



Data Solutions & Technology
Incorporated

9901 Business Parkway, Suite R
Lanham, Maryland 20706-1887
Tel: 301-583-3500 Fax: 301-583-3509
Website: www.dstincorporated.com

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 is available through GSA Advantage!™, a menu-driven database system. The INTERNET address for GSA Advantage!™ is: <http://www.GSAAdvantage.gov>.

Mission Oriented Business Integrated Services (MOBIS)

Federal Supply Group: 874

Class: 87



Contract Period: August 15, 2011 through August 14, 2016

**Data Solutions & Technology Incorporated
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Contract Administration: Deborah Scott Thomas

Contract Number: GS-10F-0352L

Through A344 and Modification PS-0025

Dated June 17, 2014

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at <http://www.fss.gsa.gov>.

Business size: Other than Small (Veteran and Woman Owned Business)



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CUSTOMER INFORMATION

- 1a. Special Item Numbers (SIN)
- SIN 874-1 & SIN 874-1RC Integrated Consulting Services
- SIN 874-4 & SIN 874-4RC Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration Learning Management, Internships
- SIN 874-6 & SIN 874-6RC Acquisition Management Support
- SIN 874-7 & SIN 874-7RC Integrated Business Program Support Services
- 1b. See item 6 below
- 1c. See Labor Category Descriptions on page 12
2. Maximum order: **\$1,000,000.00**
3. Minimum order: **\$100.00**
4. Geographic coverage (delivery area): **FOB Destination Worldwide**
5. Point(s) of production (city, county, and State or foreign country):
Same as Contractor
6. Discount from list prices or statement of net price:
Government net prices (discounts already deducted).
See attached Data Solutions & Technology Price List
7. Quantity discounts: **Contact Contractor**
8. Prompt payment terms: **Net 30 days**
- 9a. Notification that 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 micro-purchase threshold: **Contact Contractor**
10. Foreign items (list items by country of origin): **None**



-
- 11a. Time of delivery (Contractor insert number of days): **Specified on task order**
 - 11b. Expedited Delivery. The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price lists that have expedited delivery: **Contact Contractor**
 - 11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: **Contact Contractor**
 - 11d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to affect a faster delivery: **Contact Contractor**
 - 12. F.O.B. point(s): **Destination**
 - 13a. Ordering address(es): **Same as Contractor**
 - 13b. Ordering procedures: **Contact Contractor**
 - 14. Payment address(es): **Same as Contractor**
 - 15. Warranty provision: **The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract**
 - 16. Export packing charges, if applicable: **N/A**
 - 17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): **Contact Contractor**
 - 18. Terms and conditions of rental, maintenance, and repair (if applicable): **N/A**
 - 19. Terms and conditions of installation (if applicable): **N/A**
 - 20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): **N/A**
 - 20a. Terms and conditions for any other services (if applicable): **N/A**
 - 21. List of service and distribution points (if applicable): **N/A**



- 22. List of participating dealers (if applicable): **N/A**
- 23. Preventive maintenance (if applicable): **N/A**
- 24a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: **N/A**
- 24b. Section 508 Compliance: **N/A**
- 25. Data Universal Number System (DUNS) number: **94-7382842**
- 26. Notification regarding registration in the Central Contractor Registration (CCR) database: **Registered**



SIN 874-1 INTEGRATED CONSULTING SERVICES

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

SIN 874-4 TRAINING SERVICES: INSTRUCTOR LED TRAINING, WEB BASED TRAINING AND EDUCATION COURSES, COURSE DEVELOPMENT AND TEST ADMINISTRATION LEARNING MANAGEMENT, INTERNSHIPS

Proposed courses are commercially-available off-the-shelf training and/or educational courses that are delivered via an Instructor-led (i.e. traditional classroom setting or conference/seminar) and/or web-based (i.e. Internet/Intranet, software packages and computer applications) system. Courses have a defined course title, length of time (i.e. hours, days, semesters, etc.), description of material to be taught (i.e. syllabi, table of contents, etc.), and whether materials are included in the price. (i.e. books, pamphlets, software, etc.).

