



GENERAL SERVICES ADMINISTRATION

Federal Acquisition Service

Authorized Federal Supply Schedule Price List

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:
GSAAdvantage.gov.

Schedule Title:

Mission-Oriented Business Integrated Services (MOBIS)

TERMS AND CONDITIONS

Federal Supply Group: 874

Contract No.: GS-10F-0346P

Contract Period: June 1, 2004 through May 31, 2019

Business Size: Small Business



**309 Ebenezer Road
Knoxville, TN 37923**

www.concordps.com

Prices Shown Herein are Net (Discount Deducted)
For more information on ordering from Federal Supply Schedules,
click on the FSS Schedules button at **fss.gsa.gov**

CUSTOMER INFORMATION

- 1a. Awarded Special Item Number(s):** SINs 874-1, Integrated Consulting Services
- 1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract:**
Administrative Support Staff I, see chart below
- 1c. Description of corresponding commercial job titles, experience, functional responsibility, and education for those types of employees:** See descriptions in subsequent page(s).
- 2. Maximum Order:** \$1,000,000.
- 3. Minimum Order:** \$100.
- 4. Geographic Coverage (Delivery Area):** Worldwide.
- 5. Point(s) of production (city, county, and State or foreign country):** Knoxville, TN
- 6. Discount from list prices or statement of net price:** Prices shown herein are net prices.
- 7. Quantity discounts:** None.
- 8. Prompt payment terms:** 1%/15 days/Net 30
- 9a. Government purchase cards are accepted up to the micro-purchase threshold:** Yes.
- 9b. Notification whether Government purchase cards are accepted or not accepted above the micropurchase threshold:** Yes
- 10. Foreign items (list items by country of origin):** N/A
- 11a. Time of Delivery:** 30 Days ARO from start of services or as negotiated with ordering office.
- 11b. Expedited Delivery:** Contact Contractor for expedited delivery.
- 11c. Overnight and 2-day delivery:** Contact the Contractor for rates for overnight and 2-day delivery.
- 11d. Urgent Requirements:** Contact the Contractor to effect a faster delivery.
- 12. F.O.B. Point(s):** Destination.
- 13a. Ordering address:** 309 Ebenezer Road, Knoxville, TN 37923
- 13b. Ordering procedures:** For services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).
- 14. Payment address:** Same as company's address (see front page).
- 15. Warranty provision:** N/A.
- 16. Export packing charges, if applicable:** N/A.
- 17. Terms and conditions of Government purchase card acceptance (any thresholds above the micropurchase level):** Contact Contractor.
- 18. Terms and conditions of rental:** N/A.
- 19. Terms and conditions of installation:** N/A.
- 20. Terms and conditions of repair parts:** N/A.
- 20a. Terms and conditions for any other services:** N/A.
- 21. List of service and distribution points:** N/A.
- 22. List of participating dealers:** N/A.
- 23. Preventive maintenance:** N/A.
- 24a. Special attributes:** N/A.
- 24b. Section 508:** N/A.
- 25. Data Universal Number System (DUNS) number:** 12-042-4978
- 26. Notification regarding registration in Central Contractor Registration (CCR) database:** Registered; CAGE Code: 1NZR5

Concord Professional Services, Inc.

Concord Professional Services, Inc. is a Human Resource Management firm specializing in nationwide services support requirements of government agencies and their large prime commercial contractors. We are officially designated as a small business and hold GSA Schedules for Schedule 736 TAPS and Schedule 874 MOBIS.

Since inception in 1999, Concord has supported hundreds of individual federal agencies, in addition to various government contractors. We have repeatedly demonstrated the ability to enter new business environments, rapidly assess and understand customer needs, and solve problems for a diverse array of issues, agencies, and geographic locations. We have quickly established a reputation for excellence and customer satisfaction in managing contract demands for a sizeable, diverse workforce in locations across the U.S. and overseas. At the same time, our history and that of our senior staff includes experience and demonstrated excellence performing senior-level technical and management consulting services to both government and commercial organizations. This combination of technical expertise in management, organization, and business improvement services combined with the depth and breadth of experience in government contracting will provide an extraordinarily valuable resource to our future clients and teaming partners.

Integrated Consultant Services (SIN 874-1)

Integrated Consulting Services - Contractors shall provide expert advice and assistance in support of an agency's mission-oriented business functions. Services covered by this SIN include:

- Management or strategy consulting, including research, evaluations, studies, analyses, scenarios/simulations, reports, business policy and regulation development assistance, strategy formulation, and expert witness services
- Facilitation and related decision support services
- Survey services, using a variety of methodologies, including survey planning, design, and development; survey administration; data validation and analysis; reporting, and stakeholder briefings
- Advisory and assistance services in accordance with FAR 37.203

Pretest/pilot surveying	Defining and redefining the agenda
Survey database administration	Assessing reliability of data
Data collection	Administering surveys of collection methods
Quantitative and qualitative analyses	Report production

SCA MATRIX AND APPLICABILITY STATEMENT

SCA Eligible Labor Category	SCA Equivalent Code	WD Number
Administrative Support I	General Clerk I - 01110	2005-2119
Administrative Support II	Secretary I - 01311	2005-2119
Administrative Support III	Administrative Assistant - 01020	2005-2119
Analyst I	Comp. Systems Analyst I - 14101	2005-2119
Technical Support Staff I	Computer Operator I - 14041	2005-2119
Technical Support Staff II	Video Teleconference Technician - 13110	2005-2119

GSA FEDERAL SUPPLY SCHEDULE PRICE LIST

 CONCORD PROFESSIONAL SERVICES		Concord Professional Services, Inc. Fully Burdened Rates - Schedule 874, SIN 1 - GS10F0346P					 CONCORD PROFESSIONAL SERVICES	
POSITION	LEVEL	6/14 - 5/15	6/15 - 5/16	6/16 - 5/17	6/17 - 5/18	6/18 - 5/19		
Corporate Consultant	III	\$181.77	\$185.05	\$188.38	\$191.77	\$195.22		
Corporate Consultant	II	\$163.60	\$166.55	\$169.55	\$172.60	\$175.70		
Corporate Consultant	I	\$145.42	\$148.04	\$150.70	\$153.42	\$156.18		
Executive Consultant	III	\$163.60	\$166.55	\$169.55	\$172.60	\$175.70		
Executive Consultant	II	\$145.42	\$148.04	\$150.70	\$153.42	\$156.18		
Executive Consultant	I	\$127.25	\$129.54	\$131.87	\$134.25	\$136.66		
Senior Consultant	III	\$127.25	\$129.54	\$131.87	\$134.25	\$136.66		
Senior Consultant	II	\$109.07	\$111.03	\$113.03	\$115.06	\$117.14		
Senior Consultant	I	\$90.90	\$92.53	\$94.20	\$95.89	\$97.62		
Consultant	IV	\$81.80	\$83.27	\$84.77	\$86.29	\$87.85		
Consultant	III	\$72.71	\$74.01	\$75.35	\$76.70	\$78.08		
Consultant	II	\$63.63	\$64.77	\$65.94	\$67.12	\$68.33		
Consultant	I	\$54.53	\$55.52	\$56.52	\$57.53	\$58.57		
Analyst	III	\$54.53	\$55.52	\$56.52	\$57.53	\$58.57		
Analyst	II	\$45.44	\$46.26	\$47.09	\$47.94	\$48.80		
Analyst	I	\$36.35	\$37.01	\$37.67	\$38.35	\$39.04		
Technical Support Staff	III	\$54.53	\$55.52	\$56.52	\$57.53	\$58.57		
Technical Support Staff	II	\$45.44	\$46.26	\$47.09	\$47.94	\$48.80		
Technical Support Staff	I	\$36.35	\$37.01	\$37.67	\$38.35	\$39.04		
Admin Support Staff	III	\$45.44	\$46.26	\$47.09	\$47.94	\$48.80		
Admin Support Staff	II	\$36.35	\$37.01	\$37.67	\$38.35	\$39.04		
Admin Support Staff	I	\$27.27	\$27.76	\$28.26	\$28.77	\$29.29		

