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**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>.

Schedule for:

**Mission Oriented Business Improvement Services  
(MOBIS)**

**FSC Group:** 874

**Contract #:** GS-10F-0433N

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

**Contract Period:** June 10, 2008 through June 9, 2013

**Contractor:** Strategic e-Business Solutions, Inc  
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Bethesda, Maryland 20814  
Phone: 877-669-7327  
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**Contract Administration Source:** John Misiag

**Business Size:** Small, Disadvantaged, 8(a), Veteran Owned Business

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## Introduction

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Strategic e-Business Solutions, Inc (SeBS) is a business management consulting firm founded to service the federal sector in 2000. The diversity of our management, training and consulting experience in the private and federal sectors enhances our ability to deliver value-added business, technical and support services to our clients. Our consulting practice is comprised of both full-time and part-time personnel who possess over 30 years of strategic management experience in the private sector as well as federal sector- DoD, Intelligence and civilian agencies. Our cadre of professional employees is highly educated and possesses a diverse array of professional third party certifications, and is located throughout the United States.

SeBS has been awarded a Mission Oriented Business Improvement Services (MOBIS) Schedule, Federal Supply Contract GS-10F-0433N by the U.S. Government Services Agency (GSA), to provide a range of management services to federal agencies. Our MOBIS Schedule is 8(a) certified under the U.S. Small Business Administration's business development program. Approved Special Item Numbers (SINs) are:

- **Consulting Services (SIN 874-1):**
  - Strategic Transformation
  - Strategic planning
  - Performance management
  - Program evaluation
  - Business process improvement
  - Organizational assessments and design
- **Facilitation Services (SIN 874-2):**
  - Change Management
  - Focus Groups
  - Turnkey Support
  - Leadership Effectiveness
  - Senior management meetings
  - Human Capital Development
  - Alternative Dispute Resolution (ADR) Services
- **Training Services (SIN 874-4):**
  - Continuous Process Improvement
  - Program and Project Management
  - Organizational Development
- **Program Integration & Project Management Services (SIN 874-7):**
  - program management
  - project management
  - program integration

***Strategic e-Business Solutions – Delivering Innovative Solutions to Business challenges that impede performance.***

## SeBS CORPORATE OVERVIEW

*Strategic e-Business Solutions (SeBS)* is an 8(a) minority, veteran owned and operated small business founded in 2000 to uniquely provide management and information technology consulting to enable organizations to undergo the transformation necessary to become efficient and effective through a blend of proven strategic business consulting services. SeBS assists our customers in the integration and implementation of an array of technologies and best practice business methodologies to improve the way they deliver services to their customers. Our approach focuses on the optimization of people, process, and technology infrastructures by providing industry methods and tools such as CMMi, ISO 9000, and Lean Six Sigma. Our ultimate goal is to help our customers improve productivity effectiveness/ efficiency improvements via the integration of new emergent solutions. We partner with our clients to improve end-customer satisfaction by enhancing internal business process functionality and overall operational efficiency.

Our partnering approach begins with the customer in mind. We carefully listen and understand your needs as we value the insight that comes from the “Voice of the Customer” and a strong trust in our teaming arrangement to accomplish a common goal. As strategic solutions experts with an average of over 30 years of Government experience, we know first-hand the challenges encountered as we adapt to changes in culture. SeBS develops tailored “best practice” business solutions to show immediate and long-term improvements, while maintaining strategic alignment with your organization’s mission and goals.

We understand how to align elements of human capital, technology, and business process improvement into a holistic business strategy designed to ensure successful delivery of the full range of services/solutions we offer, specifically in the areas of:

- Strategic Transformation for Competitive Advantage
- Process Improvement of Performance Gaps
- Operational and Change Management Consulting
- Program Management Services
- Organization Development and Coaching Solutions
- Training and Training Support Services

Our focus is on improving your customer’s experience and your organization’s bottom line by better utilization of your Enterprise Infrastructure and personnel. Our management consulting services increase productivity, improve effectiveness, and enhance your organizational performance through the improvement and optimization of people, process, and technology.

### **Service Overview-**

Strategic e-Business Solutions, Inc. provides clients with services that assist them in evaluating and integrating new processes and technology within their current business to deliver efficient, cost effective operations. Our services include:

- **Strategic Transformation** – Ensures strategic alignment between mission and goals of an organization and allows for an integrated, holistic understanding of an organization’s strategy and delivery approach. By linking relationships between Financial goals,

Customer/Stakeholder, Internal Business Process and Employee goals- which are critically important in the face of the changing workplace- SeBS provides support in process improvement, change management, and cultural alignment to the organizations. By aligning all perspectives of your strategy organizations can avoid counterproductive resource allocation, conflicting objectives across the organization, and underdevelopment of the most critical assets/processes.

- **Process Improvement-** A structured data driven methodology that ensures Operational Processes alignment with the mission, goals and objectives of their organization. Services provide a Continuous Process Improvement method of improving process efficiencies and effectiveness as well as quality of products and services in order to meet customer requirements. Develop and employ a structured and consistent approach to identify, select and prioritize projects suitable for process improvement and enables that improvement.
- **Operational and Change Management Consulting** – Understand where to invest your budget dollars through a pragmatic best practice analysis that identifies specific operational performance gaps. Ensure your competitive advantage through our ongoing support and continuous management of mission-critical functionality. Designed to elevate the return on your business by ensuring you provide practical, market-driven services by enhancing performance through the improvement of process, technology, and people.
- **Program Management** – Successfully manage your projects utilizing PMI methodologies by incorporating planning, scheduling, resource management, risk management, coordination, control, change management, and reporting to ensure on time and within budget implementation.
- **Organization Development** – Provide an operational environment that supports a highly motivated high performance organization through effective human capital management. The facilitation skills, team building, leadership coaching, organizational change and transformation tools used within our methodology are a major competitive advantage to escalate the bottom line of an organization.
- **Training**– Provide the tools and update skills through education of your staff. Our Program and Project Management course enable staff to understand how to manage critical efforts utilizing standard PMI methods. In addition, process improvement courses provide staff with a foundation for ensuring your organization can provide efficient services, while our coaching and organizational training ensures that staff is effective in working together.

Strategic e-Business Solutions, Inc. empowers our clients to achieve operational cost savings, more effective use of new economy technology, enhancement of human capital performance, efficient process improvement and growth which improves your revenues through customer loyalty and retention by:

- Synchronizing your customer operations with your business goals
- Facilitating cost effective and efficient operations that are focused on addressing the needs of the customer

- Utilizing appropriate human capital performance skills, processes, and technology to position your company to deliver multi-channel service in a cost effective manner
- Assist in showing how to generate the most rewarding and cost effective relationship with each customer encounter

### **Organizational, accounting controls and quality measures proposed**

SeBS plans, schedules, and controls work by following predefined plans and procedures based on commercially proven best practices. We use performance metrics, success criteria, and a quarterly Customer Questionnaire to ensure we meet customer requirements and provide complete customer satisfaction. Our independent Quality Assurance (QA) function reviews customer satisfaction questionnaires, performance metrics, and incident and activity reports to identify areas where we can improve performance. QA reports directly to the President of SeBS to ensure independent evaluation of the program's progress and success.

SeBS is organized for accomplishing this contract immediately and is available to continue supporting MOBIS related opportunities. The MOBIS PM will be SeBS's Chief Operations Officer- John Misiag. The QA function also reports directly to Mr. Misiag, to ensure reporting independence and maintain the highest level of quality products and services. Additional corporate support is provided through our Program Management Office, which includes our human resources (HR) professional recruiter, Business Support and Documentation Manager. The Contract/Subcontract Manager comprises the contract administration area. We have designed our streamlined and highly focused program organization to maximize communication, client interface, and responsiveness without adding unnecessary management and overhead costs.

SeBS' Business Support Manager, Stephanie Spencer and Financial Consultant, Kevin Duncan, work closely with the PM to manage program costs. They are responsible for cost accounting and cost management, and will generate and provide cost reports as required. The SeBS employee handbook provides guidance on the correct preparation of timesheets, corporate compensation plans, tuition reimbursement plans, employee referral bonuses, holidays and personal leave, and similar administrative policies and procedures.

We use MS Project to develop the Master Program Schedule and related task order schedules, and QuickBooks for invoicing, billing, customized pricing, customized reporting, and tracking program and resource costs. QuickBooks interfaces with Microsoft Office to share data. This lets us track program expenses to date, burn rate, and Other Direct Cost (ODC) data on a monthly basis. We will deliver weekly or monthly progress reports to the task order manager, CO and COTR electronically via e-mail or in hard copy.

To estimate the initial mix of labor categories and labor-hours within each labor category, we rely on the knowledge collected by our management staff while performing similarly complex MOBIS tasks for our various government projects. We use the labor categories on our MOBIS schedule as a starting point for developing our Task Order (TO) labor categories for each specific project and task. Once these have solidified, we define the labor hours needed within each labor category. Past experience and historical documents guide us in these estimates. Once we've completed and reviewed the labor estimates at the highest corporate levels, we factor in any subcontractors that might be needed for various areas of work.

