



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

Professional Services Schedule (PSS)

Contract Number | GS-10F-0178L
Contract Period | February 15, 2001 – February 14, 2021

Class 874, PSC Code/Special Item Number (SIN)

R499/874-1, 874-1(RC) Integrated Consulting Services
R499/874-7, 874-7(RC) Integrated Business Program
Support Services

Innovative Emergency Management, Inc.

2801 Slater Road, Suite 110
Morrisville, NC 27560-8477
Phone | 800.977.8191
Fax | 919.237.7468
E-mail | gsa@iem.com
Website | www.iem.com
Business Size | Large

Point of Contact for Contract Administration
Brad Tiffie, Director of Operations
Phone | 919.990.8191
E-mail | gsa@iem.com



Online access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage®, a menu-driven database system, located at <http://www.gsaadvantage.gov>. For more information on ordering from Federal Supply Schedules, please visit <http://www.gsa.gov/schedules>.

About IEM

Innovative Emergency Management, Inc. (IEM) is a global security consulting firm dedicated to **building a safe, secure, and resilient world**. IEM works with government agencies and private sector organizations around the world to improve protection and security for lives and infrastructure, and to help states, regions, and communities recover more quickly from disasters. We integrate science, technology, and real-world experience to provide each of our clients with solutions that work and outcomes that matter. Since 1985, our innovative strategies, technologies, and solutions have helped hundreds of government agency and private industry clients achieve measurable results—saving lives, reducing costs, increasing efficiencies, and improving decision-making.

With over three decades of experience providing integrated consulting, program management, and project management services, IEM has helped government agencies, international organizations, and private industry achieve their missions through support ranging from comprehensive program management and unique planning strategies to scientific modeling and simulation and decision support technologies.

IEM Quick Facts

- ◆ Founded in 1985
- ◆ Headquartered in North Carolina with offices across the Nation
- ◆ Engaged by Federal agencies/ departments, as well as every U.S. state, U.S. territories, major cities and urban areas, international organizations, and private industry
- ◆ Key Market Areas
 - ◆ Homeland Security and Emergency Management
 - ◆ Disaster Recovery
 - ◆ Defense Support
 - ◆ Information Technology
 - ◆ Software Solutions
 - ◆ Applied Sciences

Our Core Values

Innovative and Actionable Solutions. We take pride in truly solving each of our client's problems with innovative, yet practical solutions and services. We provide solutions that work, that can be implemented easily, and that deliver outcomes that matter. We go beyond simply meeting requirements or following a pre-determined process. We solve the problem.

Responsive and Flexible Performance. Our clients routinely praise us for our responsiveness. We know that in today's environment, there is no room for unnecessary delays. We listen carefully to each client's needs and challenges and respond proactively to each request. In addition, we are flexible. We can change direction quickly based on a client's evolving needs while never losing sight of the end goal.

Collaborative Relationships. We view each client as a partner, adopting your goals as our own. We work hard to develop collaborative, trusting relationships with every client, so that together, we can achieve transformational improvements to organizations, programs, and processes.

Operational Integrity and Ethics. We are an honest broker that maintains the highest ethical standards of business conduct. Each of us at IEM is committed to presenting data and results objectively and honestly so that the best decisions can be made—for our clients and ourselves. We are fair, truthful, and exercise good judgment in all of our professional and personal interactions.



Customer Information

1a. Awarded Special Item Numbers (SINs)	SIN 874-1, 874-1(RC): Integrated Consulting Services SIN 874-7, 874-7(RC): Integrated Business Program Support Services
1b. Lowest Priced Model Number and Lowest Unit Price for Model	Please see Labor Rates.
1c. Labor Category Descriptions	Please see Labor Categories, Descriptions, and Qualifications.
2. Maximum Order	The maximum order threshold is \$1,000,000. Notwithstanding this limit, ordering agencies may place, and IEM may honor, orders exceeding this limit in accordance with the Federal Acquisition Regulation (FAR).
3. Minimum Order	The minimum order value is \$100.
4. Geographic Coverage (Delivery Area)	The geographic scope of this contract is domestic, including the 48 contiguous U.S. states, Alaska, Hawaii, Puerto Rico, the District of Columbia, and U.S. territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.
5. Points of Production	Points of production are IEM facilities or as determined by each individual order.
6. Discount from List Prices	All list prices are net prices.
7. Quantity Discounts	None; however, discounts for orders that exceed the maximum order threshold may be negotiated on an order-by-order basis.
8. Prompt Payment Terms	No special discount is offered for prompt payment; payment terms are net 30 days.
9a. Acceptance of Government Credit Cards	Government credit cards will be accepted for orders at or below the micro-purchase threshold.
9b. Acceptance of Government Credit Cards	Government credit cards will be accepted for orders above the micro-purchase threshold.
10. Foreign Items	Not applicable.
11a. Time of Delivery	Times of delivery are as negotiated in each order.
11b. Expedited Delivery	Expedited delivery may be negotiated on an order-by-order basis.
11c. Overnight and Two-Day Delivery	Overnight and two-day delivery may be negotiated on an order-by-order basis.
11d. Urgent Requirements	IEM will attempt to meet urgent requirements as negotiated on an order-by-order basis.
12. F.O.B. Point(s)	Destination
13a. Ordering Address	IEM Attention: GSA Ordering 2801 Slater Road, Suite 110 Morrisville, NC 27560 (919) 990-8191 [phone] (919) 237-7468 [facsimile] gsa@iem.com [e-mail]
13b. Ordering Procedures	For supplies and services, ordering procedures and information on Blanket Purchase Agreements are located at http://www.gsa.gov and at FAR 8.405-3.



