

NORTH AMERICAN MANAGEMENT'S

General Services Administration

Authorized Federal Supply Schedule Price List



Mission Oriented Business Integrated Services
MOBIS - Contract Number: GS-10F-0219J

NORTH AMERICAN MANAGEMENT

MISSION ORIENTED BUSINESS INTEGRATED SERVICES (MOBIS)

CONTRACT NUMBER: GS-10F-0219J

**General Services Administration
Authorized Federal Supply Schedule Price List**

CONTRACT PERIOD:

September 1, 1999 to August 31, 2014

2111 Eisenhower Avenue, Suite 300
Alexandria, VA 22314

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MISSION ORIENTED BUSINESS INTEGRATED SERVICES

CONTRACT PERIOD: September 1, 2009 to August 31, 2014

CONTRACT MANAGEMENT: Ric Murphy, President
2111 Eisenhower Avenue, Suite 300
Alexandria, VA 22314
Tel: 703.812.8822
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CONTRACT ADMINISTRATION: Ric Murphy, President

BUSINESS SIZE: Small Disadvantaged

CUSTOMER INFORMATION:

1. Contract Number: GS-10-F-0219J

Special Items Numbers:

- SIN 874-1, 874-1RC Consulting Services
- SIN 874-2, 874-2RC Facilitation Services
- SIN 874-3, 874-3RC Survey Services
- SIN 874-4, 874-4RC Training Services
- SIN 874-6, 874-6RC Privatization Support Services and Documentation

1a. SIN 874-1 Consulting Services/SIN 874-2 Facilitation Services/SIN 874-3 Survey Services/SIN 874-6 Privatization Support Services and Documentation

1b. SIN 874-4: Training Services

- The minimum number of participants for a class is 12. The maximum that can attend is 25.
- Course lengths may be tailored to meet customer needs.
- All classes are \$2592.30 for 12 participants which includes class materials
- Cost for additional students above the minimum participation is \$97.00 for the cost of materials

Administrative and Business Services

Administrative Assistants' Seminar	ADMN 110
Managing Multiple Tasks	ADMN 220

Communication Courses

Communicating Effectively	COMM 105
Public Speaking	COMM 220
Assertiveness Training	COMM 410

Management Course

Management Functions & Style	MGMT 110
Empowering Staff	MGMT 320
Change Management Workshop	MGMT 501
How to Make Business Process Reengineering Work	MGMT 510
The Role of IT Function in Business Process Reengineering	MGMT 512

Equal Employment Opportunity

Introduction to EEO Programs	EEO 110
Basic EEO Counseling	EEO 110
EEO for Supervisors & Managers	EEO 310
Advanced EEO Counseling	EEO 450
Investigating Discrimination	
Complaints	EEO 500
Managing Diversity	EEO 630

Human Resources Management

Intro to Human Resource Management	HUMN 105
Employee Review	HUMN 305
Employee Relations	HUMN 320
Career Planning	HUMN 410
Planning for Retirement	HUMN 425
Employee Disputes	HUMN 450
Internal Consulting	HUMN 510
Reductions-in-Force	HUMN 650

Information Resource Management	MGMT 601
Information Strategy Planning	MGMT 610
Managing the Data Warehouse	MGMT 710
Commitment	
Data Analysis and Modeling	MGMT 712

Organizational Development

Introduction to Organizational Development	ORG 210
Organizational Change	ORG 250
Strategic Planning	ORG 525

Staff Development

Train the Trainer	STAF 310
Employee Development	STAF 420
Coaching to Increase Productivity	STAF 515

Public Affairs and Policy

Media Relations	PUBL 325
Government Policy Development	PUBL 450
Freedom of Information Act	PUBL 550

2. Maximum Order Limitation:

The maximum total dollar value of any order placed under this contract will be \$1,000,000 except for requirements exceeding the maximum order limitation according to Clause I-FSS-125 (October 1997).

3. Minimum Order: \$300.00

4. Geographic Coverage: North American Management will only furnish domestic services in the 48 contiguous states, Alaska, Hawaii, Puerto Rico and the District of Columbia.

5. Point(s) of Production: Alexandria, VA

6. Discount/Pricing: Prices Shown herein are net prices (discounts are deducted)

7. Quantity/Volume Discounts: 1% for orders over \$250,000; an additional ½% for orders over \$500,000.

8. Prompt Payment: 1% 20 days, Net 30

9. **Government Commercial Credit Card:** North American Management agrees to accept the government commercial credit Card for purchases over \$2,500, and under \$25,000 with no additional discount.
10. **Foreign Items:** Not Applicable
- 11a. **Time of Delivery:** Will adhere to the delivery schedule as specified by the agencies' purchase order.
- 11b. **Expedited Delivery:** Contact the contractor for expedited delivery.
- 11c. **Overnight and 2-Day Delivery:** Contact contractor for rates for overnight and 2-day delivery.
- 11d. **Urgent Requirements** Contact contractor for faster delivery or rush requirements.
12. **F.O.B Point(s):** Destination
13. **Ordering Address:** North American Management
2111 Eisenhower Avenue
Alexandria, VA 22314
14. **Payment Address:** North American Management
Accounts Receivables
2111 Eisenhower Avenue, Suite 300
Alexandria, VA 22314
15. **Warranty Provision:** Contractor warrants and implies that the items delivered hereunder are merchantable and fit for the particular purpose described in this contract.
16. **Terms and Conditions of Government Purchase Card Acceptance (Any Thresholds Above The Mircopurchase Level):** N/A
17. **Year 2000 Compliant:** Yes
26. **Central Contractor Registration Database.** North American Management is registered in the Central Contractor Registration (CCR) database.

DESCRIPTION OF SERVICES

North American Management was awarded Industry Group: 874, **Mission Oriented Business Integrated Services**, which encompasses the following.

