

OXLEY ENTERPRISES[®] INC.

**GSA
SCHEDULE 874
MOBIS**

CATALOG

FEBRUARY 2011



GENERAL SERVICES ADMINISTRATION

Federal Supply Service

Authorized Federal Supply Schedule Price List

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

Schedule Title: MOBIS

Contract number: GS-10F-0302R

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.

Contract period: 3 May 2005 – 2 May 2015

Contractor's name, address, and phone number (include toll-free WATS number and FAX number, if applicable):

Oxley Enterprises® Inc.
Attn: Dr. Nicole Oxley, CEO
PO Box 1870
Stafford, Virginia 22555
(540) 752-8822 (voice/fax)

Contractor's internet address/web site where schedule information can be found (as applicable):

www.oxleyenterprises.com

Contract administration source (if different from preceding entry):

Business size: *Small Business*

1. Maximum order: *\$1,000,000.00 Orders that exceed the maximum order may be accepted by Oxley Enterprises®*
2. Minimum order: *\$300.00*
3. Geographic coverage (delivery area): *FOB Destination, "Domestic and Overseas Delivery," the exact delivery time to be specified on Individual Delivery/Task Orders*
4. Point(s) of production (city, county, and State or foreign country): *Same as contractor*
5. Discount from list prices or statement of net price: *Prices shown on attached pricelist are net prices with discount included.*
6. Quantity discounts: *Prices shown on attached pricelist are net prices with discount included.*
7. Prompt payment terms: *Net 30 days. 1% Net 20 days.*
- 8a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold: *Accepted*

- 8b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold:
Accepted
9. Foreign items (list items by country of origin): *None*
10. F.O.B. point(s): *Destination*
11. Ordering address(es):

OxleyEnterprises® Inc.
Attn: Dr. Nicole Oxley, CEO
PO Box 1870
Stafford, Virginia 22555
12. All non-professional labor categories must be incidental to and used solely to support hardware, software, and/or professional services, and cannot be purchased separately.
13. Payment address(es):

Oxley Enterprises® Inc.
Attn: Dr. Nicole Oxley, CEO
PO Box 1870
Stafford, Virginia 22555
14. Warranty provision: *Oxley Enterprises® Inc guarantees that personnel provided under this contract shall have the experience, education, and expertise as delineated in the authorized GSA Schedule Pricelist.*
15. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): *Yes*
16. Data Universal Number System (DUNS) number: *04-099-0652*
17. Notification regarding registration in Central Contractor Registration (CCR) database: *Registered*

GSA MOBIS

Oxley Enterprises[®] helps Senior Management to lead their employees with greater efficiency and effectiveness by delivering systematic and integrated strategies based on best practices. Through our management consulting services, organizations attain a high return-on-investment for their stakeholders, customers, and employees.

SIN 874-1/874-1RC Consulting

Build and Maintain Customer Relationships

Oxley Enterprises[®] provides expert consulting services that assist organizations in building and maintaining customer and stakeholder relationships.

- Customer / Market Segmentation
- Customer Requirements, Agreements, and Satisfaction
- Customer Retention
- Relationship Building and Management
- Service Level Management
- Customer Service and Consultative Skills Training

Customer / Market Segmentation

In order to successfully increase and maintain the customer base, it is imperative that organizations understand their customers. Through Customer/Market Segmentation services, our consultants conduct extensive research on the current customer base and classify customers into exclusive groups with common demographics, which enable organizations to target their marketing efforts more effectively.

Customer Requirements, Agreements, and Satisfaction

To ensure complete customer satisfaction for services that an organization offers, Oxley Enterprises[®] consultants schedule meetings with customers to collect their requirements, facilitate the drafting of an agreement which incorporates the customer requirements (such as a Service Level Agreement), and monitor customer satisfaction through surveys and focus groups.

Customer Retention

It is a known fact that it is easier to retain existing customers than to acquire new ones. Oxley Enterprises[®] helps organizations to increase their customer retention rate by conducting a thorough assessment of the current customer base, and by developing and assisting in the implementation of customized customer retention solutions.

Relationship Building and Management

Building a relationship and keeping current customers happy is the key to a successful business. Identifying and fulfilling customer requirements is only the beginning. The hard work for an organization is in sustaining valuable relationships with customers so they will become life-long clients. Oxley Enterprises[®] assists organizations in building and maintaining customer relationships by demonstrating proven techniques and best practices that are crucial for every business.

Service Level Management

Oxley Enterprises[®] assists organizations in the process of planning, coordinating, drafting, agreeing, monitoring, and reporting service commitments with customers using Information Technology Infrastructure Library (ITIL) Management Service best practices. In addition, our Service Level Management solutions support organizations in implementing a continuous improvement framework that allows for the ongoing review of service achievements to ensure that the required and cost-justifiable service quality is maintained and improved.

We expertly help to design and implement the following SLM contracts based on the Information Technology Infrastructure Library (ITIL) best practices:

- Service Level Agreements (SLA) – contract drafted for external customers

- Operating Level Agreements (OLA) – contract drafted internally which enables the organization to provide services to external customers
- Underpinning Contracts (UC) – contract drafted with external company to provide services to external customers

Customer Service and Consultative Skills Training

Using **Active Participant Learning™** (APL) – our time-tested methodology that is action-based, learner-led, and experience relevant – the trainers at Oxley Enterprises[®] provide customer service workshops which focus on creating a customer culture to meet customer requirements using best practices in customer service. Attendees learn effective customer service skills that demonstrate how to identify customers and customer requirements, deal with difficult customers, meet customer expectations, give outstanding telephone customer service, demonstrate consultative skills, identify customer root problems, and conduct root problem analysis.

