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**Solutions that protect people, programs and performance.**

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Business Size:  
SBA Certified  
Small, Disadvantaged,  
Woman-Owned Business



## Professional Services Schedule (PSS)

**General Services Administration  
Federal Supply Service  
Authorized Federal Supply Schedule**

 Contract Holder

**Contract #: GS00F156CA**

**SINS:** C541-1  
C541-1000  
C 541-2  
C 541-3  
C 541-4B  
C541-4C  
C541-4D  
C541-4F  
C874-1  
C874-6  
C874-7

**Contract Period:**  
June 4, 2015 through  
June 4, 2020

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

**Catalog and Price List**

**GENERAL SERVICES ADMINISTRATION**

**Consolidated – Professional Services Schedule (PSS)**

Federal Supply Group: CORP

**Contract Number: GS00F156CA**

Contract Period: June 4, 2015 – June 4, 2020

*\*Effective October 1, 2015, the Consolidated Schedule will become the Professional Services Schedule (PSS), with no changes to any terms and conditions found within this document\*. Should any changes be made to the existing terms and conditions via the issuance of a contract modification, a new file will need to be uploaded as required by clause 552.238-81 MODIFICATIONS (FEDERAL SUPPLY SCHEDULE) (APR 2014) (ALTERNATE I – APR 2014).*

*\*\*Please be advised that the following individual Schedule contracts have been migrated to this Consolidated Schedule. As a result, no additional standalone Task Orders can be awarded or BPAs established under these contracts:*

<b>Single Schedule Name</b>	<b>Former Contract Number</b>
AIMS	GS-07F-0530X
MOBIS	GS-10F-0171W

**Contractor:** Guardians of Honor, LLC  
4957 Wealding Way, Suite 100  
Oxon Hill, MD 20745 4219

**Business Size:** Small, Disadvantaged, Woman Owned Business

**Telephone:** (703) 224-4412

**FAX Number:** (703) 779-8542

**Web Site:** [www.gohnow.com](http://www.gohnow.com)

**E-mail:** [smitchell@gohnow.com](mailto:smitchell@gohnow.com) or [pss@gohnow.com](mailto:pss@gohnow.com)

**Contract Administration:** Susan Mitchell

# Ordering Information

**1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers:**

SIN	Recovery	SIN Description	Page
C541-1	C541-1RC	Advertising Services	11
C541-1000	C541-1000RC	Other Direct Costs (ODCs); Expenses Other Than Direct Labor Hours	24
C541-2	C541-2RC	Public Relations Services	11
C541-3	C541-3RC	Web Based Marketing Services	12
C541-4B	C541-4BRC	Video / Film Production	12
C541-4C	C541-4CRC	Exhibit Design and Implementation Services	13
C541-4D	C541-4DRC	Conference, Events and Tradeshow Planning Services	13
C541-4F	C541-4FRC	Commercial Art and Graphic Design Services	13
C874-1	C874-1RC	Integrated Consulting Services	14
C874-6	C874-6RC	Acquisition Management Support	15
C874-7	C874-7RC	Integrated Business Program Support Services	15

**1b. Lowest Priced Service and Price for Each SIN:**

(Government net price based on a unit of one)

SIN	Category	Price
All SIN's	Administrative Assistant II	\$53.65/Hr (Government Site)

**1c. Hourly Rates:** See Commercial Price List

2. **Maximum Order:** \$1,000,000.00
3. **Minimum Order:** \$100.00
4. **Geographic Coverage (delivery Area):** Domestic only
5. **Point(s) of production (city, county, and state or foreign country):** Same as company address
6. **Discount from list prices or statement of net price:** Government net prices (discounts already deducted). See Attachment.
7. **Quantity discounts:** None Offered
8. **Prompt payment terms:** Net 30 days
- 9a. **Notification that Government purchase cards are accepted up to the micro-purchase threshold:** Yes
- 9b. **Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold:**