CONSULTING SERVICES: In our Management Consulting Practice we provide customized services that determine the key critical factors to make our client's organization successful, based on mutually prescribed goals and objectives. Our services include the development of organizational reviews and structures. The development and supervision of management audits, providing organizational strategies, policy analysis and monitoring, developing management techniques required to strengthen the overall organization, developing economic development strategies, and providing general management assistance. Our consulting services include, but are not limited to:



- **Human Resources.** North American Management has the capacity to assist public sector employers develop a qualified and motivated work force. Our team can assist government offices in recruiting qualified candidates and to maintain a competitive workforce with programs in employee training and career development and through effective performance evaluations. Our team can also aid our clients in maintaining a discrimination free workplace where women, racial minorities, the disabled, and our veterans are encouraged to apply and are evaluated based on their performance and not their protected group status. We also provide support in addressing issues surrounding pay equity, sexual harassment, and discipline and grievance procedures. Recognizing the needs of a resource challenged government, North American Management is prepared to assist in the ongoing process of reorganizing and reengineering essential processes. We can make recommendations regarding organizational restructuring personnel systems, position classification, and staff rightsizing. We are ready to assist government offices in meeting all their human resource needs for the challenges of today's economy.
- **Business Process Reengineering.** In preparation for competition, organizations are developing strategies to operate more efficiently and more cost effectively. This requires both a clear understanding of how your enterprise operates today and a method for identifying opportunities for improvement. Other changes are also impacting organizations, including rapidly changing technology, faster dissemination of information and the development of a global marketplace. North American Management can assist a client in evaluating current business processes and identifying those which can be reengineered for significantly improved performance. Each client's organization, program, functional and fiscal requirements are unique and require a tailored approach. Our team is able to offer a customized plan that in part will include: organizational reviews and structures, management audits, organizational strategies, management techniques, business costs/benefits, policy analysis, program design, stakeholder expectations, economic development and critical success factors. Our approach to business reengineering begins with the challenges that you encounter on a day-to-day basis and includes identifying forces for change, defining theory versus practice, utilizing case studies and guiding principles, identifying potential problems and criteria for success, developing and selecting the

business reengineering project, assessing costs and benefits, addressing consequent organization, and selling the business reengineering plan in your organization.

- **Program Design.** As a direct result of our experience, North American Management is able to provide an unusual level of program design support. Our team will analyze the programmatic needs of our client and will focus all of their efforts in fulfilling these needs. Our team will support the mission of our client's organization and will be responsive to their goals and objectives. Our team will provide an array of services which will include Program design and Development, Program Evaluation, Training Evaluation, Focus Group Research, and Requirements Analysis. North American Management's management team has a wealth of experience working at the highest levels of government and in the most demanding customer environments. Our team's greatest strength is a proven track record of processing program training, providing program support, drafting program requirements, regulations and legislation, implementing program strategic plans, program monitoring, and organizational development. North American Management's approach is a practical systematic technique for program review, design and implementation which includes consulting and implementation, review of project specifications, establishing control procedures to maintain client security and handling of information, analyzing functional objectives and making recommendations, final program data/verification, and ongoing consulting projects and programmatic support.
- **Leadership.** North American Management can assist personnel to establish what sorts of leadership skills they currently possess and what sorts of additional skills may be necessary to successful leadership in the future. Our team can help define the difference between vision and mission, as well as how effective leaders can identify and manage the right mission. We can aid personnel in developing standards and philosophies of leadership with regard to outcome and performance measures as well as methods of obtaining desired leadership goals. Finally, we help personnel define their current and future challenges, and identify factors critical to their success as effective leaders as well as methods for obtaining leadership skills.
- **Change Management.** North American Management will introduce government offices to the most comprehensive change management methodology in the marketplace today. This change system is based on time proven methods and techniques and focuses on integrating human change with changes in systems, strategies, and structures. This methodology integrates Business Process Reengineering, Total Quality Management, and Information Strategy Planning. Our team can assure personnel that they will acquire a firm foundation of principles and techniques for creating the desired business results.

FACILITATION SERVICES: North American Management offers unbiased, skilled facilitation in direct response to existing challenges and problems faced by federal, state, and local governments, as well as Fortune 1000 companies and non-profit organizations. Whether the group is a cohesive team who needs assistance with organizational change and strategic development, or diverse groups who require guidance in resolving disputes and problem solving, North American Management guarantees a productive process. For teams of all sizes and at all organizational levels, we offer a method of facilitation that ensures whole-team commitment and produces genuine consensual outputs. Facilitation and decision assistance are offered in many areas including, but not limited to:

- **Meeting with a Purpose.** North American Management can assist groups in learning to identify the purpose(s) of a meeting, to define an appropriate agenda and methods for refining and adjusting that agenda before and during the meeting. We also address scheduling issues including a pre-determined finish time, and to develop safeguards for maintaining focus for

attaining closure. Assistance is provided in enabling leaders to participate as team members, encouraging full participation by all group members, discouraging procrastination, and recording meeting content.

- **Team Building.** North American Management can assist in defining team dynamics and identifying processes that are common to all types of groups. We help groups to recognize the stages of team development, the challenges raised by those stages, and techniques for optimizing performance at each process skill. We introduce groups to the various behavior styles employed to steer teams and to handle disruptive or unproductive team behavior. By assisting teams in understanding their own modes of communication, we can help them to improve communication among their members and to solve team problems common to all.
- **Decision Making.** North American Management assists groups in evaluating the effectiveness of current problem-solving strategies and in identifying the primary decision making modes. The types of problems prevalent within the organization are not only specific to that outfit, but also likely sensitive. North American Management realizes the issues in play, and tailors the choice making process to engage the specific decisions being made in the organization. We also provide help in developing and improving techniques and skills for implementing each of these approaches.
- **Problem Solving and Conflict Management.** North American Management helps groups to position conflict as a positive means to better communication, enhanced relationships, and goal achievement. Our facilitators assist groups in identifying how they currently view and respond to conflict, and how to analyze the causes. Group members are encouraged to recognize conflict triggers and to develop appropriate and effective conflict management styles.

SURVEY SERVICES: North American Management understands the need for organizations in today's rapid-pace environment to gather, analyze, and report information quickly and accurately. Equally important is the ability to assess the effectiveness of their programs objectively and continuously. Increasingly, the success of an organization is dependent on reliable and current information – data that reflects and illuminates the requirements of functional responsibilities and the diversity and complexity of programmatic needs.

