The KonTerra Group, LLC

General Services Administration
Federal Supply 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 GSAAdvantage!, a menu-driven database system. The internet address for GSAAdvantage! is: http://www.GSAAdvantage.gov.

Multiple Award Schedule

FSC Group: Professional Services, Human Capital

FSC Class: Business Administrative Services, Social Services

Contract Number: GS-10F-0418Y

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov

Contract Period: 8/9/2012 – 8/8/2027

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

www.konterrargroup.net

Business Size: Small

Price list current as of Modification #PO-0029 effective July 8, 2022

Prices Shown Herein are Net (discount deducted)
## Customer Information

<p>| | | |</p>
<table>
<thead>
<tr>
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</thead>
</table>
| **1a.** | **Awarded Special Item Numbers (SINs):** | **SIN 541611** Integrated Consulting Services  
**SIN 624SS** Social Services, Professional Counseling and Veterans' Readjustment and Behavioral Health Services  
**SIN OLM** – Order-Level Materials |
| **1b.** | **Lowest Unit Price:** | **541611** – Senior Consultant - $302.80  
**624SS** - Program Administrator - $75.16 |
| **1c.** | **Hourly Rates** | Please see page 14 for pricing. |
| **2.** | **Maximum Order:** | **541611 & 624SS** - $1,000,000  
**OLM** - $250,000 |
<p>| <strong>3.</strong> | <strong>Minimum Order:</strong> | $100 |
| <strong>4.</strong> | <strong>Geographic Coverage:</strong> | Worldwide |
| <strong>5.</strong> | <strong>Points of Production:</strong> | Not applicable |
| <strong>6.</strong> | <strong>Discount from List Prices or Statement of Net Price:</strong> | Government Net Prices (discounts already deducted) |
| <strong>7.</strong> | <strong>Quantity Discounts:</strong> | Negotiated per order |
| <strong>8.</strong> | <strong>Prompt Payment Terms:</strong> | Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions. Net 30 days |
| <strong>9.</strong> | <strong>Foreign Items</strong> | None |
| <strong>10a.</strong> | <strong>Time of Delivery</strong> | As specified per order |
| <strong>10b.</strong> | <strong>Expedited Delivery</strong> | Negotiated per order |
| <strong>10c.</strong> | <strong>Overnight and 2-day Delivery:</strong> | Not applicable |
| <strong>10d.</strong> | <strong>Urgent Requirements</strong> | Negotiated per order |
| <strong>11.</strong> | <strong>F.O.B. Point(s):</strong> | Destination |
| <strong>12a.</strong> | <strong>Ordering Address:</strong> | Same as Contractor. |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td><strong>12b.</strong></td>
<td><strong>Ordering Procedures:</strong></td>
<td>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: <a href="http://fss.gsa.gov/schedules">http://fss.gsa.gov/schedules</a></td>
</tr>
<tr>
<td><strong>13.</strong></td>
<td><strong>Payment Address:</strong></td>
<td>The KonTerra Group, LLC 700 12Th St NW Suite 700 Washington, DC 20005-4052 Attention: Accounts Receivable</td>
</tr>
<tr>
<td><strong>14.</strong></td>
<td><strong>Warranty</strong></td>
<td>KonTerra warrants and implies that the items delivered hereunder are merchantable and fit for the particular purpose described under this contract.</td>
</tr>
<tr>
<td><strong>15.</strong></td>
<td><strong>Export Packaging Charges</strong></td>
<td>Not applicable</td>
</tr>
<tr>
<td><strong>16.</strong></td>
<td><strong>Terms &amp; Conditions of Rental, Maintenance, &amp; Repair (if applicable):</strong></td>
<td>Not applicable</td>
</tr>
<tr>
<td><strong>17.</strong></td>
<td><strong>Terms &amp; Conditions of Installation (if applicable):</strong></td>
<td>Not applicable</td>
</tr>
<tr>
<td><strong>18a.</strong></td>
<td><strong>Terms &amp; Conditions of Repair Parts Indicating Date of Parts Price Lists &amp; any Discounts from List Prices (if applicable):</strong></td>
<td>Not applicable</td>
</tr>
<tr>
<td><strong>18b.</strong></td>
<td><strong>Terms &amp; Conditions for any Other Services (if applicable):</strong></td>
<td>Not applicable</td>
</tr>
<tr>
<td><strong>19.</strong></td>
<td><strong>List of Service &amp; Distribution Points (if applicable):</strong></td>
<td>Not applicable</td>
</tr>
<tr>
<td><strong>20.</strong></td>
<td><strong>List of Participating Dealers (if applicable):</strong></td>
<td>Not applicable</td>
</tr>
<tr>
<td><strong>21.</strong></td>
<td><strong>Preventive Maintenance (if applicable):</strong></td>
<td>Not applicable</td>
</tr>
<tr>
<td><strong>22a.</strong></td>
<td><strong>Special Attributes such as Environmental Attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants):</strong></td>
<td>Not applicable</td>
</tr>
<tr>
<td><strong>22b.</strong></td>
<td><strong>Section 508 Compliance Information is available on Electronic &amp; Information Technology (EIT) Supplies &amp; Services, &amp; Show Where Full Details can be Found (e.g., contractor’s website or other location):</strong></td>
<td>Not applicable</td>
</tr>
<tr>
<td>23.</td>
<td>Unique Entity Identifier (UEI) Number:</td>
<td>ELAJW2LZVAX6</td>
</tr>
<tr>
<td>24.</td>
<td>Notification Regarding Registration in System for Award Management (SAM) database</td>
<td>Contractor is registered and active.</td>
</tr>
</tbody>
</table>
## Labor Category Descriptions