Increase Organizational Efficiency

Oxley Enterprises[®] enables organizations to attain a high return-on-investment and to maximize value by enabling Senior Management to lead their employees by delivering systematic and integrated strategies based on best practices.

- Accelerated Business Process Reengineering[®] (ABPR)
- Process Development and Management
- Performance Measurement and Analysis Consulting
- Quality Assurance and Audits

Accelerated Business Process Reengineering[®] (ABPR)

Oxley Enterprises[®] Accelerated Business Process Reengineering[®] (ABPR) Methodology is a unique, fast-paced approach to the facilitation and implementation of strategic, streamlined business processes that supports continuous improvement within the organization. With the ABPR™ Model, Oxley Enterprises[®] enables organizations to realize better results faster and to achieve their mission and goals in a manner that maximizes value. Our four-phased approach to the development of efficient processes that improves overall performance is designed to deliver sustainable impact to mission-driven organizations by involving key stakeholders in all stages of process redesign and through institution of a Continuous Process Improvement framework. Oxley Enterprises[®] unique ABPR™ Methodology enables organizations to improve their competitive edge by:

- Positively impacting the organization's bottom line
- More efficiently and effectively realize your organization's mission and goals
- Save time and money by streamlining processes and reducing redundancies
- Foster a learning environment for continuing process improvement
- Encourage communication and teamwork by removing organizational barriers and silos and integrating processes within and across departments
- Enhance efficiency and productivity through the development of effective process improvement metrics

Furthermore, effective reengineering requires an understanding of vertical and horizontal structures within an organization, the different needs associated with each level, and the manner in which all levels integrate to execute the mission. Oxley Enterprises[®] Inc. understands this dynamic and tailors our solutions to solve the totality of the problem beyond the issues immediately recognized by Executives.

Process Development and Management

Efficient and effective business processes are mission-critical to organizations in the current environment of limited resources and fierce competition. In order for organizations to maintain forward momentum in such an environment, it is imperative that they develop strategic processes that utilize proficient systems, technology, and other enablers to optimize performance and reduce costs. Oxley Enterprises[®] helps organizations provide consistent and value-added products and services to customers through streamlined and effective business processes. After performing a process audit and/or organizational assessment, our consultants determine whether processes need to be revised or reengineered. If it is determined that the processes need to be reengineered, our Accelerated Business Process Reengineering[®] Methodology is customized to meet the needs of the organization and to ensure successful implementation and integration.

Performance Measurement and Analysis Consulting

All organizations are interested in achieving success, but very few define accurate performance measures that clearly demonstrate progress, success, or failure. Oxley Enterprises[®] implements a top-down approach to measurement by helping organizations identify the critical few measures required to accomplish their objectives. We develop customized performance management systems which motivate employees to excel in performance, while working towards organizational goals.

Quality Assurance and Audits

Repeatable processes that deliver results are necessary in today's competitive market. Oxley Enterprises[®] consultants assist organizations in developing and implementing quality systems based upon best practices (e.g., ISO 9000, CMMI, Six Sigma).

Maximize Human Capital

Oxley Enterprises[®] assists organizations in increasing individual and organizational performance through the development of human capital systems using systematic, research-based organizational development methods.

- Coaching and Mentoring
- Organizational Assessments
- Strategic Human Capital Planning
- Organizational Culture Consulting
- Personnel Retention Plans
- Succession Planning

Coaching and Mentoring

Consultants at Oxley Enterprises[®] help Executives understand how to apply effective coaching techniques that positively impact personnel performance and increase motivation within the organization. Executives will discover the importance of strategically delegating tasks and responsibilities, providing constructive feedback, and giving meaningful recognition. Enhance personnel performance by learning and employing the following techniques: effective coaching/delegating behaviors, coaching opportunities, adapting coaching styles, supporting positive behavior, giving effective feedback, coaching pitfalls, motivators and de-motivators, and performance measurement.

Organizational Assessments

To provide guidance and expertise on increasing productivity and efficiency within an organization, Oxley Enterprises[®] conducts an assessment of the organizations' achievements to-date in correlation to its goals and objectives in order to identify areas that need to be transformed and to determine the solutions that best fits the needs and culture of the organization.

Strategic Human Capital Planning

Oxley Enterprises[®] assists organizations in increasing individual and organizational performance through the strategic development of human capital systems. Using systematic, research-based organizational development methods, human capital systems are designed to meet organizational goals and objectives through full alignment of your processes, policies, procedures, and measures in support of learning and growth strategies.

Organizational Culture Consulting

Through Oxley Enterprises[®] organizational culture consulting process, organizations ascertain the discrepancies between the employees' perception of the work environment and culture, as compared to the image that the organization is attempting to portray. By evaluating these inconsistencies, Oxley Enterprises[®] helps organizations shape and promote a work culture that reinforces its strategic goals and objectives, thus enhancing organizational and personnel effectiveness.

Personnel Retention Plans

Successful organizations realize that retaining skilled and talented employees is integral to the growth and sustainment of the organization. The consultants at Oxley Enterprises[®] evaluate the organization's current management practices, and assist in organizations in attracting, hiring, and retaining high-caliber employees through the development of customized personnel retention plans that allow organizations to manage the workforce effectively.