Our team is capable of meeting the needs of our clients in the disciplines of research and evaluation, particularly in the areas of: survey instruments, questionnaire development, data collection and coordination, organizational analysis, modeling, quantitative analysis, presentation of findings, presentation of recommendations, study design, program evaluation, study implementation, staff training, public opinion, and program research and monitoring.

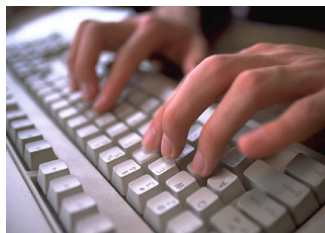
Whether you are trying to determine the knowledge or opinions of a survey population or factual data, our professionals have the ability and experience necessary to meet your needs. We will select the methodology that meets the goals of your study and is sensitive to your budget requirements. Our approach includes the methodology set forth below:

- **Planning Survey Design.** Our team begins the survey process by analyzing the organization's survey needs in keeping with goals, objectives, and budgetary requirements. Based on our findings, we will select the best and appropriate research techniques (survey, focus groups, and/or literature search). Finally, we formulate the project work plan and develop survey and other research instruments.
- **Administering Surveys.** North American Management will assemble the project team and train the interviewers to conduct the selected survey(s) and oversee survey administration.

Throughout this stage our team will use the appropriate methodology and technology necessary to expedite accurate data collection.

- **Data Analysis and Assessment.** North American Management will tabulate responses and analyze data, and provide reports which describe the method of survey administration and data collection. We will deliver findings in summary and in detail, through description, tables, graphs, and charges. We will assess the reliability and validity of the data, including discussion of representation and non-response.
- **Presentation of Findings and Implementation.** North American Management will present the data analysis and assessment along with its recommendations and facilitate discussion of the findings and of follow-up actions and activities. Our team will also provide technical assistance in action planning and implementation, as needed. A final report will summarize each stage of the process.

TRAINING SERVICES: North American Management has developed a training organization to respond to the needs of our clients facing the challenges of a competitive global marketplace. Our team can make recommendations on essential employee training programs that will give employees the skills they need to achieve an organization's mission. We can provide subject matter expertise in Business Process Reengineering, Human Resources, Information Technology (including off the shelf software), Facilities Management, Procurement and Health Care, or use the client's in-house expertise or external resources. Course descriptions for each of our classes are attached following the descriptions of our services.



SUPPORT PRODUCTS: North American Management assists clients in making determinations on privatization and assists them with the effects of the change. As governments are faced with diminishing resources and public support for “reinventing government”, public sector managers must address concerns over the cost, efficiency and effectiveness of programs. Our team will support the policy objectives of our clients by providing experience in the areas of: public sector decision making process, organizational audits research methods, quantitative analysis, cost benefit analysis, policy research and analysis, program evaluation, case study analysis, and requirements analysis.

Our general approach is consistent with the Federal Government's A-76 protocols and with good business practices. The approach is as follows:

- **Privatization Feasibility Assessment.** Assess the need for the service using survey research, focus groups, quantitative analysis (including cost/benefit analysis). Additional literature review must be accomplished to see if the program or program component would require legislation in order to amend or eliminate it. If the program is determined to be necessary, then the next step is to assess whether the program would be provided more cost effectively by the Federal agency or privately. This “make or buy” assessment will use a decision to outsource the program required to meet the legal requirements for outsourcing government functions: specifically that there be at least a 10% reduction in costs while maximizing the hiring of displaced government

employees. In order to determine the probable cost of privatized services we will look at similar and privately operated programs in the private and public sectors. If appropriate and for comparison purposes, we may request cost and service information from private sector firms. A comprehensive report will be prepared documenting the criteria for making an outsourcing decision, as well as the source of all cost data and research instruments made. The report will include recommendations on how best to assist government workers (i.e. to identify what jobs current government employees might obtain with a private contractor) and to identify any additional training or job search and placement service that would be required to accomplish the outsourcing successfully. Our project team will provide testimony supporting our report as needed.

- **Privatization Strategies and Implementation Assistance.** If a government chooses to privatize a program in whole or in part, North American Management can assist them as follows: develop requirements and manage the procurement of contractors, negotiate contracts to ensure the placement of government employees, provide job search and training services for displaced employees, monitor contractor compliance with the scope of work including government worker hiring requirements, evaluate contractor performance and costs at the end of the base contract period to determine if the cost efficiencies and program effectiveness standards are being met.

Course Descriptions

ADMINISTRATIVE ASSISTANT' SEMINAR ADM110: This course is designed to instruct efficiently accomplishing their tasks. The role of Administrative assistant in the organization is defined. Techniques for gaining control of everybody office tasks are demonstrated. Prioritization of task and accomplishing important tasks is emphasized. The role of the Administrative assistant in facilitating change in the organization is explained. Methods of project management and oral and written communication skills are also emphasized.

Time Management ADMN210: This course is designed to assist participants in managing their time more effectively. Participants will analyze their current time management habits and recognize ineffectively uses of time. They will learn to prioritize their time so as to more effectively address pressing concerns. Management of distractions and multiple tasks is discussed. Methods for taking control of time are demonstrated and practiced. Personal planners and organizers are introduced and discussed.

MANAGING MULTIPLE TASK ADMN220: This course is designed to instruct participants in methods for more effectively managing multiply tasks. Participants will learn the art of setting and tracking goals as a means to managing aspects of tasks. Prioritization of multiple tasks is stressed. Methods of effectively delegating tasks are discussed. The importance of arranging the work place to facilitate task accomplishment is emphasized. The role of confidence in handling challenges is explained and exercise for obtaining confidence demonstrated. Skills in managing long-range tasks are discussed and methods for finding shortcuts to the accomplishments of such tasks reviewed.