### SENIOR CONSULTANT

**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.

**JOB RESPONSIBILITIES:**
- 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.

**EDUCATION and EXPERIENCE**
- 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.

**OTHER EXPERIENCE:**
- 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.

**CERTIFICATION REQUIREMENTS:**
Certification in mediation is required for mediation assignments.
<table>
<thead>
<tr>
<th>Summary Description for Labor Category (Service Contract Act Equivalent title)</th>
<th>Required Education and Experience</th>
</tr>
</thead>
</table>
| **Organizational Resilience Advisor**  
Detailed Position Description and functional responsibilities  
The Organizational Resilience Advisor provides solution focused strengths based support and assistance to improve organizational resilience. Delivers high quality organizational resilience, managerial consultation and coaching services to client organization employees. These services may include, inter alia, team strengthening activities/retreats, change management interventions, conflict resolution/mediation services, and organizational assessments. Serves as the primary liaison with the client organization in the planning, implementation and development of individual and organizational resilience support services. | **Education and Experience:**  
- Experience living and working in high threat environments  
- Experience working in the international development and humanitarian or emergency management sector  
- Experience living and working overseas in high risk locations.  
- Experience and ability to travel to and work in high risk locations.  
- Certification in executive coaching and/or certification in various organizational development tools and assessment models  
- Minimum years of experience: 10 years  
- Minimum education: Master’s Degree  