14. Payment Address	<u>Check/U.S. Mail</u> IEM Attention: Accounts Receivable 2801 Slater Road, Suite 110 Morrisville, NC 27560	<u>ACH/EFT/Wire</u> Please see the System for Award Management Database or contact IEM for current ACH/EFT/wire payment information.
15. Warranty Provision	Not applicable.	
16. Export Packing Charges	Not applicable.	
17. Terms and Conditions of Government Purchase Card Acceptance	Government credit cards will be accepted for orders at, below, or above the micro-purchase threshold.	
18. Terms and Conditions of Rental, Maintenance, and Repair	Not applicable.	
19. Terms and Conditions of Installation	Not applicable.	
20. Terms and Conditions of Repair Parts	Not applicable.	
20a. Terms and Conditions for Any Other Services	Not applicable.	
21. List of Service and Distribution Points	Not applicable.	
22. List of Participating Dealers	Not applicable.	
23. Preventive Maintenance	Not applicable.	
24a. Special/Environmental Attributes	Not applicable.	
24b. Section 508 Compliance	If applicable, Section 508 compliance information on Electronic and Information Technology (EIT) supplies and services will be addressed on a task order basis. The EIT standards can be found at http://www.section508.gov .	
25. Data Universal Numbering System (DUNS) Number	60-1275282	
26. System for Award Management (formerly Central Contractor Registration) Database	IEM is registered in the System for Award Management Database.	

Contract Clauses

GSA Schedule contracts are awarded in accordance with the provisions of Federal Acquisition Regulation Part 12—Acquisition of Commercial Items. To the maximum extent practicable, GSA Schedule contracts include only those clauses required, either to implement provisions of law or executive orders applicable to the acquisition of commercial items or determined to be consistent with customary commercial practice. Ordering agencies may incorporate provisions in their task orders that are essential to their specific requirements (e.g., security, hazardous material handling, key personnel), provided they do not conflict with the terms and conditions of the contract. These provisions, when required, must be included in the individual task order, and any costs necessary to comply with the provision(s) will be included in the task order proposal price estimate, unless otherwise prohibited by law. For a current list of clauses included in IEM's Professional Services Schedule contract, please visit <http://www.gsa.gov>.

Orders Exceeding the Maximum Order Threshold

GSA Schedule contracts contain a price point called a maximum order threshold. This threshold is not a ceiling on an order size; rather, it is the point where IEM must honor any order exceeding that amount unless that order (or orders) is returned to the ordering office within seven days after issuance.

Blanket Purchase Agreements

Ordering activities may establish blanket purchase agreements under any GSA Schedule contract. A GSA Schedule blanket purchase agreement simplifies the filling of recurring needs for supplies or services, while leveraging a customer's buying power by taking advantage of quantity discounts, thus saving administrative time and reducing paperwork.

Blanket purchase agreements are established in accordance with the procedures in Federal Acquisition Regulation Part 8.405-3. An ordering activity may request a price reduction based on the total estimated volume of the blanket purchase agreement, regardless of the size of individual orders. Blanket purchase agreements may be established with one or more schedule contractors at the discretion of the ordering activity. When establishing multiple blanket purchase agreements, the ordering activity must specify the procedures for placing orders under the blanket purchase agreements. A GSA Schedule blanket purchase agreement should not exceed five years in length, but may do so to meet program requirements. A blanket purchase agreement may extend beyond the current term of its GSA Schedule contract, as long as there are option periods in the GSA Schedule contract that, if exercised, will cover the blanket purchase agreement's period of performance.

Contractor Team Arrangements

Under a Contractor Team Arrangement, two or more GSA Schedule contractors work together, by complementing each other's capabilities, to offer a total solution to meet an ordering activity's requirement rather than ordering activity making separate buys for each part of a requirement. The Contractor Team Arrangement combines the supplies and/or services from the team members' separate GSA Schedule contracts. It permits contractors to compete for orders for which they may not independently qualify. A customer benefits from a Contractor Team Arrangement by buying a solution rather than making separate buys from various contractors.

