

**GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY 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!*TM is <http://www.fss.gsa.gov>.

The Professional Services Schedule

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

SIN 874-4/874-4(RC) Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration Learning Management, Internships

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

SIN 100-03/100-03(RC) Ancillary Supplies and/or Services



Kepner-Tregoe, Inc.
Princeton Forrestal Village
Contact: Paula Bruskiwitz
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116 Village Blvd
Suite 300
Princeton, NJ 08540-5700
Phone (609) 252-2404
Fax (609) 252-2772
<http://www.kepner-tregoe.com>

Contract Number: GS-10F-0331K

Contract Period: August 1, 2015 - July 31, 2020

Pricelist current through Modification #PS-0033 dated 12/22/2015

Business Size: Large

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





Customer Information

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).

SIN 874-1/874-1(RC) Integrated Consulting Services
SIN 874-4/874-4(RC) Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration Learning Management, Internships
SIN 874 7/874 7(RC) Integrated Business Program Support Services
SIN 100-03/100-03(RC) Ancillary Supplies and/or Services

See Page 10-11 for pricing.

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

SIN 874-1 and 874 7: Senior Associate \$197.13/hr

SIN 874-4: 3- Day Open Enrollment Public Session (Standard Workshops)
Problem Solving/Decision Making and Project Management

SIN 100 03: Ancillary Supplies and/or Services - **See attached Pricelist**

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item.

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2. Maximum order:

\$1,000,000.00

3. Minimum order:

\$100.00

4. Geographic Coverage:

48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories

5. Point(s) of production: Not Applicable

6. **Discount:** Pricing shown herein are net.
7. **Quantity Discounts:** None
8. **Prompt Payment Terms:** Net 30 Days
- 9a. **Government Purchase Cards are accepted below the micro-purchase threshold.**
- 9b. **Government Purchase Cards are accepted above the micro-purchase threshold.**
10. **Foreign Items:** Not Applicable
- 11a. **Time of Delivery:** As specified by ordering agency on each task order.
- 11b. **Expedited Delivery:** As specified by ordering agency on each task order.
- 11c. **Overnight and 2-day Delivery:** As specified by ordering agency on each task order.
- 11d. **Urgent Delivery:** 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 Point:** As specified by ordering agency on each task order.
- 13a. **Ordering Address:**
Kepner-Tregoe, Inc.
Princeton Forrestal Village
116 Village Blvd
Suite 300
Princeton, NJ 08540-5700
- 13b. **Ordering Procedures: For Supplies and Services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).**
14. **Payment Address:**



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Kepner-Tregoe, Inc.
Princeton Forrestal Village
116 Village Blvd
Suite 300
Princeton, NJ 08540-5700

15. **Warranty Provisions:** Not Applicable
16. **Export Packing Charges:** Not Applicable
17. **Terms and conditions of Government Purchase Card Acceptance:** None
18. **Terms and conditions of rental, maintenance, and repair:** Not Applicable
19. **Terms and conditions of installation:** Not Applicable
20. **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices:** Not Applicable
- 20a. **Terms and conditions for any other services:** Not Applicable
21. **List of service and distribution points:** Not Applicable
22. **List of participating dealers:** Not Applicable
23. **Preventative maintenance:** Not Applicable
- 24a. **Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants):** Not Applicable
- 24b. **If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: www.Section508.gov/.** Not Applicable
25. **Data Universal Number System (DUNS) Number:** 06-987-5813
26. **Kepner-Tregoe, Inc. is registered with the System for Award Management database. Registration is current through its expiration date on 9/12/2013**
27. **Uncompensated Overtime:** None

Company Profile

Kepner-Tregoe has earned a worldwide reputation for improving organizational effectiveness through people. A leader in effecting successful change and improvement, Kepner-Tregoe helps its clients achieve lasting results through the use of its proven approach of process, facilitation and transfer.

Focusing on the needs of the organization's people-their skills, capabilities and performance environment-Kepner-Tregoe continues to find innovative ways to integrate the human resource with the organization's strategy and mission, its structure and systems, and the processes by which goals are accomplished.

Working across boundaries in a client organization, Kepner-Tregoe provides common processes and methodologies to implement successful change initiatives.

Through its focus on the human side of change, Kepner-Tregoe helps clients achieve significant improvements that are based on the collective knowledge, skills and capabilities of their people.

