

## Federal Acquisition Service Authorized Federal Supply Schedule Pricelist

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

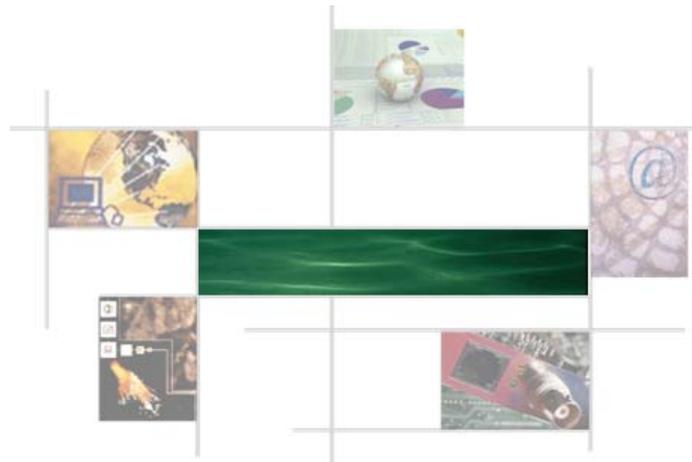
### Mission Oriented Business Integrated Services (MOBIS)

**Federal Supply Group: 874**

**Contract Number: GS-10F-0281N**

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at [www.fss.gsa.gov](http://www.fss.gsa.gov).

**Contract Period: March 7, 2003 – March 6, 2013**



**Pricelist current through Modification A027 dated August 25, 2009**

**G&B Solutions, Inc.**  
1861 Wiehle Avenue, Suite 200  
Reston, VA 20190-5254  
(703) 883-1140  
(703) 883-1143 (fax)  
[www.gbsolutionsinc.com](http://www.gbsolutionsinc.com)

## Table of Contents

<b>Customer Information.....</b>	<b>3</b>
1. Table of Awarded Special Item Numbers (SINs) .....	3
2. Maximum Order .....	4
3. Minimum Order .....	4
4. Geographic Coverage (Delivery Area).....	5
5. Point(s) of production (city, county and state or foreign country): .....	5
6. Discount from list prices or statement of net price: .....	5
7. Quantity Discounts .....	5
8. Prompt Payment Terms .....	5
9. Government Purchase Cards .....	5
10. Foreign items (Listed by country of origin).....	5
11. Delivery Schedule .....	5
12. F.O.B. Destination.....	5
13. Ordering Address and Procedure .....	5
14. Payment Address.....	6
15. Warranty Provision.....	6
16. Terms and conditions of Government purchase Card Acceptance (any thresholds above the micro-purchase level) .....	6
17. Section 508 Compliance .....	6
18. Data Universal Numbering System (DUNS) Number .....	6
19. Central Contractor Registration (CCR) Database.....	6
20. Uncompensated Overtime .....	6
<b>Recovery Purchasing for State and Local Governments .....</b>	<b>7</b>
<b>Government Awarded Hourly Rates (Net Prices) .....</b>	<b>9</b>
<b>Labor Category Descriptions.....</b>	<b>10</b>

## Customer Information

### 1. Table of Awarded Special Item Numbers (SINs)

SIN	Title	Description
874-1 and 874-1RC	Consulting Services	<p>Expert advice, assistance, guidance or counseling in support of agencies' mission oriented business functions. Services covered by this SIN are:</p> <ul style="list-style-type: none"> <li>• Management or strategy consulting</li> <li>• Program planning, audits, and evaluations</li> <li>• Studies, analyses, scenarios, and reports relating to an agency's mission-oriented business programs or initiatives, such as defense studies, tabletop exercises or scenario simulations, educational studies, regulatory or policy studies, health care studies, economic studies, and preparedness studies</li> <li>• Executive/management coaching services</li> <li>• Customized business training as needed to successfully perform/complete a consulting engagement</li> <li>• Policy and regulation development assistance</li> <li>• Expert Witness services in support of litigation, claims, or other formal cases</li> <li>• Advisory and assistance services in accordance with <b>FAR 37.203</b></li> </ul> <p>Financial audits are covered under GSA Schedule 520, Financial and Business Services, and are not allowed under this SIN. The term "consulting" as defined herein does not include staff augmentation.</p>
874-2 and 874-2RC	Facilitation Services	<p>Facilitation and related decision support services for agencies engaged in collaboration efforts, working groups, or teams. Services covered by this SIN are:</p> <ul style="list-style-type: none"> <li>• Defining, refining, and resolving disputes, disagreements, and divergent views (excluding EEO disputes)</li> <li>• Leading or facilitating group briefings and discussions, enabling focused decision-making</li> <li>• Recording discussion content and related facilitation support services</li> <li>• Debriefing stakeholders</li> <li>• Preparing and providing draft and final reports relating to the facilitated issues</li> </ul> <p>Conference planning and management services are excluded from this SIN; these services are specifically covered under GSA Schedule 541, Advertising and Integrated Marketing Services. EEO disputes are covered under GSA Schedule 738X, Human Resources &amp; Equal Employment Opportunity, and are excluded from this SIN.</p>

