

WisdomNet, Inc.
GSA Advantage Information

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WisdomNet Information

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Contract Number GS-10F-0472R

The following SINS are included in the contract award:

SIN 874-1 – Consulting Services

SIN 874-2 – Facilitation Services

SIN 874-4 – Training Services

SIN 874-7 – Program Integration and Project Management Services

Period Covered by Contract: September 13, 2005 through September 12, 2010

Services Offered by SIN

SIN 874-1 – Consulting Services

The consulting division at WisdomNet is divided into three core service lines: Strategy, Operations and Human Capital. Although we loosely align our staff to one of these three areas, we place a heavy emphasis on cross training and maintain a cross-functional perspective. Primary service offerings include: 1) helping organizations reduce costs, 2) helping organizations grow revenue, 3) helping organizations design new processes or make existing ones more efficient, 4) helping organizations improve their supply chain and logistics, 5) helping organizations improve service provision and customer support, and 6) helping organizations with their strategic planning.

SIN 874-2 – Facilitation Services

WisdomNet consultants provide facilitation services to assist an organization set strategic corporate direction and create or clarify their company mission, vision and values. WisdomNet facilitation services can also assist an organization reach consensus in key decision-making, set priorities, establish action plans, create buy-in and solve complex problems. The ability to quickly and effectively move a group through problem solving, brainstorming, planning and process design with a high participation and buy-in rate is a core part of WisdomNet consulting projects, including our facilitation services. Although usually smaller and quicker than the typical WisdomNet consulting engagement, these facilitation services can frequently be the front-end to a much larger initiative.

SIN 874-4 – Training Services

The goal of the learning and development specialists at WisdomNet is to assist organizations in transforming employee potential into improved organizational performance. WisdomNet offers numerous training services that cover a range of topics. These include off-the-shelf training programs as well as custom-designed courses. Courses are typically conducted on-site at the client's facilities, but can be conducted elsewhere if desired. Course topics include: Facilitating Transformational Change and Innovation, Leadership, Driving Innovation and Change, Conflict Management, Managing Employees for Improved Performance, Developing Trust and Respect, Stress Management, Capacity Planning for Service Functions, Managing Projects for Success, Courageous Product and Service Development, Creating Cultural Change, Career Management & Succession Planning, Managing High Performance

Teams. A complete list of available courses with descriptions appears below in the section “Course Descriptions and Prices for Training Services”.

SIN 874-7 – Program Integration & Project Management Services

WisdomNet can provide consulting services to organizations that wish to improve the effectiveness of their projects and achieve improvements in cost, quality, and on-time delivery. Through this service, WisdomNet assists organizations in the management of very complex projects, including projects involving large-scale systems implementations to major transition efforts. Additionally, the proprietary WisdomNet Program Management Toolkit can help an organization’s Program Management Office (PMO) get up and running quickly, and our focus on capacity building helps ensure that the organization can improve its own program and project management capability and can effectively manage a PMO once it is implemented.

Labor Categories, Rates & Labor Descriptions for SINs 874-1, 874-2, 874-7

Below are labor categories, rates, and labor descriptions offered for Special Item Numbers (SINs) *SIN 874-1 – Consulting Services, SIN 874-2 – Facilitation Services, and SIN 874-7 – Program Integration & Project Management Services*

Principal Consultant

The rate for a Principal Consultant is \$200.85/hour. Employees at the Principal Consultant level have more than 15 years of experience in operational process improvement, business consulting, strategic planning, and/or human capital management. Principal Consultants possess advanced degrees, professional certifications, and/or deep expertise in specific areas. They are often published and sought-after speakers. A Principal Consultant will serve as the project manager on extremely large or complex projects and the expertise of a Principal Consultant can be made available for targeted purposes on medium to small projects.

Senior Consultant

The rate for a Senior Consultant is \$180.25/hour. Senior Consultants have between 10 and 15 years of background and experience in their specialized areas. Senior Consultants may work under the direction of a Principal Consultant or independently. A Senior Consultant may serve as the project manager on a project that is within his/her area of expertise.