Kepner-Tregoe is proud to include the following corporations, government departments and agencies on its client list:

- Centers for Disease Control
- Comptroller of the Currency
- Health Care Financing Administration
- NASA
- Office of Personnel Management
- Social Security Administration
- United States Coast Guard
- United States Department of Agriculture
- United States Marine Corps
- United States Navy
- American Automobile Association
- American Red Cross
- Citigroup
- Chase Manhattan
- GlaxoWellcome
- Hewlett-Packard
- International Business Machine
- Johnson & Johnson
- Lockheed-Martin
- Sun Microsystems
- Tennessee Valley Authority

Labor Category Descriptions

Senior Associate	
Position Duties/Responsibilities	Senior Associates deepen their level of understanding of KT's core and supporting technologies through delivery of training and develop an understanding of the ways the technologies are applied to meet client needs. They demonstrate an ability to work in teams but provide value across the firm. This may include contributing in the area of thought leadership by writing articles or leading presentations to associations. Their enthusiasm for supporting others should be equaled only by the enthusiasm for delivering value and measurable results to KT's clients.
Minimum Education	Bachelors Degree
Minimum Experience	Five years of business-related experience.
Minimum Training	None
Required certifications/clearances	None
Consultant	
Position Duties/Responsibilities	Consultants assume primary responsibility for structuring the solution-development process, assigning work, coaching team members, and managing day-to-day interactions with clients. Consultants are also responsible for recognizing and surfacing business needs during engagements which KT may be able to address. The management of day-to-day client relationships during project delivery is an essential element of the Consultant's focus. Consultants learn how to best leverage KT's resources to achieve client results and references at the project level.
Minimum Education	Bachelors Degree
Minimum Experience	Five plus years of business-related experience
Minimum Training	None
Required certifications/clearances	None
Senior Consultant	
Position Duties/Responsibilities	Senior Consultants develop and extend KT's applications in strategic markets and demonstrate marketplace leadership through the strategic account relationships they develop. Senior Consultants are also responsible for people leadership through mentoring individuals, leading teams, and the operational management of groups across the organization. Senior Consultants contribute in significant ways to the ongoing performance and financial health of the organization through revenue and profit-driving activities.
Minimum Education	Bachelors Degree
Minimum Experience	Seven plus years of business-related experience
Minimum Training	None
Required certifications/clearances	None
Practice Manager	
Position	Practice Leaders establish a clear position for KT in the geographic

Duties/Responsibilities	focused marketplace in which they are responsible (NA, Europe, APAC, Japan). They structure and lead business development, craft and establish market positioning, develop new and existing service offerings and develop world-class teams.
Minimum Education	Bachelors Degree
Minimum Experience	Minimum ten plus years of business-related and industry specific experience in one of KT's industry vertical practices
Minimum Training	None
Required certifications/clearances	None

Labor Services Descriptions

Integrated Consulting Services (SIN 874-1)

Consulting Services

Kepner-Tregoe provides a range of consulting services to help clients formulate and implement their strategic vision and improve operational results. Among the services we provide are:

- Strategy formulation and implementation
- Business and action planning
- Cost management
- Systems alignment
- Cycle-time reduction
- High-performance work systems
- Leadership systems
- Process and productivity improvement
- Organizational assessments and recommendations
- Program audits and evaluations
- Performance system analysis and improvement

Facilitation Services

Kepner-Tregoe provides a range of facilitation services to help clients identify critical issues, plan actions to resolve those issues and monitor progress on resolution. Our facilitators use our proven processes to assure objectivity in choosing the correct course of action. Among the services we provide are:

- Use of problem-solving techniques
- Resolving disputes, disagreements and divergent views
- Facilitating meetings, briefings and discussions including planning and debriefing
- Facilitating group decision-making
- Reports from facilitated sessions
- Conduct of constituent focus groups
- Senior management retreats

Survey Services

Kepner-Tregoe performs surveys to measure employees' opinions and attitudes on various subjects. We also perform surveys to identify critical issues and capture information about those issues. Among the services we provide are:

- Survey design, development and testing
- Determining proper survey data collection methodology
- Survey database administration
- Administering surveys

- Pretest/pilot surveying
- Analyses of quantitative and qualitative survey data
- Production of survey reports

Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration Learning Management, Internships (SIN 874-4)

STANDARD WORKSHOPS – *Standard Workshops offer basic training in the Kepner-Tregoe processes. Personnel who complete these workshops can function most effectively with guidance and feedback from personnel who have completed advanced training, and who can act as on-job coaches.*

Analytic Trouble Shooting (Format: 4 and 5 day)