Succession Planning

Oxley Enterprises[®] assists organizations increasing efficiency with succession planning by integrating best practices that ensure that employees are recruited and developed to fill each key role within the company, and to ensure that key roles are filled from within the organization

Optimize Organizational Performance

Oxley Enterprises[®] assists Senior Management in meeting organizational goals and objectives by providing all of the organization's employees with a common direction and vision by fully aligning and integrating business lines, processes, and operations.

- Organizational Design and Strategy Consulting
- Performance Measurement and Analysis Consulting
- Organizational Alignment and Integration
- Organizational Structure and Transformation
- Strategic, Business, and Action Planning
- Strategic Systems Deployment Model™ (SSDM)

Organizational Design and Strategy Consulting

Oxley Enterprises[®] assists Senior Management in meeting strategic goals and objectives and by creating a culture of efficiency and effectiveness. Oxley Enterprises[®] streamlines implementation of strategic change and provides the organization's employees with a common direction and vision, fully aligning and integrating business lines, processes, and operations. This is performed by developing a strategic planning process, facilitating strategic planning sessions, developing and implementing technical and business architectures, identifying and performing just-in-time training for necessary tools and skills, and providing assistance in developing meaningful performance measures for the organization. Through Strategic Management consulting services, Oxley Enterprises[®] assists organizations with developing sound strategic plans that allows leaders to:

- Increase investment returns and secure future funding
- Make decisions regarding capital asset planning, program reviews, and Federal Compliance
- Effectively leverage project investments so that maximum value is realized
- Align projects to the organization's mission and goals
- Define and measure program success
- Apply strategic models to influence projects or programs using unique requirements for mission-driven organizations

Performance Measurement and Analysis Consulting

All organizations are interested in achieving success, but very few define accurate performance measures that clearly demonstrate progress, success, or failure. Oxley Enterprises[®] implements a top-down approach to measurement by helping organizations identify the critical few measures required to accomplish their objectives. We develop customized performance management systems which motivate employees to excel in performance, while working towards organizational goals.

Organizational Alignment and Integration

By assisting customers in defining their organizational vision, Oxley Enterprises[®] consultants strategically provide the tools and methods necessary to affect organizational change. From the top of the organization down to the individual level, all employees will understand the role they play. The end result is a fully integrated fabric woven throughout the organization.

Organizational Structure and Transformation

Oxley Enterprises[®] helps increase operational efficiency and reduce cost by assessing the current state of the organization structure and developing innovative solutions that provides the organization with a shared vision, mission, and strategic action plan.

Strategic, Business, and Action Planning

Oxley Enterprises[®] works with clients and facilitates the development of a long and short term strategic business plan, as well as an action plan that ensures successful implementation and positive change.

Strategic Systems Deployment Model™ (SSDM)

Oxley Enterprises[®] consultants use a Strategic Systems Deployment Model™ (SSDM) to guide organizations toward successful strategy development and management. This model enhances organizational maturity and focuses on implementation of best-practice business practices developed on a foundation of good strategic fundamentals. Our time-tested SSDM™ in conjunction with our exemplary experience and Accelerated Business Process Reengineering[®] (ABPR) methodology can deliver better results faster for your organization and help you achieve your mission and goals.

SIN 874-2/874-2RC Facilitation Services

Oxley Enterprises[®] supports organizations in accomplishing their goals by employing facilitation skills in all aspects of consulting. Our consultants foster an environment where large groups of people within an organization work together effectively to reach a defined goal through facilitation services. Any time clients need a neutral party to help collaborate efforts among diverse groups or individuals, our skilled facilitators provide decision support services to achieve breakthrough results.

SIN 874-3/874-3RC Survey Services

Acquire the solutions that take your organization to the next level of performance using organizational surveys. Oxley Enterprises[®] works with customers to develop and administer surveys, analyze data, provide a comprehensive report, and offer support for action planning. The valuable information obtained from this service will empower customers to make the right decisions for their organization.

SIN 874-4/874-4RC Training Services

Deliver Best Practice Training Solutions

Oxley Enterprises[®] helps customers develop and implement learning systems that support their organizational strategy and goals by building high-impact workshops that best fit the unique learning needs of the organization.

- Dynamic Workshops Based on Oxley Enterprises' Active Participant Learning™ (APL) Methodology
- Customized Training Solutions
- Interpersonal Skills
- Business Skills

Dynamic Workshops Based on Oxley Enterprises[®] Active Participant Learning™ (APL) Methodology Oxley Enterprises[®] helps customers develop and implement learning systems that support their organizational strategy by building high-impact workshops that best fit the organization's needs. Our time-tested methodology of Active Participant Learning™ (APL) – learning that is action-based, learner-led, and experience relevant – energizes and enables each participant to apply practical skills to their day-to-day activities and work environment. Our most popular Active Participant Learning™ methodology workshops include:

- Jump Outside the Box — With teambuilding as a key focus, individuals learn to work together more effectively while actively applying effective "outside the box" thinking and problem solving techniques to improve the work environment. Through this innovative, hands-on workshop, participants learn cutting-edge research-based tools and techniques that foster effective "outside the box" problem solving.
- Delegate, Coach, and Motivate — Discover coaching techniques that provide constructive feedback and meaningful recognition that impact personnel performance and motivation within your organization. Participants interact in a fast-paced team to emphasize the importance of strategically delegating tasks and responsibilities.
- Keeping Commitments — Discover high performing behaviors in teams and business events and the best way for participants to clarify agreements and make commitments within an organization. This integrative workshop focuses on concepts such as: identifying root causes that hamper productivity and applying strategies to excel in a corporate environment, knowing how to conduct effective value-added meetings, and understanding high performance team techniques.
- Let's Communicate — Explore productive ways to promote effective communication through listening and team collaboration. This workshop utilizes theory-driven action-based learning that provides a forum for continuous action planning using skills and strategies needed to promote clear communication flow in your organization.