Consultant

The rate for a Consultant is \$144.20/hour. Consultants have between five and ten years of background and experience in their specialized areas. Consultants at WisdomNet usually possess advanced degrees and are developing significant expertise in particular areas. Depending on the complexity of the work involved, they may require some level of supervision from their project manager.

Analyst

The rate for an Analyst is \$87.55/hour. Analysts have between two and five years of experience in their specialized areas. Analysts have a minimum of a bachelor’s degree and perform research, data collection, requirements gathering, writing, and other support tasks, generally under the supervision of a project manager or team leader.

Graphic and/or Project Support

The rate for a Graphic and/or Project Support employee is \$30.90/hour. Employees at this level have a minimum of a bachelor’s degree and two to three years of experience in graphic design. They use advanced desktop publishing to design and develop project deliverables such as charts, graphs, presentation slides, and final reports. An employee at this level is under the general supervision of the consultants or project manager associated with their specific task.

Note regarding travel expenses:

All travel-related costs will be reimbursed by the ordering agency at actual cost. Copies of receipts and other documentation concerning such charges will be maintained and available for audit.

Course Descriptions & Pricing for Training Services – SIN 874-4

Stepping Up to Supervisor

This program is designed to support new supervisors in making the mental shift associated with transitioning into a management role and in acquiring an understanding of the unique nature, challenges and rewards of the supervisory role. Topics include 1) clarifying the role, responsibilities and skills associated with supervision; 2) assisting new supervisors in successfully making the mental shift from individual contributor to supervisor; and 3) leading participants in an exploration of their natural management style and how to apply it most effectively.

Developing Trust and Respect

This course is designed to help management personnel strengthen working relationships with their employees. The program includes: 1) deepening managers' understanding of the importance of trust and respect in the supervisor-employee relationship; 2) providing managers with the knowledge and skills needed to build and maintain healthy relationships with their employees; 3) identifying the characteristics of a high-trust, high respect work environment; and 4) learning how to develop and maintain a culture of trust and respect.

Leadership

This is an intermediate level course focused on leadership theory and skill development, and is best suited to individuals having 1+ years of supervisory experience. The course includes: 1) exploring and learning from various leadership theories and approaches; 2) identifying the skills that must be mastered to be an effective leader; 3) understanding the various approaches to leadership and knowing the difference between management and leadership; and 4) assisting participants in drafting a self-development plan that aims at growing their leadership skills and abilities.

Career Management & Succession Planning

This course introduces managers to the concept of succession planning, equips them with critical knowledge for successfully utilizing a succession planning process, and supports employee career self-management. This program covers topics such as: 1) acquainting managers with the major characteristics, success criteria, and common pitfalls associated with succession planning programs; 2) building managers' understanding of the information they must have in order to effectively implement and support succession planning; 3) assisting managers in promoting a culture of employee career self-management and creating development maps for employees; and 4) identifying appropriate mechanisms to support various developmental need scenarios.

Giving & Receiving Feedback

This program focuses on the communication and planning skills needed to effectively give and receive criticism. Topics included in this course include: 1) equipping managers with the skills needed to effectively give and receive criticism; 2) differentiating between worthwhile/meaningful criticism and petty criticism; and 3) effectively planning and delivering constructive criticism.

Managing Employees for Improved Performance

This program educates managers on the tools available for influencing employee performance, and how to apply them effectively. Topics include: 1) equipping managers with the essential skills needed to positively reinforce employees' good performance, and to effectively address and resolve employees' poor performance; 2) diagnosing the root cause of employee performance problems; 3) identifying appropriate strategies to address the root cause of employee performance problems; and 4) effectively preparing for and delivering coaching to improve performance.