Kepner-Tregoe's Analytic Troubleshooting workshop presents a focus on equipment problem solving and repair. It is targeted to floor-level personnel who manage production technologies. The fundamental processes learned in the workshop are:

- Recognize a Problem – helps separate a complex problem situation into individual deviations so they can be analyzed for cause
- Find True Cause – to find the root cause of an equipment deviation
- Select a Fix – to determine a best balanced fix that meets the objectives of the repair with possible risks, and
- Avoid Future Problems – to help prevent future problems, or minimize the effect if they occur

Problem Solving and Decision Making (Formats: 2, 3, 4 and 5 day, 1 day (overview) and 3 day Public Session)

Kepner-Tregoe's Problem Solving and Decision Making workshop presents a deliberate, step-by-step process that organizes information, judgment and experience to resolve issues. The fundamental processes learned in the workshop are:

- Situation Appraisal - teaches participants to look at the whole picture by identifying and evaluating overall concerns, break them into manageable issues and prioritize them.
- Problem Analysis - participants learn to resolve problems by first defining the problem in detail, then identifying possible causes and evaluating them against the "problem definition".
- Decision Analysis - teaches a decision-making procedure that is applicable when the choice between alternatives is not clear. Participants learn to clarify the purpose of the decision and form clear objectives, evaluate possible courses of action and assess the related risks.

- Potential Problem and Potential Opportunity Analysis - Teaches participants to anticipate potential problems and opportunities and their likely causes and helps them to develop appropriate types of actions (preventive, contingent, promoting, capitalizing).

Project Management (Formats: 2, 3, 4 and 5 day, 1 day (overview) and 3 day Public Session)

Kepner-Tregoe's Project Management approach combines technical and people skills integral to effective project management. The three phases of project management learned and practiced in the workshop are:

- Definition Phase - teaches participants to clarify the project's purpose and objectives, outline the scope of work and identify the resource requirements.
- Planning Phase - participants learn how to assign project responsibilities, develop a detailed project plan, and schedule resources. They are also taught Kepner-Tregoe's unique process for potential problem/opportunity analysis.
- Implementation Phase - Participants learn how to get projects started smoothly, establish project monitoring and control systems, efficiently modify a project, and effectively close-out projects (on-time, on budget, with the intended results).

Engineering the Performance System (Format: 1 and 2 day)

The human performance system is like any other system within an organization - it must be carefully engineered to yield the results on which that organization is measured. Kepner-Tregoe's Engineering the Performance System provides managers with a consistent, systematic process and a proven set of tools to design, analyze and improve the performance of people within an organization. During this workshop participants learn to analyze the five components of a human performance system (Situation, Performer, Response, Consequences, Feedback) that drives organizational performance and productivity. They are taught a practical, logical approach to dealing with day-to-day performance issues.

Managing Involvement (Format: 1 and 2 day)

Kepner-Tregoe's Managing Involvement program presents a model for selecting the leadership behavior to effectively resolve a specific issue at hand. The purpose of the workshop is to help leaders develop the skills necessary for achieving superior results through participation and commitment. Participants learn how to define the situation variables and determine which behavior will yield both a superior solution and the commitment of those who will implement it.

Executive Sessions (Format: 1 and 2 day)

This session provides an organization's senior managers with a conceptual overview of various Kepner-Tregoe management processes. Participants gain an

appreciation of the theory behind a number of systematic and rational thought processes, including: Situation Appraisal, Decision Analysis, Problem Analysis, Potential Problem/Opportunity Analysis, Project Definition, Project Planning, Project Implementation, Strategy Formulation and/or Implementation, Managing Complexity, Managing Involvement, and Engineering the Performance System. This session helps managers and directors understand the potential applications of these processes as tools for improved organizational effectiveness.

Process Consulting Workshop (Format: 5 day)

Kepner-Tregoe's Process Consulting Workshop prepares client employees to act as internal facilitators of meetings and projects in which Kepner-Tregoe problem-solving and decision-making processes are being applied. Participants are provided with an in-depth understanding of rational process thinking and taught key skills required for successful facilitation of process. Upon completing the workshop, participants will be able to consult on specific management concerns, provide support to a Kepner-Tregoe training intervention, develop methods to integrate rational process into organizational procedures and systems, and coach their colleagues on the use of rational process skills.