- 10. Foreign items (list items by country of origin):** None
- 11a. Time of Delivery (Contractor insert number of days):** Specified on the Task Order
- 11b. Expedited Delivery.** Services are available for expedited delivery; however, this must be discussed at the time of order placement and depends on size and nature of order.
- 11c. Overnight and 2-day delivery.** Overnight and 2-day deliveries are available. Contact Contractor for rates.
- 11d. Urgent Requirements.** Agencies can contact the Contractor's representative to affect a faster delivery. Customers are encouraged to contact the Contractor for the purpose of requesting accelerated delivery.
- 12. F.O.B Points(s):** Destination.
- 13a. Ordering Address(es):** Guardians of Honor, LLC  
1100 North Glebe Road, Suite 1010  
Arlington, VA 22201  
(703) 224-4412 - Office  
(703) 779-8542 - Fax  
Email: [PSS@gohnow.com](mailto:PSS@gohnow.com)
- 13b. Ordering procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) can be found at the GSA/FSS Schedule homepage ([fss.gsa.gov/schedules](http://fss.gsa.gov/schedules)).
- 14. Payment address(es):** Should Electronic Funds Transfer (EFT) payment be available, GOH requests that the EFT remittance be specified as follows:
- Guardians of Honor, LLC**  
**SunTrust Bank**  
**ABA Routing Number – 055002707**
- Should EFT not be available, the remittance address is as follows:
- Guardians of Honor, LLC**  
**1100 North Glebe Road, Suite 1010**  
**Arlington, VA 22201**
- 15. Warranty provision:** Standard commercial warranty. Customers may contact Contractor for a copy.
- 16. Export Packing Charges (if applicable):** N/A
- 17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):** Contact Contractor
- 18. Terms and conditions of rental, maintenance, and repair (if applicable):** N/A
- 19. Terms and conditions of installation (if applicable):** N/A
- 20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):** N/A

- 20a. Terms and conditions for any other services (if applicable):** N/A
- 21. List of service and distribution points (if applicable):** N/A
- 22. List of participating dealers (if applicable):** N/A
- 23. Preventive maintenance (if applicable):** N/A
- 24a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants:** N/A
- 24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found at:** [www.gohnow.com](http://www.gohnow.com). **The EIT standards can be found at:** [www.Section508.gov/](http://www.Section508.gov/).
- 25. Data Universal Numbering System (DUNS) number:** 007532588
- 26. Notification regarding registration in Central Contractor Registration (CCR) database:** Registered

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# About GSA

A Multiple Award Schedule covers contracts that the GSA Federal Supply Service has negotiated with qualified companies for a group of related products or services to be delivered directly to the customer. The terms Federal Supply Schedule and Multiple Award Schedule are often interchangeable. Schedule contracts are awarded to companies supplying the same types of items - in this case, innovative strategic marketing, logistics, exhibit, and collateral material design, development and deployment - at varying prices. All you have to do is review the features and prices of the service you need, determine the best value for your agency, and place your order.

## WHO CAN USE SCHEDULES?

- All federal agencies and activities in the executive, legislative, and judicial branches
- Mixed-ownership government corporations as defined in the Government Corporation Control Act, such as the U.S. Postal Service
- The government of the District of Columbia
- Other authorized organizations and activities

## HOW TO ACCESS PSS SERVICES

GSA's streamlined ordering procedures have reduced the tedious, time-consuming government procurement process to a few simple steps. GSA has done this by prequalifying vendors to perform a 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 [GSA Advantage!™](#) Web site. For Guardians of Honor, refer to Contract Number: GS00F156CA. This approval is valid for all organizations in the federal government, and other governmental agencies and can be completed in as little as three weeks.

### ADVANTAGES OF FEDERAL SUPPLY SCHEDULES

#### Flexibility

- Wide service selections
- No order limit/contract ceiling
- Multiple requirements awards

#### Cost Savings

- Reduced procurement time & administration cost
- No CBD/Fed Biz Ops synopsis necessary
- Vetted pricing fair/reasonable

#### Peace of Mind

- Regulation compliance
- Direct contractor agency relationship
- Competition requirements met

To obtain GSA PSS schedule services and products, federal agencies work directly with approved GSA PSS contractors such as GOH. Please use the following simplified procedure for placing an order:

**STEP 1: Prepare Request for Quote that includes:**

1. A performance-based statement of work that outlines the work to be performed
2. Type of task order – labor hour (LH) or firm fixed price (FFP)
3. Basis to be used for contractor selection (i.e., best value, etc.)

**STEP 2: Transmit the Request for Quotes to contractors:**

1. Select at least three qualified contractors on the schedule
2. Send request for quotes to selected contractors

**STEP 3: Evaluate Quotes:**

1. Evaluate responses based on the factors identified in the request for quotes

**STEP 4: Select the contractor to receive the order:**

1. Place the order directly with GOH (the schedule contractor that represents the best value).
2. Issue directly from requesting agency's contracting office to the selected contractor without GSA involvement in the procurement process. All task order reporting requirements and remission of fees to the GSA are the responsibility of the contractor.



# Overview



## WHO WE ARE

Founded in 1997, Guardians of Honor, LLC (GOH) is a small economically disadvantaged woman-owned professional services firm boasting a 17-year track record of success providing diverse research and analysis, information technology, management, and evaluation solutions to government, non-profit, and private sector clients. Select GOH clients and partners include: AECOM Technology Services (AECOM); Administrative Office of the U.S. Courts (AOUSC); American Institutes for Research (AIR); Chicago State University (CSU); DC Air National Guard; Longevity Consulting; National Science Foundation (NSF); Northwestern University; PricewaterhouseCoopers (PwC); RAND Corporation; University of North Carolina (UNC); U.S. Department of Education (ED); U.S. Department of Health and Human Services (HHS); U.S. Department of Homeland Security (DHS); Vistrionix; and Westat.

## EXPERTISE

We possess strong corporate qualifications in training and event management, grants management, program management, program evaluation, information technology, information and knowledge management, application and database development, policy and legislative analysis, and strategic planning. Our broad corporate experience is complimented by content area expertise in science policy and communications, health, energy, environmental and climate issues, information technology, STEM education, and rigorous research and evaluation methodologies. GOH corporate experience includes full event lifecycle support for more than 300 federal meetings, including national training programs, international summits, expert panels and advisory committees, grantee meetings, and large federal conferences. We have experience managing and planning federal events CONUS and OCONUS, including travel logistics and reimbursement services for international participants. Our experience with grant program management includes experience both as a federal grantee responsible for complying with federal performance reporting requirements and as a federal contractor supporting solicitation development, grant application submission, peer reviews, grant program monitoring, strategic reporting, and program evaluation. GOH boasts a long and successful history working with the National Science Foundation, National Academies of Science, the National Laboratories, and various institutions of higher education.

## VALUE

GOH's value proposition to our customers and partners is the consistent delivery of high-quality, best value solutions that maximize cost effectiveness without sacrificing innovation. By choosing GOH, you select a company with over a decade of experience; you select a company with a proven management approach that control cost and deploy corporate capabilities, personnel, and credentials to meet more expansive future requirements.

Guardians of Honor protects each client's most valuable assets: people, programs and performance and delivers "Best Value" through a single source of strategic and comprehensive research and analysis, information technology, management, evaluation, communication, logistical and outreach solutions. We stand ready to exceed expectations.

## We're Strategic

*Our four-step process elicits an in-depth understanding of our clients and their goals and objectives, to develop strong strategic plans that deliver results.*

1. **Plan** – We pride ourselves on scrupulous research to uncover industry and market trends, competitors and target audience to best understand your business, identify appropriate messaging and develop a strong communication plan complete with evaluation metrics.
2. **Design** – An essential piece of our process, we first develop objectives based on your identified goals. Once objectives are outlined, a strategic plan details specific tactics designed to acquire intended results.
3. **Execute** – Implementation and persistent follow-up of your well-developed plan is the key to its success. We ensure milestones are met and provide you with status updates throughout the project.
4. **Measure** – A critical step, we evaluate the success of the plan at multiple intervals to ensure that objectives are being met.

## WHAT PSS SERVICES DOES GOH OFFER?

Through PSS you can access GOH's expertise in the following areas:

### **GOH Professional Services via contract #GS00F156CA (6/4/15-6/4/20):**

C541-1	Advertising Services
C541-1000	Other Direct Costs (ODCs); Expenses Other Than Direct Labor Hours
C541-2	Public Relations Services
C541-3	Web Based Marketing Services
C541-4B	Video / Film Production
C541-4C	Exhibit Design and Implementation Services
C541-4D	Conference, Events and Tradeshow Planning Services
C541-4F	Commercial Art and Graphic Design Services
C874-1	Integrated Consulting Services
C874-6	Acquisition Management Support
C874-7	Integrated Business Program Support Services

# Services



## SIN

### Advertising Services

#### C541-1

(NAICS 541810)

Guardians of Honor will continue to deliver solutions with integrity under this SIN that promote public awareness of an agency's mission and initiatives, enable public understanding of complex technical and social issues, disseminate information to industry and consumer advocacy groups and engage in recruitment campaigns. GOH services include, but are not limited to the following components:

- Advertising objective determination
- Message decision/creation
- Media selection
- Outdoor marketing and media services
- Broadcast media (Radio, TV and Public Service Announcements)
- Media planning
- Media placement services

#### C541- 2

(NAICS 541810)

### Public Relations Services

Guardians of Honor will continue to deliver solutions with integrity that provide customized media and public relation services such as the development of media messages and strategies; providing recommendations of media sources for placement of campaigns; preparing media materials such as: background materials, press releases, speeches and presentations and press kits. Typical tasks involve the consultation, development and implementation of the following:

- Executing media programs
- Conducting press conferences
- Scheduling broadcast and/or print interviews

### C541-3

#### Web Based Marketing Services

(NAICS 541511)

Guardians of Honor will continue to deliver solutions with integrity under this SIN that develop strategies for an agency to provide the maximum use of their Internet capabilities. Media will always be provided in a format that is compatible with the ordering agency's software requirements; with continual website updates and maintenance. Typical tasks involve the consultation, development and implementation of the following:

- Website design and maintenance services
- E-mail marketing
- Web based training
- Web casting
- Video conferencing via the web
- Section 508 compliance, including captioning services

### C541-4B

#### Video/Film Production

(NAICS 512110)

Guardians of Honor will continue to deliver solutions with integrity that provide videotape and film production services to inform the public and Government agencies about the latest products, services, and/or issues in various outputs such as: industry standard formats, CD-ROM, DVD and video streaming development. Typical tasks involve the consultation, development and implementation of the following:

- Shooting
- Sourcing talent/subject matter experts
- Narration
- Music and sound effects
- Duplication
- Distribution
- Video scoring
- Editing

## C541-4C

### Exhibit Design and Implementation Services

(NAICS 541850)

Guardians of Honor will continue to deliver solutions with integrity that provide all necessary arrangements for exhibits in various venues. Typical tasks involve the consultation, development and implementation of the following:

- Conceptualizing, designing and producing exhibits and their accompanying materials
- Providing and/or making recommendations for exhibit soft goods and furniture
- Preview set-up and dismantling of exhibit property
- Cleaning, prepping, and storing exhibit property for future use
- Shipping exhibit property to and from designated site(s)
- Media illumination services

## C541-4D

### Conference, Events and Tradeshow Planning Services

(NAICS 561920)

Guardians of Honor will continue to deliver solutions with integrity that provide all necessary arrangements for conferences, seminars and trade shows. Typical tasks involve the consultation, development and implementation of the following services for a show, event and/or booth:

- Project and Logistics Management
- Coordination and implementation of third party participation
- Collection management of third party payment for participation
- Liaison support with venue
- Audiovisual and information technology support
- Topic and speaker identification
- Site location research
- Reservation of facilities
- On-site meeting and registration support
- Editorial services
- Automation and telecommunications support
- Design and editing productions
- Mailing and other communication with attendees including pre-post meeting mailings/travel support and computer database creation

## C541-4F

### Commercial Art and Graphic Design Services

(NAICS 541430)

Commercial art, graphic design, and special effects that educate the consumer market about a product or service, as well as updating, rewriting, and/or editing materials. Typical tasks involve the consultation, development and implementation of the following:

- Developing conceptual design and layouts
- Providing copywriting and technical writing services

- Creating sketches, drawings, publication designs, and typographic layouts
- Furnishing custom or stock artwork (including electronic artwork)

## C874-1

### Integrated Consulting Services

(NAICS 541611)

Guardians of Honor will continue to deliver solutions with integrity that provide expert advice, assistance, guidance or counseling in support of agencies' mission oriented business functions. Guardians of Honor provides high performance work coupled with proficient studies, analyses and reports documenting any proposed developmental, consultative or implementation efforts through the administration of the following:

- Strategic, business and action planning
- Organizational assessments, program audits and evaluations
- Process and productivity improvement
- Systems alignment and leadership development
- Performance measures, indicators and dashboards
- Customized training

### Facilitation Services

Guardians of Honor will continue to deliver solutions with integrity that provide facilitation and related decision support services for agencies engaged in collaboration efforts, working groups, or integrated product, process, or self-directed teams. Guardians of Honor provides facilitation solutions to agencies bringing together diverse teams and/or groups with common and divergent interests that require a neutral party to assist them through the administration of the following problem solving techniques:

- Resolving disputes
- Performing technical facilitation and logistical meeting/conference support
- Defining and refining the agenda
- Convening and leading large and small group briefings and discussions
- Recording discussion content and enabling focused decision-making
- Preparing draft and final reports for dissemination and publication

### Survey Services

Guardians of Honor will continue to deliver solutions with integrity that provide expert consultation, assistance and deliverables associated with all aspects of surveying in support of agencies' mission oriented business functions. Guardians of Honor assists with, and/or performs all phases of the survey process through the administration of the following planning and survey design techniques:

- Determining proper survey data collection methodology
- Pretest/pilot surveying
- Sampling and survey development
- Survey database administration
- Assessing reliability and validity of data

- Analyses of quantitative and qualitative survey data
- Production of reports
  - Description and summary of graph, chart and table results
  - Description of data collection and survey administration methods
  - Discussion of sample characteristics and the representative nature of data
- Briefings of results that include discussion of recommendations and potential follow-up actions

## **C874-6**      [Acquisition Management Support](#)

(NAICS 541611)

Guardians of Honor will continue to deliver solutions with integrity that sustain OMB Circular A-76 Commercial Activities studies, strategic sourcing studies, privatization studies, public-private partnerships, and Federal Activities Inventory Reform Act in support of agencies' mission oriented business functions. Guardians of Honor sustains competitive sourcing projects and efforts through the administration of the following:

- Development of Performance Work Statements (PWS), Quality Assurance Surveillance Plans (QASP) and in-house Government cost estimates
- Performance of management studies to determine the Government's Most Efficient Organization (MEO)
- Comparison of in-house bids to proposed contractor prices
- MEO performance reviews and contract implementation support

## **C874-7**      [Integrated Business Program Support Services](#)

(NAICS 541611)

Guardians of Honor will continue to deliver solutions with integrity that assist agencies in planning, initiating, managing, executing, and closing out mission-oriented business programs and projects. Guardians of Honor provides efficient program or project management, oversight and integration through the administration of the following:

- Communication Plan and Project Leadership
- Project management coupled with performance monitoring and measurement
- Research and Analysis
- Information Technology
- Management (contract, grants, program)
- Evaluation Solutions



# Price List



Item	SIN	Awarded Labor Category	Site	Year 1	Year 2	Year 3	Year 4	Year 5
1	C874 1, C874 6, C874 7	Program Director I	Customer	\$155.92	\$161.38	\$167.02	\$172.87	\$178.92
2	C874 1, C874 6, C874 7	Program Director I	Contractor	\$211.13	\$218.52	\$226.17	\$234.09	\$242.28
3	C874 1, C874 6, C874 7	Sr. Program Manager	Customer	\$136.70	\$141.49	\$146.44	\$151.56	\$156.87
4	C874 1, C874 6, C874 7	Sr. Program Manager	Contractor	\$185.11	\$191.59	\$198.29	\$205.23	\$212.42
5	C874 1, C874 6, C874 7	Project Manager III	Customer	\$121.61	\$125.87	\$130.28	\$134.84	\$139.56
6	C874 1, C874 6, C874 7	Project Manager III	Contractor	\$164.68	\$170.44	\$176.41	\$182.58	\$188.97
7	C874 1, C874 6, C874 7	Research Associate II	Customer	\$85.47	\$88.46	\$91.55	\$94.76	\$98.07
8	C874 1, C874 6, C874 7	Research Associate II	Contractor	\$115.73	\$119.78	\$123.97	\$128.31	\$132.80
9	C874 1, C874 6, C874 7	Research Assoc./Eval Coordinator I	Customer	\$81.95	\$84.82	\$87.79	\$90.86	\$94.04
10	C874 1, C874 6, C874 7	Research Assoc./Eval Coordinator I	Contractor	\$110.97	\$114.85	\$118.87	\$123.03	\$127.34
11	C874 1, C874 6, C874 7	Sr. Researcher/Evaluator	Customer	\$147.13	\$152.28	\$157.61	\$163.12	\$168.83
12	C874 1, C874 6, C874 7	Sr. Researcher/Evaluator	Contractor	\$199.23	\$206.20	\$213.42	\$220.88	\$228.62
13	C874 1, C874 6, C874 7	Events/Executive Coordinator II	Customer	\$61.50	\$63.65	\$65.88	\$68.18	\$70.57
14	C874 1, C874 6, C874 7	Events/Executive Coordinator II	Contractor	\$83.27	\$86.19	\$89.21	\$92.33	\$95.56

Item	SIN	Awarded Labor Category	Site	Year 1	Year 2	Year 3	Year 4	Year 5
15	C874 1, C874 6, C874 7	Research Assistant II	Customer	\$66.96	\$69.30	\$71.73	\$74.24	\$76.83
16	C874 1, C874 6, C874 7	Research Assistant II	Contractor	\$90.67	\$93.84	\$97.12	\$100.52	\$104.04
17	C874 1, C874 6, C874 7	Research Assistant I	Customer	\$64.38	\$66.63	\$68.97	\$71.38	\$73.88
18	C874 1, C874 6, C874 7	Research Assistant I	Contractor	\$87.18	\$90.23	\$93.39	\$96.65	\$100.04
19	C874 1, C874 6, C874 7	Administrative Assistant II	Customer	\$51.96	\$53.78	\$55.66	\$57.61	\$59.63
20	C874 1, C874 6, C874 7	Administrative Assistant II	Contractor	\$70.36	\$72.83	\$75.38	\$78.01	\$80.74
21	C874 1, C874 6, C874 7	Technical Writer	Customer	\$107.60	\$111.37	\$115.27	\$119.30	\$123.48
22	C874 1, C874 6, C874 7	Technical Writer	Contractor	\$145.70	\$150.80	\$156.08	\$161.55	\$167.20
23	C541 1, C541 2, C541 3, C541 4B, C5414C, C541 4D, C541 4E	Program Director	Customer	\$162.66	\$166.24	\$169.90	\$173.63	\$177.45
24	C541 1, C541 2, C541 3, C541 4B, C541C, C541 4D, C541 4E	Program Director	Contractor	\$218.74	\$223.55	\$228.47	\$233.50	\$238.63

Item	SIN	Awarded Labor Category	Site	Year 1	Year 2	Year 3	Year 4	Year 5
25	C541 1, C541 2, C541 3, C541 4B, C5414C, C541 4D, C541 4E	Program Director I	Customer	\$160.97	\$164.51	\$168.13	\$171.83	\$175.61
26	C541 1, C541 2, C541 3, C541 4B, C5414C, C541 4D, C541 4E	Program Director I	Contractor	\$216.47	\$221.23	\$226.10	\$231.07	\$236.16
27	C541 1, C541 2, C541 3, C541 4B, C541 4C, C541 4D, C541 4E	Sr. Program Manager	Customer	\$141.13	\$144.23	\$147.41	\$150.65	\$153.97
28	C541 1, C541 2, C541 3, C541 4B, C5414C, C541 4D, C541 4E	Sr. Program Manager	Contractor	\$189.79	\$193.97	\$198.23	\$202.59	\$207.05
29	C541 1, C541 2, C541 3, C541 4B, C5414C, C541 4D, C541 4E	Project Manager III	Customer	\$125.56	\$128.32	\$131.15	\$134.03	\$136.98
30	C541 1, C541 2, C541 3, C541 4B, C5414C, C541 4D, C541 4E	Project Manager III	Contractor	\$168.84	\$172.55	\$176.35	\$180.23	\$184.20

Item	SIN	Awarded Labor Category	Site	Year 1	Year 2	Year 3	Year 4	Year 5
31	C541 1, C541 2, C541 3, C541 4B, C5414C, C541 4D, C541 4E	Project Manager	Customer	\$126.89	\$129.68	\$132.53	\$135.45	\$138.43
32	C541 1, C541 2, C541 3, C541 4B, C5414C, C541 4D, C541 4E	Project Manager	Contractor	\$170.63	\$174.38	\$178.22	\$182.14	\$186.15
33	C541 1, C541 2, C541 3, C541 4B, C5414C, C541 4D, C541 4E	Research Associate II	Customer	\$88.24	\$90.18	\$92.17	\$94.19	\$96.27
34	C541 1, C541 2, C541 3, C541 4B, C5414C, C541 4D, C541 4E	Research Associate II	Contractor	\$118.65	\$121.26	\$123.93	\$126.65	\$129.44
35	C541 1, C541 2, C541 3, C541 4B, C5414C, C541 4D, C541 4E	Research Associate	Customer	\$89.17	\$91.13	\$93.14	\$95.19	\$97.28
36	C541 1, C541 2, C541 3, C541 4B, C5414C, C541 4D, C541 4E	Research Associate	Contractor	\$119.92	\$122.56	\$125.25	\$128.01	\$130.83

Item	SIN	Awarded Labor Category	Site	Year 1	Year 2	Year 3	Year 4	Year 5
37	C541 1, C541 2, C541 3, C541 4B, C5414C, C541 4D, C541 4E	Research Associate/Evaluation Coordinator I	Customer	\$84.61	\$86.47	\$88.37	\$90.32	\$92.31
38	C541 1, C541 2, C541 3, C541 4B, C5414C, C541 4D, C541 4E	Research Associate/Evaluation Coordinator I	Contractor	\$113.78	\$116.28	\$118.84	\$121.46	\$124.13
39	C541 1, C541 2, C541 3, C541 4B, C5414C, C541 4D, C541 4E	Sr. Researcher/Evaluator	Customer	\$151.90	\$155.24	\$158.66	\$162.15	\$165.71
40	C541 1, C541 2, C541 3, C541 4B, C5414C, C541 4D, C541 4E	Sr. Researcher/Evaluator	Contractor	\$204.26	\$208.75	\$213.35	\$218.04	\$222.84
41	C541 1, C541 2, C541 3, C541 4B, C5414C, C541 4D, C541 4E	Technical Writer	Customer	\$97.64	\$99.79	\$101.98	\$104.23	\$106.52
42	C541 1, C541 2, C541 3, C541 4B, C5414C, C541 4D, C541 4E	Technical Writer	Contractor	\$131.31	\$134.20	\$137.15	\$140.17	\$143.25

Item	SIN	Awarded Labor Category	Site	Year 1	Year 2	Year 3	Year 4	Year 5
43	C541 1, C541 2, C541 3, C541 4B, C5414C, C541 4D, C541 4E	Events/ Executive Coordinator II	Customer	\$63.49	\$64.89	\$66.31	\$67.77	\$69.26
44	C541 1, C541 2, C541 3, C541 4B, C5414C, C541 4D, C541 4E	Events/ Executive Coordinator II	Contractor	\$85.38	\$87.26	\$89.18	\$91.14	\$93.15
45	C541 1, C541 2, C541 3, C541 4B, C5414C, C541 4D, C541 4E	Events Coordinator	Customer	\$64.16	\$65.57	\$67.01	\$68.49	\$70.00
46	C541 1, C541 2, C541 3, C541 4B, C5414C, C541 4D, C541 4E	Events Coordinator	Contractor	\$86.28	\$88.18	\$90.12	\$92.10	\$94.13
47	C541 1, C541 2, C541 3, C541 4B, C5414C, C541 4D, C541 4E	Research Assistant II	Customer	\$69.13	\$70.65	\$72.21	\$73.79	\$75.42
48	C541 1, C541 2, C541 3, C541 4B, C5414C, C541 4D, C541 4E	Research Assistant II	Contractor	\$92.96	\$95.01	\$97.10	\$99.23	\$101.41

Item	SIN	Awarded Labor Category	Site	Year 1	Year 2	Year 3	Year 4	Year 5
49	C541 1, C541 2, C541 3, C541 4B, C5414C, C541 4D, C541 4E	Research Assistant I	Customer	\$66.47	\$67.93	\$69.43	\$70.95	\$72.52
50	C541 1, C541 2, C541 3, C541 4B, C5414C, C541 4D, C541 4E	Research Assistant I	Contractor	\$89.38	\$91.35	\$93.36	\$95.41	\$97.51
51	C541 1, C541 2, C541 3, C541 4B, C5414C, C541 4D, C541 4E	Research Assistant	Customer	\$69.85	\$71.39	\$72.96	\$74.56	\$76.20
52	C541 1, C541 2, C541 3, C541 4B, C5414C, C541 4D, C541 4E	Research Assistant	Contractor	\$93.93	\$96.00	\$98.11	\$100.27	\$102.47
53	C541 1, C541 2, C541 3, C541 4B, C5414C, C541 4D, C541 4E	Administrative Associate	Customer	\$54.22	\$55.41	\$56.63	\$57.88	\$59.15
54	C541 1, C541 2, C541 3, C541 4B, C5414C, C541 4D, C541 4E	Administrative Associate	Contractor	\$72.91	\$74.51	\$76.15	\$77.83	\$79.54

Item	SIN	Awarded Labor Category	Site	Year 1	Year 2	Year 3	Year 4	Year 5
55	C541 1, C541 2, C541 3, C541 4B, C5414C, C541 4D, C541 4E	Administrative Assistant	Customer	\$62.50	\$63.88	\$65.28	\$66.72	\$68.18
56	C541 1, C541 2, C541 3, C541 4B, C5414C, C541 4D, C541 4E	Administrative Assistant	Contractor	\$84.05	\$85.90	\$87.79	\$89.72	\$91.69
57	C541 1, C541 2, C541 3, C541 4B, C5414C, C541 4D, C541 4E	Administrative Assistant II	Customer	\$53.65	\$54.83	\$56.04	\$57.27	\$58.53
58	C541 1, C541 2, C541 3, C541 4B, C5414C, C541 4D, C541 4E	Administrative Assistant II	Contractor	\$72.14	\$73.73	\$75.35	\$77.01	\$78.70



SIN	SUPPORT PRODUCT/ LABOR Other Direct Costs (ODCs)	UNIT OF ISSUE	CEILING PRICE/RATE (excluding IFF)	CEILING PRICE/RATE (including IFF)
C541-1000	General Session (300pp)	Daily	\$1,593.31	\$1,605.26
C541-1000	Break out room (40pp)	Daily	\$319.92	\$322.32
C541-1000	LCD Package (1-50pp)	Daily	\$690.46	\$695.64
C541-1000	LCD Package (51-100pp)	Daily	\$1,112.41	\$1,120.75
C541-1000	Podium Microphone	Daily	\$115.33	\$116.19
C541-1000	Wireless Microphone	Daily	\$276.18	\$278.25
C541-1000	Lavaliere Microphone	Daily	\$276.18	\$278.25
C541-1000	Overhead Projector	Daily	\$268.52	\$270.53
C541-1000	Internet Connection (Initial-Day 1)	Daily	\$460.30	\$463.75
C541-1000	Internet Connection (each additional day)	Daily	\$153.43	\$154.58
C541-1000	Afternoon Break	Daily	\$17.95	\$18.08
C541-1000	Lunch	Daily	\$62.00	\$62.47
C541-1000	Dinner	Daily	\$91.37	\$92.06
C541-1000	Signage (24' X 32")	Each	\$91.28	\$91.96
C541-1000	75 Sheet Color/ 2 Sided/ 60lb paper/Perfect Binding	Each	\$58.97	\$59.41
C541-1000	76 Sheet Black Ink/ 2 Sided/ 60lb paper/Perfect Binding	Each	\$15.23	\$15.34
C541-1000	4" Binder/ 608 Page Color/ 45 color inserts/ 10 color reprint tabs	Each	\$331.37	\$333.86
C541-1000	Name Badges (50)	Box	\$52.05	\$52.44
C541-1000	Tent Cards (50)	Box	\$30.10	\$30.33
C541-1000	CD (R 700MB 50)	Box	\$22.57	\$22.74
C541-1000	CD Labels (50)	Box	\$20.69	\$20.85
C541-1000	CD Envelopes (50)	Box	\$10.02	\$10.10
C541-1000	Binders (2")	Box	\$13.54	\$13.64
C541-1000	Live Video Streaming Webcast w/Slides (Per Two Hour Segment)	Each	\$2,634.61	\$2,654.37
C541-1000	Live Video Streaming Webcast w/Slides (one Hour Extension- after first two hours)	Each	\$627.29	\$631.99
C541-1000	Real Time Closed Captioning (508 Compliance)	Each	\$401.46	\$404.47
C541-1000	Field Camera crew with broadcast quality camera, lighting, audio and background (Two Camera Shoot per day)	Daily	\$6,147.42	\$6,193.53
C541-1000	Transcription Services (for archived event) 2 units per hour of content	Each	\$313.42	\$315.77

SIN	SUPPORT PRODUCT/ LABOR Other Direct Costs (ODCs)	UNIT OF ISSUE	CEILING PRICE/RATE (excluding IFF)	CEILING PRICE/RATE (including IFF)
C541-1000	RPU-3 (Video conferencing unit) (per day)	Daily	\$1,011.19	\$1,018.77
C541-1000	Optional Service – Master CD Copy of Event (2 units)	Each	\$313.47	\$315.82
C541-1000	Ordering of ISDN lines drop and install at venue and transmission (2units) per day	Daily	\$1,011.19	\$1,018.77
C541-1000	Fed Ex Ground (per box) up to 45 lbs.	Each	\$37.64	\$37.92
C541-1000	Fed Ex Ground (per box) up to 90 lbs.	Each	\$62.73	\$63.20
C541-1000	Fed Ex Ground (per display) up to 90 lbs.	Each	\$62.73	\$63.20
C541-1000	Subject Matter Expert (per day)	Daily	\$856.02	\$862.44
C541-1000	Conference/Event Website/Online Registration	Each	\$3,136.44	\$3,159.96
C541-1000	Laptop Rental	Each	\$108.90	\$109.72

### Service Contract Act (SCA) Matrix

SCA Eligible Labor Category	SCA Equivalent Code Title	Wage Determination No
Administrative Assistant	01020 - Administrative Assistant	05-2103
Technical Writer	30461 - Technical Writer	05-2103

The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the indicated (\*\*) SCA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e. nationwide).

## Labor Categories:

**Please note:** The degree of competency and depth of capability increases according to the minimum education and experience required for each level offered.

### SINS C874-1, C874-6 and C874-7

#### PROGRAM DIRECTOR I

**Functional Responsibilities:** Manages substantial contract support operations involving multiple projects. Has demonstrated expertise in program and/or systems management, planning and development. Organizes, directs, and coordinates planning and production of all contract support activities. Proficient in the following:

- Effective communications skills at all levels of management.
- Serving as the contractor's authorized interface with the Contracting Officer's Technical Representative (COTR), government management personnel, and client agency representatives.
- Formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinate personnel.
- Responsibly overseeing overall contract performance. Under stringent time frames, assembles and recruits as necessary to perform assigned tasks. Demonstrated capability in the overall management of multi-task contracts of the size, type, and complexity described in the Task Order.
- Ability to deal with ambiguity and changing client circumstances.

**Education/Experience:** BA/BS in social science, education or management. The degree of competency and depth of capability increases according to the minimum education and experience required for each level offered.

**Minimum Experience/Training:** 12 years of experience developing, implementing and managing programs.

**Certifications/Security Clearance:** As defined by specific task order.

## SENIOR PROGRAM MANAGER

**Functional Responsibilities:** Responsible for handling the day-to-day management and administration of project tasks. Develops detailed work plans and schedules in response to support service requests. Assigns staff responsibilities and supervises all staff efforts. Proficient in the following:

- Maintaining control over, and redirecting available resources as necessary to complete tasks in accordance with scheduled milestones and budgetary constraints.
- Transferring knowledge and skills to the clients enabling them to cultivate and sustain success through facilitation, mediation and/or training.
- Performing quality checks of all work products.
- Interacting continuously with government technical representatives to present interim results, discuss concerns, and ensure total product/service satisfaction.

**Education/Experience:** BA/BS in social science, education or management. The degree of competency and depth of capability increases according to the minimum education and experience required for each level offered.

**Minimum Experience/Training:** 8 years of experience developing, implementing and managing programs.

**Certifications/Security Clearance:** As defined by specific task order.

## PROJECT MANAGER III

**Functional Responsibilities:** Performs routine project administration work. Work involves front line support with establishing program/project goals and objectives. Proficient in the following:

- Assisting in developing program guidelines, procedures, policies, rules, and regulations.
- