

GENERAL SERVICES ADMINISTRATION
Federal Acquisition Service
Authorized Federal Supply Schedule FSS Price List

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA *Advantage!*®, a menu-driven database system. The INTERNET address GSA *Advantage!*® is: GSAAdvantage.gov.

Multiple Award Schedule



FSC Group: **Professional Services**

FSC Class: **R499**

Contract number: **GS-10F-0418Y**

For more information on ordering, go to the following website: <https://www.gsa.gov/schedules>

Contract period: **August 9, 2012 – August 8, 2027**

The Konterra Group, LLC
1300 Pennsylvania Ave NW STE 270
Washington DC 20004
Phone: 202-351-6826

www.konterragroup.net

Contract administration source
Rick Augsburger | raugsburger@konterragroup.net

Business size: **Small**

Price list current as of Modification #PS-0039 effective November 13, 2023

Prices Shown Herein are Net (discount deducted)

CUSTOMER INFORMATION

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

SINs	Recovery	SIN Title
541611	541611RC	Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services
624SS	624SSRC	Social Services, Professional Counseling and Veterans' Readjustment and Behavioral Health Services
OLM	OLMSTLOC OLMRC	Order-Level Materials (OLM's)

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply. **See page 28 for pricing information.**

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item. **See pages 5 – 27 for labor category information.**

2. Maximum order:

SINs	Maximum Order
541611	\$1,000,000
624SS	\$1,000,000
OLM	\$250,000

3. Minimum order: **\$100**

4. Geographic coverage. **Domestic and Worldwide**
541611/ 541611RC – 48 States, DC
624SS / 624SSRC – Worldwide
OLM / OLMRC / OLMSTOC – 48 States, DC

5. Point(s) of production. **Washington DC, USA**

6. Discount from list prices or statement of net price. **Government Net Prices (discounts already deducted.)**

7. Quantity discounts. **None**

8. Prompt payment terms. **Net 30 days. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.**

9. Foreign items. **Not Applicable**

10a. Time of delivery. **To Be Determined at the Task Order level**

10b. Expedited Delivery. **To Be Determined at the Task Order level**

10c. Overnight and 2-day delivery. **To Be Determined at the Task Order level**

10d. Urgent Requirements. **To Be Determined at the Task Order level**

11. F.O.B. point(s). **Destination**

12a. Ordering address(es). **Same as Contractor**

12b. Ordering procedures: **See Federal Acquisition Regulation (FAR) 8.405-3.**

13. Payment address(es). **Same as Contractor**

14. Warranty provision. **Standard Commercial Warranty Terms & Conditions**

15. Export packing charges, if applicable. **Not Applicable**

16. Terms and conditions of rental, maintenance, and repair (if applicable). **Not Applicable**

17. Terms and conditions of installation (if applicable). **Not Applicable**

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). **Not Applicable**

18b. Terms and conditions for any other services (if applicable). **Not Applicable**

19. List of service and distribution points (if applicable). **Not Applicable**

20. List of participating dealers (if applicable). **Not Applicable**

21. Preventive maintenance (if applicable). **Not Applicable**

22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). **Not Applicable**

22b. If applicable, indicate that Section 508 compliance information is available for the information and communications technology (ICT) products and services and show where full details can be found (e.g. contractor's website or other location.) ICT accessibility standards can be found at: <https://www.Section508.gov/>. **Not Applicable**

23. Unique Entity Identifier (UEI) number. **ELAJW2LZVAX6**

24. Notification regarding registration in System for Award Management (SAM) database.
Contractor registered and active in SAM

LABOR CATEGORY INFORMATION

Summary Description for Labor Category	Required Education and Experience
<p>SENIOR CONSULTANT</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>

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.

<p><i>Resilience Counselor</i></p> <p>Detailed Position Description and functional responsibilities 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</p>	<p>Education and Experience:</p> <ul style="list-style-type: none"> • 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 <p>Applicable Training: Licensed mental health professional. Proficiency in using various assessment tools and instruments including Meyers Briggs Type Indicator, 360 Assessments and Emotional Intelligence. Ability to work independently; strong leadership and program management skills; excellent organizational and collaboration skills; excellent public speaking and presentation skills.</p>
<p><i>Resilience Coach</i></p> <p>Detailed Position Description and functional responsibilities The Resilience Coach 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 coaching sessions providing solution focused brief therapy and/or coaching to assist employees in managing work and traumatic incident related stressors</p>	<p>Education and Experience:</p> <ul style="list-style-type: none"> • 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 <p>Applicable Training: Licensed coach. Proficiency in using various assessment tools and instruments including Meyers Briggs Type Indicator, 360 Assessments and Emotional Intelligence. Ability to work independently; strong leadership and program management skills; excellent organizational and collaboration skills; excellent public speaking and presentation skills.</p>

<p><i>Critical Incident Debriefer</i></p> <p>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</p>	<p>Education and Experience:</p> <ul style="list-style-type: none"> • 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 <p>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.</p>
<p><i>Critical Incident Management Consultant</i></p> <p>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</p>	<p>Education and Experience:</p> <ul style="list-style-type: none"> • 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 <p>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.</p>

Team and Organizational Resilience/Stress Assessment and Consultant

Detailed 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.