Excellence in Customer Service ADMN310: This course is designed to instruct participants in the need for excellence in customer service and in techniques to achieve excellence. Participants will learn to identify who their customers are and the various techniques of customer service available to them. Methods of ensuring that quality service is rendered and that customers' needs are addressed are discussed. Planning is stressed as a means of offering customer service. The "difficult" customer is discussed and means of handling such persons' concerns reviewed. Finally, techniques for recovering from negative experiences with customers are discussed.

MANAGING CONFERENCES ADMN320: This course is designed to instruct participants in methods of conference management. Initials topics include developing actions plans that are realistic and establishing a conference schedule. Methods and best practices for contracting for space speakers are discussed. The Conference budget is discussed and budget management techniques demonstrated. Distribution of printed material discussed with special emphasis on quality assurance. Meeting flow and post-conference activities are discussed and best practices are demonstrated.

MAKING MEETINGS MORE EFFECTIVE ADMN420: This course is designed to assist participants in developing skills, which will make meetings more effective. Initial topics include methods of planning meetings that are meetings that are more effective and assessing the participation of other meetings. The roles of meeting participants are discussed and methods for assisting them in being more effective are demonstrated. Follow-up procedures on action items are emphasized. Methods for improving communication of ideas to groups are emphasized. Procedure and exercises for gaining confidence in one's meeting conducting skills are discussed. Designed for the superior to management level!

Communicating Effectively COMM105: This course is designed to improve participant's communications skills. Participants will learn to organize and structure their communications in an effective manner. They will learn to identify the ideas they wish to communicate and the most effective means to do so. Issues important to communicating in a number of different situations are discussed. Nonverbal and written communication is reviewed. The importance of address the audience is emphasized and various exercises for doing so are conducted.

Public Speaking COMM220: This course is designed to offer participants opportunities to obtain and practice skills in public speaking. Steps in speech preparation and delivery will be explained and demonstrated. Methods for obtaining confidence in one's abilities are discussed. Gearing speeches to specific lengths and audiences is discussed. Participants will be given opportunities to deliver numerous speeches and to receive feedback and constructive comments on their performances.

Assertiveness Training COMM410: This course is designed to assist participants in gaining skills in assertiveness. Participants will gain an understanding of what it means to be assertive and how assertiveness relates to communicating wants, needs, and feelings. The importance of soliciting, receiving, and offering feedback to the process of assertiveness is emphasized. Interacting in groups is discussed with special emphasis on problem solving and managing conflict. Assertiveness training exercises are explained and practiced.

Introduction to EEO Programs EEO110: This course is designed for the new department head, new supervisor, new manager, or a person recently assigned the responsibilities for affirmative action/ equal opportunity. Initial topics will include the basic functional Equal Employment Opportunity responsibilities of all managers. The role in establishing EEO and affirmative employment programs will be discussed. Each participant will understand the history of EEO including laws, Executive Orders and regulations. Participants will discuss EEO principles and how they will impact personnel operations such as recruitment and performance appraisal.

Basic EEO Counseling EEO210: This course is designed for new EEO counselors/managers. Initial topics include the role and responsibilities of the EEO counselors and the best practices for responding to discrimination complaint, including the producers for ages, mental and physical handicap and sexual harassment complaints.

EEO for Supervisors & managers EEO310: This course covers fundamental EEO issues for team leaders, supervisors and managers who work close with protected group member. Participants will learn how to address diversity issues present in the work place. How to consider the impact of EEO laws when making decisions. Recognize and implement practices, which support EEO objectives.

Advance EEO Counseling EEO450:

This course is designed to for the experience EEO counselors who know the fundamentals and want to learn more. Participants will learn about new developments in EEO laws, rules, regulations, and case decisions. Identify ways of strengthening good working relationships with management union officials and other key personnel. Apply techniques for developing workable solutions to difficult situations. Identify the kinds of records and data applicable to complaints of discrimination. Apply basic negotiations techniques to reach informal resolution.

Investigating Discrimination Complaints EEO500: This course is designed to educate employers in their responsibilities with respect to the Americans with disabilities Act. An introduction and explanation of the Act is provided by way of general overview. Definitions with respect to who is protected by the Act are given. The Reasonable Accommodation obligation is discussed, as well as methods for addressing obligations. The hiring process is discussed and the rights of disabled persons in this regard are emphasized. Finally, non-discriminatory employment practices are also discussed.

Managing Diversity EEO630: This course is designed to assist management in dealing with important issues of diversity in the work place. Affirmative action is distinguished from work place diversity. Managerial practices are evaluated with respect to their inclusiveness. Differences across cultures in communication practices are discussed and more effective means of cross-cultural communication demonstrated. Cultural and gender differences in work practice are discussed and effective allocation of responsibilities demonstrated. Gender equity and related issues are discussed.

Introduction to Human Resource Management HUMN105: This course is designed to assist Human Resource managers in maximizing their effectiveness. Initial topics include task determination and task/resource matching. Task specificity and skill sets are stressed and the matching of the two demonstrated. Task assistance is discussed with special emphasis on performance counseling and training. Performance evaluation and counseling are related to training and skill set evaluation, as well as the hiring process. The role of Human Resource manager in today's business environment is emphasized on information technology and management.

Staffing Position HUMN201: This course is designed to instruct participants in basic employment policies and practices. Methods of job analysis are introduced as well as recruiting practices designed to find applicants meeting the job description. Participants learn methods of assessing applicant qualification and skills. Methods for researching references are demonstrated and best practices discussed. The issues of downsizing is introduced and discussed in the context of new directions in staffing.

Employee Review HUMN305: This course is designed to assist supervisory staff in evaluating the performance of their personnel. The purpose of personnel evaluation is defined. Potential schedules of evaluation are discussed. The three stages of evaluation: Responsibility definition, progress review, and performance evaluation are discussed and each stage is demonstrated with real-time examples. The feedback process is demonstrated and practiced. Potential evaluation plans are developed with participants, and implementation strategies designed. Best practices are discussed and open dialogue encouraged.

Employee Relations HUMN320: This course introduces participants to issues regarding the employee / agency relationship. Participants learn the importance of setting behavioral standards and the laws and regulations which may be central to the setting of such standards. Performances and conduct problems are distinguished and methods for addressing both are discussed. Consulting with supervisor on performance issues is discussed. Accommodation of disability and medical concerns is demonstrated.