<b>SIN</b>	<b>Title</b>	<b>Description</b>
874-3 and 874-3-RC	Survey Services	<p>Surveying services relating to mission-oriented business issues. Contractors shall assist with or perform all phases of the survey process. Services covered by this SIN are:</p> <ul style="list-style-type: none"> <li>• Survey planning, design, and development</li> <li>• Pretest/pilot surveying</li> <li>• Assessing reliability and validity of data</li> <li>• Conducting/administering surveys</li> <li>• Analyses of quantitative and qualitative survey data</li> <li>• Production of reports related to the survey</li> <li>• Briefings of results to stakeholders</li> </ul> <p>Any surveys relating to condition or status of equipment or property, or Architect and Engineering services as defined in FAR 36.601-4, are prohibited under MOBIS.</p>
874-7 and 874-7RC	Program and Project Management Services	<p>Services assisting agencies in planning, initiating, managing, executing, and closing out mission-oriented business programs and projects. Services included are:</p> <ul style="list-style-type: none"> <li>• Project leadership and communications with stakeholders</li> <li>• Project planning and scheduling</li> <li>• Earned value management support</li> <li>• Project management, including performance monitoring and measurement</li> <li>• Reporting and documentation associated with project/program objectives</li> <li>• Stakeholder briefings, participation in required meetings, and related project support services</li> <li>• Program integration services</li> <li>• Project close-out services</li> </ul> <p>All services must be provided and performed under the supervision/management of the contractor's Project Manager or Program Manager. Services provided under this SIN without an accompanying Program/Project Manager labor category are prohibited.</p> <p>The primary purpose and preponderance of work for any project awarded under this SIN must be for professional business services. Services covered by other GSA Schedules shall only be included in the project scope if they are directly related to the successful accomplishment of the project and are incidental to the overall effort. It is the responsibility of the Contracting officer placing the order to make this determination.</p>

Note: SINs ending in "RC" are those to be used for Recovery Purchasing for State and Local Governments.

**2. Maximum Order**

The Maximum Order value for the following Special Item Numbers (SINs) is \$1,000,000.00.

**3. Minimum Order**

The minimum dollar value of an order to be issued is \$ 300.00.

**4. Geographic Coverage (Delivery Area)**

The Geographic Scope of Contract will be domestic delivery only. Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

**5. Point(s) of production (city, county and state or foreign country):**

Same as company address.

**6. Discount from list prices or statement of net price:**

The rates contained herein reflect Government net prices (discounts already deducted).

**7. Quantity Discounts**

None Offered

**8. Prompt Payment Terms**

2%-10 Days, Net 30 days

**9. Government Purchase Cards**

Government purchase cards are accepted at or below the micro-purchase threshold. Purchase cards will are also acceptable for payment above the micro-purchase threshold.

**10. Foreign items (Listed by country of origin)**

None

**11. Delivery Schedule**

- a. TIME OF DELIVERY: As negotiated between the government agency and the contractor and specified on the task order
- b. EXPEDITED DELIVERY. Contact Contractor for items available for expedited delivery.
- c. OVERNIGHT AND 2-DAY DELIVERY. Contact Contractor for items available for overnight and 2-day delivery.
- d. URGENT REQUIREMENTS When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering agency, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

**12. F.O.B. Destination**

**13. Ordering Address and Procedure**

G&B Solutions, Inc.  
1861 Wiehle Avenue, Suite 200  
Reston, Virginia 20190-5254  
Attn: Contracts Department  
571-313-7368 or 571-313-7369

For supplies and services, the ordering procedures and information on Blanket Purchase Agreements (BPAs) are found in Federal Acquisition Regulation (FAR) 8.405-3-~~4~~. Additional information can be found at [www.gsa.gov](http://www.gsa.gov) under "GSA Schedules".