### **Ability to acquire the type and kinds of personnel proposed**

The SeBS Team currently employs a network of professional consulting personnel with the proven ability to design, implement, and manage a MOBIS TO within the Washington, DC, San Diego, Virginia Beach, and Ft. Lauderdale metropolitan areas. A significant number of these personnel are immediately available to support MOBIS TOs. Our personnel are current employees, or consultants. We assign staff to perform the work for which they are fully qualified and experienced as demonstrated by their resumes and our prior experience with them.

Our process for recruiting, interviewing, qualifying, and hiring employees, and processing background investigations and security clearances is vital to the nature of executive consulting work. SeBS prefers using references from our current and former employees, consultants, business associates, and teammates to identify potential employment candidates. We also maintain a database of qualified personnel resumes, and search this database for individuals to fill one-time and permanent assignments. SeBS also maintains a Monster.com account for personnel searches.

SeBS' HR function also coordinates training to ensure program staff is current in their certifications and training. We provide 40 to 80 hours a year of directly related technical training for all SeBS employees. A generous tuition reimbursement plan helps employees studying subjects to improve their contract performance and provide value to the customer. We urge our employees to become certified in consulting, strategy, quality, technology, and management methodologies, and support their studies with paid time off and tuition reimbursement. HR also maintains and tracks security clearance status and paperwork.

### **Quality of the services provided for both the overall contract and individual task orders**

SeBS' key to producing quality work is the ability to understand and interpret program sponsor/customer requirements, assign the best possible people, and support them with the resources and processes needed to complete the TO. Working with the Government, we develop a clear statement of the program objectives; determine boundaries or limitations (such as a documentation plan or a facility plan); and identify any relationships with other support activities to assess potential impacts. We then determine the most flexible and cost-effective approach. By applying accepted business practice methodology, major tasks and planning factors are determined, and acquisition and delivery milestone charts and schedules can then be developed. Major tasks include requirements definitions, system development, and integration, equipment installation/modification requirements, acquisition, hardware/software delivery schedules, studies and analysis, and documentation. Planning factors include technology and mission risks, time phasing of tasks, inventory levels, facilities, personnel, budgets, planned expenditures of assets, and training requirements. From this comprehensive analysis, the most viable, effective, and efficient TO plan is developed.

Since multiple TO's will be performed under the MOBIS contract, it is important to maintain overall contract statistics and performance measures. SeBS maintains a database of all delivery orders, with deliverables, cost data, and customer satisfaction data. This information is used to improve our process and fix any TO specific issues.

## **GSA MOBIS FEDERAL SUPPLY SCHEDULE FRAMEWORK**

For our MOBIS clients, SeBS applies a consistent, value-based framework to achieve the desired results – on-time, within budget and meeting or exceeding quality expectations. Our value-based framework...

- Identifies the Opportunity;
- Matches Capabilities with the Requirements;
- Selects & Assigns the Best Talent & the Best Team to do the Job;
- Provides the Best Possible Products & Services; and
- Establishes Long-Term Relationships.

Our Consulting, Facilitation, Training, Program Integration and Project Management including alternative dispute resolution services provide a one-stop solution for clients seeking significant organizational improvement and specialized skills. SeBS's customers grow accustomed to our honest, forthright, hard-working efforts and excellent customer service.

GSA has improved efforts to make buying commercial services easier for Federal customers by awarding GSA Schedule Contracts. Under the Federal Supply Schedule Program, GSA enters into government-wide contracts with commercial firms to provide products and services, at stated prices, for given periods of time. This streamlined procurement vehicle significantly reduces the time required to obtain services because GSA has reviewed vendors' capabilities, negotiated rates, and pre-qualified vendors to provide services and products. Therefore, Federal customers can place orders directly with schedule contractors without seeking further competition, synopsis requirements, making determinations of fair and reasonable pricing, or considering small business set asides.

### **Advantages of Using the GSA MOBIS Schedule**

The GSA MOBIS Federal Supply Schedule offers Federal agencies a streamlined procurement vehicle for obtaining services and products for the implementation of business improvement, quality management, and other related system change processes. Advantages of using the GSA MOBIS Schedule include:

- Dramatic reduction in lead time to obtain services and products (typically a few weeks or less);
- Delivery Order awards are based on Best Value:
  - CBD Synopsis is NOT required;
  - Competitive requirements have been met;
  - Prices have been determined to be fair-and-reasonable, and;
  - All applicable laws and regulations have been applied (including small business set-asides).
- Can be used by all Federal agencies and the District of Columbia;
- No maximum order limitations;
- Contractor/Customer direct relationship - no transfer of funds to GSA;
- Blanket Purchase Agreements can be established to negotiate even better pricing, and;

- Use of contractor teams and subcontractors is encouraged.

## **Authorized Users**

Authorized users of the GSA MOBIS Schedule include:

- All Federal agencies and activities in the executive, legislative, and judicial branches;
- Government contractors authorized in writing by a Federal agency pursuant to CFR 51.1;
- Mixed ownership government corporations as defined in the Government Corporation Control Act;
- The government of the District of Columbia, and;
- Other activities and organizations authorized by statute or regulation to use the GSA as a source of supply.

## **Scope of Work**

With the emphasis on reinventing, reducing bureaucracy, rewarding innovation, and improving customer service, it is important for Federal agencies to have access to management, organizational, and business improvement services. The GSA MOBIS Schedule can be used to conduct a wide range of services focused on improving the performance of Federal agencies. Examples of services that can be provided include, but are not limited to:

- Strategic transformation and strategic planning;
- Information Technology initiatives related to business improvement efforts;
- Benchmarking and Program Assessment;
- Quality Management including
  - Business Process Reengineering;
  - Strategic Sourcing;
  - Financial Management analysis related to business improvement efforts;
- Individual and Organizational Assessments and Improvements;
- Program Management support;
- Training for Program Management and Process Improvement;
- Process modeling, simulation, and improvement; and
- Performance management.

## **Placing an Order**

GSA's streamlined ordering procedures have reduced the tedious, time-consuming government procurement process to a few simple steps. GSA has accomplished this by pre-qualifying vendors to perform a wide range of services. GSA has reviewed vendor qualifications, capabilities, and cost schedules in advance of the need for services, and identified these vendors, by type of service, on its *AdvantageTM!* website. This approval is valid for all organizations in the federal government and other governmental agencies, and the entire process can be completed in as little as a few weeks.

To obtain GSA MOBIS Schedule services and products, Federal agencies work directly with approved GSA MOBIS contractors such as SeBS. For delivery orders under \$2,500, agencies can order services simply by placing an order directly with their contractor of choice. For delivery orders over \$2,500, agencies use the following simplified procedure for placing an order:

- Step 1:*** Customer prepares the Statement of Work (SOW) that addresses work to be accomplished, deliverables, period of performance, and other applicable requirements;
- Step 2:*** Customer issues a Request for Proposal (RFP) to three approved GSA MOBIS vendors. The vendors submit their proposals, or a “no bid” response to the customer’s contracting organization;
- Step 3:*** Customer conducts a review and selects the best value contractor, and;
- Step 4:*** Customer places a delivery order directly with the selected contractor.

If desired, GSA Regional Offices are available to assist the agency during the procurement process under a fee-for-service arrangement, but GSA is not required to be involved in any of the steps outlined above.

## **Contract and Schedule Ordering Information**

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**Strategic e-Business Solutions, Inc**  
3 Bethesda Metro Center, Suite 700  
Bethesda, Maryland 20814  
Phone: 877-669-7327  
Fax: 267-960-7327  
Website: [www.sebsolutions.com](http://www.sebsolutions.com)

**FSC Group:** 874

**Contract Number:** GS-10F-0433N

**Contract Period:** June 10, 2008 – June 9, 2013

**Business Size:** Small, Disadvantaged, 8(a), Veteran Owned

**Contact Person:** John Misiag, COO & Vice President  
[gsa\\_sales@sebsolutions.com](mailto:gsa_sales@sebsolutions.com)

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***To order services from SeBS's GSA Contract #GS-10F-0433N, please contact John Misiag at 443-226-6896.***

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Please note:

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

For more information on ordering from Federal Supply Schedules, click on the FSS Schedules button at [www.fss.gsa.gov](http://www.fss.gsa.gov).