Proposed professional services are in support of planning, creating, and/or executing testing and test administration, learning management, internship, or development of new courses or subject matter delivered via an instructor-led (i.e. traditional classroom setting or conference/seminar) and/or web-based (i.e. Internet/Intranet, software packages and computer applications) system.

SIN 874-6 ACQUISITION MANAGEMENT SUPPORT

Provide professional support services to agencies in conducting federal acquisition management activities. Services covered by this SIN are: acquisition planning assistance, including market research and recommending procurement strategy; acquisition document development, including cost/price estimates, quality assurance surveillance plans, statements of work, synopses, solicitations, price negotiation memoranda, etc.; expert assistance in supporting proposal evaluations, including price/cost analysis or technical proposal analysis; contract administration support services, including assistance with reviewing contractor performance, developing contract modifications, and investigating reports of contract discrepancies; contract close-out assistance; Competitive Sourcing support, including OMB Circular A-76 studies, strategic sourcing studies, privatization studies, public-private partnerships, and Federal Activities Inventory Reform (FAIR) Act studies.



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SIN 874-7 INTEGRATED BUSINESS PROGRAM SUPPORT SERVICES

Services to assist agencies in managing their mission-oriented business projects or programs and achieving mission performance goals. Services covered by this SIN include:

- All phases of program or project management, from planning to closeout
- Operational/administrative business support services in order to carry out program objectives



COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

PREAMBLE

Data Solutions & Technology provides Logistics & Operations, Scientific & Technology, Management Support, and IT services to the Federal Government. We are committed to promoting participation of small, small disadvantaged, woman-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

COMMITMENT

To actively seek and partner with small businesses.

To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrates our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in Federal Government contracts. To accelerate potential opportunities please contact Ms. Mary Washington-Day, (301) 583-3500, mwashington-daye@dstincorporated.com or by fax at (301) 583-3509.



Data Solutions & Technology Incorporated
MOBIS SCHEDULE GS-10F-0352L PRICELIST
SINs 874-1, 874-1RC, 874-4, 874-4RC, 874-6,
874-6RC, 874-7, 874-7RC

Labor Category	2014 - 2015 Rates
Program Manager III	\$116.10
Program Manager II	\$95.01
Program Manager I	\$58.89
Project Manager III	\$56.72
Project Manager II	\$52.75
Project Manager I	\$49.29
Subject Matter Expert IV	\$226.09
Subject Matter Expert III	\$193.49
Subject Matter Expert II	\$161.25
Subject Matter Expert I	\$130.11
Management Analyst IV	\$41.69
Management Analyst III	\$36.30
Management Analyst II	\$35.94
Management Analyst I	\$32.80
Facilitator IV	\$242.51
Facilitator III	\$226.09
Facilitator II	\$193.49
Facilitator I	\$174.13
Trainer IV	\$242.51
Trainer III	\$226.09
Trainer II	\$193.49
Trainer I	\$174.13
Administrative Assistant I**	\$60.40
Technical Writer/Editor I**	\$55.72
Quality Assurance Technician	\$39.76

**Indicates SCA eligible categories. See the SCA Matrix following the price list for additional information regarding these labor categories.



Data Solutions & Technology Incorporated
MOBIS SCHEDULE GS-10F-0352L PRICELIST
SIN 874-4 & 874-4RC, Training Services: Instructor Led Training, Web
Based Training and Education Courses, Course Development and Test
Administration Learning Management, Internships

Training Course	Number of Days	2014 - 2015 Rates
CONFLICT MANAGEMENT	1	\$4,175.04
CUSTOMER FOCUSED TEAM TRAINING	4	\$9,916.27
DIVERSITY TRAINING	1	\$4,175.04
EFFECTIVE CUSTOMER SERVICE	1	\$3,653.75
INTERPERSONAL COMMUNICATION	1	\$3,653.75
LISTENING TO CUSTOMERS	1	\$3,131.30
LISTENING TO EMPLOYEES	1/2 (4HRS)	\$1,879.25
PREVENTING WORK PLACE VIOLENCE	1	\$4,697.59
RECOGNIZING AND PREVENTING HARASSMENT	1	\$4,697.59
RECOGNIZING AND PREVENTING SEXUAL HARASSMENT	1	\$4,697.59
RELATING TO OTHERS	1	\$3,653.75
STRESS MANAGEMENT	1	\$3,131.30