Creating & Managing High Performance Teams

This course provides managers with a comprehensive view of the building blocks of high performing teams as well as the methods and tools for developing and sustaining high performance. Topics include: 1) understanding the difference between an effective team and a truly high performing team; 2) developing the knowledge and skills to assemble, develop and sustain a high performing team; 3) learning how to adjust an approach to manage different types of teams; and 4) identifying and dealing with degradations of performance.

Driving Innovation & Change in an Organization

This course provides frameworks, tools, and key success factors for facilitating innovative change. Course highlights include: 1) providing managers with a framework for facilitating revolutionary change; 2) demonstrating a high-level solution design process; 3) identifying key change implementation considerations; 4) identifying the critical success factors for sustaining change; and 5) learning how to apply a solution design model to create changes within the participants' organizations.

Being Creative

This course helps individuals and organizations understand the potential and place for creativity and how it can foster growth. Topics covered include: 1) providing a frame of reference for what creativity is and its application in organizations; and 2) how to help employees use creativity to enhance organizational performance.

Conflict Management

This course provides managers with an understanding of the sources of conflict and a process for effectively resolving them. Course highlights include: 1) identifying the sources of conflict; 2) helping managers and employees to work constructively with conflict rather than to shy away from it; 3) providing participants with an understanding of the methods and approaches for working through conflict; and 4) learning how to apply a proven process to lead to conflict resolution.

Managing Up

This program provides managers with the essential information and skills for enhancing the effectiveness with which they interact and support the work of their manager. Topics included in the course: 1) enabling individuals to better understand and respond to the needs, perspectives and expectations of their managers; 2) anticipating the information needs of the manager with proactive status reporting; and 3) learning how to work effectively in a matrix structure.

Stress Management

This course provides managers with an understanding of the various factors that can create stress and how they can cope with or remove them. Course highlights include: 1) helping managers and employees to understand stress and the options they have for dealing with it; 2) enabling individuals to identify connections between the various dimensions of stress; and 3) learning how to create a practical action plan to alleviate unwanted stressful situations.

Managing Projects for Success

This program provides both the beginner and experienced project manager with the skills and techniques needed to ensure the success of a project. The approaches discussed within this course are equally applicable to any industry or project type. The material is grounded in real-life experience and practical applications. Course topics include: 1) learning the skills and techniques for ensuring project success; and 2) providing managers with both a top down and bottom up understanding of project management and planning.

Increasing Your Personal Change Resiliency

Change is constant and workers need to have a basic understanding of the types of change in which their organization may be involved as well as their own reactions to constant change. This course includes: 1) identifying common types of resistance to change; 2) providing tips and tools for building change resiliency in participants and their employees; and 3) learning how to not simply "handle" change, but to actually thrive and be successful through changing times.

Creating Cultural Change

This course provides the basis for understanding an organization's present culture and the steps needed to reach the desired future state. Topics covered in this course include: 1) understanding the dynamics of culture and how culture presents itself in an organization; 2) learning how to identify and manage culture changes; 3) identifying the gap between the desired state and the present organizational culture; and 4) developing practical methods for promoting change.

Facilitating Transformational Change & Innovation (2 day only)

This course is focused on helping organizational leaders and internal consultants drive innovation and dramatic change in their organization. It focuses on helping organizations become more innovative in their both their offerings and their operations and has the goal of creating specific action plans that can be implemented in the organization. The course covers topics such as: 1) the influence of organizational culture on change; 2) how to design the organization and its processes for innovation; 3) rewarding innovation; 4) change management in your organization; 5) managing stakeholder expectations; 6) measuring innovation; and 7) transition / action planning.

Courageous Product & Service Development

This course focuses on helping organizations become more effective at developing new product or service offerings. It is targeted towards organization leaders and anyone who is involved in the design of new products and services. The course covers topics such as: 1) fundamental approaches to product and service design; 2) the design process; 3) pricing new services; 4) extending your offerings through partnerships; 5) managing customer support for new products / services; and 6) making your organization more effective at product / service development.