Employee Disputes HUMN350: This course is designed to introduce participants to the dynamics of employee conflicts and the resolutions of conflict in the work place. Participants will learn about the cause of conflict and their roles as mediators in conflict situations. Alternate dispute

resolution is introduced as well as principals of effectively selecting cases for resolution. Participants will learn the proper methods of coaching communication. The differences among positions issues and interest are defined and the importance of these differences emphasized. Principals of joint mediation are demonstrated and best practices disused.

Career Planning HUMN410: This course is designed to assist persons seeking to further their career plans. Steps to developing a career path are reviewed and career objectives and areas of interest are specified and defined. A clear plan of action is developed and best practiced. Participants are instructed in identifying career opportunities and in networking in order to create opportunities.

Planning For Retirement HUMN425: This course is designed to introduce participants to the issues surrounding retirement which are often not considered. The basic elements of various retirement systems are discussed. Participants learn to compute their retirement income and develop a long-term financial plan built around project retirement incomes. The basics of Social Security System and the legal and tax issues surrounding retirement incomes will be discussed, with special emphasis on planning to in avoid misfortune. Personal concerns of health, happiness, and security are addressed and methods of coping with difficulty demonstrated.

Internal Consulting HUMN510: This course is designed to instruct participants in how they can serve as a consultant to management staff within the organization. Participants are introduces to the concept of patterning with management in order to address concerns. Formal and informal contracts with management are introduced. Methods for analyzing problems and collecting relevant data reviewed and demonstrated. Methods for managing the consulting project are discussed. The principles of influencing management are reviewed.

Reductions-in-Force HUMN650: This course instructs participants in the difficulties of relations-in-force. Participants become familiar with terms and concepts such as competitive areas and levels retention, groups and subgroups, and bumping and retreating. The retention register is introduced. Processes such as displacement and separation are explained. Issues surrounding transfer of functions are discussed. Pay implications of reductions-in-force are reviewed. The appeals procedure and best practices for addressing appeals are discussed.

Management Functions and Styles MGMT110: This course is designed to introduce participants to various management approaches and styles. Matching the proper management style to specific situations is discussed and demonstrated. The four basic functions of management are introduced and managers' roles with regard to these functions discussed. Basic communication skills are stressed in addressing the four basic areas. Leadership concepts are discussed, especially with regard to theories of power. Group dynamics are discussed and the relevance of these dynamics to job design and assignment. Participants are instructed in group as well as individual job assignments.

Empowering Staff MGMT320: This course is designed to train management and supervisory staff in empowering techniques. Participants will learn how to help personnel to feel a part of the mission of the organization, and to gain a sense that they are important in achieving organizational goals. The assumptions of various models of ability are discussed with regard to how such models affect the ways in which personnel perceive their roles. Attribution theory and the importance of internal and external loci of control are discussed. Methods for encouraging personnel to develop an internal locus of control are demonstrated. The effect of empowerment on goal achievement and

performance patterns is discussed. Finally, the relationship of responsibility and empowerment is discussed with respect to how this relationship can effectively enable the achievement of mission goals.

Change Management Workshop MGMT501: This workshop introduces attendees to the most comprehensive change management methodology in the market place today. This change system is based on time proven methods and techniques. Classical up-to-date wisdom and practices are integrated with the most scientific and technical knowledge. The lecture/workshop format focuses on integrating human change with changes in systems, strategies, and structures. This methodology integrates Business Process Reengineering, Total Quality Management, and Information Strategy Planning. Participants will walk away with a firm foundation of principles and techniques for creating the desired business results.

How to Make Business Process Reengineering Work MGMT510: Information professionals still do not fully understand the Business Process Reengineering process, while BPR gurus, who understand the value of data sharing and information technology to BPR, have not been successful in bringing the two disciplines together. Another hurdle is the lack of communication between quality management advocates, information professionals and BPR specialists. This course explains the interrelationships among these approaches and introduces a practical and common methodology that blends all of them into one. The speaker will address important issues facing business, operational, and information management and how business transformation can use this approach.

The Role of IT Function in Business Process Reengineering MGMT512: A primary objective of this course is to enable the IT professional to explain the importance of data management in the process of business transformation to senior process management. Business transformation involves business process reengineering quality management employee empowerment and change management. The presentation shows that data sharing and data availability are essential to accomplishing business improvement will be short-lived. This discussion will lend itself to the IT function role definition in the coming years.

Information Resources Management MGMT601: Success of IRM depends on cultural orientation. Real life experiences drawn from several successful implementations are reviews to demonstrate the balance between IRM theory and practice. The seminar also reviews the latest data management tolls and methodology and provides guidance on how to incorporate them into IRM and Data Administration functions.

Information Strategy Planning MGMT610: Participants will learn how to utilize information technology, how to support total quality programs (TQM), and how to structure executive information and take advantage of advanced technologies such as Client/Server, wireless communication, and Inter/Intranet to meet management needs. The seminar also explains how to carry out an ISP project and how to establish criteria for measuring results while using the appropriate methodology and tools. Each major step is discussed in detail and each topic is illustrated by actual examples derived from experience in over 200 planning assignments.

Managing the Data Warehouse Commitment MGMT710: A well-planned data warehouse project should bring out a common management oriented business language. Our approach to building a data warehouse is simple non-technical and stresses the importance of management participation. This course also explores how to select an appropriate computing platform how to

manage data warehouse and how to generate the requisite infrastructure. We emphasized successful utilization of the data warehouse offerings and services. Our emphasis is on practical know-how based on years of experience.

Data Analysis and Modeling MGMT712: This seminar clearly explains different levels of data modeling which play an important role during the information strategy planning (ISP), business area analysis (BAA), and design stages, this seminar takes a rigorous, high level and detailed approach to conceptual data modeling. This combined approach to the data modeling process is critical. It will enable participants to develop a conceptual model of the data of the organization, which reflects the information requirements of the organization and which reflects the information's requirements of the organization and which will lead to a stable subject database. This is most effectively done with a team of users systems and data administration personnel. Roles of all participants in the modeling workshop are clearly defined. Participants will learn how to develop a top-down conceptual view of its data. Principles of data analysis are presented so participants can identify the correct relationships among the organization data. They will learn how to develop normalized user views so that they can validate the data model from the bottom up.