Additional Participant Pricing Table

Training Course	Each Participant	2014 - 2015 Rates
CONFLICT MANAGEMENT	1	\$56.78
CUSTOMER FOCUSED TEAM TRAINING	1	\$141.92
DIVERSITY TRAINING	1	\$85.15
EFFECTIVE CUSTOMER SERVICE	1	\$56.78
INTERPERSONAL COMMUNICATION	1	\$56.78
LISTENING TO CUSTOMERS	1	\$56.78
LISTENING TO EMPLOYEES	1	\$56.78
PREVENTING WORK PLACE VIOLENCE	1	\$85.15
RECOGNIZING AND PREVENTING HARASSMENT	1	\$85.15
RECOGNIZING AND PREVENTING SEXUAL HARASSMENT	1	\$85.15
RELATING TO OTHERS	1	\$56.78
STRESS MANAGEMENT	1	\$56.78

NOTE: All above courses have a minimum requirement of 10 participants.



Data Solutions & Technology Incorporated
MOBIS Schedule GS-10F-0352L
SCA Matrix

SCA MATRIX		
SCA Eligible Contract Labor Category	SCA Equivalent Code - Title	WD Number*
Administrative Assistant I	01020 Administrative Assistant	05-2103
Technical Writer/ Editor I	30461 Technical Writer I	05-2103

* Revision 12, Dated June 13, 2012, District of Columbia

The Service Contract Act (SCA) is applicable to this contract and it includes an SCA applicable labor category. The price for the SCA labor categories is based on the U.S. Department of Labor Wage Determination Number identified in the SCA matrix. The price offered is based on the preponderance of where work is performed and should the contractor perform in an area with a lower SCA rate, resulting in a lower wage being paid, the task order price will be discounted accordingly.

DATA SOLUTIONS & TECHNOLOGY INCORPORATED

MOBIS LABOR CATEGORY DESCRIPTIONS

1. PROGRAM MANAGER III

Functional Responsibilities: Manages substantial contract support operations involving multiple projects. Has demonstrated expertise in program and/or systems management, planning and development. Organizes, directs, and coordinates planning and production of all contract support activities. Has demonstrated communications skills at all levels of management. Serves as the contractor's authorized interface with the Contracting Officer's Technical Representative (COTR), government management personnel, and client agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinate personnel. Responsible for overall contract performance. Under stringent time frames, assembles and recruits as necessary to perform assigned tasks. Demonstrated capability in the overall management of multi-task contracts of the size, type, and complexity described in the Task Order.

Education/Experience: Bachelors degree and 5 years of experience. Two years of experience may be substituted for one year of degree-level education.

2. PROGRAM MANAGER II

Functional Responsibilities: Manages substantial contract support operations involving multiple projects. Has demonstrated expertise in program and/or systems management, planning and development. Organizes, directs, and coordinates planning and production of all contract support activities. Has demonstrated communications skills at all levels of management. Serves as the contractor's authorized interface with the Contracting Officer's Technical Representative (COTR), government management personnel, and client agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinate personnel. Responsible for overall contract performance. Under stringent time frames, assembles and recruits as necessary to perform assigned tasks. Demonstrated capability in the overall management of multi-task contracts of the size, type, and complexity as described in the Task Order.

Education/Experience: Bachelors degree and 3 years of experience. Two years of experience may be substituted for one year of degree-level education.



3. PROGRAM MANAGER I

Functional Responsibilities: Manages substantial contract support operations involving multiple projects. Has demonstrated expertise in program and/or systems management, planning and development. Organizes, directs, and coordinates planning and production of all contract support activities. Has demonstrated communications skills at all levels of management. Serves as the contractor's authorized interface with the Contracting Officer's Technical Representative (COTR), government management personnel, and client agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinate personnel. Responsible for overall contract performance. Under stringent time frames, assembles and recruits as necessary to perform assigned tasks. Demonstrated capability in the overall management of multi-task contracts of the size, type, and complexity as described in the Task Order.

