



The KonTerra Group, LLC

Mission Oriented Business Integrated Services (MOBIS)
GENERAL SERVICES ADMINISTRATION (GSA)
Federal Supply Service (FSS)

Authorized Federal Supply Schedule Price List

SIN 874-1 Consulting Services

The KonTerra Group, LLC
700 12Th St NW Suite 700
Washington, DC 20005-4052
Attention: Rick Augsburger - Managing Director
Phone: +1.202.351.6826 ext 1
Email: raugsburger@konterrargroup.net
www.konterrargroup.net

GSA Schedule Contract Number: GS-10F-0418Y

Performance Period Covered by Contract: 8/9/2012 – 8/8/2017

FSC Group: 874
Business Size: Small

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

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 *GSAAdvantage!*, a menu-driven database system. The internet address for *GSAAdvantage!* is: <http://www.GSAAdvantage.gov>.

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Section 1: Customer Information for Ordering Activities:

The KonTerra Group, LLC
 700 12Th St NW Suite 700
 Washington, DC 20005-4052
 (202)351-6826
<http://www.konterragroup.net>

FSC Group:	874
FSC Class:	8741
Contract Number:	GS-10F-0418Y
Contract Period:	August 9, 2012 – August 8, 2017
Business Size:	Small
Contact Person:	Rick Augsburg - Managing Director Phone: +1.917.774.2210 (m) Email: raugsburger@konterragroup.net

1a.	Awarded Special Item Numbers (SINs):	SIN 874-1 Consulting Services
1b.	Lowest Unit Price:	See the labor rate tables included below. This contract includes labor prices only. Other Direct Costs (ODCs) necessary to complete services will be included in proposals and may be ordered in accordance with the procedures laid out in FAR 8.4.02(f).
1c.	Labor Category Descriptions:	Included below
2.	Maximum Order:	\$1,000,000
3.	Minimum Order:	\$100
4.	Geographic Coverage:	Worldwide
5.	Points of Production:	Not applicable
6.	Discount from List Prices or Statement of Net Price:	Prices shown herein are net prices
7.	Quantity Discounts:	Negotiated per order
8.	Prompt Payment Terms:	Net 30 days
9a.	Government Credit Card at or below micro-purchase threshold	No
9b.	Government Credit Card above micro-purchase threshold	No
10.	Foreign Items	None
11a.	Time of Delivery	As specified per order
11b.	Expedited Delivery	Negotiated per order
11c.	Overnight and 2-day Delivery:	Not applicable
11d.	Urgent Requirements	Negotiated per order
12.	F.O.B. Point(s):	Destination
13a.	Ordering Address:	The KonTerra Group, LLC 700 12Th St NW Suite 700 Washington, DC 20005-4052

		Attention: Rick Augsburger - Managing Director Phone: 1-202-351-6826 Email: raugsburger@konterragroup.net
13b.	Ordering Procedures:	For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample BPA can be found at the GSA/FSS Schedule homepage: http://fss.gsa.gov/schedules
14.	Payment Address:	The KonTerra Group, LLC 700 12Th St NW Suite 700 Washington, DC 20005-4052 Attention: Accounts Receivable
15.	Warranty	KonTerra warrants and implies that the items delivered hereunder are merchantable and fit for the particular purpose described under this contract.
16.	Export Packaging Charges	Not applicable
17.	Terms & Conditions of Government Purchase Card Acceptance (any thresholds above the micro-purchase level):	Not applicable
18.	Terms & Conditions of Rental, Maintenance, & Repair (if applicable):	Not applicable
19.	Terms & Conditions of Installation (if applicable):	Not applicable
20a.	Terms & Conditions of Repair Parts Indicating Date of Parts Price Lists & any Discounts from List Prices (if applicable):	Not applicable
20b.	Terms & Conditions for any Other Services (if applicable):	Not applicable
21.	List of Service & Distribution Points (if applicable):	Not applicable
22.	List of Participating Dealers (if applicable):	Not applicable
23.	Preventive Maintenance (if applicable):	Not applicable
24a.	Special Attributes such as Environmental Attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants):	Not applicable
24b.	Section 508 Compliance Information is available on Electronic & Information Technology (EIT) Supplies & Services, & Show Where Full Details can be Found (e.g., contractor's website or other location):	Not applicable

25.	Data Universal Number System (DUNS) Number:	801224564
26.	Notification Regarding Registration in Central Contractor Registration (CCR) Database:	4SZN7
27.	Uncompensated Overtime (indicate if used):	Not applicable

Section 2: About The KonTerra Group

We exist to support the health and effectiveness of organizations and their people. We believe healthy and effective organizations are built on three core pillars: **Clarity** of purpose, direction, roles and responsibilities — **Resilience** of individuals and teams to embrace challenges and thrive in stressful situations — and an environment of continual **Learning** to ensure ongoing individual and collective growth.