Introduction to Organizational Development ORG210: This course is designed to introduce participants to the principles of organizational development. Participants will learn about various considerations which must be taken into account in order to develop effective organizational structures. Organizational definitions are stressed with respect to roles such definitions play in structuring and building processes. Participants learn proper methods of organizational administration which both maximize production and reflect the philosophy of the organization.

Program/ Management Analysis ORG235: This course is designed for program and management analyst technicians and assistants who want to increase their efficiency and effectiveness on the job. The participants will learn the fundamental of planning and preparing a valuable management analysis, as well as selecting the correct fact-gathering techniques. Students learn how to use simple descriptive statistics to present data. Communication strategies on how to brief management on study findings.

Advanced Management Analysis ORG240: This course is designed for experience program and management analyst auditors and other professional who want to produce valuable studies that help organization perform better. The participants will learn how to select the best techniques for an organizational analysis. Students learn how to focus on the organizational problems. Apply quantitative analysis methods effectively. Produce useful studies on efficiency productivity and economy. Develop workable timeline and budgets for a study.

Organizational Change ORG250: This course is designed to assist managers and staff understanding to change and create constructive productive change processes. The participants will identify the attitudinal and behavioral competencies that will support constructive change in the organization. Interpret change in the framework of contemporary change models. Help others overcome resistances to change. Recognize how to respond to change.

Strategic Planning ORG525: This course is designed to assist participants in understanding the theory and principles of planning a course of direction including writing mission statements, strategic plans and performance measurement. It explores the significance of customers and

stakeholders, practical tips for goal-setting, creating and implementing action plans, developing milestones and evaluating progress, and preparing strategic planning briefings.

Train the Trainer STAF310: This course is designed to help departmental personnel convey information and knowledge to one another, participants will learn how to develop a personal tool kit of great training techniques. Students learn how to handle audience feedback and questions with confidence. Assess whether learning has occurred. Give polished presentation. Create small group exercise to reinforce discussions.

Employee Development STAF420: This course is designed to instruct participants in principles of employee development. Participants will learn about changing mission of Human Resources management in today's work place. The legal requirement with respect to employee development and career counseling are reviewed and compliance practices discussed. Needs analyses and evaluations are reviewed and compliance practices discussed. Needs analyses and evaluations are reviewed and best practices discussed. The design of training programs is discussed with special emphasis on applying the results of need assessments to program design. Development of individual employees and creation of training programs for individuals is discussed. Effective methods for working in conjunction with management on employee development are reviewed. The application of training technologies to employee development is stressed.

Coaching to Increase Productivity STAF515: This course is designed to improve the coaching skills of supervisors, managers, and team leaders. Skills to motivate teams of employees will be taught, as well as tactics to increase employee productivity and improve performance. Participants will learn when to use coaching in the workplace and methods of effective coaching. They will learn communications skills to be an effective coach and how to conduct a coaching intervention.

Media Relations PUBL325: This course is designed for agency or department spokespersons. Participants will be introduced to topics on the responsibilities of a public information manager. How to prepare news release and advisories news conferences and events the needs of the media the preparation plan media interview skills and formats when the media makes a mistake when the news is bad and media relations during crisis situations. Emphasis will be on planning and skills development.

Government Policy Development PUBL450: This course is specifically designed to address the policy-making decisions of a particular agency or agencies as they embark on a shift in public policy. The participants will discuss the cause and the effects of pending policy changes and the impact on various stakeholders, from an executive legislative and constituent's perspectives. The course emphasis will be dedicated to instill in participants techniques for independent thinking problem solving and cooperative learning and working.

Freedom of Information Act PUBL550: This course is designed to assist participants in understanding the legal requirement of the act. Participants will learn which record keeping systems are subject to disclosure and which records can remain undisclosed. How to respond fairly to the public's right to know. Students learn how to keep personal information private, and how to keep corporate proprietary information private. Also taught is how to sanitize information to make it releasable. How to set up correspondence identification and response tracking system, getting advice when it is too close to call.

SELECT POSITION QUALIFICATIONS FOR SELECT JOB TITLE DESCRIPTIONS*

Contractor personnel assigned to tasks under this contract meet or exceed the experience, education, or other background requirements set forth in the appropriate paragraph of this section.

Title	Qualification
Administrative Specialist	Performs clerical and administrative tasks such as word processing, spreadsheet development, typing, and filing. Assists in the production and preparation of deliverables. Maintains schedules, schedules meetings, takes minutes and prepares meeting notes. <i>High School degree in applicable discipline. with 2 – 5 years directly related experience. Approximately 95 to 100% of time is minimally allocated to client projects.</i>
Business Analyst	Performs detailed analysis, develops alternative solutions, designs business solutions, conducts feasibility studies, develops implementation plans, performs project management, performs implementation tasks, conducts testing and insures results. <i>Bachelor's degree in applicable discipline. Graduate level work preferred with 15 years directly related experience. Approximately 10 to 15% of time is allocated to any one particular project</i>
Business Consultant	Consults with clients to define needs or problems. Conducts analyses of current operational policies, procedures, and processes. Provides expertise in the design, development, and installation of total quality systems for client organizations, as well as business process reengineering, performance measurement, benchmarking, and complex analysis. . <i>Bachelor's degree in applicable discipline. Graduate level work preferred with 15 years directly related experience. Approximately 10 to 15% of time is allocated to any one particular project..</i>
Meeting Planner	Conducts client interviews, preplans, develops agendas, and facilitates meetings. Provides expertise in all session types and facilitates groups through complex detail-oriented processes to help the client define the problem, map an approach, and achieve meeting objectives. Provides group management skills and expertise in all facets of the meeting to include its content, processes, and technical subject matter. Possesses extensive consulting experience. <i>Bachelor's degree in applicable discipline. Graduate level work preferred with 15 years directly related experience. Approximately 10 to 15% of time is allocated to any one particular project.</i>
Graphics Specialist	Determines content and placement of client issues in electronic and print media. Provides a full range of services including press and media relations, research, special products, development, maintenance of press files, and content analysis. Serves as liaison to news outlets, generating and responding to media interest to ensure client issues are presented in an accurate and timely manner. Writes and distributes press releases, makes day-book entries, prepares Op/Ed pieces, and drafts news stories. Monitors trends and provides recommendations. As required, arranges press conferences, briefings, and interviews, and coordinates and manages editorial boards. For both national and international media, conducts media training for client subject-matter experts. As required, serves as client spokesperson for routine issues. <i>Bachelor's degree in applicable discipline. with 2 – 5 years directly related experience. Approximately 95 to 100% of time is minimally allocated to client projects.</i>
Managing Principal Business Consultant	Senior corporate manager responsible for overall direction, coordination, and evaluation of major business units. Provides high-level expert guidance and expertise to single or multiple projects. Serves as Senior Change Management Consultant. Manages complex organizations and teams by integrating skills into client-focused, object-oriented consulting solutions. Integrates technical solutions into the business process reengineering requirements and translates concepts into operational improvements and systems. . <i>Bachelor's degree in applicable discipline. Graduate level work preferred with 15 years directly related experience. Approximately 10 to 15% of</i>