## Customer Information

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<b>1a. Awarded Special Item Numbers (SINs):</b>	SIN 874-1 Consulting Services (pg. 15) SIN 874-2 Facilitation Services (pg. 17) SIN 874-4 Training Services (pg. 19) SIN 874-7 Program Integration & Project Management Services (pg. 20)
<b>1b. Identification of the Lowest Priced Model Number &amp; Lowest Unit Price:</b>	See item 6 below.
<b>1c. Hourly Rates Description of all Corresponding Job Titles, Experience, Functional Responsibility &amp; Education for Employees or Subcontractors:</b>	For labor category descriptions, please see pages 23-32. For training services descriptions, please see page 33.
<b>2. Maximum Order:</b>	\$1,000,000.00
<b>3. Minimum Order:</b>	\$300.00
<b>4. Geographic Coverage (delivery area):</b>	SeBS worldwide locations.
<b>5. Point(s) of Production (city, county, and State or foreign country):</b>	SeBS worldwide locations.
<b>6. Discount from List Prices or Statement of Net Price:</b>	Government Net Prices (discounts already deducted) – <i>(see the following)</i>
<b>7. Quantity Discounts:</b>	None Offered
<b>8. Prompt Payment Terms:</b>	.5% 15 Days, Net 30 Days
<b>9a. Notification that Government Purchase Cards are Accepted at or below the Micro-Purchase Threshold:</b>	Yes
<b>9b. Notification whether Government Purchase Cards are Accepted or not Accepted above the Micro-Purchase Threshold:</b>	Accept over \$2,500.00
<b>10. Foreign Items (list items by country of origin):</b>	None
<b>11a. Time of Delivery (contractor insert number of days):</b>	Specified on Task Order

<b>11b. Expedited Delivery:</b>	Items available for expedited delivery are noted in this price list. Contact contractor.
<b>11c. Overnight &amp; 2-Day Delivery:</b>	Contact Contractor
<b>11d. Urgent Requirements:</b>	Contact Contractor
<b>12. F.O.B. Point(s):</b>	Destination
<b>13a. Ordering Address(es):</b>	Same as Contractor Address
<b>13b. Ordering Procedures:</b>	For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage ( <a href="http://www.fss.gsa.gov/schedules">www.fss.gsa.gov/schedules</a> ).
<b>14. Payment Address(es):</b>	Same as Contractor Address EFT information: Strategic e-Business Solutions, Inc. ADD Banking Name Bank of America Account Number 003928833291 ABA No. 052001633
<b>15. Warranty Provision:</b>	Contractor's Standard Commercial Warranty
<b>16. Export Packing Charges (if applicable):</b>	N/A
<b>17. Terms &amp; Conditions of Government Purchase Card Acceptance (any thresholds above the micro-purchase level):</b>	Contact Contractor
<b>18. Terms &amp; Conditions of Rental, Maintenance, &amp; Repair (if applicable):</b>	N/A
<b>19. Terms &amp; Conditions of Installation (if applicable):</b>	N/A
<b>20a. Terms &amp; Conditions of Repair Parts Indicating Date of Parts Price Lists &amp; any Discounts from List Prices (if applicable):</b>	N/A
<b>20b. Terms &amp; Conditions for any Other Services (if applicable):</b>	N/A

<b>21. List of Service &amp; Distribution Points</b> <i>(if applicable):</i>	N/A
<b>22. List of Participating Dealers</b> <i>(if applicable):</i>	N/A
<b>23. Preventive Maintenance</b> <i>(if applicable):</i>	N/A
<b>24a. Special Attributes such as Environmental Attributes</b> <i>(e.g., recycled content, energy efficiency, and/or reduced pollutants):</i>	N/A
<b>24b. Section 508 Compliance Information is available on Electronic &amp; Information Technology (EIT) Supplies &amp; Services, &amp; Show Where Full Details can be Found</b> <i>(e.g., contractor's website or other location):</i>	N/A
<b>25. Data Universal Number System (DUNS) Number:</b>	12-777-5125
<b>26. Notification Regarding Registration in Central Contractor Registration (CCR) Database:</b>	Registered
<b>27. Uncompensated Overtime</b> <i>(indicate if used):</i>	N/A

## SIN 874-1: CONSULTING SERVICES

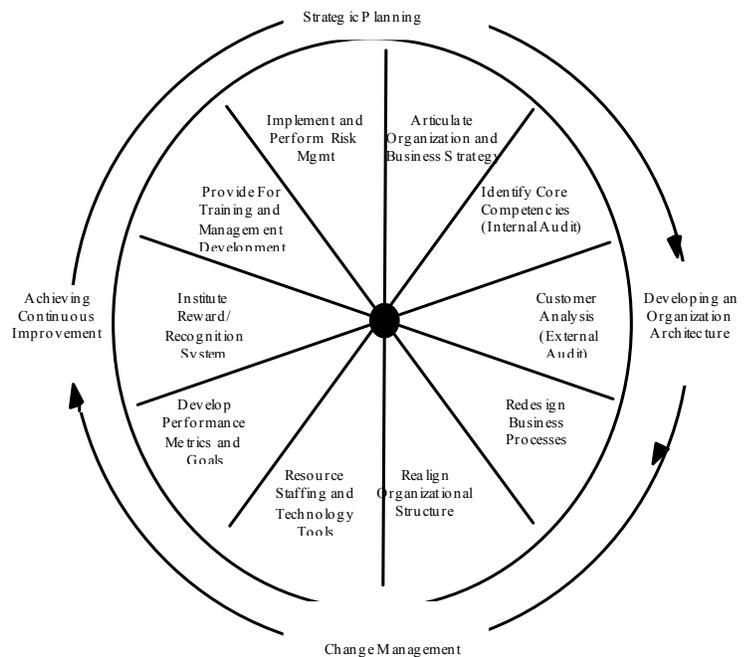
### Government Awarded Special Item Numbers (SINs)

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Strategic e-Business Solutions, Inc. takes pride in the services we provide to our clients. The specific services related to each SIN is described below.

#### SIN 874-1: Consulting Services

**SERVICE DESCRIPTION:** SeBS' Consulting services offering includes strategic planning; operational assessment; process and productivity improvement; organization change management; business process reengineering; and risk analyses. SeBS' process-oriented approach (Figure 2) to institutional change and strategic realignments builds on the cyclical processes associated with managing a growing organization within a changing market environment. Our process focuses on proactive determination of strategic goals and objectives for executive-level and scenario management over a given budgetary cycles, or cycles, and facilitates changes resulting from unplanned external events—in effect risk management for the business or government agency planning cycle. This approach supports a focus on objectives and achieving positive customer delivery results. The primary elements of SeBS' consultation services are described in the following sections.



**Figure 2. SeBS offers a full Range of Consultant Services**

**SeBS, Inc.** supports your ongoing operational needs with consulting services to assist you in the continuous management of mission-critical e-government customer service functionality. To reach optimum productivity, your organization (staff, supervisors, etc.), processes (call flows, workflows, etc.), as well as technology (equipment, applications, etc.), must all operate at peak levels of performance. Our expertise includes strategic integration and project phasing for a variety of organization mission critical applications as well as recommending process, human capital, and technology improvements in the following areas:

**Strategic Transformation:** Our Strategic Transformation methodology and approach defines an overarching mission, objective, and financial measures. In addition the thoroughness of the methodology defines goals and existing gaps. Customer objectives are reconciled against the mission, objective and financial goals. A timeline is established for achieving results based on financial and customer requirements. Human, information and organizational capital required are identified to support the strategic process.

## **SIN 874-1: CONSULTING SERVICES**

**Strategic Planning:** Through effective strategic planning, your organization sets or refines its vision and direction to better achieve its mission and goals. Strategy formation is fairly easy, implementation is not. We are skilled in facilitating the interventions and decisions required to both formulate and implement strategy.

**Performance Management:** Using the right combination of skilled and experienced practitioners and academicians, SeBS is able to assist your organization with a range of quantitative and qualitative models and analyses to improve performance measurement, integration and management. Staff and outside subject matter experts to help you define and develop reasonable bases for establishing appropriate measures for new or existing goals for data and programs.

**Program Evaluation:** SeBS understands that policymakers need rapid analyses and assessments of programs in order to make improvements and document impacts. We rely on staff and consultants with extensive expertise in a range of discipline, such as statistics, finance, program management and related fields to ensure that the appropriate talents are brought to bare in developing workable solutions. We use both standard and innovative approaches in conducting program evaluation, whether they involve process, outcome or impact.

**Business Process Improvement:** Drawing upon its pool of talented Lean Six Sigma Black Belts, ICCM, and ISO knowledgeable staff and subject matter experts, SeBS works with its clients to improve operations using Lean Six Sigma and other standards based methodologies. Besides the typical process improvement activities, we can perform high-level and detailed process modeling and simulations.

**Organizational Assessments & Design:** SeBS can help you identify the processes that will tell you what is out of balance and what is working effectively within your organization. We can work on the design side, helping you balance organizational resources to achieve desired results. At a minimum, those resources include input, goals, employee energy, task requirements, feedback, systems and group dynamics. We can also provide operational assessments that can lead to recommendations for aligning operations with the strategic and organizational focus of the entity or subunit. The collaborative organization assessment is a thorough process to understand the true opportunities for improvement in the entire organization. Due to the interdependencies of job roles and departments a thorough assessment with Executive leadership, management and staff is imperative from the beginning to initiate an effective organization change process. The methodology that SeBS utilizes engages leadership and staff at various levels to root out key issues.

In addition, SeBS provides consulting support in the following areas:

- Corporate Balanced Scorecard/ Performance Metrics and Process
- Efficiency Benchmarking
- Enterprise Architecture
- Organizational Change Management
- Business Continuity Planning
- Business Process Re-engineering
- OMB 300 Business Cases

## **SIN 874-2: FACILITATION SERVICES**

### **SIN 874-2: Facilitation Services**

**SERVICE DESCRIPTION:** SeBS' Facilitation Services includes providing holistic support using organization development tools and techniques to address problems that may arise in an organization. This enables a client to develop a high performance organization through effective human capital management. The facilitation skills, team building, leadership coaching, organizational change and transformation tools are a major competitive advantage to escalate the bottom line of an organization.