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.

Stress Management Trainer

Detailed 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.

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.

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.

Education and Experience:

- Experience working in the international development and humanitarian or emergency management sector
- Experience with staff care programs for humanitarian workers
- Excellent organizational and collaboration skill
- 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

<p><i>Program Administrator</i></p> <p>Detailed Position Description and functional responsibilities</p> <p>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.</p>	<p>Education and Experience:</p> <ul style="list-style-type: none"> • 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
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Psychologist

Detailed Position Description and functional responsibilities:

The Psychologist provides clinical mental health services, to support contract delivery. Responsibilities include:

- Provision of senior-level clinical mental health services
- Psychological assessments
- Expert guidance on clinical best practice
- Clinical supervision
- Counseling for high-risk cases where elevated level of support is needed
- Confidential, short-term solution-focused counseling, either in-person, via telephone, or via video conference.
- Problem identification and assessment services for employees who are experiencing personal or professional concerns that may be affecting productivity, such as burn-out, stress, trauma and vicarious trauma.

Skills and Expectations:

- Superior expertise in clinical counseling for individuals, couples or groups.
- Ability to work collaboratively in a team environment
- Proficient in Microsoft Office software and tools
- Effective communication: in-person, as well as via telephone/video and/or email.

Education and Experience:

- Minimum education: Doctoral degree
- Minimum years of experience: 10 years
- Clinical licensure

Social Worker

Detailed Position Description and functional responsibilities:

The Social Worker provides clinical mental health services, to support contract delivery. Responsibilities include:

- Confidential, short-term solution-focused counseling, either in-person, via telephone, or via video conference.
- Problem identification and assessment services for employees who are experiencing personal or professional concerns that may be affecting productivity, such as burn-out, stress, trauma and vicarious trauma.
- Psychological assessments

Skills and Expectations:

- Expertise in clinical counseling for individuals, couples or groups.
- Ability to work collaboratively in a team environment
- Proficient in Microsoft Office software and tools
- Effective communication: in-person, as well as via telephone/video and/or email.

Education and Experience:

- Minimum years of experience: 5 years
- Minimum education: Master's degree
- Clinical licensure (e.g. Licensed Professional Counseling / Licenses Marital & Family Therapist)

EAP Clinician

Detailed Position Description and functional responsibilities:

The EAP Clinician provides clinical mental health services, to support contract delivery.

Responsibilities include:

- Confidential, short-term solution-focused counseling, either in-person, via telephone, or via video conference.
- Problem identification and assessment services for employees who are experiencing personal or professional concerns that may be affecting productivity, such as burn-out, stress, trauma and vicarious trauma.
- Psychological assessments
- Referrals to long-term counseling services for comprehensive assessment and treatment
- Consultation to an organization's leadership and managers requesting guidance for employees experiencing challenges with productivity, performance, and /or behavior.

Skills and Expectations:

- Expertise in clinical counseling for individuals, couples or groups.
- Ability to work collaboratively in a team environment
- Proficient in Microsoft Office software and tools
- Effective communication: in-person, as well as via telephone/video and/or email.

Education and Experience:

- Minimum education: Master's degree
- Minimum years of experience: 5 years
- Clinical licensure (e.g. Licensed Professional Counseling / Licenses Marital & Family Therapist)

<p>EAP Case Manager <i>Detailed Position Description and functional responsibilities:</i></p> <p>The EAP Case Manager provides clinical mental health services, to support contract delivery. Responsibilities include:</p> <ul style="list-style-type: none"> ● Case Management support for EAP service delivery ● Intake/assessment for users of the service <p><i>Skills and Expectations:</i></p> <ul style="list-style-type: none"> ● Expertise in clinical counseling for individuals, couples or groups. ● Ability to work collaboratively in a team environment ● Proficient in Microsoft Office software and tools ● Effective communication: in-person, as well as via telephone/video and/or email. 	<p><i>Education and Experience:</i></p> <ul style="list-style-type: none"> ● Minimum education: Master's degree ● Minimum years of experience: 7 years ● Clinical licensure (e.g. Licensed Professional Counseling / Licenses Marital & Family Therapist)
<p>Administrative Clinician <i>Detailed Position Description and functional responsibilities:</i></p> <p>The Administrative Clinician leads and directs clinical mental health service programs. Responsibilities include:</p> <ul style="list-style-type: none"> ● Clinical and administrative leadership ● Confidential, short-term solution-focused counseling, either in-person, via telephone, or via video conference. ● Problem identification and assessment services for employees who are experiencing personal or professional concerns that may be affecting productivity, such as burn-out, stress, trauma and vicarious trauma. ● Psychological assessments ● Referrals to long-term counseling services for comprehensive assessment and treatment <p><i>Skills and Expectations:</i></p> <ul style="list-style-type: none"> ● Expertise in clinical counseling for individuals, couples or groups. ● Ability to work collaboratively in a team environment ● Proficient in Microsoft Office software and tools ● Effective communication: in-person, as well as via telephone/video and/or email. 	<p><i>Education and Experience:</i></p> <ul style="list-style-type: none"> ● Minimum education: Master's degree ● Minimum years of experience: 7 years ● Clinical licensure (e.g. Licensed Professional Counseling / Licenses Marital & Family Therapist)

Senior Trainer

Detailed Position Description and functional responsibilities:

Designs and delivers educational training on a range of topics, in a range of formats (in-person, on-line, etc.), for a number of audiences. Responsibilities include:

- Leadership and strategy development to ensure the achievement of training objectives.
- Design trainings based on proven techniques and resources that immediately assist staff in developing desired skills in practical ways.
- Supervision of trainers.
- Delivery of engaging training sessions to both large and small groups.
- Continuous improvement based on post-training assessments.

Skills and Expectations:

- Knowledge of learning management systems, mobile learning apps and integration tools
- Capacity to develop effective training materials with video editing and content authoring tools and software.
- Expertise in assessing learning styles, as well as knowledge / skill acquisition, retention and application.
- Expertise in designing and administering assessments.
- Ability to work collaboratively in a team environment
- Proficient in Microsoft Office software and tools
- Effective communication: in-person, as well as via telephone/video and/or email.

Education and Experience:

- Minimum education: Master's degree
- Minimum years of experience: 15 years

Trainer

Detailed Position Description and functional responsibilities:

Designs and delivers educational training on a range of topics, in a range of formats (in-person, on-line, etc.), for a number of audiences. Responsibilities include:

- Design trainings based on proven techniques and resources that immediately assist staff in developing desired skills in practical ways.
- Delivery of engaging training sessions to both large and small groups.
- Effective collaboration with Senior Trainer, instructional designers and client stakeholders.
- Continuous improvement based on post-training assessments.

Skills and Expectations:

- Familiarity with learning management systems, mobile learning apps and integration tools.
- Capacity to support the development of effective training materials with video editing and content authoring tools and software.
- Advanced understanding of how to assess learning styles, as well as knowledge / skill acquisition, retention and application.
- Advanced understanding of how to design and administer assessments.
- Ability to work collaboratively in a team environment.
- Proficient in Microsoft Office software and tools.
- Effective communication: in-person, as well as via telephone/video and/or email.

Education and Experience:

- Minimum education: Bachelor's degree
- Minimum years of experience: 7 years

Senior Instructional Designer

Detailed Position Description and functional responsibilities:

The Instructional Designer provides instructional design support in the development of training and educational events, in both an online and in-person context.

Responsibilities include:

- *Design and development of training strategies and curriculum based upon factors such as group size, location, and the stated goals/objectives of the training.*
- *Design of instruments to generate data for evaluating training effectiveness and producing recommendations for future activities.*
- *Supervision of instructional designers.*
- *Collaboration with training staff.*

Skills and Expectations:

- *Expertise in learning theory, including through the use of integrative technology.*
- *Expertise in learning management systems, mobile learning apps and integration tools*
- *Expertise in assessing learning styles, as well as knowledge / skill acquisition, retention and application.*
- *Ability to work collaboratively in a team environment*
- *Proficient in Microsoft Office software and tools*
- *Effective communication: in-person, as well as via telephone/video and/or email.*

Education and Experience:

- *Minimum education: Master's degree, in Education or related field*
- *Minimum years of experience: 15 years*
- *Well versed in adult learning methods; e.g. ADDIE™, Bloom's Learning Taxonomy, Kirkpatrick Model*

Instructional Designer

Detailed Position Description and functional responsibilities:

The Instructional Designer provides instructional design support in the development of training and educational events, in both an online and in-person context.