**DESCRIPTION OF DUTIES AND QUALIFICATIONS
REQUIREMENTS/LABOR CATEGORIES**

Corporate Consultant – Extensive experience in management or consulting at corporate or senior executive level. Understanding of theory and practical applications in organizational development and behavior. Able to perform independent consulting, mentor senior executives, or manage team of consultants for in support of major client programs or corporate-wide efforts, such as designing and leading business process improvement, change management, strategic planning, or management assessments for large, diverse organizations. Expertise and practical experience using a broad spectrum of tools, techniques, and methods to resolve organizational and management issues. Able to develop and lead seminars, workshops, or training for corporate level executives. Effective leader/mentor for other consultants.

Level I – Provides expert technical and managerial guidance and direction for problem definition, analysis, requirements development, and implementation of complex projects and programs. Typically has experience consulting with C-Level executives. Six Sigma experience in industry environment and senior level management in Fortune 1000 firm or Big 4 consulting firm.

Level II – Provides expert technical and managerial leadership for problem definition, analysis, requirements development, and implementation of complex projects and programs. Able to perform as individual consultant or team leader for consulting to C-Level executives. Six Sigma Black Belt. Deep expertise in Supply Chain Management, Lean Manufacturing, Corporate Finance or other appropriate business-related specialties and in Fortune 1000 firm or Big 4 consulting firm.

Level III – Provides expert technical and management leadership for corporate clients and supporting Senior Executives/Ownership on a broad array of issues.

- ***Level I*** – Minimum, Bachelor's degree in business-related area and 15 years' experience
- ***Level II*** – Minimum, Master's degree in business-related area and 15 years' experience senior level management
- ***Level III*** – Minimum Master's degree and 18 years' experience senior level management

Executive Consultant – Substantial management or consulting experience at executive level. Capable of serving as an individual consultant in direct support of senior executives, a team leader in medium to large-scale performance improvement efforts, or facilitator for client groups. Experience in facilitating group interaction for groups ranging from a small team of senior executives to corporate-wide integration and problem resolution. Thorough knowledge and experience in application of methods, tools, and techniques for business process improvement, organizational performance, quality management, information technology, etc., with deep expertise in one or more business specialties. Capable of developing and implementing training for small or large groups.

Level I – Directs the performance of, or provides technical expertise to, a number of related projects of the same technology, program type, or client. Oversees the technology development and/or application, marketing and resource application with an assigned area of responsibility. Responsible for the effective management of funds and personnel and is accountable for the quality and timely delivery of contractual terms

Level II – Directs the performance of, or provides technical expertise to, a number of related projects of the same technology, program type, or client. Oversees the technology development and/or application, marketing and resource application with an assigned area of responsibility. Responsible for the effective management of funds and personnel and is accountable for the quality and timely delivery of contractual terms.

Level III – Directs the performance of, or provides technical expertise to, a number of related projects of the same technology, program type, or client. Oversees the technology development and/or application, marketing and resource application with an assigned area of responsibility. Responsible for the effective management of funds and personnel and is accountable for the quality and timely delivery of contractual terms

- ***Level I*** – Minimum Bachelor's degree and 12 years industry-specific experience at executive level or Big 4 consulting firm
- ***Level II*** – Minimum Master's degree and 12 years industry-specific experience in executive level or Big 4 consulting firm.
- ***Level III*** – Minimum Master's degree and 15 years industry-specific experience at executive level or consultant in Big 4 consulting firm.