Sustained success begins with individual and organizational health. Through our work as leaders in private, public and not-for-profit sectors, we have learned that focusing on clarity, resilience and continual learning lays the foundation for organizations and their people to be healthy and effective. Whether a client needs support for an entire organization, a particular team, or one individual, we design and deliver solutions, tailored to meet your needs.

We build services around the needs of our clients, continually seeking to develop the most effective and efficient solutions possible. This has been true since the beginning of The KonTerra Group and the results are proven through years of successful, healthy and long-standing relationships.

Our approach is based on open, honest dialogue to truly understand your needs and develop unique solutions that will have the greatest impact. Our work ranges from helping individuals manage traumatic and chronic stress, to guiding leadership teams through organizational change, to helping organizations conduct evaluations of their programs and internal processes, and supporting organizations facing strategic questions.

We understand the challenge of effectively leading and managing large and small organizations. Our track-record working with domestic and international organizations has given us a wealth of hands-on experience. Each situation and every circumstance we encounter is uniquely complex. We are passionate about helping each client develop solutions that are right for them.

Our Priorities

We operate as a company where all people are important. We value and respect our clients and treat each as a major stakeholder in defining sound and fair relationships and in achieving success. Throughout our work we impart:

- Responsiveness and Accountability
- Caring and Productive Client Partnerships
- Innovative Service Delivery
- Effective Communication
- Lasting Knowledge Transfer
- Maintaining a Healthy Work-Life Balance

Section 3: Consulting Services (SIN 874-1)

At KonTerra, we have a long successful history providing a wide array of consultancy services to clients, both in the US and abroad. The consulting services outlined within this SIN include:

- Management or strategy consulting
- Program planning, audits, and evaluations
- Facilitation
- Executive/management coaching services
- Customized business training as needed to successfully perform/complete a consulting engagement
- Advisory and assistance services in accordance with FAR 37.203

Below we have summarized our capabilities in these areas:

Management or Strategy Consulting:

Strategic Planning Services

Healthy and effective organizations understand the importance of developing, communicating and using a strategic plan. All stakeholders benefit from understanding, embracing and implementing the plan, which includes critical components such as: clarity of purpose, compelling goals, defined objectives, and sound alignment.

Our consultants have leadership experience and work closely with many CEOs, Managing Directors, Boards of Directors, and other organizational leaders. Our wealth of experience in strategic planning, combined with our understanding of what it takes to lead organizations, allows KonTerra to excel in this arena. Our consultants are pragmatic and down-to-earth. They draw on years of experience and a strong passion for their work, while supporting strategic inquiry and planning processes.

We help clients develop their strategic direction by building upon the organization's identity – defining or affirming its vision, mission and values. Every client that we work with is unique. As a result, we develop custom processes that meet each client's needs. Our strategic planning methodology takes a two-phased approach:

Phase One: Data Collection and Strategic Inquiry

- From the outset, we gather relevant data through interviews, document review, and market research to develop a baseline measure of strategic direction, relevance, and alignment, and to inform the design of the planning process with the organization.
- We use an Appreciative Inquiry based **SOAR** approach (Strengths, Opportunities, Aspirations, and Results) to help participants name and explore the organization's **Strengths** and **Opportunities**. Participants also share their **Aspirations** and collaborate to imagine and co-construct the most preferred future. This construction includes distilling specific strategic focus areas or directional goals that are designed to achieve desired **Results**.

Phase Two: Creating the Plan

- We facilitate planning sessions with key stakeholders to develop vision and mission statements, directional goals and supporting objectives and work plans.
- We tailor these sessions to reflect data gleaned from the strategic inquiry process and to complement the structure and culture of the organization. The planning process often includes various working groups comprised of leaders and key staff as well as a board level working group when applicable. These groups work concurrently and collaborate periodically to test progress and gain shared ownership of the outcome.

As a result of conducting a strategic inquiry and then participating in a facilitated strategic planning process, our services help our clients to:

- Be well positioned with a plan that pursues key strategic focus areas
- Clarify direction and achieve greater focus
- Improve organizational alignment
- Encourage enthusiastic support from the entire organization
- Create a platform for the organization's on-going strategic thinking

Operational Planning

At KonTerra, we understand that creating or revising an operational plan can be daunting. Employees and stakeholders, particularly those in decision-making roles, may resist the implication that any change to operational procedures may be needed. Healthy organizations, however, embrace the opportunity to review their operations, and think about the review process not as a finger-pointing exercise, but as a healthy way to identify opportunities to make their good work even better.