Subcontracting

Recognizing both the social and economic benefits, IEM is committed to the maximum practicable use of small, veteran-owned small, service-disabled veteran-owned small, HUBZone small, small disadvantaged, and woman-owned small business concerns as subcontractors.

Disaster Purchasing Program

GSA's Disaster Purchasing Program allows state and local government entities to buy supplies and services directly from all GSA Schedules to facilitate recovery from major disaster or facilitate disaster preparation and response. Whether it concerns a major weather event, terrorism, or nuclear, biological, chemical, or radiological attack, GSA's strong partnerships can help cities and towns meet their needs quickly while saving taxpayer dollars.¹ IEM awarded SINs 874-1(RC) and 874-7(RC) are available for use under the Disaster Purchasing Program. For additional information, please visit <http://www.gsa.gov/disasterpurchasing>.

Special Item Number Descriptions

SIN 874-1/874-1(RC): Integrated Consulting Services

Contractors shall provide expert advice and assistance in support of an agency's mission-oriented business functions. Services covered by this SIN include:

- Management or strategy consulting, including research, evaluations, studies, analyses, scenarios/simulations, reports, business policy and regulation development assistance, strategy formulation, and expert witness services
- Facilitation and related decision support services
- Survey services, using a variety of methodologies, including survey planning, design, and development; survey administration; data validation and analysis; reporting, and stakeholder briefings
- Advisory and assistance services in accordance with FAR 37.203.

SIN 874-7/874-7(RC): Integrated Business Program Support Services

Contractors shall provide services to assist agencies in managing their mission-oriented business projects or programs and achieving mission performance goals. Services covered by this SIN include:

- All phases of program or project management, from planning to closeout
- Operational/administrative business support services in order to carry out program objectives.

¹ State and local government entities include any state of the United States; counties; municipalities; cities; towns; townships; tribal governments; public authorities (including public or Indian housing agencies under the United States Housing Act of 1937); school districts; colleges and other institutions of higher education; council of governments (incorporated or not); regional or interstate government entities; or any agency or instrumentality of the preceding entities (including any local educational agency or institution of higher education), as well as legislative and judicial departments. It does not include contractors of state or local governments.

IEM Service Offerings

SIN 874-1/874-1(RC): Integrated Consulting Services

IEM provides expert advice, assistance, guidance, and counseling in support of organizations' management, organizational, and business functions and practices. IEM's service offerings under SIN 874-1/874-1(RC) include without limitation:

- Strategic and Action Planning
- Process Analysis, Assessment, Improvement, and Reengineering
- Business Case, Cost/Benefit, Decision, and Requirements Analyses
- Quality Management and Quality Assurance
- Risk Assessment
- Change Management
- Process and Activity Modeling
- Information Analysis and Technology Application
- Workforce and Infrastructure Planning and Management
- Performance Measurement and Management
- Program Audit and Evaluation
- Modeling and Simulation
- Statistical Analysis
- Decision Support Systems
- Multimedia Product Development
- Training Systems
- Facilitation Services (e.g., Group Discussions, Team Building, Conflict Resolution, Consensus Building, Problem Solving, Meeting Planning, and Meeting Logistics)
- Survey Services (e.g., Planning, Development, Testing, Implementation, Analysis, and Reporting).

SIN 874-7/874-7(RC): Integrated Business Program Support Services

IEM provides a full range of program integration and project management services specifically tailored for individual organizations in planning, initiating, managing, executing, and closing programs and projects. IEM's service offerings under SIN 874-7/874-7(RC) include without limitation:

- Program/Project Leadership and Integration
- Configuration Management
- Scope Planning and Management (e.g., Requirements Analysis)
- Time Planning and Management (e.g., Scheduling, Resourcing)
- Cost Planning and Management (e.g., Budgeting, Earned Value Management)
- Quality Planning and Management (e.g., Quality Assurance, Quality Control)
- Human Resource Planning and Management
- Communications Planning and Management
- Risk Planning and Management
- Acquisition Planning and Management
- Stakeholder Planning and Management
- Closeout Planning and Management.