The specific facilitation services enable an organization to address the root cause of human capital performance issues. SeBS's methodology includes embracing and using resistance to constructively handle change and aligning all levels of an organization to implement transformation successfully. We also facilitate the evaluation of organizational change with human capital performance and productivity. Our expertise supports the following areas:

**Change Management:** Change is a driving force within your organization. The ability to develop the strategies to manage, implement, and educate your team and members to embrace and appreciate what effective change management can do for your organization is a critical component of positioning for changing behavior and culture. We ensure that this component is part of our change management implementation. For true organization change and transformation to occur action needs to be taken at various levels of an organization to implement change. This may include Organization level change that includes the creations of mission, vision, values and strategic planning or operational objectives. SeBS consultants provide leadership coaching, team development, performance measurement and planning, partnership development, customer relationship, board and membership development to ensure effective change.

**Focus Groups:** SeBS consultants are trained to facilitate small to auditorium sided groups and uses current motivational methods to ensure effective data collection to capture, analyze, synthesize and report the needed results from focus group meetings.

**Turnkey Support:** To ensure that the services provided to you (such as consulting, research, evaluation, technical assistance, or training) yield a total solution, SeBS is equipped to handle all necessary activities, including event planning and logistical support to complete the work.

**Leadership Effectiveness:** Leadership effectiveness is critical to the overall performance of your organization. SeBS understands that different leadership is needed for diverse situations and cultures. We ensure that we understand the vision of your organization and the direction that you wish to pursue. Our coaches assist your organization to define the type of leadership required for the various phases of organizational transformation. We take a holistic approach to leadership effectiveness and pay particular attention to interpersonal, personal, strategic, business, and workforce dimensions. The role of leadership, both formal and informal, is critical to maintain a high performing effective organization. Leadership requires many skills and expertise to balance customer demands, stakeholder relationships, employee performance, financial capital, strategic objectives and innovation to help create tomorrow's future. Our

## **SIN 874-2: FACILITATION SERVICES**

coaching assists your leaders to develop communication, delegation, relationship management, negotiation and innovation skills required of our leaders.

**Senior Management Meetings:** SeBS can assist executives and senior managers with meetings that are of high strategic importance and those involving complex and charged issues. We can help determine the appropriate means for defining and addressing issues that will lead to the best outcome for interested parties.

**Human Capital Development Services:** SeBS effectively builds high performance, effective and self-sustaining teams. Team development is imperative for employees to communicate, coordinate, collaborate, integrate processes and create a healthy work environment. Without team development obstacles arise that cause duplication of efforts, rework, “personality challenges”, resistance and apathy which all affect performance and the bottom line. In addition, individual performance and contribution can be measured through effective performance metrics and objectives.

**Alternative Dispute Resolution (ADR) Services:** Unfortunately, disputes arise in government and business. Alternative dispute resolution (ADR) consists of a variety of approaches to resolving disputes. It offers opportunities to resolve disputes prior to or during the use of formal administrative procedures and litigation (which can be very costly and time-consuming). SeBS’s consultants are highly talented, neutral experts skilled in mediation, joint problem solving, and facilitated, preventative, fact-finding, advisory or imposed ADR and can be a valuable, cost-effective resource to your organization.

## **SIN 874-4: TRAINING SERVICES**

### **SIN 874-4: Training Services**

**SERVICE DESCRIPTION:** SeBS' Training Services includes the 1) Curriculum Evaluation; 2) Curriculum Design; 3) Course Design; 4) Course Materials Development; 5) Training Delivery; and 6) Training Evaluations for an organization. We focus on the evaluation of current employee and manager skill development and training curriculum and provide an assessment of what additional training is needed. In addition to our full life-cycle development methodology, we provided public course in Continuous Process Improvement, Program and Project Management, as well as Organizational Development. These are described as follows:

**Continuous Process Improvement:** Continuous Process Improvement (CPI) is comprised of a set of ongoing activities aimed at process simplification, and reduction or elimination of process waste. Strategic e-Business Solutions CPI training follows the cornerstone of modern CPI methodology by means of Lean Six Sigma. Lean Six Sigma is an umbrella process improvement program that incorporates both Lean and Six Sigma. Lean principles improve cycle time by reducing waste components. The Six Sigma aspect reduces variation of products developed, which increases customer satisfaction. The training methodology that SeBS utilizes teaches leadership at the executive, management and staff level to utilize LSS through a blend of courses highlighting strategic and tactical implementation of LSS principles and concepts.

**Program and Project Management:** Program and Project Management are important to organization since it is the discipline of planning, organizing, and managing resources to bring about the successful completion of specific program and project goals and objectives. This finite characteristic of projects stands in sharp contrast to processes, or operations, which are permanent or semi-permanent functional work to repetitively produce the same product or service. SeBS applies and consolidates the project management principles into courses that are designed for project managers, team members, project offices and senior managers to acquire a firm grasp of specific project management principles (training component one) in order to develop the techniques to fully execute and integrate the project management processes (training component two) into their organization. In practice, the management of these two components requires the development of distinct technical skills and the adoption of separate management philosophy which is apparent in our offerings. Each course is tailored to meet environment-specific characteristics through course tailoring techniques.

**Organizational Development:** Organizational Development is the process through which an organization develops the internal capacity to most efficiently and effectively provide its mission work and to sustain itself over the long term. The ability to assess and provide holistic consultation through organization development tools and techniques accounts for interdependent related problems that may arise in an organization is critical in today's environment. The Organization Development training methodology that SeBS teaches includes effective tools and techniques in leadership development, facilitation, team building, roles and responsibilities and conflict styles for self, team and organizational awareness. These tools assist with human capital performance, which impacts productivity and the bottom line. The Organization Development training methodology that SeBS adopts is thorough in its assessment, collaboration with the client and enables a client to develop a high performance organization through effective human capital management.

# **SIN 874-7: PROJECT INTEGRATION & PROJECT MANAGEMENT SERVICES**

## **SIN 874-7 Program Integration & Project Management Services**

**SERVICE DESCRIPTION.** SeBS offers a highly unique and specialized practice enabling the realignment of projects into a strategic program. So, when based on a strategic vision, more effective Program Planning and Integration may be accomplished resulting in more effective Project Planning and Management. This process of integrating Project Planning, Schedule Management, Cost Management, and Risk Management into an overall Program Management Process is key to the successful implementation of a strategic agency or corporate vision.

SeBS assures consistent quality performance with proven tools, procedures, and controls. We employ standard PMI disciplines and track progress with Microsoft Project for real-time project management and reporting. This ensures that management is kept abreast of ongoing operational needs, management issues, and mission-critical success factors. We believe in working in collaboration with our clients to ensure the success of each project.

Our methodology incorporates planning, scheduling, resource management, coordination, control, change management, and reporting to ensure on time and within budget implementation. Included as part of our project management program are quality and productivity performance standards and requirements, quality assurance and customer feedback systems.

### **Program Management**

Effective program management is keyed to the strategic vision of the organization. It lays the foundation for the overall theme of the plan and requires that senior managers look towards agency or corporate goals as individual project drivers. This strong integration across programs is critical in the overall organizational dynamic and performance. Without strong cross programmatic ties, different schedules, risk mitigation plans, and local costing practices will evolve and result in major project rifts and overall loss of programmatic effectiveness.

### **Project Planning**

Processes established by program management guide our project planning practice. The emphasis is on clear management to program goals with all project management schedules and processes tied to strategic goals and milestones established by the overall program manager. As a result, inter-programmatic coordination and communications result directly from the elevation of project plans, schedules, and budgets. Each project is provided with the authority, accountability, and responsibility of managing that project then managed in the context of the other strategically linked projects.

### **Schedule Management**

The Program Evaluation and Resource Technique (PERT) is a fundamental methodology associated with basic project management. Both program and project management use this methodology to guide development, identify project interdependencies, and evaluate schedule conflicts on a number of client projects and programs. PERT diagrams are commonly used as a program/project life-cycle baseline, with Gantt schedule charts utilized as frequent, measures of both program and project progress.

## **SIN 874-7: PROJECT INTEGRATION & PROJECT MANAGEMENT SERVICES**

### **Cost Management**

Supply chain management processes have allowed SeBS to develop cost models and delivery strategies to influence organizational and business improvement choices. Contract structure, cash flow, and program risk management processes enable sound judgments to be made while balancing program execution and technical requirements against costs.

### **Risk Management**

Risk management and mitigation is particularly important when dealing with multiple projects that are highly inter-related and inter-dependent. SeBS understands the various factors that are important in executing programs so our risk management processes continuously assess both internal and external risk factors that deal with critical data, intellectual property, and personnel safety. SeBS uses staged processes for risk mitigation. As a result, our processes for risk management are fundamental to our corporate success.

**“Coping with everyday business challenges is tough enough. The Key Success Factor to achieve your goals is to turn to experienced resources to deliver projects!”**

SeBS assures consistent quality performance with proven tools, procedures, and controls. We employ standard PMI disciplines and track progress with Microsoft Project for real-time project management and reporting. This ensures that management is kept abreast of ongoing operational needs, management issues, and mission-critical success factors. We believe in working in collaboration with our clients to ensure the success of each project.

Our methodology incorporates planning, scheduling, resource management, coordination, control, change management, and reporting to ensure on time and within budget implementation. Included as part of our project management program are quality and productivity performance standards and requirements, quality assurance and customer feedback systems.

SeBS has extensive experience working with organizations to achieve their program integration and project management objectives. This assistance includes helping to define strategic approaches to accomplish management’s vision and desired outcomes. The process employed takes into consideration the advantages and disadvantages of the various alternatives and uses rational decision analysis to select the practical approach. We work closely with you in designing and executing the implementation plan.

