

# Concetrance Consulting Group

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## *Management, Organizational, and Business Improvement Services (MOBIS)*

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Concetrance is an 8a, women-owned, small disadvantaged, management consulting firm staffed by a team of highly experienced consultants. Having achieved a very successful track record providing consulting and business improvement services in the private sector, Concetrance now offers these services to government enterprises.

At Concetrance, we strive to achieve excellence in our client engagements and nurture and reward an environment of excellence within our own company. We embrace core values among ourselves as well as with our clients that foster a collaboration, openness, and excellence. Our goal is to make Concetrance a good place to work and our associates, good people to work with who share a common focus your success.

We apply a 4Cs Model for Success to the various stages of client initiatives. By following our methodology, our consultants help clients clarify their objectives; develop solutions and outcomes that meet these objectives; and communicate their objectives and processes both to internal and external audiences. Concetrance engagements establish a platform for the on-going management and of client initiatives, which ensures a smooth transition to the successor or in-house management team.

The Concetrance 4Cs Model for Success is based on our study of and experience with successful initiatives all initiatives follow similar and iterating paths centered on the same vision. We have captured these paths in the Concetrance 4Cs Model for Success, Concept Development Construction, Communication and Convergence.

Concetrance has a GSA MOBIS contract for SINS: 874-1, Consulting Services; 874-2, Facilitation Services; and 874-7, Program Integration and Project Management Services. The following list describes specific areas of specialty within each of these SINS.

### **Consulting Services 874-1**

- Program Assessment
- Research (Social, Technical, Economic, Ecological, Political, Regulatory)
- Financial and Market Analysis
- Strategic and Market Planning and Partnerships
- Program and Product Development
- Process Improvement
- Performance Measurement

## **Facilitation Services 874-2**

Meeting, Agenda and Curriculum Development  
Meeting and Logistics Management  
Problem and Dispute Resolution  
Meeting Recordation and Debriefing  
Decision Making Focus

## **Program Integration and Project Management Services 874-7**

Program Management and Oversight  
Interdisciplinary Task Force Leadership  
Large-scale Program Roll-out  
Project Planning, Staffing, and Communication

### **Labor Category Descriptions**

#### **Labor Category Descriptions (SINs 874-1, 874-2, 874-7)**

***Labor Category Name: Expert Consultant/Engagement Manager***

#### **Minimum Requirements**

##### **Years of Experience**

- 10 or more years experience in the management of large scale business initiatives
- 10 or more years experience in a specified competency area.

##### **Education**

Bachelor's Degree

##### **Duties**

The Expert Consultant possesses unique subject matter expertise in a defined competency area with a strong history of success in the execution of those competencies. The Expert Consultant is responsible for applying his/her in-depth knowledge and expertise to educate and guide clients on best practices in the areas of management, organizational or business improvement services; to solve specific problems; and to identify and implement solutions. The Expert Consultant is facile in the assessment of major program and product initiatives. He/she can quickly identify deficiencies and recommend and guide course correction and is competent in the application of Concentrance s 4Cs practice methodology.

The Expert Consultant oversees engagements to ensure that they are being managed in alignment with Concentrance management practices and principles. The Expert Consultant directly manages key client engagements that involve mission critical activities such as strategy development that is focused on innovative and sophisticated approaches to improve business performance.

***Labor Category Name: Senior Consultant***

**Minimum Requirements**

Years of Experience

- 10 or more years experience in the management of large scale business initiatives
- 5 or more years experience in the development of business cases, including cost/benefit analysis, budget preparation and the analysis of business processes

Education

Bachelor's Degree

Duties

The Senior Consultant manages large, complex and or multiple engagements. The Senior Consultant structures problem identification processes and associated solutions, prioritizes activities, delegates tasks, coaches team members, manages initiative schedule and costs and manages day-to-day interactions with clients. He/she is facile in the application of Concentrance s 4Cs methodology.

The Senior Consultant applies specialized knowledge of a relevant Concentrance practice area (e.g., research, strategic planning, program/product development, assessment, information management, project management, or documentation) to areas of assignment.

***Labor Category Name: Senior Analyst***

**Minimum Requirements**

Years of Experience

- 5 years demonstrated experience in hypothesis formulation, data gathering and manipulation using Excel or SAS. Must have demonstrated the ability to draw conclusions and discover trends within the information being mined or analyzed.
- 1 year of experience in one or more of Concentrance practice areas (e.g., strategic planning, program development and management, information management, project management, research, assessment, or documentation).

Education

Bachelor s Degree

Duties

The Senior Analyst supports the project team in the research and analysis of data, information, trends, and processes based upon the requirements of the particular engagement. The Senior Analyst applies specialized knowledge of practice area in areas of assignment. The Senior Analyst often takes responsibility for a defined portion of the engagement and participates in formulating the recommendations put forth by the project team. The Senior Analyst oversees the work of other Analysts. The Senior Analyst presents findings in a clear concise manner to diverse audiences. The Senior Analyst may have overall management responsibility for small to medium sized engagements. He/she is facile in the use of Concentrance 4C s methodology.

***Labor Category Name: Curriculum Developer***

**Minimum Requirements**

Years of Experience

- 5 years demonstrated experience in researching, designing, developing and revising customized business training programs
- 3 years successful experience in managing client engagements

Education

Bachelor's Degree

Trained in PowerPoint and multimedia presentation development

Duties

The Curriculum Developer applies in-depth knowledge and expertise to design and develop training programs and curricula that educate clients on best practices or that solve specific problems and identify and implement solutions. The Curriculum Developer develops customized programs for a specific audience/market including training programs that address client needs related to management, organizational and business improvement services. Curriculum components and tools may include but are not limited to presentations, activities, electronic course guides, and virtual seminars. He/she is facile in the use of Concentrance's 4Cs Methodology.

***Labor Category Name: Senior Facilitator***

**Minimum Requirements**

Years of Experience

- 3 years demonstrated experience conducting training programs that address client needs related to management, organizational and business improvement to a wide variety of business audiences.

Education

Bachelor's Degree

Trained in the use of Concentrance's 4Cs Methodology

Duties

The Senior Facilitator applies in-depth knowledge and expertise to design and implement facilitated sessions and customized curricula that educate clients on best practices and/or solves specific problems and identifies and implements solutions. The Facilitator develops and presents specialized agendas and programs for a specific audience or market. The Facilitator interacts with audiences to obtain useable feedback on business issues, customer needs, strategies or programs presented. The Senior Facilitator may manage the overall client engagement for small to medium sized projects.

***Labor Category Name: Consultant II***

Minimum Requirements

Years of Experience

- 3– 8 years of experience in the development and implementation of business and consulting initiatives.

Education

Bachelor's Degree

Trained in the use of Concentrance's 4Cs methodology

Duties

The Consultant II provides consulting support in the areas of program development, management and assessment. Under the direction of a Senior Consultant, Senior Analyst or Managing Partner works closely with internal and external clients to identify their consulting support needs, priorities, timelines and targets. The Consultant II manages small to mid-size projects. Actively participates on project teams by providing input on tactical and strategic approaches to meeting and exceeding engagement objectives and client expectations. The Consultant II provides project management and tactical support by developing and administering project plans, conducting quantitative and/or qualitative research, leading or performing compliance reviews, developing presentation materials, facilitating meetings and other tasks as required by the engagement.

***Labor Category Name: Consultant I***

Minimum Requirements

Years of Experience

- 2 – 4 years of experience in the development and implementation of business and consulting initiatives.

Education:

Bachelor's Degree

Trained in the use of Concentrance's 4Cs methodology

Duties

The Consultant I provides consulting support in the areas of program development, management and assessment. Under the direction of a Senior Consultant or Senior Analyst, works closely with clients (internal and external to the organization) to identify their consulting support needs, priorities, timelines and targets. Actively participates on project teams by providing input on tactical and strategic approaches to meeting and exceeding engagement objectives and client expectations. The Consultant I provides tactical support to project team by administering project plans, conducting quantitative and/or qualitative research, performing compliance reviews, developing presentation materials, preparing draft and final reports for dissemination and other tasks as required by the engagement.

***Labor Category Name: Business Analyst III***

Minimum Requirements

Years of Experience

- 3-5 years demonstrated experience conducting business analyses that address client needs related to management, organizational and business improvement. Business area of focus may vary including business administration and finance, marketing, economics, statistics, mortgage, banking, or social science.

Education

Bachelor's Degree

Trained in the use of Concentrance's 4Cs Methodology

Duties

The Business Analyst III can identify business problems and recommend potential solutions. He/she is capable of designing tactical implementation solutions and implementing them. He/she can develop and write client status reports. The Business Analyst III can work with minimal supervision and can supervise a small to medium-sized project. The Business Analyst III can conduct general business and social research with minimal direction and is facile with general office environment work tools such as Microsoft Office suite.