Responsibilities include:

- Design and development of adult learning curriculum.
- Use of innovative activities, exercises and other approaches to training to maximize participant engagement and information retention
- Evaluation of the training effectiveness and forming recommendations for future activities.

Skills and Expectations:

- Advanced understanding of how people learn, including through the use of integrative technology.
- Knowledge of learning management systems, mobile learning apps and integration tools
- Knowledge of how to assess learning styles, as well as knowledge / skill acquisition, retention and application
- Ability to work collaboratively in a team environment
- Proficient in Microsoft Office software and tools
- Effective communication: in-person, as well as via telephone/video and/or email.

Education and Experience:

- Minimum education: Bachelor's degree
- Minimum years of experience: 7 years
- Well versed in ADDIE™ Training Model (Adult Learning Theory principles)

<p>Executive Coach <i>Detailed Position Description and functional responsibilities:</i></p> <p>The Executive Coach provides high-quality executive development support services, including coaching in an individual, peer, or group capacity, to support staff as they develop their skills as executives. Responsibilities include:</p> <ul style="list-style-type: none"> ● Continuous enhancement of subject matter expertise in leadership development. ● Creation of custom designed engagements based upon the client, the individual, and the expressed goals/outcomes. ● Careful selection and effective use of techniques designed to improve leadership skills such as DiSC, MBTI, 360 degree reviews. <p><i>Skills and Expectations:</i></p> <ul style="list-style-type: none"> ● Deep listening and effective questioning ● Provide non-judgmental feedback ● Ability to work collaboratively in a team environment ● Effective communication: in-person, as well as via telephone/video and/or email. 	<p><i>Education and Experience:</i></p> <ul style="list-style-type: none"> ● Minimum education: Masters degree ● Minimum years of experience: 10 years ● Certification from the International Coaching Federation
<p>Senior Facilitator <i>Detailed Position Description and functional responsibilities:</i></p> <p>The Facilitator hosts and guides short-term, participant-centered interventions; these events aim to encourage participant engagement (buy-in), generate new ideas, and forge consensus for future action. Responsibilities include:</p> <ul style="list-style-type: none"> ● Close collaboration with stakeholders to understand an intervention’s requirements. ● Ensuring compatibility of the intervention’s design/ processes with stated objectives. ● Preparation of relevant and compelling materials. ● Leadership of the process. ● Supervision of other facilitators’ work. <p><i>Skills and Expectations:</i></p> <ul style="list-style-type: none"> ● Expertise in group dynamics and group management ● Clear and effective communication in group settings ● Mastery of consensus building and conflict management ● Ability to work collaboratively in a team environment ● Proficient in Microsoft Office software and tools ● Ability to communicate effectively in-person, as well as via telephone/video and/or email. 	

<p>Facilitator</p> <p><i>Detailed Position Description and functional responsibilities:</i></p> <p>The Facilitator hosts and guides short-term, participant-centered interventions; these events aim to encourage participant engagement (buy-in), generate new ideas, and forge consensus for future action. Responsibilities include:</p> <ul style="list-style-type: none"> ● Close collaboration with stakeholders to understand an intervention’s requirements. ● Ensuring compatibility of the intervention’s design/ processes with stated objectives. ● Preparation of relevant and compelling materials. ● Collaboration with other facilitators. <p><i>Skills and Expectations:</i></p> <ul style="list-style-type: none"> ● Advanced understanding of group dynamics and group management ● Clear and effective communication in group settings ● Competence with consensus building and conflict management ● Ability to work collaboratively in a team environment ● Proficient in Microsoft Office software and tools ● Ability to communicate effectively in-person, as well as via telephone/video and/or email. 	<p><i>Education and Experience:</i></p> <ul style="list-style-type: none"> ● Minimum education: Bachelor’s degree ● Minimum years of experience: 7 years
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<p>Communications Specialist <i>Detailed Position Description and functional responsibilities:</i></p> <p>The Communications Specialist develops communication strategies to promote positive behaviors which are appropriate to clients' settings and develops a supportive environment enabling people to initiate, sustain and maintain positive and desirable behavior outcomes. Responsibilities include:</p> <ul style="list-style-type: none"> ● Development of communication strategies and plans. ● Design of program marketing and awareness campaigns. ● Creation of program/service materials, including drafting, editing, and formatting of project reports. <p><i>Skills and Expectations:</i></p> <ul style="list-style-type: none"> ● Confident writer and speaker ● Specialized knowledge of writing, editing, and proofreading ● Strong aptitude for project management ● Ability to work creatively and collaboratively in a team environment ● Proficient in Microsoft Office software and tools ● Effective communication: in-person, as well as via telephone/video and/or email. 	<p><i>Education and Experience:</i></p> <ul style="list-style-type: none"> ● Minimum education: Bachelor's degree in communications, public relations, marketing or a similar/related field ● Minimum years of experience: 5 years
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Wellness Specialist

Detailed Position Description and functional responsibilities:

The Wellness Specialist provides individualized and group support for 'wellness' and 'wellbeing' activities, projects and programs, associated with the contract.

