



General Services Administration

Federal Supply Service

Authorized Federal Supply Schedule Price List

Mission Oriented Business Integrated Services (MOBIS)

Federal Supply Group: 874

Supplement Number: 4 | Effective June 14, 2012

Modification: CM-A373 | Effective May 29, 2014

Contract Number: GS-10F-0335M

Contract Period: June 14, 2012 – June 13, 2017

Contractor Information: Momentum, Inc.
2120 Market Street, Suite 100, Camp Hill, PA 17011
(717) 214-8000 | (717) 214-8004 FAX
www.m-inc.com

Business Size: Small Business

Socioeconomic Designation: Women-Owned Small Business (WOSB)

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, GSA Advantage! is: GSAAdvantage.gov.

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.



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Customer Information

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

GSA has awarded the following SINs to Momentum, Inc. Please refer to each SIN in this document for offered services within each SIN and pricing options:

- 874-1: Integrated Consulting Services [Page 8](#)
- 874-4: Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration Learning Management, Internships [Page 12](#)
- 874-7: Integrated Business Program Support Services..... [Page 14](#)

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract.

Please refer to the [Pricing](#) section of this document.

1c. Description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform the services:

Please refer to the [Labor Category Descriptions of Competencies and Skills](#) section of this document.

- 2. Maximum Order:** \$1,000,000.00
- 3. Minimum Order:** \$100.00
- 4. Geographic Coverage (delivery area):** Domestic Only
- 5. Point(s) of production:** Same as company address
- 6. Discount from list prices:** Prices on this Price List include government discounts. Additional discounts that may apply are noted on the price list portion of this document
- 7. Quantity Discounts:** Will be considered on a case-by-case basis
- 8. Prompt Payment Terms:** Will be considered on a case-by-case basis (typically Net30) - GSA will receive an additional 2% discount off Commercial Rates for payment of invoices within 30 days
- 9. Government Purchase Cards:** Momentum, Inc. accepts Government Purchase Cards above or below the micro-purchase threshold
- 10. Foreign Items:** None
- 11a. Time of Delivery:** Delivery terms as agreed by each task/delivery order



11b. Expedited Delivery:	Please contact a Momentum representative
11c. Overnight and 2-day Delivery:	Please contact a Momentum representative
11d. Urgent Requirements:	Please contact a Momentum representative
12. F.O.B. Point(s):	Destination
13a. Ordering Address/Contact:	Ashley Hock 2120 Market Street, Suite 100 Camp Hill, PA 17011 (717) 214-8000 x20 ahock@m-inc.com
13b. Ordering Procedures:	For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in the Federal Acquisition Regulation (FAR) 8.405-3.
14. Payment Address:	Momentum, Inc. 2120 Market Street, Suite 100 Camp Hill, PA 17011
15. Warranty Provision:	Please contact a Momentum representative
16. Export Packing Charges:	Not Applicable
17. Terms of Purchase Card acceptance:	Please Contact a Momentum representative
18. Rental, Maintenance, and Repair:	Not Applicable
19. Installation:	Not Applicable
20. Repair Parts List Prices:	Not Applicable
20a. Terms and Conditions for Any 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:	Not Applicable
24b. Section 508 Compliance:	Not Applicable
25. Data Universal Number System (DUNS):	059384201
26. Central Contractor Registration (CCR):	Registered
27. Uncompensated Overtime:	Not Applicable



Price List Information:

Supplement #4 – Updated 06/14/2012

* Current through Modification CM-A373 (05/29/2014)

Authorized Negotiators:

Steve Clay, Principal

717-214-8000 | sclay@m-inc.com

Lori Daniels, Principal

717-214-8000 | ldaniels@m-inc.com

Karen Sarabok, Principal

717-214-8000 | ksarabok@m-inc.com

Ordering Point of Contact

For information regarding ordering services from Momentum, please contact the following representative:

Ashley Hock

Momentum, Inc.