At KonTerra, we support a wide array of public, private, non-profit and humanitarian clients as they develop or refine their operational plans while staying aligned with the broader strategic plan, goals and objectives of the organization. Whether working at a macro or micro level, we have the expertise to support your organization's planning initiatives.

We work closely with clients to fully understand the organizational context, goals and objectives within which the operating plans will be developed. From this premise, we begin the process of addressing the four fundamental questions that drive operational planning:

- Where are we now?
- Where do we want to be in the short, medium and long term?
- What steps do we need to take to get there?
- How do we measure our progress as we proceed?

We understand that developing new plans often requires team members to change the way they work, and, changing any part of a system can have a ripple effect on the entire organization. Therefore, to ensure effective planning and implementation, we encourage involving key inter-departmental stakeholders in the process.

As a result of answering these questions and working through a structured process, we help clients develop operational plans that contain:

- Clear and understandable objectives
- Defined activities, roles, responsibilities and deliverables
- Quality standards measured throughout the process
- Benchmarks for achieving the desired outcomes
- Plans for staffing and resource allocation
- Timeframes for implementation of any new process or procedure
- A mechanism for monitoring progress on an ongoing basis

Program planning, audits, and evaluations:

Evaluation Services

Whether you're leading an organization in redefining its identity, designing and implementing programs to strengthen communities, or responding to urgent needs in the aftermath of a disaster, you've most likely wondered "How well are we doing?" or "Is this working?".

Organizations that take their long-term health seriously dedicate significant attention to learning about what's working and why it works ... or doesn't work. Across the organizational spectrum from vision/purpose to internal processes to programs/products, a basic shorthand for evaluation applies: "Are we doing the right things?," "Are we doing things right?" and "How can we do things better?". To understand where improvements are necessary and possible, organizations must commit to learning about themselves and the work they do. Evaluations offer the opportunity to explore relevant questions, concentrated on generating focused and useable insights for improving an organization's performance.

KonTerra has many years of experience designing and conducting evaluations. Our evaluations span the spectrum from project to program to policy to strategy; some have focused on precise, time-bound initiatives and others have synthesized data across multiple initiatives (or even multiple evaluations) to distil key conclusions and recommendations for clients. The aim in all cases is to help clients acknowledge excellence, identify areas for improvement, and strengthen their organizations.

At KonTerra we consider evaluations and related inquiry exercises to be among the most important services we provide. We understand and appreciate the range of operational and organizational goals of our clients, and therefore encourage clients to work closely with us to plan the evaluation for maximum learning potential.

Our framework for evaluation work includes the following core components:

- In-depth understanding of the evaluation's purpose, who will use the evaluation's results and how they will use them.
- Clear and precise interpretation of the questions which the evaluation should answer.
- An evaluation plan that is consistent with the evaluation's purpose and intended use, as well as appropriate for the questions being addressed.

When conducting evaluations, we:

- Consult with senior management to understand the organization, the evaluation subject and the context for both.
- Meet with users and stakeholders to build interest and ownership in the evaluation, plus plan for eventually using the results.
- Gather, analyze and review relevant documentation.
- Apply the methods and instruments selected for the evaluation.
- Prepare findings, conclusions and recommendations in a format most useful to the client.
- Work with users and stakeholders to understand the findings, scrutinize the conclusions and integrate the recommendations.

This approach allows KonTerra to take the best measure of strengths and weaknesses, while identifying opportunities for future improvement.

Ultimately, our services can help your organization understand what is working, and how you can improve in the future.

Executive/Management Coaching Services :

Executive and Management Coaching

Executives, managers, supervisors, and other leaders within your organization hold positions of power. They are responsible not only for the employees they oversee, but also for their team's collective contributions to the organization. Ensuring that these leaders have the tools and skills necessary for success is critical to the overall effectiveness of their teams, and the health of the organization in general. This is particularly true for organizations that operate in high stress environments, where effective leadership is needed more than ever.

At KonTerra, our approach to executive coaching is rooted in trust. Our coaches trust the power within people: the power to make necessary life and organizational changes; the power to think and behave in ways that align personal integrity and organizational goals with action; and the power to be interpersonally effective.

Our coaches have experience working with public sector leaders, including Senior Executive Service (SES) and mid-level managers, CEOs and senior executives of small, mid-sized and Fortune 500 companies, and CEOs and senior executives of non-governmental organizations.