**14. Payment Address**

Citizens Banks  
Attn: Owen Burman  
C/O G&B Solutions, Inc.  
8521 Leesburg Pike, Suite 405  
Vienna, VA 22182

**15. Warranty Provision**

Contractor's standard commercial warranty.

**16. Terms and conditions of Government purchase Card Acceptance (any thresholds above the micro-purchase level)**

Contact Contractor.

**17. Section 508 Compliance**

Section 508 compliance standards for Electronic and Information Technology (EIT) supplies and services can be found at [www.Section508.gov/](http://www.Section508.gov/).

**18. Data Universal Numbering System (DUNS) Number**

01-8421227

**19. Central Contractor Registration (CCR) Database**

Contractor is registered with the CCR Database.

**20. Uncompensated Overtime**

Not Used.

## Recovery Purchasing for State and Local Governments

### **552.238-78 Scope of Contract (Eligible Ordering Activities) (MAY 2004) (Alternate I – Feb 2007), Paragraph (D)**

The following activities may place orders against Federal Supply Schedules for products and services determined by the Secretary of Homeland Security to facilitate recovery from major disasters, terrorism, or nuclear, biological, chemical, or radiological attack, on an optional basis; PROVIDED, the Contractor accepts order(s) from such activities: State and local government entities, includes any state, local, regional or tribal government or any instrumentality thereof (including any local educational agency or institution of higher learning). "State and local government entities," means the states 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), and including legislative and judicial departments. The term does not include contractors of, or grantees of, State or local governments.

- (1) "Local educational agency" has the meaning given that term in section 8013 of the Elementary and Secondary Education Act of 1965 (20 U.S.C. 7713).
- (2) "Institution of higher education" has the meaning given that term in section 101(a) of the Higher Education Act of 1965 (20 U.S.C. 1001(a)).
- (3) "Tribal government" means—
  - (i) The governing body of any Indian tribe, band, nation, or other organized group or community located in the continental United States (excluding the State of Alaska) that is recognized as eligible for the special programs and services provided by the United States to Indians because of their status as Indians; and
  - (ii) Any Alaska Native regional or village corporation established pursuant to the Alaska Native Claims Settlement Act (43 U.S.C. 1601 et seq.).

### **552.238-80 Use Of Federal Supply Schedule Contracts By Certain Entities—Recovery Purchasing (Feb 2007), Paragraphs (a) and (b)**

(a) If an entity identified in paragraph (d) of the clause at 552.238-78, Scope of Contract (Eligible Ordering Activities)-Alternate I (see above), elects to place an order under this contract, the entity agrees that the order shall be subject to the following conditions:

(1) When the Contractor accepts an order from such an entity, a separate contract is formed which incorporates by reference all the terms and conditions of the Schedule contract except the Disputes clause, the patent indemnity clause, and the portion of the Commercial Item Contract Terms and Conditions that specifies "Compliance with laws unique to Government contracts" (which applies only to contracts with entities of the Executive branch of the U.S. Government). The parties to this new contract which incorporates the terms and conditions of the Schedule contract are the individual ordering activity and the Contractor. The U.S. Government shall not be liable for the performance or nonperformance of the new contract. Disputes which cannot be resolved by the parties to the new contract may be litigated in any State or Federal court with jurisdiction over the parties, applying Federal procurement law, including statutes, regulations and case law, and, if pertinent, the Uniform Commercial Code. To the extent authorized by law, parties to this new contract are encouraged to resolve disputes through Alternative Dispute Resolution. Likewise, a Blanket Purchase Agreement (BPA), although not a contract, is an agreement that may be entered into by the Contractor with such an entity and the Federal Government is not a party.

(2) Where contract clauses refer to action by a Contracting Officer or a Contracting Officer of GSA, that shall mean the individual responsible for placing the order for the ordering activity (e.g., FAR 52.212-4 at paragraph (f) and FSS clause I-FSS-249 B.)