Labor Categories and Qualifications

Labor Category	Education, Experience, and Functional Responsibilities
Executive Manager	Bachelor's degree in science, engineering, business, management, or equivalent with 20 years of experience. Provides senior executive-level consultation to client and project staff in the general areas of project and contract management.
Senior Manager	Bachelor's degree in science, engineering, business, management, or equivalent with 15 years of experience. Provides senior executive-level consultation to client and project staff in the general areas of project and contract management.
Manager	Bachelor's degree in science, engineering, business, management, or equivalent with 10 years of experience. Provides consultation to client and project staff in the general areas of project and contract management.
Expert III	Master's degree with 12 years of experience in functional or related area. Provides comprehensive knowledge in one or more technical disciplines and the application of that knowledge to meet client requirements.
Expert II	Bachelor's degree with 10 years of experience in functional or related area. Provides comprehensive knowledge in one or more technical disciplines and the application of that knowledge to meet client requirements.
Expert I	Bachelor's degree with 6 years of experience in functional or related area. Provides comprehensive knowledge in one or more technical disciplines and the application of that knowledge to meet client requirements.
Senior Consultant	Master's degree with 10 years of experience in functional or related area. Provides senior consultation with specialized subject matter expertise, guidance and project direction.
Consultant	Bachelor's degree with 6 years of experience in functional or related area. Provides consultation with specialized subject matter expertise, guidance and project direction.
Associate Consultant	Bachelor's degree with 3 years of experience in functional or related area. Provides consultation with specialized subject matter expertise, guidance and project direction.
Senior Analyst	Master's degree with 10 years of experience in functional or related area. Skilled in applying system design and analysis methodology to resolve complex technical, management, or administration requirements.
Analyst	Bachelor's degree with 6 years of experience in functional or related area. Skilled in applying system design and analysis methodology to resolve complex technical, management, or administration requirements.
Associate Analyst	Bachelor's degree with 3 years of experience in functional or related area. Skilled in applying system design and analysis methodology to resolve complex technical, management, or administration requirements.
Senior Training Specialist	Master's degree with 8 years of experience in functional or related area. Based on functional area qualifications and knowledge in quantifying training needs, designs, develops, implements, and evaluates specialized training requirements.
Training Specialist	Bachelor's degree with 3 years of experience in functional or related area. Based on functional area qualifications and knowledge in quantifying training needs, designs, develops, implements, and evaluates specialized training requirements.
Senior Support Specialist	Bachelor's degree with 3 years of experience in functional or related area. Performs specialized tasks in support of project activities as directed by the senior personnel and without required supervision.
Support Specialist	Bachelor's degree. Performs specialized tasks in support of project activities as directed by senior personnel.



Equivalency Relationships

One year of college	Can be substituted for one (1) year of related experience.
Associate's degree	Can be substituted for two (2) years of related experience.
Bachelor's degree	Can be substituted for four (4) years of related experience. For categories where Bachelor's degrees are required, a Master's degree may be substituted for two (2) years of experience or a Doctoral degree may be substituted for three (3) years of experience.
Master's degree	Can be substituted for a Bachelor's degree and two (2) additional years of related experience.
Note: Relevant professional certifications and unique experience in specialized or emerging technologies may be substituted for one (1) year of experience. Experience recognized is any relevant experience, both management and non-management, for the labor category.	

Service Contract Act

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

Hourly Labor Rates

The following hourly labor rates are applicable to both SIN 874-1/874-1(RC) (Integrated Consulting Services) and SIN 874-7/874-7(RC) (Integrated Business Program Support Services).

Labor Category	Year 16 (06/03/16– 02/14/17)	Year 17 (02/15/17– 02/14/18)	Year 18 (02/15/18– 02/14/19)	Year 19 (02/15/19– 02/14/20)	Year 20 (02/15/20– 02/14/21)
Executive Manager	\$262.16	\$264.78	\$267.43	\$270.10	\$272.80
Senior Manager	\$217.70	\$219.88	\$222.08	\$224.30	\$226.54
Manager	\$151.81	\$153.33	\$154.86	\$156.41	\$157.97
Expert III	\$232.51	\$234.83	\$237.18	\$239.55	\$241.95
Expert II	\$189.63	\$191.52	\$193.44	\$195.37	\$197.33
Expert I	\$167.05	\$168.72	\$170.40	\$172.11	\$173.83
Senior Consultant	\$138.72	\$140.10	\$141.51	\$142.92	\$144.35
Consultant	\$118.91	\$120.10	\$121.30	\$122.52	\$123.74
Associate Consultant	\$106.51	\$107.58	\$108.66	\$109.74	\$110.84
Senior Analyst	\$98.77	\$99.76	\$100.76	\$101.76	\$102.78
Analyst	\$90.76	\$91.67	\$92.58	\$93.51	\$94.44
Associate Analyst	\$84.99	\$85.84	\$86.70	\$87.57	\$88.44
Senior Training Specialist	\$133.47	\$134.80	\$136.15	\$137.51	\$138.89



Labor Category	Year 16 (06/03/16– 02/14/17)	Year 17 (02/15/17– 02/14/18)	Year 18 (02/15/18– 02/14/19)	Year 19 (02/15/19– 02/14/20)	Year 20 (02/15/20– 02/14/21)
Training Specialist	\$97.96	\$98.94	\$99.93	\$100.93	\$101.94
Senior Support Specialist	\$68.80	\$69.49	\$70.19	\$70.89	\$71.60
Support Specialist	\$65.66	\$66.32	\$66.98	\$67.65	\$68.33

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