As with all of the services we deliver, our approach is highly interactive and always considers the organizational context within which the coaching relationship is housed. Our

coaching focuses intensely on the client as an individual. When conducted within an organizational context, it includes improvement goals aligned with the organization's vision, values, and objectives.

While each executive coaching relationship is unique, the work focuses on results, often including elements such as:

- A leadership journal
- Personal reflection
- Scenario planning
- Conflict management
- Performance management for self and staff
- Being an effective team member and leader

Being coached requires hard work and commitment on the part of the client. We believe that celebrating improvement is often overlooked, yet it's a vital element of the coaching relationship. Every client has strengths on which to build, and as success is marked, momentum is gained, leading to notable and lasting improvement both personally and professionally. Investing in executive coaching will assist your organization as leaders use new and enhanced skills, including:

- Enhanced performance management
- More effective communication and confidence managing difficult conversations
- Improved delegation skills
- Enhanced capability to manage complex workloads and competing priorities
- Overall enhanced effectiveness as a leader or manager

Employee Coaching

Fostering the professional development of your greatest asset, your people, is an important component of your overall employee health and effectiveness strategy. Even the most experienced employees have opportunities to improve and strengths that can be enhanced. Investing in the development of your employees with professional coaching, tied to achievable goals and outcomes, not only helps them as individuals, but strengthens your organization as a whole.

Healthy organizations understand that from time to time, some employees may require a little additional support and guidance to help them achieve their full potential. Even if an employee is performing at a very high level, they may choose to engage with a coach to work through a particular challenge or even to explore more general opportunities for improvement.

At KonTerra, we coach clients who are senior executives, managers, and staff of large and small organizations. Our coaches bring expertise in organizational assessment, change management, and leadership development. These assets help to ensure that the coaching experience is tied to achievable goals and outcomes.

Our coaching engagements lead to personal and professional growth, and typically include:

- Interviewing the client's supervisor, and at times, select colleagues, to learn about the individual's work assignments and current performance
- When appropriate, shadowing the client to observe their interactions in the workplace and gain an understanding of their responsibilities and activities
- Administering one or more assessments to understand individual preferences, using tools such as the Myers-Briggs Type Indicator, DISC, or Emergenetics. This offers the coach insights in addition to those provided by behaviorally-based performance evaluations and other feedback information.
- Having the client formulate a personal coaching plan that articulates her or his goals, and the steps they will take to improve as a result of the coaching experience.
- Providing (with informed consent) intermittent feedback to the manager without disclosing personal or confidential information.
- Measuring and evaluating results and key lessons learned for purposes of replicating achievements and supporting continued growth.

Our coaches are passionate about their work, and the process is a remarkable and rewarding journey for clients as they uncover hidden potential and tap known strengths more deeply.

KonTerra's Coaching service will help your organization by strengthening the skills of your people and:

- Enhance the performance of key individuals within your organization
- Provide opportunities to help key employees with their personal and professional development
- Help to create an environment where employees proactively look to improve their skills, knowing the organization is supporting them along the way

Customized business training as needed to successfully perform/complete a consulting engagement:

Training

Healthy organizations understand the importance of investing in the education and skill development of their people. Among the various ways in which you can achieve this is through training and educational events for employees. Because every organization is different, we work with our clients to build completely customized educational events based upon your unique goals and objectives.

Training and other types of educational events provide an opportunity to help employees with a common challenge. At KonTerra, our experienced trainers have worked with our clients to design and deliver training on a range of topics, including, among many others:

- Stress Management
- Managing Transitions
- Building personal resilience
- Notifying loved ones following a tragedy
- Dealing with interpersonal conflict
- How to have difficult conversations
- Leading effective teams

At KonTerra, we listen first to the challenges and goals of our clients, then build customized events to best suit their needs. Key features of KonTerra's services include:

- Customizable Format – Educational training events can be delivered on-site at a client's location (including in high-stress environments), via video conference, webinars and teleconferences, at our offices or at a separate venue. We can deliver a single session or a series over a longer period of time. Together with the client we determine format and length, based upon the nature of the training to be delivered.
- Design and Content – We work closely with our clients to:
 - Understand the goals and objectives of the training
 - Develop, refine and agree upon the content and process
 - Deliver participatory sessions to maximize engagement and learning

KonTerra's training and education services will allow your organization to:

- Proactively deliver targeted educational opportunities to your employees
- Partner with an expert provider who will build the training for you (never 'off-the-shelf')

- Use feedback from your own employees during events to help develop an ongoing training plan for the future

Advisory and assistance services in accordance with FAR 37.203

- KonTerra can provide advisory and assistance services in accordance with FAR 37.203.