Capacity Planning for Service Functions

This course is focused on helping organizations take a disciplined approach to planning the capacity they need to deliver outstanding service. It is targeted towards organization leaders and those planning and / or managing service functions. The course covers topics such as: 1) defining service levels; 2) building capacity to exceed your service levels; 3) capacity planning for new offerings; 4) flexible capacity – handling “peaks and valleys”; 5) managing service variances; and 6) linking capacity to customer service.

Prices – One-day courses

(Note: all but “Facilitating Transformational Change & Innovation” are available in one-day course format.)

Minimum participants – 10

Maximum participants – 40

Rate for 10-20 participants – \$2,500.00

Additional cost for Nos. 21-40 – \$150.00

Rate for second instructor – \$2,000.00

Prices – Two-day courses

(All courses are available in two-day course format.)

Minimum participants – 10

Maximum participants – 40

Rate for 10-20 participants – \$4,500.00

Additional cost for Nos. 21-40 – \$150.00

Rate for second instructor – \$4,000.00

Note regarding travel expenses:

All travel-related costs will be reimbursed by the ordering agency at actual cost. Copies of receipts and other documentation concerning such charges will be maintained and available for audit.

WisdomNet Overview

WisdomNet Inc. is an international consulting and technology firm based in Denver, Colorado.

WisdomNet's consulting offerings encompass a broad range of services that include Supply Chain Optimization, Procurement Improvement, Process Design and Re-Engineering, Strategy Development and Strategic Planning, Organization Effectiveness and HR Strategy, and Requirements Assessment and

Analysis consulting. WisdomNet complements its core consulting expertise with a diverse set of technology services including Technology Strategy Consulting and Application Development. Through this variety of consulting and technology expertise, we strive to achieve our ultimate goal: solve our clients' toughest problems and develop their greatest opportunities.

Our consulting division is divided into three disciplines:

Strategy – Effective strategy and planning is the cornerstone of an effective organization. Senior management must continually evaluate the effectiveness of its strategy and make course corrections in order to improve corporate performance and respond to changing market conditions. WisdomNet Strategy consultants help clients define, assess, and refine their strategy as well as translate strategy into results. WisdomNet expertise in strategy includes: *Strategic Planning, Outsourcing/Offshoring Strategy, Strategy PacksSM, Mergers & Acquisitions, Customer Wisdom & Customer Experience OptimizationSM, Market & Competitive Analysis, Portfolio Rationalization, and Product Development & Innovation.*

Operations – WisdomNet Operations experts help clients identify and implement the right solutions to drive operational excellence. Our staff has experience both as operations managers and consultants to some of the world's top companies. WisdomNet expertise in operations includes: *Supply Chain Optimization, Process Design & Re-Engineering, Operations Modeling & Simulation (Manu-ScanSM), Right-shoring, Procurement Transformation, Software Selection, Outsourcing Optimization, Rapid Cost Reduction.*

Human Capital – WisdomNet consultants can help make human capital a true competitive advantage for our clients. Our staff has extensive experience in public sector projects related to organizational development, leadership development, talent management, and succession planning. This experience provides us with a uniquely deep understanding of the culture and dynamics of public sector organizations and positions us to assist our clients with their Talent Management/Human Capital initiatives. WisdomNet expertise in Human Capital includes: *Talent Management Strategy, Performance Management & Goal Alignment, Workforce Planning, Succession Planning, Recruiting, Selection, Retention, Learning & Development, Global Talent Optimization, HR Effectiveness.*

The WisdomNet approach to consulting provides:

- A focus on providing appropriate solutions for our clients rather than a simple application of “best practices”.
- Highly experienced individuals involved in all critical roles of the engagement rather than one senior individual leading a team of recent college graduates.
- Use of our proprietary tools and methods that permit us to deliver deeper insight and stronger results in more rapid cycle than many of our competitors.

Terms & Conditions/Ordering Instructions

Maximum Order: \$1,000,000.00

Minimum Order: \$300.00

Geographic Coverage: Domestic

Prompt payment terms: Net 30 days

Time of delivery is specified in negotiated task order.

Ordering address:

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