(3) As a condition of using this contract, eligible ordering activities agree to abide by all terms and conditions of the Schedule contract, except for those deleted clauses or portions of clauses mentioned in paragraph (a)(1) of this clause. Ordering activities may include terms and conditions required by statute, ordinance, regulation, order, or as

otherwise allowed by State and local government entities as a part of a statement of work (SOW) or statement of objective (SOO) to the extent that these terms and conditions do not conflict with the terms and conditions of the Schedule contract. The ordering activity and the Contractor expressly acknowledge that, in entering into an agreement for the ordering activity to purchase goods or services from the Contractor, neither the ordering activity nor the Contractor will look to, primarily or in any secondary capacity, or file any claim against the United States or any of its agencies with respect to any failure of performance by the other party.

(4) The ordering activity is responsible for all payments due the Contractor under the contract formed by acceptance of the ordering activity's order, without recourse to the agency of the U.S. Government, which awarded the Schedule contract.

(5) The Contractor is encouraged, but not obligated, to accept orders from such entities. The Contractor may, within 5 days of receipt of the order, decline to accept any order, for any reason. The Contractor shall fulfill orders placed by such entities, which are not declined within the 5-day period.

(6) The supplies or services purchased will be used for governmental purposes only and will not be resold for personal use. Disposal of property acquired will be in accordance with the established procedures of the ordering activity for the disposal of personal property.

(7) The state or local government ordering activity will be responsible for purchasing products or services to be used to facilitate recovery from a major disaster declared by the President under the Robert T. Stafford Disaster Relief and Emergency Assistance Act (42 U.S.C. 5121 et seq.) or to facilitate recovery from terrorism or nuclear, biological, chemical, or radiological attack.

(b) If the Schedule Contractor accepts an order from an entity identified in paragraph (d) of the clause at [552.238-78](#), Scope of Contract (Eligible Ordering Activities) - Alternate I, the Contractor agrees to the following conditions:

(1) The ordering activity is responsible for all payments due the Contractor for the contract formed by acceptance of the order, without recourse to the agency of the U.S. Government, which awarded the Schedule contract.

(2) The Contractor is encouraged, but not obligated, to accept orders from such entities. The Contractor may, within 5 days of receipt of the order, decline to accept any order, for any reason. The Contractor shall decline the order using the same means as those used to place the order. The Contractor shall fulfill orders placed by such entities, which are not declined within the 5-day period.

## Government Awarded Hourly Rates (Net Prices) SINs 874-1, 874-2, 874-3, and 874-7

The following rates are the Contractor's negotiated MOBIS rates, including .0075 Industrial Funding Fee (IFF), and exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price.

Labor Category Base Year	Hourly Rate Government- Site
Senior Analyst I	\$104.74
Subject Matter Expert (Principal Business Process Reengineering Consultant I)	\$117.06
Business Process Reengineering Consultant II	\$89.78
Sr. Results Associate	\$170.98
Results Associate	\$142.74
Subject Matter Expert (Principal Financial Consultant I)	\$130.00
Senior Financial Consultant II	\$129.17
Executive Consultant	\$161.28
Principal Consultant	\$149.63
Senior Consultant	\$122.26
Consultant	\$97.76
Project Support Analyst	\$63.54

## Labor Category Descriptions

### **Senior Analyst I**

**Qualifications:** Bachelor's degree and 6 years of general experience, 4 years of specific; Master's degree and 4 years of general experience, 3 years of specific

**Description:** Responsible for complex analysis studies, interfacing with senior leadership and assuring the quality of analysis projects. Must demonstrate strong analytical skills for projects. Knowledge of methods and techniques, functional area analysis, organizational development and systems approaches to integrating total solutions.

**Knowledge/Experience/Skills:** Possess a strong background in business and management. Must have up-to-date knowledge of, and skills in, latest analysis techniques and practices. Must know analysis strategies for projects, business analysis methods and techniques, sophisticated consulting strategies and techniques, functional area test practices, organizational development and systems approaches to integrating total solutions. Guide the team to envision and achieve the desired results.

---

### **Subject Matter Expert (Principle Business Process Reengineering Consultant I)**

**Qualifications:** Bachelor's degree and 6 years of general experience, 4 years of specific; Master's degree and 4 years of general experience, 3 years of specific.