***Labor Category Name: Business Analyst II***

Minimum Requirements

Years of Experience

- 2-5 years demonstrated experience conducting business analyses that address client needs related to management, organizational and business improvement. Business area of focus may vary including business administration and finance, marketing, economics, statistics, mortgage, banking, or social science.

Education

Bachelor's Degree

Trained in the use of Concentrance's 4Cs Methodology

Duties

The Business Analyst II performs work activities similar or identical to the Business Analyst III. The Business Analyst II requires a greater degree of direction in completing assignments than the Business Analyst III. The Business Analyst II can identify business problems and recommend potential solutions. He/she is capable of designing tactical implementation solutions and implementing them. He/she can develop and write client status reports with supervision. The Business Analyst II can work with minimal supervision and can supervise a small to medium-sized project. The Business Analyst II can conduct general business and social research with minimal direction and is facile with general office environment work tools such as Microsoft Office suite.

***Labor Category Name: Business Analyst***

Minimum Requirements

Years of Experience

- 1-5 years demonstrated experience in a business environment with a role in conducting business analysis that addresses client needs related to management, organizational and business improvement. Business area of focus may vary including business administration and finance, marketing, economics, statistics, mortgage, banking, or social science.

Education

Associate's Degree or 2 years towards a Bachelor's Degree

Duties

The Business Analyst performs operational and tactical activities defined and supervised by the project manager or project supervisor. The Business Analyst can identify business problems at the operational level. He/she is capable of implementing operational solutions. The Business Analyst can conduct general business and social research with direction and supervision and is facile with general office environment work tools such as Microsoft Office suite.

***Labor Category Name: Data Analyst I/Support Staff***

Minimum Requirements

Years of Experience

- 1-5 years experience in a business environment with a role in administrative support or data entry and analysis. This position performs tactical and operational aspects of client engagements.

Education

High School Certificate or equivalent; Associate's Degree or 2 years towards a Bachelor's Degree

Duties

Support staff performs operational and tactical activities defined and supervised by the project manager or project supervisor. He/she is capable of implementing operational solutions and is facile with general office environment work tools such as Microsoft Office suite and office equipment such as binding and postage equipment. Duties may include such activities as data entry tasks, report generation and distribution, arrangements for client equipment, and travel arrangements.

***Labor Category Name: Programmer Analyst***

**Minimum Requirements**

**Years of Experience**

- Minimum 5 years of experience programming application systems and developing databases and reports

**Education**

Bachelor's Degree in relevant field or Bachelor s Degree and 7 years of relevant experience

**Duties**

Programmer Analyst reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support an organization's application systems. He/she consults with users to identify current operating procedures and to clarify program objectives. The Programmer/Analyst may be expected to write documentation to describe program development, logic, coding, and corrections and to write manuals for users to describe installation and operating procedures. The Programmer/Analyst has a working knowledge of relational databases and client-server concepts. He/she relies on experience and judgment to plan and accomplish goals and performs a variety of complicated tasks. He/she may lead and direct the work of others and typically reports to a project leader or manager. The Programmer/Analyst uses a wide degree of creativity and latitude in accomplishing assignments.

**SIN 874-1 Consulting Services, SIN 874-2 Facilitation Services and 874-7 Program Integration/Project Management Services**

**Base Years Hourly Rates**

<b>Labor Category</b>	<b>Base Yr 1 2004</b>	<b>Base Yr 2 2005</b>	<b>Base Yr 3 2006</b>	<b>Base Yr 4 2007</b>	<b>Base Yr 5 2008</b>
Expert Consultant	194.28	201.08	208.12	215.40	222.94
Engagement Manager	194.28	201.08	208.12	215.40	222.94
Senior Consultant	152.63	157.97	163.50	169.22	175.14
Project Manager	152.63	157.97	163.50	169.22	175.14
Site Supervisor	152.63	157.97	163.50	169.22	175.14
Senior Analyst	110.83	114.71	118.72	122.88	127.18
Curriculum Developer	110.83	114.71	118.72	122.88	127.18
Senior Facilitator	110.83	114.71	118.72	122.88	127.18
Programmer Analyst	103.50	107.12	110.87	114.75	118.77
Consultant II	-	-	-	82.90	85.02
Consultant I	-	-	-	60.54	62.66
Business Analyst III	83.27	86.18	89.20	92.32	95.55
Business Analyst II	48.58	50.28	52.40	53.86	55.75
Business Analyst	28.09	29.07	30.09	31.14	32.23
Risk Analyst	28.09	29.07	30.09	31.14	32.23
Data Analyst	25.69	26.59	27.52	28.48	29.48
Support Staff	25.69	26.59	27.52	28.48	29.48