89
Senior Trainer I	\$ 104.47	\$ 106.35	\$ 108.26	\$ 110.21	\$ 112.19
Trainer I	\$ 72.70	\$ 74.01	\$ 75.34	\$ 76.70	\$ 78.08
Quality Control Manager	\$ 92.59	\$ 94.26	\$ 95.96	\$ 97.69	\$ 99.45
Administrative Assistant - III	\$ 46.98	\$ 47.83	\$ 48.69	\$ 49.57	\$ 50.46
Administrative Assistant - II	\$ 41.52	\$ 42.27	\$ 43.03	\$ 43.80	\$ 44.59
Administrative Assistant - I	\$ 35.74	\$ 36.38	\$ 37.03	\$ 37.70	\$ 38.38
Clerk Typist II	\$ 32.82	\$ 33.41	\$ 34.01	\$ 34.62	\$ 35.24
Clerk Typist I	\$ 29.30	\$ 29.83	\$ 30.37	\$ 30.92	\$ 31.48
ADR Specialist	\$ 184.78	\$ 188.11	\$ 191.50	\$ 194.95	\$ 198.46
Subject Matter Expert - III	\$ 204.16	\$ 207.83	\$ 211.57	\$ 215.38	\$ 219.26
Subject Matter Expert - II	\$ 143.39	\$ 145.97	\$ 148.60	\$ 151.27	\$ 153.99
Subject Matter Expert - I	\$ 112.17	\$ 114.19	\$ 116.25	\$ 118.34	\$ 120.47
Senior Consultant II	\$ 402.05	\$ 409.29	\$ 416.66	\$ 424.16	\$ 431.79
Senior Consultant I	\$ 280.21	\$ 285.25	\$ 290.38	\$ 295.61	\$ 300.93
Consultant I	\$ 200.47	\$ 204.08	\$ 207.75	\$ 211.49	\$ 215.30
Management Specialist II	\$ 72.71	\$ 74.02	\$ 75.35	\$ 76.71	\$ 78.09
Management Specialist I	\$ 62.92	\$ 64.05	\$ 65.20	\$ 66.37	\$ 67.56

	Option Year 10	Option Year 11	Option Year 12	Option Year 13	Option Year 14
	2/2/2014 through 2/1/2015	2/2/2015 through 2/1/2016	2/2/2016 through 2/1/2017	2/2/2017 through 2/1/2018	2/1/2018 through 2/1/2019
Senior Contract Specialist - III	\$ 112.56	\$ 114.59	\$ 116.65	\$ 118.75	\$ 120.89
Senior Contract Specialist - II	\$ 102.39	\$ 104.23	\$ 106.11	\$ 108.02	\$ 109.96
Senior Contract Specialist - I	\$ 96.11	\$ 97.84	\$ 99.60	\$ 101.39	\$ 103.22
Contract Specialist - III	\$ 85.56	\$ 87.10	\$ 88.67	\$ 90.27	\$ 91.89
Contract Specialist - II	\$ 76.46	\$ 77.84	\$ 79.24	\$ 80.67	\$ 82.12
Contract Specialist - I	\$ 70.33	\$ 71.60	\$ 72.89	\$ 74.20	\$ 75.54
Senior Grant Specialist - III	\$ 112.56	\$ 114.59	\$ 116.65	\$ 118.75	\$ 120.89
Senior Grant Specialist - II	\$ 102.39	\$ 104.23	\$ 106.11	\$ 108.02	\$ 109.96
Senior Grant Specialist - I	\$ 96.11	\$ 97.84	\$ 99.60	\$ 101.39	\$ 103.22
Grant Specialist - III	\$ 85.56	\$ 87.10	\$ 88.67	\$ 90.27	\$ 91.89
Grant Specialist - II	\$ 76.46	\$ 77.84	\$ 79.24	\$ 80.67	\$ 82.12
Grant Specialist - I	\$ 70.33	\$ 71.60	\$ 72.89	\$ 74.20	\$ 75.54
Cost/Price Analyst II	\$ 76.46	\$ 77.84	\$ 79.24	\$ 80.67	\$ 82.12
Cost/Price Analyst I	\$ 70.33	\$ 71.60	\$ 72.89	\$ 74.20	\$ 75.54
Program Analyst II	\$ 70.33	\$ 71.60	\$ 72.89	\$ 74.20	\$ 75.54
Program Analyst I	\$ 63.29	\$ 64.43	\$ 65.59	\$ 66.77	\$ 67.97
Purchasing Agent II	\$ 63.29	\$ 64.43	\$ 65.59	\$ 66.77	\$ 67.97
Purchasing Agent I	\$ 55.70	\$ 56.70	\$ 57.72	\$ 58.76	\$ 59.82