**Applicable Training:**  
Certification in executive coaching and/or certification in various organizational development tools and assessment models, excellent organizational and collaboration skills; experience providing a variety of organizational development/resilience services including group/team interventions, management consultations and individual executive/manager coaching; a demonstrated commitment to working with clients in a consultative manner, thinking holistically about their concerns. Proficiency in using various assessment tools and instruments including Meyers Briggs Type Indicator, 360 Assessments, DISC and Emotional Intelligence. Ability to work independently; strong leadership and program management skills; excellent organizational and collaboration skills; excellent public speaking and presentation skills.
<table>
<thead>
<tr>
<th>Resilience Counselor</th>
<th>Resilience Coach</th>
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<tbody>
<tr>
<td><strong>Detailed Position Description and functional responsibilities</strong>&lt;br&gt;The Resilience Counselor provides solution focused strengths based support and assistance to improve individual and organizational resilience, and to support employees in managing work and traumatic incident related stressors. Serves as the primary liaison with the client organization in the planning, implementation and development of individual and organizational resilience support services. Supports the client with one-on-one counseling sessions providing solution focused brief therapy and/or counseling to assist employees in managing work and traumatic incident related stressors</td>
<td><strong>Education and Experience:</strong>&lt;br&gt;• Experience living and working in high threat environments&lt;br&gt;• Experience working in the international development and humanitarian or emergency management sector&lt;br&gt;• Experience living and working overseas in high risk locations.&lt;br&gt;• Experience and ability to travel to and work in high risk locations.&lt;br&gt;• Minimum years of experience: 10 years</td>
</tr>
<tr>
<td><strong>Organizational Resilience Support Services:</strong>&lt;br&gt;Supports the client with one-on-one counseling sessions providing solution focused brief therapy and/or counseling to assist employees in managing work and traumatic incident related stressors</td>
<td><strong>Education and Experience:</strong>&lt;br&gt;• Experience living and working in high threat environments&lt;br&gt;• Experience working in the international development and humanitarian or emergency management sector&lt;br&gt;• Experience living and working overseas in high risk locations.&lt;br&gt;• Experience and ability to travel to and work in high risk locations.&lt;br&gt;• Minimum years of experience: 10 years</td>
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</tbody>
</table>
### Critical Incident Debriefers

**Detailed Position Description and functional responsibilities**
Assists individuals in managing responses to critical incidents or traumatic events. Provides critical incident debriefing to individuals and groups. In the event of a major incident such as a catastrophic accident, employee death(s), natural disaster, or violent attack, provides rapid and efficient on-site or telephonic support based on needs, preferences geographic location and clinical suitability. Provision of individual and/or group debriefings. Follows the latest findings regarding clinically appropriate responses to critical incidents. We promote the provision of practical and emotional support to those affected and direct our efforts towards fostering natural resilience and coping.

**Education and Experience:**
- Experience living and working in high threat environments
- Experience working in the international development and humanitarian or emergency management sector
- Experience living and working overseas in high risk locations.
- Experience and ability to travel to and work in high risk locations.
- Minimum years of experience: 10 years
- Minimum education: Master's Degree

**Applicable Training:**
Licensed mental health professional. Proficiency in using various assessment tools and instruments including CISD Trauma Response, Strategies for Trauma Awareness and Resilience (STAR), Ability to work independently; strong leadership and program management skills; excellent organizational and collaboration skills; excellent public speaking and presentation skills.

### Critical Incident Management Consultant

**Detailed Position Description and functional responsibilities**
Assists organizations and teams in managing responses to critical incidents or traumatic events. Provides critical incident debriefing to individuals and groups. Offers a comprehensive, organized approach for evaluating and responding to critical incidents and traumatic events. Conducts a needs-assessment, considering the immediate and potential ongoing consequences of traumatic events, and results in a management plan providing a variety of best practice crisis interventions and post-crisis treatments or interventions. Assists employers in decreasing the number of psychological casualties among employees and to return to regular business functions as quickly as possible. Actions may include immediate telephonic consultation with the person in charge on scene, victims of the incident, and other initial responders, as well as deployment to the site of the incident.

**Education and Experience:**
- Experience living and working in high threat environments
- Experience working in the international development and humanitarian or emergency management sector
- Experience living and working overseas in high risk locations.
- Experience and ability to travel to and work in high risk locations.
- Minimum years of experience: 10 years
- Minimum education: Master's Degree

**Applicable Training:**
Proficiency in using various assessment tools and instruments including CISD, Trauma Response, Strategies for Trauma Awareness and Resilience (STAR), Ability to work independently; strong leadership and program management skills; excellent organizational and collaboration skills; excellent public speaking and presentation skills.
### Team and Organizational Resilience/Stress Assessment and Consultant

**Education and Experience:**
- Experience living and working in high threat environments
- Experience working in the international development and humanitarian or emergency management sector
- Experience living and working overseas in high risk locations.
- Experience and ability to travel to and work in high risk locations.
- Minimum years of experience: 10 years
- Minimum education: Master's Degree

**Applicable Training:**
Proficiency in using various assessment tools and instruments including Team Performance Indicator, evaluation training; Emotional Intelligence Quotient; 360 Assessments; mediation; ability to work independently; strong leadership and program management skills; excellent organizational and collaboration skills; excellent public speaking and presentation skills.