Education/Experience: Bachelors degree and 1 year of experience. Two years of experience may be substituted for one year of degree-level education.

4. PROJECT MANAGER III

Functional Responsibilities: Responsible for handling the day-to-day management and administration of project tasks. Develops detailed work plans and schedules in response to support service requests. Assigns staff responsibilities and supervises all staff efforts. Utilizes, maintains control over, and redirects available resources as necessary to complete tasks in accordance with scheduled milestones and budgetary constraints. Performs quality checks of all work products. Interacts continuously with government technical representatives to present interim results, discuss concerns, and ensure total product/service satisfaction.

Education/Experience: Bachelors degree and 5 years of experience. Two years of experience may be substituted for one year of degree-level education.

5. PROJECT MANAGER II

Functional Responsibilities: Assists in preparation of management plans and reports. Conducts research as required. Coordinates projects activities and schedules to aid completion of proposals, contract deliverables, task orders quality reviews, briefings and presentations. Serves as technical and quality editor of written materials. Coordinates with the project team and Project/Program Manager in performing the work. Analyzes, develops, and reviews program administrative procedures. Works independently or under the general guidance of project/program lead.

Education/Experience: Bachelors degree and 3 years of experience. Two years of experience may be substituted for one year of degree-level education.

6. PROJECT MANAGER I

Functional Responsibilities: Performs routine project administration work. Work involves assisting in establishing program/project goals and objectives; assisting in developing program guidelines, procedures, policies, rules, and regulations; assisting in developing schedules,



priorities, and standards for achieving project/program goals; and assisting in evaluating project/program activities. Works under the guidance of project/program lead.

Education/Experience: Bachelors degree and 1 year of experience. Two years of experience may be substituted for one year of degree-level education.

7. SUBJECT MATTER EXPERT IV

Functional Responsibilities: Confers with client executive management using line of business expertise to define the client's strategic business goals, and advises in the reengineering of business processes to meet these goals. Has demonstrated relevant experience in one or more areas to include: finance, business process reengineering, facilitation and technical disciplines such as programming, engineering and systems design and analysis. Analyzes client requirements and recommends development or acquisition strategies. Assists clients in developing strategic plans and concepts. Advises client on the impact of new legislation or new technologies that are relevant to their agency. Demonstrates exceptional oral and written communication skills. Recognized in the professional community as an "expert" in the technical/specialty area being addressed.

Education/Experience: Bachelors degree and 12 years of relevant experience. Two years of experience may be substituted for one year of degree-level education.

8. SUBJECT MATTER EXPERT III

Functional Responsibilities: Confers with client management to define the client's strategic business goals, and advises in the reengineering of business processes to meet these goals. Has demonstrated relevant experience in one or more areas to include: finance business process reengineering, facilitation and technical disciplines such as programming, engineering and systems design and analysis. Analyzes clients' requirements and recommends development or acquisition strategies. Assists clients in developing strategic plans and concepts. Advises client on the impact of new legislation or new technologies that are relevant to their agency. Demonstrates exceptional oral and written communication skills. Recognized in the professional community as an "expert" in the technical/specialty area being addressed.

Education/Experience: Bachelors degree and 10 years of relevant experience. Two years of experience may be substituted for one year of degree-level education.

9. SUBJECT MATTER EXPERT II

Functional Responsibilities: Confers with client management to understand or develop the client's strategic business goals, and assists in formulation of an appropriate strategy. Has demonstrated relevant experience in one or more areas to include: finance business process reengineering, facilitation and technical disciplines such as programming, engineering and systems design and analysis. Analyzes client requirements and recommends development or acquisition strategies. Assists clients in developing strategic plans and concepts. Advises client on the impact of new legislation or new technologies that are relevant to their agency. Demonstrates exceptional oral and written communication skills. Recognized in the professional community as an "expert" in the technical/specialty area being addressed.