Senior Consultant – Substantial management or consulting experience at senior manager level. Serves as an individual consultant/mentor to senior management, as a team member in support of Executive or Corporate Consultants, or as a facilitator for client team projects. Strong in planning, problem assessment, analysis, and implementation of practical solutions. Defines requirements for data collection, surveys, measurements, to support management assessment and guides analysis. Develops and implements training for performance measurement, strategic planning, quality management, quality systems, change management, benchmarking, or other management and business improvement specialties.

Level I – Plans and designs projects. Develops, or directs the development of, findings; draws conclusions; develops recommendations. Conducts/leads moderately complex projects. Prepares and presents reports. Responsible for meeting project goals within time and cost constraints.

Level II – Plans and designs projects. Develops, or directs the development of, findings; draws conclusions; develops recommendations. Conducts/leads moderately complex projects. Prepares and presents reports. Responsible for meeting project goals within time and cost constraints.

Level III – Directs the performance of, or provides technical expertise to, a number of related projects of the same technology, program type, or client. Oversees the technology development and/or application, marketing and resource application with an assigned area of responsibility. Responsible for the effective management of funds and personnel and is accountable for the quality and timely delivery of contractual terms.

- ***Level I*** – Minimum Bachelor's degree in business or industry-specific technical discipline with 10 years' experience, 5 of which have been in at least department-level management or as a senior consultant in a business consulting firm.
- ***Level II*** – Minimum Master's degree in business or relevant discipline with 10 years' experience, 7 of which have been in at least department-level management or as a senior consultant in a business consulting firm.
- ***Level III*** – Minimum Master's degree in business or relevant discipline with 12 years' experience, 9 of which have been in at least department-level management or as a senior consultant in a business consulting firm

Consultant – Significant experience in management or management consulting. Consults with client operations-level management, as a member of a consulting team, or as an analyst in specified problem areas. Conducts studies, assessments, and analysis in support of Senior, Executive, or Corporate consultant. Provides project/task management and facilitation and decision support services directly for client or in support of larger projects. Organizes, directs, and documents group interaction for small groups, large teams, meetings, conferences. Develops, conducts and analyzes results of surveys and other forms of data/information collection. Advises clients and assists senior consulting staff on implementation of specific tools, techniques, and methods, such as statistical analysis, root cause analysis, and performance measurement. Develops and delivers training courses. Conducts needs analysis.

Level I – Assists in defining and executing technical, managerial, and/or administrative activities and services under the general guidance of a Project/Team Leader or responsible Senior Staff

Level II – Performs a variety of technical, managerial, administrative and/or project support tasks can be broad in nature. Performs with some independent actions and decisions. May have sole responsibility for non-complex projects.

Level III – Performs a relatively broad range of technical, managerial, administrative and/or project support tasks on more complex projects. Performs with significant latitude for independent actions and decisions. May perform as Project/Team Leader on moderate complexity projects.

Level IV – Provides management and technical expertise by conducting and/or participating in the strategic, tactical, and operational aspects of projects. Is responsible for meeting project goals within time and budget constraints. Contributes to planning, design and execution of projects.

- **Level I** - Minimum Associate's degree in relevant discipline with minimum 5 years' experience in management/consulting.
- **Level II** - Bachelor's degree in relevant discipline with minimum 7 years' experience in management/consulting.
- **Level III** - Bachelor's degree in relevant discipline with minimum 9 years' experience in management/consulting.
- **Level IV** - Bachelor's degree plus 12 years' experience, at least 5 in an industry-specific management position or management consultant.

Analyst – Highly skilled experienced in application of techniques and tools for business analysis, statistical process control, risk assessment, performance measurement, and other performance improvement tools. Develops and teaches courses on analysis techniques. Conducts and analyses results of surveys and other data collection activities. Supports project/program management with data analysis and implementation of project management tools. All should have at least experience in the following.

- Collect and analyze data to detect deficient controls, duplicated effort, extravagance, fraud, or non-compliance.
- Prepare detailed reports and present to management for auditing purposes.
- Make recommendations on data analyzed to Management.
- Conduct pre-implementation audits to determine if systems and programs under development will work as planned to meet design requirements.
- Examine and evaluate financial and information systems and recommend controls to enhance system reliability and data integrity.