- STAR Customer Service — Improve customer service by creating a customer-centered culture. Participants learn how to deal with irate customers, set the stage for STAR Customer Service, understand the value of each employee, and exceed customer expectations.

Customized Training Solutions

Oxley Enterprises[®] helps clients develop and implement learning systems that support their organizational strategy by building high-impact workshops that best fit the organization's needs. We offer support and guidance on selecting workshops that best address the unique learning requirements of organizations through our detailed workshop tailoring process. This includes a comprehensive needs assessment that involves all levels of the organization to ensure maximum impact.

Interpersonal Skills

Oxley Enterprises[®] provides workshops and customized training solutions in skills that enhance individual performance (e.g., communication, teams, coaching, critical thinking, conflict management, customer service, consulting skills, organization and time management).

Business Skills

Oxley Enterprises[®] provides workshops and customized training solutions in skills that enhance organizational competencies for improved performance (e.g., measurement, benchmarking, change management, process improvement, planning, project management, Baldrige National Quality Program).

Tactical and Technical Skills

Oxley Enterprises[®] provides workshops and customized training solutions in skills that enhance organizational capabilities (e.g., anti- and counter-terrorism).

Workshop Topics

Visit our website for workshop descriptions:

<http://www.oxleysolutions.com/workshop.html>

SIN 874-5/874-5RC Support Products

Reproduction (per page b/w)
Training Manuals (b/w)

SIN 874-7/874-7RC Program Integration and Project Management

Optimize Project Performance

Oxley Enterprises[®] delivers fully integrated, results-based solutions that help organizations operate more efficiently and effectively by strategically aligning project and program activity with organizational mission and goals.

- Project Management
- Project Portfolio Management
- IT Project Integration

Project Management

After identifying the project mission and goals, Project Management Professionals (PMP) at Oxley Enterprises[®] provide exceptional project management support in order to help the customer deliver high quality results on time and within the project budget.

Project Portfolio Management (PPM)

Oxley Enterprises[®] assists clients with establishing and optimizing a portfolio of projects in order to leverage resources, cost, productivity, and risk on project investments. Through our Project Portfolio Management (PPM) services, Senior Leadership is empowered to make informed business decisions by defining current and planned investments consistent with organizational mission and goals. Our Project Management Professionals (PMPs) help organizations institute project portfolio management systems in order to:

- Explore links between business strategies, processes, and IT investments
- Align new project investments with established portfolios
- Analyze alternative investments relative to business requirements
- Understand risks associated with investments to ensure adoption of appropriate risk management solutions
- Establish a baseline for performance reporting
- Manage effective integration of IT infrastructure projects

IT Project Integration

Oxley Enterprises[®] helps organizations by managing the successful implementation of an IT infrastructure using effective best practices from IT Service Management.

Oxley Enterprises® Inc Consulting Services

Public and private organizations face the persistent challenge of growing a business while developing and improving internal processes and service offerings. While the mantra of “better, faster, cheaper,” is a laudable one to which all organizations aspire, taking the necessary steps to realize vision is expensive, time-consuming, and difficult to accomplish with internal resources.

Oxley Enterprises® provides dynamic, mission-aligned strategies and solutions to help organizations across the spectrum of business and government address these challenges today, and thrive tomorrow. Our professionals apply a diverse knowledge of process and technical consultation experience to support organizations in identifying business and programmatic needs, and maximizing return on investment.

Oxley Enterprises® provides the following consulting services:

- **Management Consulting:** Provides fully integrated, results-based solutions that help organizations operate more efficiently and effectively
- **Human Capital Consulting:** Aligns learning and growth strategies with the organization’s mission and goals
- **Learning Systems Consulting:** Increases individual performance by tailoring high-impact workshops using our time-tested methodology of Active Participant Learning™
- **Information Technology Consulting:** Performs strategic integration and alignment of Information Technology with business needs and organizational objectives

Why Oxley Enterprises®?

Professionalism and Excellence

Oxley Enterprises®, Inc. is a woman-owned, service disabled veteran-owned, small business, consulting company with a track record of success in helping commercial and government clients improve performance and productivity. We are committed to delivering high quality, innovative solutions that produce winning results for our customers.

Customized Solutions

Every organization is unique. This is why Oxley Enterprises® is dedicated to providing clients with solutions that fit their unique business needs. We work with clients to create integrated solutions that are tailored to the organizational mission, goals, and business objectives.

Diversity and Agility

Oxley Enterprises® has created multi-faceted product lines that provide organizations with the capability to effectively respond to today’s changing business trends and requirements. Our diverse consulting services and dynamic solutions help organizations respond rapidly to industry

Labor Categories

Labor Category/Job Title:

Analyst/Technical Writer

Minimum/General Experience: 1-3 years of work related experience.