Education/Experience: Bachelors degree and 8 years of relevant experience. Two years of experience may be substituted for one year of degree-level education.

10. SUBJECT MATTER EXPERT I

Functional Responsibilities: Confers with client management to understand the client's strategic business goals. Has demonstrated relevant experience in one or more areas to include: finance, business process reengineering, facilitation and technical disciplines such as programming, engineering and systems design and analysis. Analyzes clients' requirements and recommends development or acquisition strategies. Assists clients in developing strategic plans and concepts. Advise clients on the impact of new legislation or new technologies that are relevant to their agency. Demonstrates exceptional oral and written communication skills. Possesses requisite knowledge and expertise so recognized in the professional community that the individual is considered "expert" in the technical/specialty area being addressed.

Education/Experience: Bachelors degree and 6 years of relevant experience. Two years of experience may be substituted for one year of degree-level education.

11. MANAGEMENT ANALYST IV

Functional Responsibilities: Serves as the lead analyst on team efforts and ensures that the team works within the parameters of the task. Conducts analysis, program evaluations, quality management analysis, process management reviews, facilitation and work groups. Applies process improvement, process reengineering, and change management methodologies and principles through performance of process modernization projects. Provides expertise reengineering methods, and performs best practices and critical success factor identification, activity modeling, facilitation, interviewing, training, change management, organizational development, and process redesign implementation. May be the sole company representative on an effort. Demonstrated ability to interface with the customer in an autonomous manner.

Education/Experience: Associates degree and 4 years of relevant experience. Two years of experience may be substituted for one year of degree-level education.

12. MANAGEMENT ANALYST III

Functional Responsibilities: Serves as a management analyst, normally on a team effort, and conducts analysis, program evaluations, quality management analysis, process management reviews, facilitation and work groups within the parameters of the task. Applies process improvement, process reengineering, and change management methodologies and principles through performance of process modernization projects. Provides expertise reengineering methods, and performs best practices and critical success factor identification, activity modeling, facilitation, interviewing, training, change management, organizational development, and process redesign implementation.

Education/Experience: Associates degree and 3 years of relevant experience. Two years of experience may be substituted for one year of degree-level education.



13. MANAGEMENT ANALYST II

Functional Responsibilities: Supports the team by working with the Lead Management Analyst to conduct analysis, program evaluation, quality management analysis, process management reviews, facilitation and work groups within the parameters of the task. Applies process improvement, process reengineering, and change management methodologies and principles through performance of process modernization projects.

Education/Experience: Associates degree and 2 years of relevant experience. Two years of experience may be substituted for one year of degree-level education.

14. MANAGEMENT ANALYST I

Functional Responsibilities: Supports the team by working with the Lead Management Analyst to conduct analysis, program evaluation, quality management analysis, process management reviews, facilitation and work groups within the parameters of the task. Applies process improvement, process reengineering, and change management methodologies and principles through performance of process modernization projects.

Education/Experience: Associates degree and 1 year of relevant experience. Two years of experience may be substituted for one year of degree-level education.

15. FACILITATOR IV

Functional Responsibilities: Plans, convenes, and leads working groups and team meetings to solve organizational level issues, disputes, and disagreements. Provides solutions to management problems. Conducts the research necessary to develop and/or revise training courses. Prepares instructor materials to include: (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

Education/Experience: Bachelors degree and 10 years of relevant experience. Two years of experience may be substituted for one year of degree-level education.

16. FACILITATOR III

Functional Responsibilities: Plans, convenes, and leads working groups and team meetings to solve organizational level issues, disputes, and disagreements. Provides solutions to management problems. Conducts the research necessary to develop and/or revise training courses. Prepares instructor materials to include: (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

Education/Experience: Bachelors degree and 8 years of relevant experience. Two years of experience may be substituted for one year of degree-level education.



17. FACILITATOR II

Functional Responsibilities: Plans, convenes, and leads working groups and team meetings to solve organizational level issues, disputes, and disagreements. Provides solutions to management problems. Conducts the research necessary to develop and/or revise training courses. Prepares instructor materials to include: course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

Education/Experience: Bachelors degree and 6 years relevant experience. Two years of experience may be substituted for one year of degree-level education.