**Description:** Serve as specialist in one or more business improvement subject areas, such as, but not limited to: change management, strategic and business planning, statistical process control, development of leadership/management skills, organizational design, benchmarking, survey analysis, training development, performance measurement, customer analysis, simulation methods and methodology, information management, process modeling and analysis, performance measurement, and Business Process Reengineering (BPR) methodologies. Must demonstrate strong process improvement strategies for difficult projects, business analysis methods and techniques, sophisticated consulting strategies and techniques, functional area test practices, organizational development and systems approaches to integrating total solutions. Leverages tools and techniques and methods from other projects.

**Knowledge/Experience/Skills:** Extensive experience in the areas of business improvement, strategic business planning, management and organizational techniques. Must demonstrate the ability to provide guidance and direction to staff performing on consulting and facilitation engagements. Help shape senior management agendas, create and maintain executive level momentum for change, and be able to design and deliver powerful presentations and interventions. Must possess demonstrated ability and experience in management consulting and cross-team facilitation at the senior management level.

---

### **Business Process Reengineering Consultant II**

**Qualifications:** Bachelor's degree and 3 years of general experience, 2 years of specific; Master's degree and 2 years of general experience, 3 years of specific.

**Description:** Serve as specialist in one or more business improvement subject areas, such as, but not limited to: change management, strategic and business planning, statistical process control, development of leadership/management skills, organizational design, benchmarking, survey analysis, training development, performance measurement, customer analysis, simulation methods and methodology, information management, process modeling and analysis, performance measurement, and Business Process Reengineering (BPR) methodologies. Must demonstrate strong process improvement strategies for difficult projects, business analysis methods and techniques, sophisticated consulting strategies and techniques, functional area test practices, organizational development and systems approaches to integrating total solutions. Leverages tools and techniques and methods from other projects.

**Knowledge/Experience/Skills:** Comprehensive experience in the areas of business improvement, strategic business planning, management and organizational techniques. Must demonstrate the ability to provide guidance and direction to staff performing on consulting and facilitation engagements. Help shape senior management agendas,

create and maintain executive level momentum for change, and be able to design and deliver powerful presentations and interventions. Must possess demonstrated ability

---

### **Senior Results Associate**

**Qualifications:** Bachelor's degree and 8 years of general experience, 6 years of specific; Master's degree and 6 years of general experience, 4 years of specific.

**Description:** Responsible for the overall performance of the task order such as formulating work standards; assigning contractor schedules and resources; reviewing performance, cost, and budget information; supervising contractor personnel; and communicating policies, purposes, and goals of the organization to subordinates. Create an environment that inspires and champions those who exceed desired results. Lead and integrate elements of complex projects to achieve desired results by setting strategically aligned goals. Builds and leads effective, energized teams. Ensures desired results by determining, implementing objectives and allocating appropriate resources. Interfaces with client sponsor on all aspects of the program. Leverages tools and techniques and methods from other projects.

**Knowledge/Experience/Skills:** Must have a strong background in project management. Must have demonstrated ability to provide guidance and direction to staff and possess expertise in the management and control of funds and resources, establishing requirements and procedures for responding to statements of work for task/delivery orders, and preparing deliverables. Must lead and integrate elements of complex projects to achieve desired results by setting strategically aligned goals. Other areas of expertise may include business process reengineering, statistical process control, individual and organizational assessment and evaluation, process modeling and simulation, strategic and business planning, performance measurement, organizational development, change management, and the development of leadership/management skills. Must also possess strong facilitation and cross-functional team facilitation skills.

---

### **Results Associate**

**Qualifications:** Bachelor's degree and 4 years of general experience, 3 years of specific; Master's degree and 3 years of general experience, 2 years of specific.

**Description:** Responsible for supporting the overall performance of the task order such as formulating work standards; assigning contractor schedules and resources; reviewing performance, cost, and budget information; supervising contractor personnel; and communicating policies, purposes, and goals of the organization to subordinates. Implements strategies to build effective and energized teams. Ensures desired results by determining, implementing objectives and allocating appropriate resources. Interfaces with client sponsor on all aspects of the program. Leverages tools and techniques and methods from other projects.