2120 Market Street, Suite 100

Camp Hill, PA 17011

(717) 214-8000 x20

ahock@m-inc.com

Firm Overview

Momentum, Inc. is a leading Management Consulting Firm headquartered Camp Hill, Pennsylvania. Founded in 1998, Momentum has grown to become one of the top consulting firms in the greater Central Pennsylvania area. The firm has delivered successful service to various Federal, State, and Local government agencies and commercial entities and has earned distinguished awards that set it apart from its competitors including the 2008 Company of the Year (1-50 emp.) award, Top Women-Owned Business ranking, Best Places to Work in PA award (both 2007 and 2008), and inclusion in the Top fifty fastest growing companies in 2009 by the Central Penn Business Journal. Momentum employs consultants that consistently provide excellent service in a variety of disciplines including, but not limited to, Business Analysis, Project Management, Training and Development, and Change Management. Furthermore, Momentum consultants have many professional training development and certifications including Certified Business Analysis Professional (CBAP) and Project Management Professional (PMP) certifications.



Pricing

Hourly Consulting Services

Level	Government Hourly Rate	Government Daily Rate
Principal Consultant	\$220.00	\$1,760.00
Senior Consultant	\$156.00	\$1,248.00
Staff Consultant	\$112.00	\$896.00

Training Services

Course Name	Government Daily Rate
Custom End-User Training (Up to 20 Participants)	\$2,080.00

Project Management Courses

Course Name	Government Daily Rate
0100: Project Management University	\$2,080.00
1999a: Project Management Workshop	\$2,080.00
4000: Knowledge Management Workshop	\$2,080.00

Note: All rates are exclusive of travel and material expenses. All rates include the 20% GSA discount off of Commercial Rates. In addition, GSA will also be entitled to the following discounts under this contract:

- 1% for each order of at least \$250,000 (21% total discount off Commercial Rates)
- 2% for each order of at least \$500,000 (22% total discount off Commercial Rates)
- 3% for each order of at least \$750,000 (23% total discount off Commercial Rates)
- GSA will also be eligible for 2% additional discount off Commercial Rates for payment of invoices within 30 days ("prompt payment discount")



SIN 874-1: Integrated Consulting Services

Momentum's [Principal](#) and [Senior](#) consultants are experienced in providing expert advice, assistance, and counseling to support an agency's management, organizational, and business improvement efforts.

Momentum offers consulting services in a number of areas including:

- Strategic Information Technology Planning
- Software Tool Evaluation and Selection
- Knowledge Management Tool Evaluation and Selection
- Enterprise Content Management (ECM) Assessment and Selection
- Business Process Re-engineering
- Change Management Consulting

The [Principal](#) and [Senior](#) Consultant labor categories provide consulting services with administrative support from [Staff](#) Consultants. Please refer to the following service areas for more detailed information.

Strategic Information Technology Planning

Momentum offers a range of programs and services to assist business executives, managers, and program sponsors with strategically positioning technologies for competitive advantage. Effective planning begins with the articulation of appropriate IT goals and the development of a Strategic Roadmap for technology integration to achieve those goals. In Momentum's Strategic IT Planning programs, [Principal](#) Consultants work with key business leaders to investigate business initiatives, surface IT issues, challenges and opportunities, develop a common understanding of emerging IT concepts, trends, capabilities and applications, and develop an integrated technology framework to guide the organization in the midst of rapid technological advancement.

Software Tool Evaluation and Selection

Organizations routinely face the challenge of selecting commercial software to address business problems. Software selection is often based on incomplete information, a vendor's sales pitch, marketing literature or wishful thinking. Only AFTER the purchase does the organization become aware of how well (or poorly) the software meets its needs. Momentum applies a comprehensive, proven process for objectively evaluating business software that includes the development of measurable evaluation criteria, scoring methods and scales, test data sets and structured testing plans. Because Momentum is not affiliated with any commercial software products or vendors, we can help your organization objectively evaluate and select software tools to deliver optimal returns from your investments.

Knowledge Management Tool Evaluation and Selection

As more and more organizations recognize the importance of employee knowledge to sustaining a competitive marketplace advantage, many naturally struggle with the fundamental challenges of locating appropriate knowledge resources in the organization. Furthermore, organizing, maintaining, managing and providing access to appropriate knowledge and applying the right knowledge at the right time to the right business processes proves even more challenging. Fortunately, various software tools have recently been introduced to the market to address these challenges and Momentum applies a



comprehensive, proven process for objectively evaluating knowledge management requirements and establishing criteria to match those requirements with technology tools to support knowledge management business process integration.