18. FACILITATOR I

Functional Responsibilities: Plans, convenes, and leads working groups and team meetings to solve organizational level issues, disputes, and disagreements. Provides solutions to management problems. Assist with the design and development of all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

Education/Experience: Bachelors degree and 4 years of relevant experience. Two years of experience may be substituted for one year of degree-level education.

19. TRAINER IV

Functional responsibilities: Conducts the research necessary to develop and/or revise training courses. Prepares instructor materials to include: (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

Education/Experience: Bachelors degree and 10 years relevant experience. Two years of experience may be substituted for one year of degree-level education.

20. TRAINER III

Functional responsibilities: Conducts the research necessary to develop and/or revise training courses. Prepares instructor materials to include: (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

Education/Experience: Bachelors degree and 8 years relevant experience. Two years of experience may be substituted for one year of degree-level education.

21. TRAINER II

Functional Responsibilities: Conducts the research necessary to develop and/or revise training courses. Prepares instructor materials to include: (course outline, background material, and



training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

Education/experience: Bachelors degree and 6 years relevant experience. Two years of experience may be substituted for one year of degree-level education.

22. TRAINER I

Functional Responsibilities: Conducts the research necessary to develop and/or revise training courses. Prepares instructor materials to include: (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

Education/experience: Bachelors degree and 4 years of relevant experience. Two years of experience may be substituted for one year of degree-level education.

23. ADMINISTRATIVE ASSISTANT I

Functional Responsibilities: Conducts a variety of clerical and administrative activities. Maintains program, project and task files. Plans and coordinates meetings and makes travel arrangements for staff. Provides word processing, spreadsheets and graphical services as directed. Performs other duties as assigned. This labor category is only used for task order services that go beyond typical overhead services that are done in the normal course of business. Federal agencies will not be charged for services that are considered to be company overhead.

Education/Experience: High School Diploma and 6 months of relevant experience.

24. TECHNICAL WRITER/EDITOR I

Functional Responsibilities: Researches, writes, and edits materials for related reports, manuals, briefs, proposals, instructional material, catalogs, technical publications, and/or software and hardware documentation. Obtains technical data from independent observation, review with technical staff members, and/or studies of published materials and existing documentation. Interfaces with users, specialists, analysts, programmers, etc., to obtain background information of technologies, methods, and standards. Revises text and recommends changes in scope, format, and content to ensure conformance with established standards. Performs quality assurance checks on all materials.

Education/Experience: Bachelors degree and 2 years of experience. Two years of experience may be substituted for one year of degree-level education.

25. QUALITY ASSURANCE TECHNICIAN

Functional Responsibilities: Under general direction, carries out procedures to ensure that all information systems, products and services meet organization standards and end-user requirements. Performs and leads tests of software to ensure proper operation and freedom from defects. May create test data for applications. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to



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current procedures and develops models of possible future configurations. Performs complex workflow analysis and recommends quality improvements.

Education/Experience: Associate's degree and 1 year of relevant experience. Two years of experience may be substituted for one year of degree-level education.



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

TRAINING COURSE DESCRIPTION

COURSE TITLE: Conflict Management | COURSE LENGTH: 1 Day

COURSE PRICE: See Table | MINIMUM NUMBER OF PARTICIPANTS: 10

ADDITIONAL COST PER PARTICIPANT ABOVE 10: See Table:

COURSE DESCRIPTION:

The key to effective conflict management is having the right mindset and the right set of conflict management skills. This course will offer guidelines to participants on how to deal with various situations that may arise in the workplace. The topics may include:

- **Confrontation Techniques**
- **Dealing with Defensiveness**
- **Establishing Real Needs**
- **Interpersonal Management**
- **Making a “Good Faith” Check**
- **Mutual Problem Solving**
- **Negotiating “Win-Win” Agreements**
- **Systematic Diagnosis**
- **Taking Corrective Action**



TRAINING COURSE DESCRIPTION

COURSE TITLE: Customer Focused Team Training	COURSE LENGTH: 4 Days
COURSE PRICE: See Table	MINIMUM NUMBER OF PARTICIPANTS: 10
ADDITIONAL COST PER PARTICIPANT ABOVE 10: See Table	
COURSE DESCRIPTION: This course will outline methods in how to train participants to respond to customers' needs as a collaborative effort. The topics may include: <ul style="list-style-type: none"> • Building Internal Cooperation and Communication • Building a Solid Rapport with Customers • Handling Customer Complaints • How to Improve Customer Satisfaction • How to Work in Teams 	



TRAINING COURSE DESCRIPTION

COURSE TITLE: Diversity Training	COURSE LENGTH: 1 Day
COURSE PRICE: See Table	MINIMUM NUMBER OF PARTICIPANTS: 10
ADDITIONAL COST PER PARTICIPANT ABOVE 10: See Table	
<p>COURSE DESCRIPTION:</p> <p>This course will offer training methods on diversity, including decision-making processes, communication and leadership skills, as well as problem solving. The topics may include:</p> <ul style="list-style-type: none"> • Communicating Across Cultures • Effective Coaching • Gender Equity • Mentoring Skills • Multicultural/Diversity Marketing • Sensitivity to Cultural Backgrounds • Sexual Harassment Prevention 	



TRAINING COURSE DESCRIPTION

COURSE TITLE: Effective Customer Service	COURSE LENGTH: 1 Day
COURSE PRICE: See Table	MINIMUM NUMBER OF PARTICIPANTS: 10
ADDITIONAL COST PER PARTICIPANT ABOVE 10: See Table	
COURSE DESCRIPTION: <p>This course will offer various marketing methods that will not only produce “repeat” customers, but also build a stronger client base. The topics may include:</p> <ul style="list-style-type: none"> • Customer Follow-up • How to Achieve Customer Loyalty • How to Handle Difficult Customers • Improving Communications Skills • Keeping in Constant Touch with Customers • Providing a Value-Added Service • Providing Quality Service 	



TRAINING COURSE DESCRIPTION

COURSE TITLE: Interpersonal Communications	COURSE LENGTH: 1 Day
COURSE PRICE: See Table	MINIMUM NUMBER OF PARTICIPANTS: 10
ADDITIONAL COST PER PARTICIPANT ABOVE 10: See Table	
<p>COURSE DESCRIPTION:</p> <p>This course is designed to help participants get a better understanding of how to deal with various communication techniques. The topics may include:</p> <ul style="list-style-type: none"> • Communicating Across Cultures • Communication through E-mail • Face-to-Face Communications • Identifying Communication Styles for Business Success • Keeping Cool Under Pressure • Living Up to Your Client’s Standards • Negotiation • Persuasive Communication • Resolving Everyday Conflicts 	



TRAINING COURSE DESCRIPTION

COURSE TITLE: Listening to Customers	COURSE LENGTH: 1 Day
COURSE PRICE: See Table	MINIMUM NUMBER OF PARTICIPANTS: 10
ADDITIONAL COST PER PARTICIPANT ABOVE 10: See Table	
<p>COURSE DESCRIPTION:</p> <p>This course will provide methods on how to effectively communicate with customers by being more attentive to their needs. The topics may include:</p> <ul style="list-style-type: none"> • Focusing on Present Conversations • Getting Useful Feedback Through Surveys • How to Communicate with Others • Keeping Customers Informed • Making Yourself Available • One-on-One Contact • Regular Meetings • Understanding Customer Needs and Wants 	



TRAINING COURSE DESCRIPTION

COURSE TITLE: Listening to Employees	COURSE LENGTH: 4 Hours
COURSE PRICE: See Table	MINIMUM NUMBER OF PARTICIPANTS: 10
ADDITIONAL COST PER PARTICIPANT ABOVE 10: See Table	
COURSE DESCRIPTION: <p>This course is designed to help participants get a better understanding of how to deal with various communication techniques. The topics may include:</p> <ul style="list-style-type: none"> • Communicating Across Cultures • Communication through E-mail • Face-to-Face Communications • Identifying Communication Styles for Business Success • Keeping Cool Under Pressure • Living Up to Your Client’s Standards • Negotiation • Persuasive Communication • Resolving Everyday Conflicts 	