Facilitation Services

Facilitation is an extremely powerful tool to assist organizations, groups or teams to more effectively reach their desired outcomes. The facilitator manages the process so the participants can focus on the content of the discussions, strategies, and goals. Because each of our clients have drastically unique circumstances, challenges, team dynamics and ultimate objectives, the KonTerra solution for facilitation services is always requires a custom-tailored approach. In general, our facilitation services always include:

- Defining, refining, and resolving disputes, disagreements, and divergent views (excluding EEO disputed)
- Leading or facilitating group briefings and discussions, enabling focused decision-making
- Recording discussion content and related facilitation support services
- Debriefing stakeholders
- Preparing and providing draft and final reports relating to the facilitated issues

Expert facilitators are often used by organizations that recognize the need for support, whether that means assisting with communication skills, focusing meetings to maximize productivity, or simply providing an unbiased expert without a personal stake in the discussion. Recognizing the need for this type of support is not akin to admitting some sort of failure - all organizations can benefit from facilitation support from time to time, and healthy organizations know to ask for help when it's needed.

At KonTerra, our facilitators have a vast amount of experience supporting organizations in a wide array of situations and circumstances. We have conducted facilitation for organizations both in the US and abroad, and have helped facilitate with groups both in the corporate office, as well as in the field, many times in high-stress environments. Facilitation is a truly powerful service and we are happy to work with our clients to develop custom-tailored facilitation services that meet their unique needs.

Whether a client wants facilitation support for one meeting, a series of meetings related to a project, or ongoing support for a team or group of teams, KonTerra's expert facilitators

can help. We are committed to effective pre-facilitation consultation and planning to be sure the sessions are engaging and productive. We also always encourage a post event debrief to capture learning and set the stage to build on progress. With a comprehensive approach, our facilitators provide your organization with:

- A well planned process, designed to achieve your desired outcomes
- An environment that allows all participants to fully engage in the process
- An impartial expert who is focused on the process the group uses to move forward
- Confidence that meetings will be focused and productive
- Support for the group by addressing group dynamics productively
- Strategies for avoiding (or removing) road-blocks within the creative process if/when they occur.
- The opportunity to review and synthesize results, and ensure next steps are understood and committed to.

Ultimately, KonTerra's facilitation services are designed to help your organization:

- Stay focused and on track
- Remove hurdles holding back progress
- Foster more healthy communication
- Achieve better, faster results in a more collaborative way, with shared input from everyone involved.

Section 4: Labor Category Descriptions

SIN 874-1 Facilitation Services

Summary Description for Labor Category (Service Contract Act Equivalent title)	Required Education and Experience
<p>SENIOR FACILITATION SPECIALIST</p> <p>JOB SUMMARY The Facilitator provides facilitation, team strengthening, organizational development consultation, and coaching, support to KonTerra clients and serves as the primary liaison with the client in the planning, implementation and development of organizational development support services.</p> <p>JOB RESPONSIBILITIES:</p> <ul style="list-style-type: none"> • Supports the client with facilitated process activities and is the lead on integrating supporting services for the client in a way that meets expectations and results in value added. • Serves as the primary liaison with the client in project management and attainment of contract deliverables. • Responsible for short-term and long-term planning and overall implementation of organizational development activities with a client which include facilitation, training, coaching, program management and other organizational development support. • Proactively engages key stakeholders throughout the consultant-client relationship. • Responsible for overall coordination of work schedule, meetings and tool or methodology applications. • Provides technical support to the client on planning, policy development and overall service delivery. 	<p>EDUCATION and EXPERIENCE</p> <ul style="list-style-type: none"> • Master’s degree required, Doctorate degree preferred; at least 15 years’ experience providing, facilitation, mediation, training, coaching, program management support to private and public sector organizations. <p>OTHER EXPERIENCE:</p> <ul style="list-style-type: none"> • Proficiency in using various organizational development tools and methodologies; ability to work independently; strong leadership and program management skills; excellent training development and delivery skills; excellent organizational and collaboration skills; excellent public speaking and presentation skills. <p>CERTIFICATION REQUIREMENTS: Certification in mediation is required for mediation assignments</p>

Section 5: GSA Price List

SIN 874-1 Facilitation Services

Labor Category Title	Year 1 11/1/2012 Thru 9/30/2013
Senior Facilitation Specialist	\$261.88

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.