Enterprise Content Management (ECM) Assessment and Selection

During an ECM assessment, Momentum consultants interview stakeholders to determine the current business environment and discover the desired state and evaluate the agency's current technology infrastructure to determine how well it will support the desired state. All findings and recommendations are thoroughly documented. Deliverables from the assessment include:

1. An Interview Bulletin that summarizes and integrates process and content management findings surfaced during interview sessions with stakeholders.
2. An Industry Best Practices Report that provides recommended best practices to consider along with potential benefits that may be realized when deploying an ECM solution.
3. An ECM Lifecycle framework that outlines content-handling strategies, process re-engineering considerations, policy and procedure change requirements and technology considerations.
4. A comprehensive Operational Implementation Plan that outlines the requirements for deploying the recommended ECM solution, including steps, activities, timeframes and resources required to implement the recommended ECM Lifecycle framework.
5. An end-user Training Plan that supports the Operational Implementation Plan.
6. A Change Management and Communications Plan that identifies approaches to implementing the ECM Lifecycle Framework.

Business Process Re-engineering

Momentum works with key agency business leaders and process owners to evaluate processes and guide the re-engineering of those processes. The results include:

1. A documented recommendation of five to six candidate processes requiring strategic focus and business model transformation.
2. A proof of concept document detailing the description of targeted processes as they currently exist along with the development of a recommended process "desired state."
3. An impact analysis report comparing the organization's most valuable customer, partner, or supplier relationships relating to degree of dependency and likelihood of change in reference to the new business model.
4. A summary report describing findings of related industry approaches.
5. A management briefing to present findings of process assessments and to prioritize and determine the desired state of the targeted processes.
6. A set of high-level program requirements for support of process re-design and integration.
7. A detailed project plan that supports implementation of redesigned core processes and supporting system evaluation and business modeling approaches.



Facilitation and Related Decision Support Services

Momentum's [Principal](#) and [Senior](#) consultants apply proven facilitation techniques to guide decisions around collaboration efforts, working groups, and product or process teams. The goal of facilitation is to guide diverse teams in reaching consensus and moving forward toward an agreed-upon goal.

Momentum offers the following facilitation services/workshops. All of the services listed below are conducted in a group setting and led by an experienced facilitator.

Knowledge Management (KM) Methodology

Momentum facilitate the creation of a knowledge management methodology by first raising awareness within the organization through a prepared briefing to ensure that everyone is on the same level of understanding about knowledge management--what it is and why it is important to your organization.

We then work with that new understanding to develop requirements for the agency's knowledge management needs which are documented in a Program Requirements Definition (PRD) document. From those requirements, Momentum works with key stakeholders to develop a methodology for managing knowledge within the organization. Momentum supplies customizable templates, understanding of proven knowledge management techniques, and practical experience. Momentum then provides assistance in the evaluation of knowledge management software products and services. Because Momentum is vendor and product independent, we full objectivity in the software selection process.

Project Management Methodology Development

At Momentum, we recognize that you are the best source for determining what will or will not work within your organization. We will begin by interviewing key process stakeholders to get an understanding of your current project management processes and needs. In addition, we will map your processes and help you identify gaps and areas for project management improvement. Momentum will also provide customizable templates for a historical database, a lessons-learned library, goal statements, roles and responsibilities identification, project closeout activities, and other specifically identified processes.

Identifying risks and their triggers and then planning risk mitigation are major parts of every project management and product development methodology. Momentum can help you build a format for risk assessment and a template for capturing and documenting risk elements and triggers, risk management plans, responsibility for monitoring triggers, and documenting actions and follow-up activities.

Momentum has expertise in Project Management industry best practices including the Project Management Institute (PMI) Project Management Body of Knowledge (PMBOK). Moreover, Momentum is a Registered Education Provider with PMI and has a staff that includes resources with Project Management Professional (PMP) certifications. Momentum utilizes the best practice knowledge in the PMM development process.

Agencies can then use the resulting methodology to attain consistent, predictable project management and product development results. Furthermore, we will provide training on the methodology. Specific training can be conducted on the new methodology, or it can be built into a Project Management University. With either option, the methodology will be disseminated consistently to all of your Project Managers.



E-Business Workshop

Momentum has designed and developed a workshop for business leaders who need to incorporate e-business into the organizational mix. Participants receive a thorough grounding in e-business terms, trends, technologies, approaches and strategies. A dynamic, focused strategic planning process is introduced to support the development of realistic, action-oriented e-business goals and the alignment of those goals with business imperatives. The workshop is delivered over two or three days and culminates in the development of a transformation roadmap that will serve to guide the selection, development and execution of results-oriented strategic e-business initiatives on an ongoing basis.