TRAINING COURSE DESCRIPTION

COURSE TITLE: Preventing Workplace Violence	COURSE LENGTH: 1 Day
COURSE PRICE: See Table	MINIMUM NUMBER OF PARTICIPANTS: 10
ADDITIONAL COST PER PARTICIPANT ABOVE 10: See Table	
COURSE DESCRIPTION: <p>This course will offer guidelines on how to prevent violence in the workplace and recognize signs that may identify potentially dangerous situations. The topics may include:</p> <ul style="list-style-type: none"> • Creating a Crisis Management Team • Knowing and Eliminating Violence Risk Factors • Recognizing Changes in Behavior • Taking Immediate Action Against Workplace Violence • Training Employees on How to Deal with Possible Violent Situations 	



TRAINING COURSE DESCRIPTION

COURSE TITLE: Recognizing and Preventing Harassment	COURSE LENGTH: 1 Day
COURSE PRICE: See Table	MINIMUM NUMBER OF PARTICIPANTS: 10
ADDITIONAL COST PER PARTICIPANT ABOVE 10: See Table	
COURSE DESCRIPTION: <p>This course will outline the various forms of harassment, as well as discuss acceptable and unacceptable behavior in the workplace. The topics may include:</p> <ul style="list-style-type: none"> • Appropriate Interpersonal Skills • Creating a Positive Interpersonal Environment • How to be Proactive Rather than Reactive • Maintaining a Harassment-Free Workplace • Saying No and Stopping Unwelcome Behavior • Speaking Up for Yourself Before Problems Build • Why Harassment Occurs 	



TRAINING COURSE DESCRIPTION

COURSE TITLE: Recognizing and Preventing Sexual Harassment	COURSE LENGTH: 1 Day
COURSE PRICE: See Table	MINIMUM NUMBER OF PARTICIPANTS: 10
ADDITIONAL COST PER PARTICIPANT ABOVE 10:	See Table
COURSE DESCRIPTION: <p>This course will outline the various forms of sexual harassment, as well as discuss acceptable and unacceptable behavior in the workplace. The topics may include:</p> <ul style="list-style-type: none"> • Appropriate Interpersonal Skills • Creating a Positive Interpersonal Environment • How to be Proactive Rather than Reactive • Maintaining a Harassment-Free Workplace • Saying No and Stopping Unwelcome Behavior • Speaking Up for Yourself Before Problems Build • Why Sexual Harassment Occurs 	



TRAINING COURSE DESCRIPTION

COURSE TITLE: Relating to Others	COURSE LENGTH: 1 Day
COURSE PRICE: See Table	MINIMUM NUMBER OF PARTICIPANTS: 10
ADDITIONAL COST PER PARTICIPANT ABOVE 10: See Table	
<p>COURSE DESCRIPTION:</p> <p>This course will offer various approaches on how to deal with various personalities and backgrounds in a professional manner. It will also include a self-examination assessment in order to understand how to deal with others more effectively. The topics may include:</p> <ul style="list-style-type: none"> • Effective Communication Skills • Effective Feedback • Open and Active Listening • Offering Emotional Support When Needed • Taking Other Options into Consideration 	



TRAINING COURSE DESCRIPTION

COURSE TITLE: Stress Management | **COURSE LENGTH: 1 Day**

COURSE PRICE: See Table | **MINIMUM NUMBER OF PARTICIPANTS: 10**

ADDITIONAL COST PER PARTICIPANT ABOVE 10: See Table

COURSE DESCRIPTION:

This course will offer guidelines in dealing with various stress-related situations. It is an opportunity for personal growth and development. The topics may include:

- **Attitude Control**
- **Cognitive Behavior**
- **Coping Skill Development**
- **Effective Communication Skills**
- **Problem Solving**
- **Relaxation Techniques**