Responsibilities include:

- Assessment of individual and organizational needs related to health and wellness.
- Design / development of wellness programs and services.
- Implementation of health and wellness support activities, such as:
 - wellness challenges/events
 - diet, exercise and lifestyle coaching services
 - mental and physical wellbeing
 - healthy work-life balance
 - health risk assessments, biometric screening, and related services
- Promotion of services that attracts employee participation and engagement.
- Assessment of program utilization, engagement and participant satisfaction.

Skills and Expectations:

- Knowledge of standard health practices, nutrition and exercise
- Knowledge of behavior change techniques that promote healthy lifestyles
- Strong aptitude for project management
- Ability to work collaboratively in a team environment
- Proficient in Microsoft Office software and tools
- Ability to communicate effectively in-person, as well as via telephone/video and/or email.

Education and Experience:

- Minimum education: Bachelor's degree
- Minimum years of experience: 5 years
- Degree in Health Promotion, Health and Wellness Management, Health Education or other health related field.

Work-Life Specialist

Detailed Position Description and functional responsibilities:

The Work-Life Specialist manages the operations of a client's Work-Life Program. Responsibilities include:

- Assessment of individual and organizational needs in support of employee engagement and retention.
- Design / development of work-life programs and services that enable healthy integration of work and personal responsibilities.
- Implementation of work-life services, such as:
 - childcare
 - elder care
 - financial counselling
 - relocation support
- Promotion of services that attracts employee participation and engagement such as:
 - educational seminars
 - informational events
 - awareness programs
- Assessment of program utilization, engagement and participant satisfaction.

Skills and Expectations:

- Knowledge of standard human resource practices
- Knowledge of workplace resilience strategies
- Strong aptitude for project management
- Ability to work collaboratively in a team environment
- Proficient in Microsoft Office software and tools
- Effective communication: in-person, as well as via telephone/video and/or email.

Education and Experience:

- Minimum education: Bachelor's degree
- Minimum years of experience: 5 years
- Certified Management Consultant (CMC) designation

Management Analyst

Detailed Position Description and functional responsibilities:

The Management Analyst supports the efficiency and effectiveness of the contract, by performing a broad range of tasks associated with administrative operations and associated procedures. Responsibilities include:

- Execution of various budgetary and financial management tasks and projects, both ongoing and ad-hoc, throughout the life of a contract.
- Identification of opportunities for simplification and standardization so clients can reach objectives and produce exceptional results.
- Collection, review and analysis of key data points, to enhance effectiveness of contract delivery.
- Analysis of program / organizational development, effectiveness, and efficiency.
- Long range planning of programs and objectives.

Skills and Expectations:

- Expertise in standard organizational functions and practices
- Strong aptitude for project management
- Strong ability to clearly convey analysis and results in oral as well as written forms
- Ability to work collaboratively in a team environment
- Proficient in Microsoft Office software and tools
- Effective communication: in-person, as well as via telephone/video and/or email.

Education and Experience:

- Minimum education: Bachelor's degree
- Minimum years of experience: 7 years
- Certified Management Consultant (CMC) designation

PRICING INFORMATION

Labor Category Title	Price Offered to GSA (including IFF)
Senior Consultant	\$302.80
Organizational Resilience Advisor	\$335.01
Resilience Counselor	\$263.22
Resilience Coach	\$335.01
Critical Incident Debriefer	\$347.61
Critical Incident Management Consultant	\$358.94
Team and Organizational Resilience/Stress Assessment and Consultant	\$335.01
Stress Management Trainer	\$263.22
Program Director	\$253.90
Director of Operations	\$239.29
Program Administrator	\$119.65
Psychologist	\$320.91
Social Worker	\$246.85
EAP Clinician	\$246.85
EAP Case Manager	\$246.85
Administrative Clinician	\$296.22
Senior Trainer	\$296.22
Trainer	\$246.85
Senior Instructional Designer	\$246.85
Instructional Designer	\$207.36
Executive Coach	\$345.59
Senior Facilitator	\$320.91
Facilitator	\$271.54
Communications Specialist	\$271.54
Wellness Specialist	\$207.36
Work-Life Specialist	\$207.36
Management Analyst	\$222.17