Program Requirements Definition

A solid, clear Program Requirements Definition (PRD) is essential for establishing a common foundation for all stakeholders of your information technology projects. Momentum's PRD process leads program owners through a step-by-step process that results in consistent documentation, understanding and agreement of program scope, business requirements, application parameters, assumptions, constraints and risks. In addition, process, workflow and cross-application integration issues are identified and addressed. The resultant PRD also includes a primary analysis of cross-departmental impacts and end-user transition requirements. The PRD thus provides a firm, shared basis for the further development of consistent functional specifications and change management activities. Our goal is to provide our customers with a significantly improved alignment of IT/End-User budget, schedule and functionality expectations.



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

Momentum has an experienced team of resources that have designed, produced, and delivered many customized training services. Momentum can work with clients to develop comprehensive training courses tailored to organizational changes or system implementations. Additionally, Momentum offers customizable, off-the-shelf Project Management courses. While the bulk of the content is generic, exercises and examples may be customized to reflect specific customer needs and concerns.

Momentum's Project Management course list includes:

- Project Management University
- Project Management Workshop
- Knowledge Management Workshop

Project Management University

Momentum's Project Management University (PMU) provides an in-depth presentation of project management. Its three-tiered University approach starts with basic concepts and builds on them, with courses in each tier being prerequisites for higher levels. The courses follow the Project Management discipline outlined by the Project Management Institute (PMI). Momentum is a Registered Education Provider (REP) with the PMI and the Project Management University course is endorsed by the PMI and fulfills Professional Development Units (PDU) to satisfy PMI's educational requirements for professional certifications.

PMU classes are a blend of academic discipline and practical application of concepts; class activities are built around case studies and examples from the organization's environment. Each curriculum level concludes with a workshop where students apply the skills learned in that level to current projects.

The entire Project Management University is comprised of 24 courses. Most are one-day courses; several are two or three-day courses. The content and number of courses is customizable to meet specific organizational goals. PMU includes an online component that allows for a central project management e-room in which documents, ideas, and messages can be shared.

Project Management Workshop

Momentum's Project Management Workshop cultivates a team environment where project management concepts are applied to an existing organizational project. Students determine key project stakeholders and begin to build a core strategy to ensure project success. The team leaves the workshop with clearly defined project goals and a project plan with resource assignments and costs that can be applied immediately in their work place.

Because the project management techniques are being applied to a relevant project, students rapidly internalize the skills and can subsequently utilize them on future project efforts.

During the program, participants will:

- Define the project and optimize project team efforts.
- Properly establish project objectives and closeout criteria.



- Develop an implementation plan for the project which optimizes parallel work efforts and identifies critical components.
- Make reasonable estimates of schedule and resource needs.
- Monitor, report, and communicate project status.
- Conduct project reviews that deal with schedule, cost and performance issues.
- Incorporate changes into the plan and analyze their impact.
- Identify areas of the project that require additional support.
- Control and minimize variations from the project plan.
- Understand how a project plan can be automated and status tracked using a project management software tool.
- Better manage the project's execution and closeout.

Knowledge Management Workshop

Momentum's Knowledge Management Workshop is a three-day interactive event in which participants define the components of a knowledge management program for their organization and develop integration methods that will achieve desired results. Students develop a knowledge management methodology that integrates with core business processes and facilitates the continuous capture, contextualization, sharing, and application of relevant knowledge through appropriate technologies. The process focuses on roles, responsibilities, measurements, incentives, organizational structure, shared values, and skills. An organization-specific outcome will address issues of locating appropriate knowledge resources in the organization, organizing and managing knowledge, and applying organizational knowledge to business challenges.



SIN 874-7: Integrated Business Program Support Services

Momentum's trained project managers serve as team leaders, project managers, or program managers. They bring a team together, define project goals, closeout criteria, risks, and assumptions and obtain sign-off of those by key stakeholders. Momentum's project managers guide the project through completion of deliverables and manage the project schedule with the help of Microsoft Project. Project management services are provided by either a [principal](#) or [senior](#) consultant, with support services provided by a [staff](#) consultant. In addition, Momentum offers the following services that may be utilized by project or program managers.