## **Labor Sections**

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Strategic e-Business Solutions, Inc. considers our labor categories to coordinate within the following labor sections:

### **Management**

Executive Management  
Senior Program Manager  
Program Manager II  
Program Manager I  
Senior Project Manager  
Project Manager II  
Project Manager I

### **Consulting Services**

Senior Executive Consultant  
Senior Consultant II  
Senior Consultant I  
Consultant II  
Consultant I  
Junior Consultant II  
Junior Consultant I

### **Administrative Support**

Quality Control Manager  
Administrative Assistant II  
Administrative Assistant I

### **Training**

Facilitation Manager  
Senior Facilitator  
Facilitator  
Training Manager  
Senior Trainer  
Trainer II  
Trainer I  
Instructional Designer I  
Evaluation Specialist I  
Curriculum Developer I

### **Specialists**

ADR Specialist  
Subject Matter Expert III  
Subject Matter Expert II  
Subject Matter Expert I  
Lean Six Sigma Black Belt II  
Lean Six Sigma Black Belt I  
Management Specialist II  
Management Specialist I

## **Labor Category Descriptions**

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The following labor category descriptions apply to the following Special Item Numbers (SINs):

- SIN 874-1 Consulting Services
- SIN 874-2 Facilitation Services
- SIN 874-4 Training Services
- SIN 874-7 Program Integration & Project Management Services

### **MANAGEMENT CATEGORIES**

#### **Executive Management**

**Education:** MA or MS and 15 years experience required or 20 years relevant experience.

**Duties:** Provides oversight and direction for all client efforts. Provides strategic input, approves budget, project delivery, and establishes client quality assurance. Responsible for formulating and enforcing work standards, establishing contractor partnerships, overseeing work reviews, and managing project staff. Supports project managers in the development of project goals, work plans, timeliness, development and implementation of project strategies. Serves as the authorized interface with the Government client and Contracting Officer (CO), the contract level Contracting Officer's Representative (COR), government management personnel and customer agency representatives. Responsible for the overall contract performance.

#### **Senior Program Manager**

**Education:** MA or MS and 7 years experience required or 15 years relevant experience.

**Duties:** Provides oversight and direction for large or complex efforts. Provides strategic input, oversees budget, project delivery and management. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, and supervising project staff. Directs the development of project goals, work plans, timeliness, development and implementation of project strategies. Serves as the contractor's contract manager, and shall be the contractor's authorized interface with the Government Contracting Officer (CO), the contract level Contracting Officer's Representative (COR), government management personnel and customer agency representatives. Responsible for the overall contract performance.

#### **Program Manager II**

**Education:** BA or BS and 10 years experience required or 12 years relevant experience.

**Duties:** Provides oversight and direction for large or complex efforts. Provides strategic input, oversees budget, project delivery and management. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, and supervising project staff. Directs the development of project goals, work plans, timeliness, development and

implementation of project strategies. Serves as the contractor's contract manager, and shall be the contractor's authorized interface with the Government Contracting Officer (CO), the contract level Contracting Officer's Representative (COR), government management personnel and customer agency representatives. Responsible for the overall contract performance.

### **Program Manager I**

**Education:** BA or BS and 7 years experience required or 8 years relevant experience.

**Duties:** Provides oversight and direction for large or complex efforts. Provides strategic input, oversees budget, project delivery and management. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, and supervising project staff. Directs the development of project goals, work plans, timeliness, development and implementation of project strategies. Serves as the contractor's single contract manager, and shall be the contractor's authorized interface with the Government Contracting Officer (CO), the contract level Contracting Officer's Representative (COR), government management personnel and customer agency representatives. Responsible for the overall contract performance.

### **Senior Project Manager**

**Education:** BA or BS and 10 years experience required or 12 years relevant experience.

**Duties:** Serves as the project manager for a large, complex task order (or a group of task orders affecting the same common/standard/migration system) and shall assist the Program Manager in working with the Government Contracting Officer (CO), the contract-level Contracting Officer's Representative (COR), the task order-level COR(s), government management personnel and customer agency representatives. Under the guidance of the Program Manager, this individual is responsible for the overall management of the specific task order(s) and ensuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems.

### **Project Manager II**

**Education:** BA or BS and 7 years experience required or 10 years relevant experience.

**Duties:** Serves as the project manager for a large, complex task order (or a group of task orders affecting the same common/standard/migration system) and shall assist the Program Manager in working with the Government Contracting Officer (CO), the contract-level Contracting Officer's Representative (COR), the task order-level COR(s), government management personnel and customer agency representatives. Under the guidance of the Program Manager, this individual is responsible for the overall management of the specific task order(s) and ensuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems.

## **Project Manager I**

**Education:** BA or BS and 3 years experience required or 5 years relevant experience.

**Duties:** Serves as the project manager for a task order or a group of task orders affecting the same common/standard/migration system and shall assist the Program Manager in working with the government management personnel and customer agency representatives. Under the guidance of the Program Manager, this individual is responsible for the overall management of the specific task order(s) and ensuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems.

## **CONSULTING CATEGORIES**

### **Senior Executive Consultant**

**Education:** MA or MS degree with 10 years experience or 18 years of consulting experience.

**Duties** – Serves as the senior technical architect or advisor for strategies for designing and implementing large-scale, highly complex systems involving information processing, communications, and transformation strategy. Knowledgeable of emerging technologies, organizational disciplines, and process improvement methodologies.

### **Senior Consultant II**

**Education:** MA or MS degree with 10 years experience or 18 years of consulting experience.

**Specialized Experience:** Experience in the assessment of client needs, establishment of methodologies, utilization of research tools and procedures; review and approval of deliverable reports and studies.

**Duties:** Identifies appropriate areas of research, evaluates feasibility, and develops priorities, develops research methodologies, establishes methods and procedures to assure quality of data collected. Identifies questionable or erroneous data, reviews and determines statistical accuracy of studies compiles or reviews conclusions and research summaries. Analyzes user needs to determine functional requirements as they apply to management processes, IT systems, or solutions. Works as a member of a team and demonstrates superior oral and written communications skills. Approves draft reports, identifies areas suitable for follow-up studies. Supervises and directs research staff.

### **Senior Consultant I**

**Education:** MA or MS degree with 5 years experience or 10 years of industry experience.

**Duties:** Identifies appropriate areas of research, evaluates feasibility, and develops priorities, develops methodologies, establishes methods and procedures to assure quality of data collected. Identifies questionable or erroneous data, reviews and determines statistical accuracy of studies compiles or reviews conclusions and research summaries. Analyzes user needs to determine functional requirements as they apply to management processes, IT systems, or solutions. Works as a member of a team and demonstrates superior oral and written communications skills. Approves draft reports, identifies areas suitable for follow-up studies. Supervises and directs research staff.

### **Consultant II**

**Education:** BA or BS degree with 7 years experience or 10 years of consulting experience.

**Duties:** Plans, organizes and conducts research, collects, records, analyzes and evaluates facts. Develops research methodology, procedures and tools for data collection; develops documentation for defining reporting fields; develops sampling and quality control techniques; writes and/or designs and modifies computer applications, programs and/or databases to perform data analysis; edits, modifies and compiles statistical data. Reviews data to determine statistical accuracy of data files and reports identified erroneous or questionable data; develops conclusions, makes recommendations; interprets trends and results of studies; and drafts reports and studies. Analyzes user needs to determine functional requirements as they apply to management processes, IT systems, or solutions. Works as a member of a team and demonstrates superior oral and written communications skills.

### **Consultant I**

**Education:** BA or BS degree with 3 years experience or 8 years of industry experience.

**Duties:** Plans, organizes and conducts research, collects, records, analyzes and evaluates facts. Develops research methodology, procedures and tools for data collection; develops documentation for defining reporting fields; develops sampling and quality control techniques; writes and/or designs and modifies computer applications, programs and/or databases to perform data analysis; edits, modifies and compiles statistical data. Reviews data to determine statistical accuracy of data files and reports identified erroneous or questionable data; develops conclusions, makes recommendations; interprets trends and results of studies; and drafts reports and studies. Analyzes user needs to determine functional requirements as they apply to management processes, IT systems, or solutions. Works as a member of a team and demonstrates superior oral and written communications skills.

## **Junior Consultant II**

**Education:** BA or BS degree with 1 year of experience or 3 years of consulting experience.

**Duties:** Researches and selects information systems/sources to obtain data for assigned projects. Identifies appropriate areas of support based on needs assessment or direction from project management. Analyzes and evaluates applicability of collected data and prepares appropriate reports for clients. Works as a member of a team and demonstrates superior oral and written communications skills.

## **Junior Consultant I**

**Education:** 2 years experience.

**Duties:** Researches and selects information systems/sources to obtain data for assigned projects. Identifies appropriate areas of support based on needs assessment or direction from project management. Analyzes and evaluates applicability of collected data and prepares appropriate reports for clients. Works as a member of a team and demonstrates superior oral and written communications skills.

## **ADMINISTRATIVE CATEGORIES**

### **Quality Control Manager**

**Education:** BA or BS degree or 6 years experience in quality assurance and quality control.

**Duties:** Establishes and maintains a quality assurance and quality control process to include determining the resources required for quality control, ensuring quality control and assurance throughout contract performance. This individual conducts formal and informal reviews of client products. Provides supervision and direction to staff.