**Knowledge/Experience/Skills:** Must have a strong background in results management. Must have demonstrated ability to control results, funds and resources, establishing requirements and procedures for responding to statements of work for task/delivery orders, and preparing deliverables. Must integrate elements of complex projects to achieve desired results by setting strategically aligned goals. Other areas of expertise may include business process reengineering, statistical process control, individual and organizational assessment and evaluation, process modeling and simulation, strategic and business planning, performance measurement, organizational development, change management, and the development of leadership/management skills. Must also possess strong facilitation and cross-functional team facilitation skills.

---

### **Subject Matter Expert (Principal Financial Consultant I)**

**Qualifications:** Bachelor's degree and 12 years of general experience, 10 years of specific; Master's degree and 7 years of general experience, 4 years of specific.

**Description:** This position serves as the financial expert and the management consulting, facilitation, training expert. Directs financial management and administrative activities, such as budgeting, manpower and resource planning, and financial reporting. Performs complex evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues that would require a report or recommended solutions. Prepares and presents financial and contractual information to senior management. Works independently.

**Knowledge/Experience/Skills:** Must be notably fluent in the areas of overseeing the analysis of financial statement reporting along with strategic business planning, management, and organizational techniques. Guide the team to envision and achieve the desired results. Demonstrate initiative to enhance and achieve results by setting strategically aligned goals. Must possess demonstrated ability and experience in financial management consulting and cross-team facilitation at the senior management level. Other areas of expertise may include statistical process control, individual and organizational assessment and evaluation, strategic and business planning, performance measurement, organizational development, change management, and the development of leadership/management skills. Must demonstrate the ability to provide guidance and direction to staff on financial engagements.

---

### ***Senior Financial Consultant II***

**Qualifications:** Bachelor's degree and 8 years of general experience, 4 years of specific; Master's degree and 4 years of general experience, 2 year of specific.

**Description:** This position serves as the financial expert and the management consulting, facilitation, training expert. Directs financial management and administrative activities, such as budgeting, manpower and resource planning, and financial reporting. Performs complex evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues that would require a report or recommended solutions. Prepares and presents financial and contractual information to senior management. Works independently, with minimal supervision.

**Knowledge/Experience/Skills:** Possess experience in preparation and analysis of financial statements, development of complex project schedules and similar activities. Must be proficient in spreadsheet packages and have a basic knowledge of project management software tools. Must have knowledge of or experience in government contract management, cost accounting standards and Federal Acquisition Regulations (FAR).

---

### ***Executive Consultant***

**Qualifications:** Bachelor's degree and 12 years of general experience, 10 years of specific; Master's degree and 10 years of general experience, 8 years of specific.

**Description:** Serve as a coach or mentor to the other team members and be recognized as an authority on one or more business improvement subject areas, such as, but not limited to: change management, strategic and business planning, statistical process control, development of leadership/management skills, organizational design, benchmarking, survey analysis, training development, performance measurement, customer analysis, simulation methods and methodology, information management, process modeling and analysis, performance measurement, and Business Process Reengineering (BPR) methodologies. Must demonstrate strong process improvement strategies for difficult projects, business analysis methods and techniques, sophisticated consulting strategies and techniques, functional area test practices, organizational development and systems approaches to integrating total solutions.

**Knowledge/Experience/Skills:** Must be notably fluent in the areas of business improvement, strategic business planning, management and organizational techniques. Must demonstrate the ability to provide guidance and direction to staff performing on consulting and facilitation engagements. Help shape senior management agendas, create and maintain executive level momentum for change, and be able to design and deliver powerful presentations and interventions. Must possess demonstrated ability and experience in management consulting and cross-team facilitation at the senior management level.

---

### ***Principal Consultant***

**Qualifications:** Bachelor's degree and 8 years of general experience, 6 years of specific; Master's degree and 6 years of general experience, 4 years of specific.

**Description:** Responsible for applying business improvement and reengineering principles to organizational development and process modernization projects. Responsible for effectively transitioning existing project teams, and facilitating project teams in the accomplishment of project activities and objectives. Quickly identify client issues and likely solutions and approaches. Establish critical client relationships as credible thought-partners and key

influencers. Understand interrelationships and dynamics that affect performance, and select and use appropriate analysis, tools, and techniques. Provide group facilitation, interviewing, training, and additional forms of knowledge transfer.