Functional Responsibility: Performs entry to varied and challenging analytical/operational analyses and tasks for any management, organizational, technical, and business improvement services under the supervision of a senior staff member. Performs general office administrative and clerical responsibilities. Schedules and coordinates meetings. Produces interoffice memos. Takes minutes at meetings. Produces correspondence. Oversees administrative office duties. Uses work processing programs to edit or produce a variety of documents, including research reports, operational procedures, user's guides, training guides, status reports, meeting minutes, slide presentations, and brochures. Authors original papers, reports, and articles based on literature search, document reviews, and interviews.

Minimum Education: BS/BA in an associated discipline or the equivalent years in experience.

Labor Category/Job Title:

Consultant-Level 1

Minimum/General Experience: Less than 1 year of consulting experience in one or more of the following areas: strategic and business planning; program evaluation; auditing; activity based costing and budgeting; communication; information technology capital planning, investment management, business cases, and performance management; business and technical architectures; human capital planning, workforce assessments professional development; process documentation, process implementation, process improvement, process reengineering; facilitation; project management; training and workshop development; and design, development, implementation, and maintenance of database management and learning systems.

Functional Responsibility: Gathers and organizes information on problems or procedures. Coordinates with clients and trains users to ensure smooth implementation and functional performance of new systems, procedures, or organizations. Participates in the development and maintaining of functional and operational documentation. Participates in studies on work problems and procedures. Participates in preparing recommendations for implementation of new systems, procedures, or organizational changes.

Minimum Education: BS/BA in an associated discipline or the equivalent years in experience.

Labor Category/Job Title:

Consultant-Level 2

Minimum/General Experience: 1-2 years of management consulting experience in one or more of the following areas: strategic and business planning; program evaluation; auditing; activity based costing and budgeting; communication; information technology capital planning, investment management, business cases, and performance management; business and technical architectures; human capital planning, workforce assessments, professional development; process documentation, process implementation, process improvement, process reengineering; facilitation; project management; training and workshop development; and design, development, implementation, and maintenance of database management and learning systems.

Functional Responsibility: Gathers and organizes information on problems or procedures. Coordinates with clients and trains users to ensure smooth implementation and functional performance of new systems, procedures, or organizations. Participates in the development and maintaining of functional and operational documentation. Participates in studies on work problems and procedures. Participates in preparing recommendations for implementation of new systems, procedures, or organizational changes.

Minimum Education: BS/BA in an associated discipline or the equivalent years in experience.

Labor Category/Job Title:

Consultant-Level 3

Minimum/General Experience: 3 years of management consulting experience in one or more of the following areas: strategic and business planning; program evaluation; auditing; activity based costing and budgeting; communication; information technology capital planning, investment management, business cases, and performance management; business and technical architectures; human capital planning, workforce assessments, professional development; process documentation, process implementation, process improvement, process reengineering; facilitation; project management; training and workshop development; and design, development, implementation, and maintenance of database management and learning systems.

Functional Responsibility: Gathers and organizes information on problems or procedures. Coordinates with clients and trains users to ensure smooth implementation and functional performance of new systems, procedures, or organizations. Participates in the development and maintaining of functional and operational documentation. Participates in studies on work problems and procedures. Participates in preparing recommendations for implementation of new systems, procedures, or organizational changes. Conducts surveys to evaluate organization's products and services, operational and management processes, information, human resources, and related information.

Minimum Education: BS/BA in an associated discipline or the equivalent years in experience.

Labor Category/Job Title:

Senior Consultant

Minimum/General Experience: 5 years of management consulting experience in one or more of the following areas: strategic and business planning; program evaluation; auditing; activity based costing and budgeting; communication; information technology capital planning, investment management, business cases, and performance management; business and technical architectures; human capital planning, workforce assessments, professional development; process documentation, process implementation, process improvement, process reengineering; facilitation; project management; training and workshop development; and design, development, implementation, and maintenance of database management and learning systems.

Functional Responsibility: Gathers and organizes information on problems or procedures. Coordinates with clients and trains users to ensure smooth implementation and functional performance of new systems, procedures, or organizations. Develops and maintains functional and operational documentation. Studies work problems and procedures. Prepares recommendations for implementation of new systems, procedures, or organizational changes. Designs, conducts, and assesses surveys to evaluate organization's products and services, operational and management processes, information, human resources, and related information. Has substantial latitude for unsupervised decision and action.

Minimum Education: MS/MA in an associated discipline or the equivalent years in experience.

Labor Category/Job Title:

Principal Consultant

Minimum/General Experience: 7 years of management consulting experience in one or more of the following areas: strategic and business planning; program evaluation; auditing; activity based costing and budgeting; communication; information technology capital planning, investment management, business cases, and performance management; business and technical architectures; human capital planning, workforce assessments, professional development; process documentation, process implementation, process improvement, process reengineering; facilitation; project management; training and workshop development; and design, development, implementation, and maintenance of database management and learning systems.

Functional Responsibility: Gathers and organizes information on problems or procedures. Coordinates with clients and trains users to ensure smooth implementation and functional performance of new systems, procedures, or organizations. Develops and maintains functional and operational documentation. Studies work problems and procedures. Prepares recommendations for implementation of new systems, procedures, or organizational changes. Plans, conducts, supervises, and/or manages complex projects or multiple projects. Designs, conducts, and assesses surveys to evaluate organization's products and services, operational and management processes, information, human resources (e.g., employee attitudes, culture, training, skills, experience), customer service needs, and related information. Typically trains and supervises lower level personnel. Typically has overall responsibility for project technical direction, as well as, financial and technical management.