**Position Description and functional responsibilities:**
Conducts team and organizational stress assessments to determine levels of stress across teams and/or organizations and to identify key stressors than can be reduced or mitigated. We review, assess and lead teams through a process to enable them to:
- Fully understand normal team process dynamics and adjust behaviors to maximize effective teamwork
- Find solutions to team based stressors, focusing on individual on cumulative responsibilities
- Manage expected and unplanned change effectively
- Function effectively in high stress, high threat environments
- Be prepared for critical incidents and understand when to seek additional support during such times
- Mitigate on-going cumulative stressors resulting from organizational and intra-team dynamics
- Assess and outline the current level of stress experienced by team members
- Resolve conflict

Each assessment provides written recommendations for improving existing programs/policies and developing new initiatives to improve staff care.

### Stress Management Trainer

**Education and Experience:**
- Experience living and working in high threat environments
- Experience working in the international development and humanitarian or emergency management sector
- Experience living and working overseas in high risk locations.
- Experience and ability to travel to and work in high risk locations.
- Minimum years of experience: 10 years
- Minimum education: Master's Degree

**Applicable Training:**
Adult education degrees or equivalent experience. 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.

**Position Description and functional responsibilities:**
Designs and delivers educational full day and half day trainings on stress management and resilience to impart skills and strengthen personal resilience. We offer orientation training services as well as on-going training resources on stress management and resilience. Our training process is engaging and interactive and can be done with groups ranging from 10 to 30 participants per session. The core purpose of these trainings is to impart skills that help manage stress and build personal resilience. Our training process includes:
- Reviewing past trainings and resources provided to staff
- Designing training content to build on current knowledge base
- Designing trainings based on proven techniques and...
resources that immediately assist staff in developing self-care skills and plans that address current stressors and mitigate vicarious trauma, traumatic stress and on-going chronic stress. We provide staff care training and resources to employees in the United States and Internationally on topics such as:

- Dealing with traumatic events
- Self-care skills and stress management
- Managing stress in the field
- Preparation for assignment
- Reintegration and managing stress after assignment
- Building personal resilience
- Work Life balance
- Compassion fatigue

All training exercises include a review of common effects of ongoing stress on mind, body, and spirit, and provide resources and tools that help minimize its effects, guiding participants as they develop personal stress-management plans, including ways to ensure success in implementing these plans as part of their day-to-day activities.
**Program Director**

**Detailed Position Description and functional responsibilities**
The Program Director provides strategic, operational and technical management to KonTerra Resilience and Stress Management Professionals and Programs to ensure efficient operations, effective project management and the provision of high quality staff care services to clients. Available for crisis management and response. Responsible for short-term and long-term planning and overall management for KonTerra Resilience and Stress Management Professionals and Programs including:
- training/education, service delivery to staff and eligible family members, communications, program promotion, education, critical incident response support and monitoring and evaluation. Proactively engages key stakeholders throughout client organizations in relationship to available services. Responsible for overall coordination of program deliverables, products, reporting and quality assurance.

Provides technical support to the client organizations on planning, policy development and overall service delivery. Serves as the primary spokesperson for the program.

**Education and Experience:**
- Experience working in the international development and humanitarian or emergency management sector
- Experience developing and supporting staff care and staff engagement in organizations working in high stress environments.
- Strong leadership and program management skills
- Excellent organizational and collaboration skills
- Excellent public speaking and presentation skills.
- Experience living and working overseas in high risk locations.
- Experience and ability to travel to and work in high risk locations.
- Minimum years of experience: 10 years
- Minimum education: Master’s Degree
**Director of Operations**

Developing and implementing operational, administrative, and service delivery protocols and processes to serve client organizations and their staff members. These protocols and processes guide all areas of the service delivery ranging from internal operations to external engagements. Maintain timely, accurate records of activities within the client organization’s systems and track budget and expenditures. Ensures that all engagements are appropriately staffed. This includes overseeing all aspects of the KonTerra’s consultant roster and ensuring appropriate financial and administrative management of external consultants. Participate in established program process for critical incident response and management and evacuation support. High quality and timely service provision is expected. Depending on experience, skill and interests this support may be logistical, administrative, staffing, or client-facing. Participate in promotional and outreach activities to educate employees and family members about Program services and how to access the Program services. This may include events such as tours, presentations, brown bags, open house activities.

<table>
<thead>
<tr>
<th>Education and Experience:</th>
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<tbody>
<tr>
<td>• Experience working in the international development and humanitarian or emergency management sector</td>
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<tr>
<td>• Experience with staff care programs for humanitarian workers</td>
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<tr>
<td>• Excellent organizational and collaboration skill</td>
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<tr>
<td>• Experience living and working overseas in high risk locations.</td>
</tr>
<tr>
<td>• Experience and ability to travel to and work in high risk locations.</td>
</tr>
<tr>
<td>• Minimum years of experience: 10 years</td>
</tr>
<tr>
<td>• Minimum education: Master’s Degree</td>
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</tbody>
</table>
**Program Administrator**

Detailed Position Description and functional responsibilities

The Administrator provides strategic, operational and technical support to KonTerra Resilience and Stress Management Professionals to ensure efficient operations, effective project management and the provision of high quality staff care services to clients. Establishes and implement policies and procedures for project and program administration; oversees the day-to-day operations of client engagement. Ensures compliance with relevant government policies and standards Interacts with vendors, contract partners and others as necessary Markets and promotes services to clients, either through development of marketing/communications products. Coordinates clinical coverage schedules for the KonTerra Resilience and Stress Management Professionals; coordinates 24/7 critical incident response on-call coverage/rotation; coordinates case routing to clinicians Participates in the development of technical project plans, proposals, reports, and task order and administrative reporting. Prepare and provide various reports as requested Coordinate development of deliverables and products; ensure quality assurance of project deliverables Source resource materials for clients. Available for crisis management.

Education and Experience:

- Experience working in the international development and humanitarian or emergency management sector
- Experience living and working overseas in high risk locations.
- Experience and ability to travel to and work in high risk locations.
- Minimum years of experience: 10 years
- Minimum education: Bachelor’s Degree
# Price List

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>GSA Pricing W/IFF</th>
</tr>
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<tbody>
<tr>
<td>Senior Consultant</td>
<td>$302.80</td>
</tr>
<tr>
<td>Organizational Resilience Advisor</td>
<td>$239.29</td>
</tr>
<tr>
<td>Resilience Counselor</td>
<td>$224.94</td>
</tr>
<tr>
<td>Resilience Coach</td>
<td>$224.94</td>
</tr>
<tr>
<td>Critical Incident Debriefer</td>
<td>$217.83</td>
</tr>
<tr>
<td>Critical Incident Management Consultant</td>
<td>$218.24</td>
</tr>
<tr>
<td>Team and Organizational Stress Assessment and Consultation</td>
<td>$218.24</td>
</tr>
<tr>
<td>Stress Management Trainer</td>
<td>$218.24</td>
</tr>
<tr>
<td>Program Director</td>
<td>$211.59</td>
</tr>
<tr>
<td>Director of Operations</td>
<td>$137.26</td>
</tr>
<tr>
<td>Program Administrator</td>
<td>$75.16</td>
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</tbody>
</table>