Project Evaluation and Selection

Effective project and portfolio management begins with a proven methodology based on your mission and strategies. Momentum's [principal](#) and [senior](#) business consultants will work with you to review your goals and established strategies. We will help you evaluate your comfort level with risk. Together, we will create evaluation and selection criteria against which you can measure potential projects and prioritize them to determine which ones you'll elect to pursue based on your overall business strategy. Momentum will work with your organization to establish an ongoing methodology for periodic review of your entire portfolio based on changes in business conditions and consistent evaluation of new projects for inclusion in the portfolio.

Project Management Resource Prioritization and Leveling

Resources are the most expensive aspect of today's business environment. Oftentimes, resources are poorly planned and poorly utilized, causing added stress, expense, and burnout as well as projects that cannot possibly be completed in the time allocated. Resources, whether human or technological, must be coordinated and deployed effectively and efficiently.

Working with your project and human resource managers, Momentum looks at your project load and analyzes your resource needs and planned usage. Using proven project management techniques as well as a knowledge of leading project management software packages, Momentum helps you prioritize and level your resource usage to achieve maximum effectiveness. The goal is always an accurate picture of resource usage that enables you to plan more effectively to meet customer needs.

Strategic Information Technology Planning

Successful 21st century companies will be distinguished by their ability to effectively select, incorporate and use emerging information technologies. Momentum offers a range of programs and services to assist business executives, managers, and program sponsors with strategically positioning technologies for competitive advantage.

Effective planning begins with the articulation of appropriate IT goals and the development of a Strategic Roadmap for technology integration to achieve those goals. In Momentum's Strategic IT Planning programs, [principal](#) consultants work with your key company leaders to investigate business initiatives, surface IT issues, challenges and opportunities, develop a common understanding of emerging IT concepts, trends, capabilities and applications, and develop an integrated technology framework to guide your organization in the midst of rapid technological advancement.



Program Requirements Definition

A solid, clear Program Requirements Definition (PRD) is essential for establishing a common foundation for all stakeholders of your information technology projects. Momentum's PRD process provides consistent documentation, understanding and agreement of program scope, business requirements, application parameters, assumptions, constraints and risks. In addition, process, workflow and cross-application integration issues are identified and addressed. The PRD also includes a primary analysis of cross-departmental impacts and end-user transition requirements. The PRD thus provides a firm, shared basis for the further development of consistent functional specifications and change management activities. Our goal is to provide you with a significantly improved alignment of IT/End-User budget, schedule and functionality expectations.

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Project Management Workshop

Momentum's Project Management Workshop cultivates a team environment where project management concepts are applied to an existing organizational project. Students determine key project stakeholders and begin to build a core strategy to ensure project success. The team leaves the workshop with clearly defined project goals and a project plan with resource assignments and costs that can be applied immediately in their work place.

Because the project management techniques are being applied to a relevant project, students rapidly internalize the skills and can subsequently utilize them on future project efforts.

During the program, participants will:

- Define the project and optimize project team efforts.
- Properly establish project objectives and closeout criteria.
- Develop an implementation plan for the project which optimizes parallel work efforts and identifies critical components.
- Make reasonable estimates of schedule and resource needs.
- Monitor, report, and communicate project status.
- Conduct project reviews that deal with schedule, cost and performance issues.
- Incorporate changes into the plan and analyze their impact.
- Identify areas of the project that require additional support.
- Control and minimize variations from the project plan.
- Understand how a project plan can be automated and status tracked using a project management software tool.
- Better manage the project's execution and closeout



Labor Category Descriptions of Competencies and Skills

Principal Consultant

1. Advanced degree or equivalent business experience required and at least fifteen years business experience, at least five years of that at the executive level.
2. Extensive background and experience in information system evaluation and implementation.
3. Extensive background and experience in business process design.
4. Extensive background and experience in IT vision and strategy development, application consulting and deployment.
5. Extensive background and experience in project management.
6. Experience in knowledge management issues and approaches and the impact on recent business transformation initiatives.
7. Experience in developing and deploying emerging technology curricula for organizations migrating from legacy to distributed information systems.
8. Extensive management experience in service product definition, packaging and execution.
9. Experience in strategic planning, professional services, application consulting, software engineering and corporate operational management in technical, consultative and manufacturing environments.
10. Strong presentation, communication, facilitation and consulting skills.
11. Active membership in various professional organizations.
12. All competencies and skills listed for [Senior](#) Consultant.