### **Administrative Assistant II**

**Education:** Associate's Degree or 5 years experience in appropriate area.

**Duties:** Provides general-purpose administrative and clerical support for project tasks. May include secretarial, word processing, graphics, desktop publishing, editing and coordination.

### **Administrative Assistant I**

**Education:** High school diploma or GED, Entry level – experience in the appropriate area.

**Duties:** Provides general-purpose administrative and clerical support for project tasks. May include secretarial, word processing, graphics, desktop publishing, editing and coordination.

## **TRAINING CATEGORIES**

### **Facilitation Manager**

**Education:** BA or BS degree or 7 years related experience.

**Specialized Experience:** Experience in planning, designing and conducting focus groups, forums and meetings to include developing agendas, use of problem solving techniques, design and development of forum process and materials, including agendas. Experience in recording meetings, analyzing data, and preparing final reports.

**Duties:** Oversees and manages facilitation efforts, including the planning, design and conduct of collaborative efforts, working groups, or integrated product, process or self-directed teams. Oversees the development of agendas, recordation of meetings, analysis of data and preparation of final reports and meeting materials. Facilitates and leads groups and provides meeting leadership and problem solving techniques. Oversees facilitators.

### **Senior Facilitator**

**Education:** BA or BS degree or 5 years related experience.

**Specialized Experience:** Experience in planning, designing and conducting focus groups, forums and meetings to include developing agendas, use of problem solving techniques, design and development of forum process and materials, including agendas. Experience in recording meetings, analyzing data, and preparing final reports.

**Duties:** Oversees and manages facilitation efforts, including the planning, design and conduct of collaborative efforts, working groups, or integrated product, process or self-directed teams. Oversees the development of agendas, recordation of meetings, analysis of data and preparation of final reports and meeting materials. Facilitates and leads groups and provides meeting leadership and problem solving techniques. Oversees facilitators.

### **Facilitator**

**Education:** BA or BS degree or 3 years related experience.

**Duties:** Plans, designs and conducts collaborative efforts, working groups, or integrated product, process or self-directed teams. Develops agendas, records meetings, analyzes data and prepare final reports and meeting materials. Facilitates and leads groups and provides meeting leadership and problem solving techniques. Provides logistical meeting/conference support.

## **Training Manager**

**Education:** BA or BS degree or 4 years experience in developing and providing training.

**Duties:** Conducts the research necessary to develop and revise training courses and prepares appropriate training catalogs. This individual develops all instructor and student materials to include course outline, background material, and training aids, course manuals, workbooks, handouts, completion certificates, and course critique forms. Trains personnel by conducting formal classroom courses, workshops, seminars, and/or computer based/computer aided training. Supervises and directs training staff.

## **Senior Trainer**

**Education:** BA or BS degree or 2 years experience in developing and providing training.

**Duties:** Conducts the research necessary to develop and revise training courses and prepares appropriate training catalogs. This individual develops all curriculum, instructor, and student materials to include course outline, background material, and training aids, course manuals, workbooks, handouts, completion certificates, and course critique forms. Familiar with applying adult educational methods for training delivery. Trains personnel by conducting formal classroom courses, workshops, seminars, and/or computer based/computer aided training.

## **Trainer II**

**Education:** BA or BS degree or at least 5 years experience in developing and providing training.

**Duties:** Conducts research necessary to develop and revise training courses. Develops and revises these courses and prepares appropriate training catalogs. This individual develops all instructor and student materials to include course outline, background material, and training aids, course manuals, workbooks, handouts, completion certificates, and course critique forms. Trains personnel by conducting formal classroom courses, workshops, seminars, and/or computer based/computer aided training. Supervises and directs training staff.

## **Trainer I**

**Education:** BA or BS degree or at least 1 years experience in developing and providing training.

**Duties:** Conducts research necessary to develop and revise training courses. Develops and revises these courses and prepares appropriate training catalogs. This individual develops all instructor and student materials to include course outline, background material, and training aids, course manuals, workbooks, handouts, completion certificates, and course critique forms. Trains personnel by conducting formal classroom courses, workshops, seminars, and/or computer based/computer aided training. Supervises and directs training staff.

### **Instructional Designer I**

**Education:** BA or BS degree or at least 3 years experience in developing training.

**Duties:** Integrates technical experience and training development skills to provide current and relevant course materials. Responsible for ensuring that training can be delivered utilizing various forums, such as formal classroom training courses, course facilitation, on-line facilitation, CBTs, web-based instruction, workshops, exercises, and seminars. Prepares all training material, such as but not limited to course outlines, course manuals, background materials, workbooks, handouts, completion certificates, course assessment forms, and training aids.

### **Evaluation Specialist I**

**Education:** BA or BS degree or at least 3 years experience in developing and providing training.

**Duties:** Conducts training effectiveness research necessary to assist in identifying areas of improvement to revise training courses. Develops and integrates evaluation criteria into training courses based upon the Kirkpatrick evaluation model. This individual develops all evaluation material in the instructor and student guides and provides instruction to trainers on how to effectively solicit the needed data. Analyzes information and feedback from the course and provides an assessment on the effectiveness of the trainers and content.

### **Curriculum Developer I**

**Education:** BA or BS degree or at least 3 years experience in developing and providing training.

**Duties:** Designs and develops leader-led and/or self-paced instructional programs and materials. Applies instructional systems design (ISD) theories and adjust learning principles. Conducts evaluations and revises programs and materials based on feedback. Utilizes desktop tools and multi-media design tools to develop learning solutions. Leverages the knowledge of subject matter experts. Assesses customer needs, provides recommendations, and develops solutions. Understands how training interventions fit within a business solution. Supervises and directs training staff.

## **SPECIALISTS CATEGORY**

### **Alternative Dispute Resolution (ADR) Specialist**

**Education:** BA or BS degree with 5 years of experience.

**Specialized Experience:** Experience in facilitated, preventative, fact-finding, advisory or imposed ADR. This experience includes but is not limited to: mediation, early neutral

evaluation, joint problem solving, private judging, binding arbitration, dispute resolution tactics, effective negotiation tactics, and developing and leading training courses in negotiation and mediation.

**Duties:** Fulfills duties as arbitrator for binding and non-binding arbitration. Facilitates and leads mediation, neutral evaluation, partnering, consensus building and joint problem solving efforts. Serves as neutral expert, ombudsman, and special master. Develops and presents training on ADR subjects such as negotiation and mediation.

### **Subject Matter Expert III**

**Education:** BA or BS degree.

**Specialized Experience:** At least 10 years of experience in the field directly related to the required area of expertise.

**Duties:** Defines the problems and analyzes and develops plans and requirements in the subject matter area for moderately complex to complex systems. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications.

### **Subject Matter Expert II**

**Education:** BA or BS degree.

**Specialized Experience:** At least 8 years of combined experience in the field related to the required area of expertise.

**Duties:** Defines the problems and analyzes and develops plans and requirements in the subject matter area for moderately complex to complex systems. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications.

### **Subject Matter Expert I**

**Education:** BA or BS degree.

**Specialized Experience:** At least 5 years of experience in the field directly related to the required area of expertise.

**Duties:** Defines the problems and analyzes and develops plans and requirements in the subject matter area for moderately complex to complex systems. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications.

## **Lean Six Sigma Black Belt II**

**Education:** MBA or MS degree.

**Specialized Experience:** Certified ASQ Lean Six Sigma Black Belt with at least 8 years of combined experience in the field related to the required area of expertise.

**Duties:** Defines the problems and analyzes and develops plans and requirements in the area of process improvement and conduct improvement projects for moderately complex to complex processes. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of improvements.

## **Lean Six Sigma Black Belt I**

**Education:** BA or BS degree.

**Specialized Experience:** Certified ASQ Lean Six Sigma Black Belt with at least 3 years of combined experience in the field related to the required area of expertise.

**Duties:** Defines the problems and analyzes and develops plans and requirements in the area of process improvement and conduct improvement projects for moderately complex to complex processes. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of improvements.

## **Management Specialist II**

**Education:** BA or BS degree or 12 years equivalent experience.

**Duties:** Provides senior-level direction or supervision on projects involving quality management systems development and implementation, including gap analyses, assessments, cost analysis, needs assessments, business case development and integration. Understand and assists clients in implementing earned value management methods. Coaches or assists clients in conducting studies, evaluations, and implementation of projects and systems.

## **Management Specialist I**

**Education:** BA or BS degree or 3 years equivalent experience.

**Duties:** Provides senior-level direction or supervision on projects involving quality management systems development and implementation, including gap analyses, assessments, cost analysis, needs assessments, business case development and integration. . Assists in analysis, evaluation, and implementation of systems including earned value management

## **Course Descriptions**

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The following course descriptions apply to the following Special Item Number (SIN):

- SIN 874-4 Training Services

### **Continuous Process Improvement Training Course**

#### **Lean Six Sigma Yellow Belt Training**

The emphasis of this training is to introduce Team Members to Lean Six Sigma concepts so that they can be functioning team members. Students will be introduced to the advantages of integrating the concepts of Theory of Constraints, Lean and Six Sigma into one LSS package and the LSS DMAIC (Define-Measure-Analyze-Improve-Control) process/toolkit.