Minimum Education: MS/MA in an associated discipline or the equivalent years in experience.

Labor Category/Job Title:

Executive Consultant

Minimum/General Experience: 10 years of management consulting experience in one or more of the following areas: strategic and business planning; program evaluation; auditing; activity based costing and budgeting; communication; information technology capital planning, investment management, business cases, and performance management; business and technical architectures; human capital planning, workforce assessments, professional development; process documentation, process implementation, process improvement, process reengineering; facilitation; project management; training and workshop development; and design, development, implementation, and maintenance of database management and learning systems.

Functional Responsibility: Responsible for overall technical, business, and financial management of programs and projects. Oversees program budgets, schedules, and performance. Serves as liaison to senior leadership.

Minimum Education: Ph.D/DBA in an associated discipline or the equivalent years in experience.

Labor Category/Job Title:

Subject Matter Expert Level 1

Minimum/General Experience: 10-15 years in particular field or technical discipline.

Functional Responsibility: Performs work requiring in-depth knowledge and understanding of a particular field or technical discipline. Conducts independent, complex analysis, concept formulation, and application of new methods.

Minimum Education: PhD/DBA in an associated discipline or the equivalent years in experience.

Labor Category/Job Title:

Subject Matter Expert Level 2

Minimum/General Experience: 15-20 years in particular field or technical discipline.

Functional Responsibility: Performs work requiring in-depth knowledge and understanding of a particular field or technical discipline. Conducts independent, complex analysis, concept formulation, and application of new methods.

Minimum Education: PhD/DBA in an associated discipline or the equivalent years in experience.

Labor Category/Job Title:

Program Manager

Minimum/General Experience: 8 years in the oversight of technical or business complex and multiple projects using best practice project management techniques.

Functional Responsibility: Responsible for the overall performance of the task order such as formulating work standards; assigning contractor schedules and resources; reviewing performance, cost, and budget information; supervising contractor personnel; and communicating policies, purposes, and goals of the organization to subordinates. Builds and leads effective, energized teams. Interfaces with client sponsor on all aspects of the program. Leverages tools and techniques from other projects. Supervises all staff efforts. Assigns duties to subordinates and ensures that assignments are completed as directed. Chairs, manages, or facilitates program meetings, communicating individual roles and program expectations. Ensures that all program team members have the tools and training required to perform effectively. Manages conflict resolution within the framework of business and program objectives. Develops detailed work plans and schedules. Redirects resources as necessary to complete tasking in accordance with project milestones. Enforces work standards and reviews/resolves discrepancies to ensure objective compliance in addition to performing quality checks of all work products. Implements project operating procedures including communication, documentation, quality, and change control processes. Coordinates, approves, and tracks all program related expenses including all hours, materials, and services. Conducts risk assessment of strategic, technical, financial, political or business factors facing the project. Manages program budget to meet project goals. Evaluates existing procedures, processes, techniques, models, and systems related to the program and makes

recommended solutions. Provides oral and written status reports of program activities.

Minimum Education: MS/MA in an associated discipline or the equivalent years in experience.

Labor Category/Job Title:

Engagement Manager

Minimum/General Experience: 10 years in the oversight of technical or business complex and multiple projects using best practice project management techniques.

Functional Responsibility: Responsible for managing multiple program engagements, interfacing with senior leadership, and assuring the quality of overall programs. Lead and integrate elements of complex programs to achieve desired results by strategically aligned goals. Responsible for oversight, coordination, and integration of multiple business improvement and enterprise transformation projects provided by the company or agency's direction. Assist the customer in determining schedules, in reviewing deliverables, and in participating in project reviews that look across the totality of the customers' programs. Participates in the negotiation of contracts and contract changes.

Minimum Education: MS/MA in an associated discipline or the equivalent years in experience; Certified Project Manager.

Labor Category/Job Title:

Instructional Systems Level 1

Minimum/General Experience: Less than 1 year of training experience.

Functional Responsibility: Facilitates workshops. Obtains participant feedback. Participates in analyzing feedback data and making course improvements. Less than 1 year of experience in one or more of the following training subject areas: strategic and business planning; program evaluation; auditing; activity based costing and budgeting; communication; information technology capital planning, investment management, business cases, and performance management; business and technical architectures; human capital planning, workforce assessments professional development; process documentation, process implementation, process improvement, process reengineering; facilitation; project management; training and workshop development; and design, development, implementation, and maintenance of database management and learning systems.

Minimum Education: BS/BA in an associated discipline or the equivalent years in experience.

Labor Category/Job Title:

Instructional Systems Level 2

Minimum/General Experience: 1-2 years of training experience.

Functional Responsibility: Facilitates workshops. Obtains participant feedback. Participates in analyzing feedback data and making course improvements. Participates in analyzing participant feedback for themes and works with senior leadership to improve organization performance. Participates in detailed analyses of organizational information and conducts interviews with personnel. Participates in developing/tailoring workshops to meet organizational deficits identified. One to three years of experience in one or more of the following training subject areas: strategic and business planning; program evaluation; auditing; activity based costing and budgeting; communication; information technology capital planning, investment management, business cases, and performance management; business and technical architectures; human capital planning, workforce assessments professional development; process documentation, process implementation, process improvement, process reengineering; facilitation; project management; training and workshop development; and design, development, implementation, and maintenance of database management and learning systems.