TRAINER WORKSHOPS

Train the Trainer Program—Analytic Troubleshooting, Problem Solving and Decision Making, and Project Management (Format: 10 day in-house and public session)

This intensive "train-the-trainer" program will prepare 6 to 10 agency/department employees as Program Leaders for one of three Kepner-Tregoe workshops (Analytic Trouble Shooting, Problem Solving & Decision Making or Project Management Workshop), after which they will be certified to train additional federal service employees in this program. During this Institute, participants will gain in-depth program content knowledge, learn a systematic instruction process, and practice teach major sections of the program they're being certified to teach. Following the Institute, successful participants will be certified in pairs during an observation of their first on-site delivery. This step is called a "checkout," or demonstration that all competencies have been mastered to transfer the skill set to others. The train-the-trainer program includes up to five checkouts, each to include two candidate instructors teaching their first workshops. The program is also available in an open enrollment public session format on a per seat basis and includes the check out fee.

Integrated Business Program Support Services (SIN 874 7)

Using Kepner-Tregoe's Project Management process, our consultants assist clients with program integration and project management. Among the services we provide are:

- Program management
- Program integration
- Program oversight
- Project management including the Definition, Planning and Implementation Phases of the project



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- Consulting Services (SIN 874-1)
- Facilitation Services (SIN 874-1)
- Survey Services (SIN 874-1)
- Program Integration and Project Management Services (SIN 874 7)

Ancillary Supplies and/or Services (SIN 100-03)

Kepner-Tregoe provides training materials for use in programs being led by an employee of the organization who has attended a Leadership Development Institute or Program Leader Institute and has been certified to teach.

GSA PRICELIST

Integrated Consulting Services SIN 874-1/874-1(RC) and 874-7/874-7(RC)

Labor Categories	GSA Hourly Price w/IFF	GSA Daily Price w/IFF
Senior Associate	\$199.11	\$1,592.86
Consultant	\$241.04	\$1,928.36
Senior Consultant	\$294.38	\$2,355.03
Practice Manager	\$342.55	\$2,740.40

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

Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration Learning Management, Internships SIN 874-4/874-4 (RC)

Training Courses	GSA Price w/IFF	Minimum # of Participants	Maximum # of Participants	GSA Price per additional participant over min. w/IFF
1- Day (Standard Workshops) *Managing Involvement *Problem Solving/Decision Making (overview) *Project Management (overview) *Engineering the Performance System *Executive Session	\$4,253.00	10	20	\$238.00
2 – Day (Standard Workshops) *Executive Session *Problem Solving/Decision Making *Project Management *Engineering the Performance System *Managing Involvement	\$9,336.00	10	20	\$306.00
3 – Day (Standard Workshops) *Problem Solving/Decision Making *Process Redesign Workshop *Project Management	\$10,062.00	10	20	\$306.00

4 – Day (Standard Workshops) *Analytic Trouble Shooting *Problem Solving/Decision Making *Project Management	\$11,930.00	10	20	\$306.00
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Training Courses	GSA Price w/IFF	Minimum # of Participants	Maximum # of Participants	GSA Price per additional participant over min. w/IFF
5 – Day (Standard Workshops) *Analytic Trouble Shooting *Problem Solving/Decision Making *Project Management *Process Consulting Workshop	\$13,797.00	10	20	\$306.00
3- Day Open Enrollment Public Session (Standard Workshops) *Problem Solving/Decision Making *Project Management	\$1,525.00	1	20	\$1,525.00
Train the Trainer—Problem Solving and Decision Making (Trainer Workshop)	\$41,081.00	6	10	\$2,800.00
Train the Trainer—Project Management (Trainer Workshop)	\$41,081.00	6	10	\$2,800.00
Train the Trainer—Analytic Trouble Shooting (Trainer Workshop)	\$41,081.00	6	10	\$2,800.00
Open Enrollment Public Session Train-the-Trainer	\$9,000.00	1	2	\$6,000.00

*A volume discount applies to the Train the Trainer courses. Enrollment of 200 or more students will receive a 15% discount. This discount will only be applied if all of the spots are pre-booked.

**Ancillary Supplies and/or Services
SIN 100-03/100-03(RC)**

Ancillary Supplies and/or Services	GSA Price Per Set w/IFF	
Participant Materials - Problem Solving and Decision Making	<u>Quantity</u>	<u>Amount</u>
	1-20 sets	\$306
Participant Materials - Project Management	21-60 sets	\$292
	61-100 sets	\$270
Participant Materials – Analytic Trouble Shooting	101-150 sets	\$247
	151 or more sets	\$234