Title	Qualification
Principal Business Consultant	<p><i>time is allocated to any one particular project and/ or on an as needed bases.</i></p> <p>Senior consultant who analyzes, plans, directs, and coordinates the activities of designated projects to ensure that project goals and objectives are accomplished within prescribed timeframes and funding parameters. Provides MISSION ORIENTED BUSINESS INTEGRATED SERVICES to include visioning, business and information strategy planning, total quality management, organizational design/efficiency, cost-benefit analysis, change management, and business process reengineering solutions. <i>Bachelor's degree in applicable discipline. Graduate level work preferred with 15 years directly related experience. Approximately 10 to 15% of time is allocated to any one particular project and/ or on an as needed bases.</i></p>
Principal Software Analyst	<p>Analyzes and tests computer programs or system to identify errors and ensure conformance to standard. Consults with staff and users to identify operating procedure problems. Formulates and reviews plans outlining steps required to develop programs to meet staff and user requirements. Devises flow charts and diagrams to illustrate steps and to describe logical operational steps of program. Writes documentation to describe and develop installation and operating procedures of programs. Coordinates installation of computer programs and operating systems, and tests, maintains, and monitors computer system. Reads manuals, periodicals, and technical reports to learn how to develop programs to meet staff and user requirements. Writes and revises program and system design procedures, test procedures, and quality standards. Reviews and analyzes computer printouts and performance indications to locate code problems. Modifies program to correct errors by correcting computer codes. <i>Bachelor's degree in applicable discipline. Graduate level work preferred with 15 years directly related experience. Approximately 10 to 15% of time is allocated to any one particular project.</i></p>
Producer	<p>Performs needs, functional, logical, and technical analyses; feasibility studies; cost-benefit studies; lifecycle analysis; briefings and presentations; report writing; and post-implementation evaluations. Conducts risk assessments, and helps compile data and resources that will be needed for project completion. Develops benchmarks. Coordinates with the Project Manager and COR to ensure user agency requirements are satisfied. <i>Bachelor's degree in applicable discipline. with 2 – 5 years directly related experience. Approximately 95 to 100% of time is minimally allocated to client projects. Approximately 95 to 100% of time is minimally allocated to client projects.</i></p>
Production Assistant	<p>Performs administrative management tasks such as word processing, spreadsheet development, administrative typing, and filing. Helps produce and prepare deliverables. Maintains schedules, schedules meetings, takes minutes, and prepares meeting notes. <i>High School Diploma with at least one year of directly related experience.</i></p>
Program Manager	<p>Creates, implements, directs, and manages daily operations and budget in accordance with established project plan and in compliance with customer requirements. Responsible for maintaining current status of ongoing programs, capturing all data and current project status, preparing information briefings, supervising preparation and maintenance of weekly and monthly management report books, and developing current standard operating procedures. Responsible for assisting in the development of road-based information communications strategies and action plans based on an understanding of organizational goals and objectives. Develops information products based on target audience and budget. Supervises execution of information plan using all available media. <i>Bachelor's degree in applicable discipline, with 10 years directly related experience. Approximately 85 to 95% of time is minimally allocated to client projects.</i></p>
Programmer Analyst	<p>Analyzes, reviews, and writes/rewrites programs, using workflow chart and diagram, applying knowledge of computer capabilities, subject matter, and symbolic logic. Converts detailed logical flow chart to language processible by computer. Resolves symbolic formulations, prepares flow charts and block diagrams, and encodes resultant equations for processing.</p>