Minimum Education: BS/BA in an associated discipline or the equivalent years in experience.

Labor Category/Job Title:

Instructional Systems Developer Level 1

Minimum/General Experience: 2 years of training experience and 1 year in workshop development. Functional Responsibility: Facilitates workshops. Obtains participant feedback. Leads analyses of feedback data and making course improvements. Leads analyses of participant feedback for themes and works with senior leadership to improve organization performance. Develops/tailors workshops to meet organizational deficits identified. Participates in developing measures for examining return on investment of workshops. Participates in periodic analysis of data for workshop improvements. One to three years of experience in one or more of the following training subject areas: strategic and business planning; program evaluation; auditing; activity based costing and budgeting; communication; information technology capital planning, investment management, business cases, and performance management; business and technical architectures; human capital planning, workforce assessments professional development; process documentation, process implementation, process improvement, process reengineering; facilitation; project management; training and workshop development; and design, development, implementation, and maintenance of database management and learning systems.

Minimum Education: BS/BA in an associated discipline or the equivalent years in experience.

Labor Category/Job Title:

Instructional Systems Level 3

Minimum/General Experience: 3-4 years of training experience. Functional Responsibility: Facilitates workshops. Obtains participant feedback. Participates in analyzing feedback data and making course improvements. Participates in analyzing participate feedback for themes and works with senior leadership to improve organization performance. Participates in detailed analyses of organizational information and conducts interviews with personnel. Participates in developing/tailoring workshops to meet organizational deficits identified. One to three years of experience in one or more of the following training subject areas: strategic and business planning; program evaluation; auditing; activity based costing and budgeting; communication; information technology capital planning, investment management, business cases, and performance management; business and technical architectures; human capital planning, workforce assessments professional development; process documentation, process implementation, process improvement, process reengineering; facilitation; project management; training and workshop development; and design, development, implementation, and maintenance of database management and learning systems.

Minimum Education: BS/BA in an associated discipline or the equivalent years in experience.

Labor Category/Job Title:

Instructional Systems Developer Level 2

Minimum/General Experience: 3-4 years of training experience and 2-3 years in workshop development.

Functional Responsibility: Facilitates workshops. Obtains participant feedback. Leads analyses of feedback data and making course improvements. Leads analyses of participant feedback for themes and works with senior leadership to improve organization performance. Works extensively with senior leadership to ensure training programs align with organizational goals, objectives, strategies, and initiatives. Develops/tailors workshops to meet organizational deficits identified. Develops measures for examining return on investment of workshops. Conducts periodic analysis of data for workshop improvements. One to three years of experience in one or more of the following training subject areas: strategic and business planning; program evaluation; auditing; activity based costing and budgeting; communication; information technology capital planning, investment management, business cases, and performance management; business and technical architectures; human capital planning, workforce assessments professional development; process documentation, process implementation, process improvement, process reengineering; facilitation; project management;

training and workshop development; and design, development, implementation, and maintenance of database management and learning systems.

Minimum Education: BS/BA in an associated discipline or the equivalent years in experience.

Labor Category/Job Title:

Senior Instructional Systems Consultant

Minimum/General Experience: 5-6 years of training experience.

Functional Responsibility: Facilitates workshops. Obtains participant feedback. Participates in analyzing feedback data and making course improvements. Participates in analyzing participate feedback for themes and works with senior leadership to improve organization performance. Participates in detailed analyses of organizational information and conducts interviews with personnel. Participates in developing/tailoring workshops to meet organizational deficits identified. Three or more years of experience in one or more of the following training subject areas: strategic and business planning; program evaluation; auditing; activity based costing and budgeting; communication; information technology capital planning, investment management, business cases, and performance management; business and technical architectures; human capital planning, workforce assessments professional development; process documentation, process implementation, process improvement, process reengineering; facilitation; project management; training and workshop development; and design, development, implementation, and maintenance of database management and learning systems.

Minimum Education: BS/BA in an associated discipline or the equivalent years in experience.

Labor Category/Job Title:

Senior Instructional Systems Developer

Minimum/General Experience: 5-6 years of training experience and 3-4 years in workshop development.

Functional Responsibility: Facilitates workshops. Obtains participant feedback. Leads analyses of feedback data and making course improvements. Leads analyses of participant feedback for themes and works with senior leadership to improve organization performance. Works extensively with senior leadership to ensure training programs align with organizational goals, objectives, strategies, and initiatives. Develops/tailors workshops to meet organizational deficits identified. Develops measures for examining return on investment of workshops. Conducts periodic analysis of data for workshop improvements. Three or more years of experience in one or more of the following training subject areas: strategic and business planning; program evaluation; auditing; activity based costing and budgeting; communication; information technology capital planning, investment management, business cases, and performance management; business and technical architectures; human capital planning, workforce assessments professional development; process documentation, process implementation, process improvement, process reengineering; facilitation; project management; training and workshop development; and design, development, implementation, and maintenance of database management and learning systems.

Minimum Education: BS/BA in an associated discipline or the equivalent years in experience.

Labor Category/Job Title:

Principal Instructional Systems Consultant

Minimum/General Experience: 6 or more years of training experience.