Senior Consultant

1. Four-year college degree or equivalent experience required and at least ten years business experience.
2. Project Management skills (clarifying objectives, planning, etc.) and the ability to juggle multiple projects and customers.
3. Knowledge or experience in adult education and technical training development and delivery techniques.
4. Experience with implementations involving ERP systems such as SAP, PeopleSoft, Oracle, Baan, etc.
5. Overall technical knowledge of all project areas and/or the ability to obtain this knowledge on a project-by-project basis as needed.
6. Ability to make timely decisions in support of both customer and project team needs.
7. Negotiating skills - getting the right resources, commitment to project and the ability to manage and resolve conflict.
8. Leadership skills - the ability to provide project direction and inspiration.
9. Ability to present to all levels of an organization including HR managers, IT managers and Senior Executives on relevant project topics.
10. Excellent verbal, writing and listening skills.
11. Ability to provide direct project management and consulting support required to implement the customer solution.
12. Ability to balance project resources and activities so that the technical, schedule and cost objectives are met once a contract is awarded.



13. Ability to deploy organizational development, career development and training development tools and techniques.
14. Establish and communicate with the customer the processes necessary to define, manage and measure project success and resolve project issues.
15. Establish and maintain a master project file consisting of the proposal, contract, billing information, agreements, schedule and all related project information. Also establish uniform interpretation of contract and project requirements.
16. Identify and direct resolution of project issues, conflicts and bottlenecks with team members.
17. Conduct Business Process Analysis and Design Improvements that incorporate technology.
18. Serve as a focal point for technical and business needs identified by the customer on assigned projects.
19. Identify and mitigate risks to consulting and implementation efforts.
20. Provide training on project management and other related business process and technology materials.
21. Facilitate teamwork and team building to accomplish customer requirements.
22. Develop and implement politically sound solutions.
23. Strong experience in and knowledge of project management activities and methodologies, including CPM scheduling, Project scope management, risk management, cost management, earned value, teaming, negotiating, procurement management, project quality, contract management and resource management.
24. Experience in business process re-engineering as it relates to technology initiatives such as e-business or ERP implementations.
25. Overall conceptual technical knowledge of all project areas and/or the ability to obtain this knowledge specifically in the areas of Internet/Intranet Technologies, LAN/WAN configurations, Relational DB Concepts, WEB Servers and Information Security.
26. History of strong customer interface; ability to manage multiple projects and customers.
27. Self-motivated and disciplined with minimal daily supervision required.
28. Effective personal time management.

Staff Consultant

1. Two-year college degree or equivalent experience required and at least five years business experience.
2. Develop plans to meet customer requirements.
3. Keep customer, company management, and project manager up-to-date on project activities, training, business development and consulting activities.
4. Know, understand and work cooperatively and proactively with the customer.
5. Serve as a key resource for technical and business needs identified by the customer on assigned projects.
6. Document results and recommendations for future consulting efforts.
7. Conceive and recommend new methods and innovations to the Company processes.
8. Facilitate teamwork and team building to accomplish customer requirements.
9. Basic knowledge of project management foundational concepts, business process analysis, training development and delivery techniques, and client/server technologies.



10. Ability to understand, take action on and communicate customer requirements.
11. Ability to make timely decisions in support of customer needs.
12. Self-motivated and disciplined with minimal daily supervision required.
13. Negotiating skills - the ability to manage and resolve conflict and work through difficult customer situations with a win/win outcome.
14. Ability to identify new business opportunities and work with Senior Consultants and Sales to extend services.
15. Willingness to be totally accountable for assignment results.
16. Customer service skills.
17. Proven techniques in gathering and analyzing detailed information.
18. Knowledge of software application(s) or technical system(s) needed to perform job.
19. Skill in teaching and facilitating groups of adults.
20. Understanding how to motivate adults and handle difficult situations.
21. Problem solving skills.
22. Effective presentation skills.
23. Business writing and verbal communication skills.
24. Skill in one-on-one interaction with professionals and front-line employees.
25. Ability to effectively communicate with customers, both internally and externally, in a timely fashion (within 24 hours of request or need).
26. Personal time management.
27. Experience with implementations involving enterprise software solutions.
28. Ability to obtain required knowledge on a project-by-project basis as needed.

Service Contract Act Statement

The Service Contract Act (SCA) is applicable to this contract as it applies to the entire Mission Oriented Business Integrated Services (MOBIS) 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 CFR 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.