**Knowledge/Experience/Skills:** Possess strong facilitation, management consulting, training, and process reengineering or business improvement skills and the ability to effectively use applicable tools and techniques. Responsible for effectively transitioning existing project teams, and facilitating project teams in the accomplishment of project activities and objectives. Able to anticipate reactions to change and develop effective, creative solutions or responses, and guide the client while managing their expectations. Skilled in areas such as, but not limited to, strategic and business planning, activity based costing, financial management analysis related to an improvement effort, methodology development, change management, organizational development, activity and data modeling, performance measurement, benchmarking, and identifying best practices. Must be able to lead in the facilitation of discussions and meetings with senior level customer staff. May provide guidance and training to other staff as required.

---

### **Senior Consultant**

**Qualifications:** Bachelor's degree and 6 years of general experience, 4 years of specific; Master's degree and 4 years of general experience, 2 years of specific.

**Description:** Responsible for applying business improvement and reengineering principles to organizational development and process modernization projects. Responsible for assisting in effectively transitioning existing project teams, and facilitating project teams in the accomplishment of project activities and objectives. Provide group facilitation, interviewing, training, and additional forms of knowledge transfer. Skilled in areas such as, but not limited to, methodology development, change management, organizational development, activity and data modeling, performance measurement, benchmarking and identifying best practices. Demonstrate creative "Out-of-the-box" thinking and display strong communication skills. Demonstrate action, implement concepts and seek meaningful results to problems. Assist or lead in the facilitation of discussions and meetings with customer staff.

**Knowledge/Experience/Skills:** Possess facilitation, management consulting training or business improvement skills and techniques. Skilled in areas such as, but not limited to, methodology development, change management, organizational development, activity and data modeling, individual and organizational assessments and evaluations, training to improve service or customer service, performance measurement, benchmarking and identifying best practices. Must proficiently use tools and techniques associated with business improvements. Must be able to assist or lead in the facilitation of discussions and meetings with customer staff. May provide guidance and training to Consultants as required.

---

### **Consultant**

**Qualifications:** Bachelor's degree and 4 years of general experience, 2 years of specific; Master's degree and 2 years of general experience, 1 year of specific; Associate's degree (or equivalent) and 6 years of general experience, 4 years of specific.

**Description:** Responsible for, or assisting with, applying business improvement and reengineering principles to organizational development and process modernization projects. Responsible for assisting in transitioning existing project teams, and facilitating project teams in the accomplishment of project activities and objectives. Understand the fundamental drivers of business performance. Interpret data to discern problems, identify opportunities, understand issues, and predict trends. Translate data into powerful displays that facilitate others' understanding. Provide group facilitation, interviewing, training, and additional forms of knowledge transfer.

**Knowledge/Experience/Skills:** Possess facilitation, management consulting, training, or business improvement skills and techniques. Skilled in areas such as, but not limited to, methodology development, change management, organizational development, activity and data modeling, performance measurement, benchmarking and identifying best practices. Must be able to assist or lead in the facilitation of discussions and meetings with customer staff.

---

**Project Support Analyst**

**Qualifications:** Bachelor's degree and 4 years of general experience, 2 years of specific.

**Description:** This position supports the management consulting, facilitation, training, and survey teams. Assists in preparing management plans, reports, and deliverables. Coordinates schedules to facilitate completion of tasks, training sessions, deliverables, Work Request reviews, briefings, electronic meetings, and surveys. Performs analysis, development, and review of program administrative operating procedures. May give guidance and direction to other support staff.

**Knowledge/Experience/Skills:** Candidate must be able to work independently with minimal supervision. Must be able to effectively use software packages such as MS Word, Excel, PowerPoint, and electronic mail. Must have demonstrated experience in providing administrative support in areas of office management, briefing and deliverable preparation, scheduling, meeting coordination, and copier and fax equipment use.

When participating in electronic meetings or surveys, the candidate must be able to support the facilitator and/or data modeler in preparing and conducting meetings and follow-up activities. Must be proficient in the use of the GroupWare Software. Responsible for the cataloging, maintenance, and distribution of customer session data files. Must have knowledge of or experience in areas such as LAN servers, data modeling, and facilitation, and have previous experience as a technographer.