#### **Lean Six Sigma Green Belt for Service Training**

The emphasis of this training is to develop intermediate level Lean Six Sigma project managers that are capable of facilitating multiple projects per year. Students will work a structured approach for a thorough understanding of the DMAIC process and associated tools.

#### **Design for Lean Six Sigma: Ensuring Efficient Processes**

The emphasis of this training is to provide experienced Green Belt or Black Belt the process used in Design for Lean Six Sigma (DFLSS). DFLSS aids in streamlining the development of new processes that are poised for taking metrics and future LSS process improvement activities. Students will explore a design/re-design approach called DMADV along with comparison of DMADVA to other 'design' methods. The DMADV approach was developed out of recognition that DMAIC was designed for existing processes. New processes developed lend themselves to the DFLSS concepts.

#### **Project Sponsor and Deployment Champion Workshop**

This workshop is designed for managers that will champion Lean Six Sigma breakthrough projects, or managers who own processes that will undergo process improvement projects using LSS. It will provide management with the tools to perform effectively in their roles of the LSS Project Sponsor and the Deployment Champion. Picking up where the Executive overview leaves off, the DMAIC phases are decomposed discussed, and interrelationships and responsibilities are defined and understood by the participants. This is essential training for any person involved at Champion levels of the management. The goal of the class is to make effective team leaders, team members and team participants for your LSS program.

#### **Management Orientation to LSS**

The training introduces management to Lean Six Sigma and describes the benefits of LSS to the organization. Management will also understand the unique aspects of LSS as compared to earlier process improvement programs. Critical to the LSS program will be the discussion of the basics for the deployment of LSS infrastructure that provides more of an enterprise viewpoint of Lean Six Sigma. Attendees will gain an understanding of the responsibilities of LSS participants and the need to validate benefits after the projects are completed.

### **Executive Training for Lean Six Sigma Deployments**

The emphasis of this training is to provide executives training in Lean Six Sigma and the DMAIC process. In addition to learning about the history of this quality initiative, the class will help executives begin to understand how the LSS tools work to help drive payback programs. The executive overview course helps executives understand resource commitments in the form of the support, the commitment and the leadership needed to implement and sustain effective, cost-reducing LSS programs. The training helps executives understand the concepts and expected benefits. The importance of a LSS infrastructure, LSS Project Selection, and Validation of results will be presented. Attendees will be provided an overview which is a must for anyone in management ranks that is looking for a means of developing a method to achieve breakthroughs in performance.

### **Project ID Practicum - LSS Project Selection Workshop**

This workshop will be used to generate the High Impact Core Value Stream map that crosses large organizational boundaries. We will plan to work on a High Impact Core Value Stream every 4 hour increment. The outcome of the HICVS is defining who is responsible for every segment. From here, we can generate the tactical processes that lend themselves to viable LSS projects.

### **Introduction to Effective Project Identification**

This class introduces the concepts of what constitutes a “good” LSS project. Overview of extracting the organizational goals and their alignment with the strategic organizational processes through use of the Corporate Balance Scorecard and other selection methods.

### **Program Management of LSS Projects and Belts**

This workshop is designed to help management develop a concept of operation on how they will manage the LSS Green and Black Belts. PMI tools and principles will be emphasis as part of this workshop.

### **Coaching LSS Black Belts**

The emphasis of this workshop is to provide managers with tools and techniques to coach trained Green Belts and Black Belts on the execution of their project. Coaching training will include team facilitation skills as well as LSS concepts refresher.

## **Project Management Training Courses**

### **The Fundamentals of Project Management**

The project management training SeBS offers provides a systematic method for initiating, managing, controlling and closing projects. This training demonstrates the ability to understand schedules, risk, and the imperative responsibilities of project management

**Communicating Projects to Executive Leadership:** Communication training allows for project managers to seek opportunities to deliver project information that is pertinent to management in monitoring projects and communicating results.

### **Understanding and Implementing Risk Management**

Risk management is important for project managers to effectively address to save critical resources, reduce complexity and prevent problems. This training competency incorporates existing ideas and new ideas to resolve issues and mitigate challenges that arise.

### **Organizational Development Courses**

#### **Leading Meetings That Matter - Facilitation Practicum**

The Training enables participants to walk away with effective facilitation skills in order to schedule and run a productive. The training teaches individuals from all levels of an organization, effective skills to facilitate participation and engagement of staff members, structure effective meetings and end with action that will impact human capital performance.

#### **Transformational Leadership: The Keys to Success**

The training provides participants with the leadership skills critical to ensure the management of people, processes and financial capital. The training provides tools and techniques to effectively craft strategic guidance, direction, innovation and inspiration. During this training workshop leaders will benefit from learning communication, delegation, negotiation, effective feedback, emotional intelligence, and innovation. Transformational leadership skills also include effective strategies to introduce and implement change in an organization, building partnership and customer loyalty as well as embracing resistance for constructive outcomes.

#### **Building Effective Teams**

The team building training that SeBS delivers assist participants in collaboratively creating high performance teams. Team building mythologies help align various aspects of an organization to account for the interdependencies in an organization. Team building not only raises staff morale and creates a sense of camaraderie, but also creates clearer channels of communication, coordination and collaboration. Participants benefit from greater self, group and organizational awareness. Team building starts and ends with action to immediately initiate high performance and implement the value of teamwork.

**GSA SCHEDULE PRICE LIST (Net Prices)**

The table at the right provides the Government Prices for the following SINS:

- SIN 874-1: Consulting Services
- SIN 874-2: Facilitation Services
- SIN 874-4: Training Services
- SIN 874-7: Program Integration & Project Management Services

*Please note: For succeeding years, prices will be adjusted in accordance with clause I-FSS-969, Economic Price Adjustment – FFS Multiple Award Schedule, paragraph b(2).*

Labor Category Name	Government Site - Hourly Rate			
	Option Year 1 6/1/08 through 5/31/09	Option Year 2 6/1/09 through 5/31/10	Option Year 3 6/1/10 through 5/31/11	Option Year 4 6/1/11 through 5/31/12
Executive Management	\$297.10	\$305.42	\$313.05	\$322.45
Senior Program Manager	\$273.33	\$280.99	\$288.01	\$296.65
Program Manager II	\$176.48	\$181.42	\$185.95	\$191.53
Program Manager I	\$145.69	\$149.77	\$153.51	\$158.11
Senior Project Manager	\$178.26	\$183.25	\$187.83	\$193.47
Project Manager II	\$152.71	\$156.99	\$160.91	\$165.74
Project Manager I	\$107.55	\$110.56	\$113.33	\$116.73
Senior Executive Consultant	\$214.98	\$221.00	\$226.53	\$233.32
Senior Consultant II	\$148.55	\$152.71	\$156.53	\$161.22
Senior Consultant I	\$136.67	\$140.49	\$144.01	\$148.33
Consultant II	\$157.17	\$161.57	\$165.61	\$170.57
Consultant I	\$95.67	\$98.34	\$100.80	\$103.83
Junior Consultant II	\$63.58	\$65.36	\$66.99	\$69.00
Junior Consultant I	\$44.57	\$45.81	\$46.96	\$48.37
Facilitation Manager	\$110.03	\$113.12	\$115.94	\$119.42
Senior Facilitator	\$95.07	\$97.73	\$100.18	\$103.18
Facilitator	\$77.25	\$79.41	\$81.39	\$83.84
Training Manager	\$100.42	\$103.23	\$105.81	\$108.99
Senior Trainer	\$90.91	\$93.46	\$95.79	\$98.67
Trainer II	\$82.71	\$85.03	\$87.15	\$89.77
Trainer I	\$75.94	\$78.07	\$80.02	\$82.42
Instructional Designer I	\$95.07	\$97.73	\$100.18	\$103.18
Evaluation Specialist I	\$73.56	\$75.62	\$77.51	\$79.84
Curriculum Developer I	\$77.25	\$79.41	\$81.39	\$83.84
Quality Control Manager	\$90.20	\$92.73	\$95.04	\$97.89
Administrative Assistant II	\$61.68	\$63.40	\$64.99	\$66.94
Administrative Assistant I	\$42.78	\$43.98	\$45.08	\$46.43
ADR Specialist	\$178.26	\$183.25	\$187.83	\$193.47
Subject Matter Expert III	\$190.14	\$195.47	\$200.35	\$206.37
Subject Matter Expert II	\$148.55	\$152.71	\$156.53	\$161.22
Subject Matter Expert I	\$118.84	\$122.17	\$125.22	\$128.98
Lean Six Sigma Black Belt II	\$157.17	\$161.57	\$165.61	\$170.57
Lean Six Sigma Black Belt I	\$104.58	\$107.51	\$110.20	\$113.50
Management Specialist II	\$102.50	\$105.37	\$108.00	\$111.24
Management Specialist	\$69.75	\$71.70	\$73.49	\$75.70
<b>Economic Price Adjustment</b>		2.80%	2.50%	3.0%
Source: <a href="http://www.bls.gov/news.release/eci.t03.htm">http://www.bls.gov/news.release/eci.t03.htm</a> (Services Producing, White Collar, Excluding Sales)				

The table at the right provides the Government Prices for the following SINs:

- SIN 874-1: Consulting Services
- SIN 874-2: Facilitation Services
- SIN 874-4: Training Services
- SIN 874-7: Program Integration & Project Management Services

*Please note: For succeeding years, prices will be adjusted in accordance with clause I-FSS-969, Economic Price Adjustment – FFS Multiple Award Schedule, paragraph b(2).*