Functional Responsibility: Facilitates workshops. Obtains participant feedback. Participates in analyzing feedback data and making course improvements. Participates in analyzing participate feedback for themes and works with senior leadership to improve organization performance. Participates in detailed analyses of organizational information and conducts interviews with personnel. Participates in developing/tailoring workshops to meet organizational deficits identified. Five or more years of experience in one or more of the following training subject areas: strategic and business planning; program evaluation; auditing; activity based costing and budgeting;

communication; information technology capital planning, investment management, business cases, and performance management; business and technical architectures; human capital planning, workforce assessments professional development; process documentation, process implementation, process improvement, process reengineering; facilitation; project management; training and workshop development; and design, development, implementation, and maintenance of database management and learning systems.

Minimum Education: MS/MA in an associated discipline or the equivalent years in experience or certification.

Labor Category/Job Title:

Senior Instructional Systems Developer

Minimum/General Experience: 6 years of training experience and 4 years in workshop development.

Functional Responsibility: Facilitates workshops. Obtains participant feedback. Leads analyses of feedback data and making course improvements. Leads analyses of participant feedback for themes and works with senior leadership to improve organization performance. Works extensively with senior leadership to ensure training programs align with organizational goals, objectives, strategies, and initiatives. Develops/tailors workshops to meet organizational deficits identified. Develops measures for examining return on investment of workshops. Conducts periodic analysis of data for workshop improvements. Five or more years of experience in one or more of the following training subject areas: strategic and business planning; program evaluation; auditing; activity based costing and budgeting; communication; information technology capital planning, investment management, business cases, and performance management; business and technical architectures; human capital planning, workforce assessments professional development; process documentation, process implementation, process improvement, process reengineering; facilitation; project management; training and workshop development; and design, development, implementation, and maintenance of database management and learning systems.

Minimum Education: MS/MA in an associated discipline or the equivalent years in experience or certification.

Executive Instructional Systems Consultant

Minimum/General Experience: 6 or more years of training experience.

Functional Responsibility: Facilitates workshops. Obtains participant feedback. Participates in analyzing feedback data and making course improvements. Participates in analyzing participate feedback for themes and works with senior leadership to improve organization performance. Participates in detailed analyses of organizational information and conducts interviews with personnel. Participates in developing/tailoring workshops to meet organizational deficits identified. Seven or more years of experience in one or more of the following training subject areas: strategic and business planning; program evaluation; auditing; activity based costing and budgeting; communication; information technology capital planning, investment management, business cases, and performance management; business and technical architectures; human capital planning, workforce assessments professional development; process documentation, process implementation, process improvement, process reengineering; facilitation; project management; training and workshop development; and design, development, implementation, and maintenance of database management and learning systems.

Minimum Education: MS/MA in an associated discipline or the equivalent years in experience or certification.

Option Period Price List

January 2011 Government Price List

874-1/874-1RC Consulting Services 874-2/874-2RC Facilitation Services
874-3/874-3RC Survey Services 874-7/874-7RC Program Integration and Project Management Services

Labor Category	Off-Site Hourly Rate	On-Site Hourly Rate
Analyst/ Technical Writer	\$64.77	\$45.34
Consultant-Level 1	\$79.16	\$55.41
Consultant-Level 2	\$100.76	\$70.53
Consultant-Level 3	\$122.34	\$85.64
Senior Consultant	\$143.93	\$100.75
Principal Consultant	\$194.30	\$136.01
Executive Consultant	\$233.16	\$181.35
Subject Matter Expert Level 1	\$215.90	\$151.13
Subject Matter Expert Level 2	\$359.83	\$251.88
Program Manager	\$287.50	\$201.25
Engagement Manager	\$316.64	\$221.65
Instructional Systems Level 1	\$76.34	\$53.44
Instructional Systems Level 2	\$83.98	\$58.78
Instructional Systems Developer Level 1	\$97.18	\$68.02
Instructional Systems Level 3	\$106.90	\$74.83
Instructional Systems Developer Level 2	\$117.99	\$82.59
Senior Instructional Systems Consultant	\$129.79	\$90.86
Senior Instructional Systems Developer	\$138.82	\$97.17
Principal Instructional Systems Consultant	\$152.70	\$106.89
Principal Instructional Systems Developer	\$206.13	\$144.29
Executive Instructional Systems Consultant	\$247.36	\$192.39

874-4/874-4RC Training Services

Number of Days	Off-Site Daily Rate (1-15 Students)	Off-Site Per Student Rate (16-30) Students	On-Site Daily Rate (1-15 Students)	On-Site Per Student Rate (16-30) Students
1	\$6,428.57	\$214.28	\$4,500.00	\$150.00
2	\$6,685.71	\$222.86	\$4,680.00	\$156.00
3	\$6,953.14	\$231.77	\$4,867.20	\$162.24
4	\$7,231.27	\$241.04	\$5,061.89	\$168.73
5	\$7,520.51	\$250.68	\$5,264.36	\$175.48

Workshops may range 1 to 5 days. Minimum students: 15 Maximum students: 30
Training materials are included in the price.

874-5/874-5RC Support Products

Item	Price	Item	Price
Reproduction (per page b/w)	\$.10	Training Manuals (b/w)	\$30.00

Prompt payment discount of 1%-net 20 day. Payments are due within net 30 days.