Title	Qualification
	Develops programs from workflow charts or diagrams, considering computer storage capacity, speed, and intended use of output data. Prepares or receives detailed workflow chart and diagram to illustrate sequence of steps to describe input, output, and logical operation. Compiles and writes documentation of program development and subsequent revisions. Revises or directs revision of existing programs to increase operating efficiency or adapt to new requirements. Consults with managerial and engineering and technical personnel to clarify program intent, identify problems, and suggest changes. Writes instructions to guide operating personnel during production runs. Prepares records and reports. <i>Bachelor's degree in applicable discipline. Graduate level work preferred with 15 years directly related experience. Approximately 10 to 15% of time is allocated to any one particular project</i>
Programmer Analyst	Writes, analyzes, reviews, and rewrites programs that support the creation and maintenance of databases. Assists computer programmers and senior automated system developers to design and implement new systems, reports, and web sites. Configures database engines and writes queries. Implements concepts and operations from workflow charts or diagrams. Compiles and writes documentation of data structure and program development and subsequent revisions. Revises or directs revision of existing programs to increase operating efficiency or adapt to new requirements. Consults with managerial and engineering and technical personnel to clarify program intent, identify problems, and suggest changes. Assists in the writing of instructions to guide operating personnel in the use of new systems. Prepares records and reports. <i>Bachelor's degree in applicable discipline. with 5 – 7 years directly related experience. Approximately 95 to 100% of time is minimally allocated to client projects.</i>
Project Director	Manages multiple projects at diverse locations. Organizes, directs, and coordinates planning and production of all contract support activities. Manages cost, schedule, and quality of multiple projects. Meets with management personnel, contractor managers, and Federal client agency representatives. Formulates and reviews strategic plans and deliverable items, determines contract costs, and ensures conformance with standards. Assigns, schedules, and reviews work of subordinates <i>Bachelor's degree in applicable discipline. Graduate level work preferred with 15 years directly related experience. Approximately 10 to 15% of time is allocated to any one particular project and/or on an as needed bases.</i>
Project Manager	Simultaneously plans and manages highly visible program operations, including technical support, involving multiple projects/task orders and personnel at diverse locations. Organizes, directs, and coordinates planning and execution of all program activities. Must be able to effectively interface with all levels of management. Establishes and alters management structure, as necessary, to effectively direct program activities. Meets and confers with Government management officials regarding status of specific activities, as well as problems, issues, or conflicts requiring resolution. <i>Bachelor's degree in applicable discipline. Graduate level work preferred with 15 years directly related experience. Approximately 10 to 15% of time is allocated to any one particular project.</i>
Senior Consultant	Supports requirements definition, business process improvement, and business design activities. Provides insight and experiences from related projects. Develops surveys., conducts interviews, and frames problems for analysis and decision making. Develops feasibility and cost-benefit studies, lifecycle analysis, briefings and presentations, report writing, and post-implementation evaluations for information management projects. <i>Bachelor's degree in applicable discipline, with 10 years directly related experience. Approximately 85 to 95% of time is minimally allocated to client projects.</i>
Senior Director of Delivery	Senior consultant who analyzes, plans, directs, and coordinates the activities of designated projects to ensure that project goals and objectives are accomplished within prescribed timeframes and funding parameters. Provides MISSION ORIENTED BUSINESS INTEGRATED SERVICES to include visioning, business and information strategy planning,

Title	Qualification
	total quality management, organizational design/efficiency, cost-benefit analysis, change management, and business process reengineering solutions. <i>Bachelor's degree in applicable discipline. Graduate level work preferred with 15 years directly related experience. Approximately 10 to 15% of time is allocated to any one particular project and/or on an as needed bases.</i>
Technology Specialist	Assists computer systems analysts by guiding their activities and providing answers to technical questions. Analyzes and tests computer programs or system to identify errors and ensure conformance to standard. Consults with staff and users to identify operating procedure problems. Formulates and reviews plans outlining steps required to develop programs to meet staff and user requirements. Devises flow charts and diagrams to illustrate steps and to describe logical operational steps of program. Writes documentation to describe and develop installation and operating procedures of programs. Coordinates installation of computer programs and operating systems, and tests, maintains, and monitors computer system. Reads manuals, periodicals, and technical reports to learn how to develop programs to meet staff and user requirements. Writes and revises program and system design procedures, test procedures, and quality standards. Reviews and analyzes computer printouts and performance indications to locate code problems. Modifies program to correct errors by correcting computer codes. <i>Bachelor's degree in applicable discipline. Graduate level work preferred with 15 years directly related experience. Approximately 10 to 15% of time is allocated to any one particular project.</i>
Web Multimedia Design Master	Designs, develops, implements, and maintains web sites and web pages to deliver or support transition services programs. Works with and coordinates the efforts of programmers, database experts, graphic artists, and functional experts to achieve web site objectives. Participates in meetings with contract customers and other contractor personnel to identify web site requirements and preferences. Conducts testing to ensure that web sites meet all government regulations and restrictions and that the web sites operate on all relevant platforms and with all common browsers. Develops and implements necessary internet security measures to protect the site's integrity and data. <i>Bachelor's degree in applicable discipline. with 2 – 5 years directly related experience. Approximately 95 to 100% of time is minimally allocated to client projects. Approximately 95 to 100% of time is minimally allocated to client projects</i>
Web Programmer	Manages a web site by creating content, adapting existing content to a web-friendly format, creating and maintaining logical structure of the content, running web server and other related software, and performing system administration. Converts new and diverse information into a web language such as HTML. Processes images for size, resolution, and format. Researches, evaluates for content, creates, and develops multimedia presentations from inception to distribution. <i>Bachelor's degree in applicable discipline. with 2 – 5 years directly related experience. Approximately 95 to 100% of time is minimally allocated to client projects.</i>
* North American Management is an equal opportunity employer and complies with all federal and state requirements.	

HOURLY LABOR RATES

Commercial Job Title	GSA Approved Hourly Rate
Managing Principal Business Consultant	\$186.73
Principal Business Consultant	\$155.61
Project Director	\$138.46
Project Manager	\$113.72
Technology Specialist	\$110.12
Senior Business Consultant	\$102.67
Performance Specialist	\$101.08
Business Consultant	\$83.79
Training Specialist	\$77.81
Associate Business Consultant	\$58.73
Training Specialist II	\$56.40
Writer/Editor	\$50.57
Administrative Support	\$40.46

ORDERING PROCEDURES

North American Management clients can order directly from the GSA Federal Supply Schedule simply by submitting the procurement request to their designated procurement officer with the GSA contract number, statement of work, and a specific request to include North American Management in the selection for request for quote. They can even request that North American Management respond as a sole source provider under the FSS if certain circumstances warrant the justification. Award is made based upon the criteria identified in the Request for Quote and is based upon the best overall value for the government.

Task Orders for services can now be executed within days rather than weeks and months!

North American Management is a Small Business Administration's Small Disadvantaged Business, therefore orders placed against the FSS result in Small Disadvantaged Owned Business credit towards your Small Disadvantaged goals.

Please contact Ric Murphy, President at 703.812.8822 or at ricmurphy@namgt.com, if you have any questions regarding how to access the GSA Federal Supply Service or if we can be of any service to you.