Labor Category Name	Company Site - Hourly Rate			
	Option Year 1 6/1/08 through 5/31/09	Option Year 2 6/1/09 through 5/31/10	Option Year 3 6/1/10 through 5/31/11	Option Year 4 6/1/11 through 5/31/12
Executive Management	\$485.93	\$499.54	\$512.03	\$527.39
Senior Program Manager	\$447.06	\$459.58	\$471.07	\$485.20
Program Manager II	\$288.64	\$296.73	\$304.14	\$313.27
Program Manager I	\$238.28	\$244.95	\$251.08	\$258.61
Senior Project Manager	\$291.56	\$299.72	\$307.22	\$316.43
Project Manager II	\$249.77	\$256.76	\$263.18	\$271.08
Project Manager I	\$175.91	\$180.83	\$185.35	\$190.91
Senior Executive Consultant	\$351.62	\$361.47	\$370.50	\$381.62
Senior Consultant II	\$242.97	\$249.77	\$256.01	\$263.69
Senior Consultant I	\$223.53	\$229.79	\$235.53	\$242.60
Consultant II	\$257.06	\$264.26	\$270.86	\$278.99
Consultant I	\$156.47	\$160.85	\$164.87	\$169.82
Junior Consultant II	\$103.99	\$106.90	\$109.57	\$112.86
Junior Consultant I	\$72.89	\$74.93	\$76.80	\$79.11
Facilitation Manager	\$179.97	\$185.01	\$189.63	\$195.32
Senior Facilitator	\$155.50	\$159.85	\$163.85	\$168.76
Facilitator	\$126.34	\$129.88	\$133.13	\$137.12
Training Manager	\$164.25	\$168.84	\$173.07	\$178.26
Senior Trainer	\$148.70	\$152.86	\$156.68	\$161.38
Trainer II	\$135.28	\$139.07	\$142.55	\$146.82
Trainer I	\$124.20	\$127.68	\$130.87	\$134.80
Instructional Designer I	\$155.50	\$159.85	\$163.85	\$168.76
Evaluation Specialist I	\$120.32	\$123.69	\$126.78	\$130.58
Curriculum Developer I	\$126.34	\$129.88	\$133.13	\$137.12
Quality Control Manager	\$147.53	\$151.66	\$155.45	\$160.12
Administrative Assistant II	\$100.88	\$103.70	\$106.30	\$109.49
Administrative Assistant I	\$69.97	\$71.93	\$73.73	\$75.94
ADR Specialist	\$291.56	\$299.72	\$307.22	\$316.43
Subject Matter Expert III	\$311.00	\$319.71	\$327.70	\$337.53
Subject Matter Expert II	\$242.97	\$249.77	\$256.01	\$263.69
Subject Matter Expert I	\$194.37	\$199.82	\$204.81	\$210.96
Lean Six Sigma Black Belt II	\$257.06	\$264.26	\$270.86	\$278.99
Lean Six Sigma Black Belt I	\$171.05	\$175.84	\$180.23	\$185.64
Management Specialist II	\$167.65	\$172.34	\$176.65	\$181.95
Management Specialist	\$114.08	\$117.27	\$120.20	\$123.81
<b>Economic Price Adjustment</b>		2.80%	2.50%	3.0%
Source: <a href="http://www.bls.gov/news.release/eci.t03.htm">http://www.bls.gov/news.release/eci.t03.htm</a> (Services Producing, White Collar, Excluding Sales)				

SIN 874-4: Training Services

Course Name/Information	Course Price							
	Base Year		Option Year 1		Option Year 2		Option Year 3	
	6/1/08 – 5/31/09		6/1/09 – 5/31/10		6/1/10 – 5/31/11		6/1/11 – 5/31/12	
	Participant		Participant		Participant		Participant	
	Max	Min	Max	Min	Max	Min	Max	Min
<b>Lean Six Sigma Yellow Belt Training</b> (Professional & Managerial Level) Maximum Participants: 20 Minimum Participants: 8 Length: 1 day	\$ 12,400	\$ 8,000	\$ 12,846	\$ 8,288	\$ 13,180	\$ 8,503	\$ 13,510	\$ 8,716
<b>Lean Six Sigma Green Belt for Service Training</b> (Professional & Managerial Level) Maximum Participants: 16 Minimum Participants: 8 Length: 2 weeks	\$ 50,000	\$ 28,000	\$ 51,800	\$ 29,008	\$ 53,147	\$ 29,762	\$ 54,475	\$ 30,506
<b>Design for Lean Six Sigma: Ensuring Efficient Processes</b> (Professional & Managerial Level) Maximum Participants: 12 Minimum Participants: 6 Length: 3 days	\$ 28,500	\$ 14,550	\$ 29,526	\$ 15,074	\$ 30,294	\$ 15,466	\$ 31,051	\$ 15,852
<b>Project Sponsor and Deployment Champion Workshop</b> (Senior Management / Executive Level) Maximum Participants: 16 Minimum Participants: 8 Length: 2 days	\$ 20,000	\$ 12,000	\$ 20,720	\$ 12,432	\$ 21,259	\$ 12,755	\$ 21,790	\$ 13,074
<b>Management Orientation to Lean Six Sigma</b> (All levels of Management) Maximum Participants: 14 Minimum Participants: 6 Length: 1/2 day	\$ 11,200	\$ 6,000	\$ 11,603	\$ 6,216	\$ 11,905	\$ 6,378	\$ 12,203	\$ 6,537
<b>Executive Training for Lean Six Sigma Deployments</b> (Senior Management / Executive Level) Maximum Participants: 20 Minimum Participants: 6 Length: 1/2 day	\$ 16,000	\$ 6,000	\$ 16,576	\$ 6,216	\$ 17,007	\$ 6,378	\$ 17,432	\$ 6,537
<b>Project Identification Pacticum: LSS Project Selection Workshop</b> (Senior Management / Executive Level) Maximum Participants: 12 Minimum Participants: 6 Length: 3 days	\$ 30,000	\$ 18,000	\$ 31,080	\$ 18,648	\$ 31,888	\$ 19,133	\$ 32,685	\$ 19,611
<b>Introduction to Effective Project Identification</b> (All Management and staff) Maximum Participants: 20 Minimum Participants: 6 Length: 1/2 day	\$ 7,500	\$ 3,600	\$ 7,770	\$ 3,730	\$ 7,972	\$ 3,827	\$ 8,171	\$ 3,922

<b>Project Management of LSS Projects and Belts Workshop</b> (Senior Management / Executive Level) Maximum Participants: 16 Minimum Participants:10 Length: 1/2 day	\$ 10,000	\$ 7,000	\$ 10,360	\$ 7,252	\$ 10,629	\$ 7,441	\$ 10,895	\$ 7,627
<b>Coaching LSS Black Belts</b> (Management) Maximum Participants: 20 Minimum Participants: 8 Length: 1 day	\$ 8,000	\$ 4,800	\$ 8,288	\$ 4,973	\$ 8,503	\$ 5,102	\$ 8,716	\$ 5,230
<b>Fundamentals of Project Management</b> (Professional & Managerial Level) Maximum Participants: 20 Minimum Participants: 8 Length: 2 days	\$ 11,500	\$ 6,200	\$ 11,914	\$ 6,423	\$ 12,224	\$ 6,590	\$ 12,529	\$ 6,755
<b>Communicating Projects to Executive Leadership</b> (Senior Management/Executive Level) Maximum Participants: 12 Minimum Participants: 6 Length: 1/2 days	\$ 3,000	\$ 1,800	\$ 3,108	\$ 1,865	\$ 3,189	\$ 1,913	\$ 3,269	\$ 1,961
<b>Understanding and Implementing Risk Management</b> (Professional & Managerial Level) Maximum Participants: 20 Minimum Participants: 8 Length: 1 day	\$ 8,000	\$ 4,800	\$ 8,288	\$ 4,973	\$ 8,503	\$ 5,102	\$ 8,716	\$ 5,230
<b>Leading Meetings that Matter - Facilitation Practicum</b> (Senior Management/Executive Level) Maximum Participants: 12 Minimum Participants: 6 Length: 1/2 days	\$ 6,000	\$ 3,600	\$ 6,216	\$ 3,730	\$ 6,378	\$ 3,827	\$ 6,537	\$ 3,922
<b>Transformational Leadership: Keys to Success</b> (Senior Management/Executive Level) Maximum Participants: 20 Minimum Participants: 8 Length: 1 day	\$ 10,000	\$ 4,800	\$ 10,360	\$ 4,973	\$ 10,629	\$ 5,102	\$ 10,895	\$ 5,230
<b>Building Effective Teams</b> (Senior Management/Executive Level) Maximum Participants: 20 Minimum Participants: 8 Length: 1 day	\$ 2,000	\$ 1,000	\$ 2,072	\$ 1,036	\$ 2,126	\$ 1,063	\$ 2,179	\$ 1,090
<b>--Per participant price is price divided by minimum # of participants</b>								
<b>--Prices for each course included 0.75% IFF</b>								
<b>--Economic Price Adjustment</b>								
Source: <a href="http://www.bls.gov/news.release/eci.t03.htm">http://www.bls.gov/news.release/eci.t03.htm</a>								
		0.00%		3.60%		2.60%		2.50%