Level I: Experience in analysis of financial, accounting, supply chain, or other business data.

Level II: Strong in analysis of financial, accounting, supply chain, or other business data and use of statistical analysis software packages.

Level III: Expert knowledge of quantitative and qualitative business analysis techniques. Prior experience as business analyst in a major corporation or business-consulting firm.

- **Level I** - Minimum Associate's Degree plus 5 years' experience.
- **Level II** - Minimum Associate's Degree plus 6 years' experience.
- **Level III** - Minimum Bachelor's degree plus 5 years' experience.

Technical Support Staff – Provides direct support to analysts, consultants, or senior staff in technical analysis, documentation, conduct of facilitation services, or other tasks assigned by consulting staff. Knowledgeable of and skilled in analysis techniques, technical writing, conducting surveys, and other technical support tasks.

Level I - At this level, initial assignments are designed to expand practical experience in applying systems analysis techniques and procedures. Provides several phases of the required systems analysis where the nature of the system is predetermined. Uses established fact finding approaches, knowledge of pertinent work processes and procedures, and familiarity with related computer programming practices, system software, and computer equipment.

Level II - Applies systems analysis and design skills in an area such as a record keeping or scientific operation. A system of several varied sequences or formats is usually developed, e.g., develops systems for maintaining depositor accounts in a bank, maintaining accounts receivable in a retail establishment, maintaining inventory accounts in a manufacturing or wholesale establishment, or processing a limited problem in a scientific project. Requires competence in most phases of system analysis and knowledge of pertinent system software and computer equipment and of the work processes, applicable regulations, work load, and practices of the assigned subject-matter area.

Level III - Applies systems analysis and design techniques to complex computer systems in a broad area such as manufacturing; finance management; engineering, accounting, or statistics; logistics planning; material management, etc. Usually, there are multiple users of the system, however, there may be complex one-user systems, e.g., for engineering or research projects. Requires competence in all phases of systems analysis techniques, concepts, and methods and knowledge of available system software, computer equipment, and the regulations, structure, techniques, and management practices of one or more subject-matter areas. Produces innovative solutions for a variety of complex problems. Maintains and modifies complex systems or develops new subsystems such as an integrated production scheduling, inventory control, cost analysis, or sales analysis record in which every item of each type is automatically processed through the full system of records.

- ***Level I*** – Minimum High School degree plus 4 years' directly relevant experience
- ***Level II*** – Minimum High School degree plus 6 years' directly relevant experience.
- ***Level III*** – Minimum High School degree plus 8 years' directly relevant experience.

Administrative Support Staff – Provides administrative support for consulting and technical staff or directly for clients in project management, meeting/conference organization, report preparation, presentations, training materials, etc. experience.

Level I - Follows a few clearly detailed procedures in performing simple repetitive tasks in the same sequence, such as filing pre-coded documents in a chronological file or operating office equipment, e.g., mimeograph, photocopy, addressograph or mailing machine.

Level II - Follows a number of specific procedures in completing several repetitive clerical steps performed in a prescribed or slightly varied sequence, such as coding and filing documents in an extensive alphabetical file, simple posting to individual accounts, opening mail, running mail through metering machines, and calculating and posting charges to departmental accounts. Little or no subject-matter knowledge is required, but the clerk needs to choose the proper procedure for each task.

Level III - Work requires a familiarity with the terminology of the office unit. Selects appropriate methods from a wide variety of procedures or makes simple adaptations and interpretations of a limited number of substantive guides and manuals. The clerical steps often vary in type or sequence, depending on the task. Recognized problems are referred to others.

- ***Level I*** – Minimum High School degree plus 4 years' experience.
- ***Level II*** - Minimum High School degree plus 6 years' experience.
- ***Level III*** - Minimum High School degree plus 8 years' experience.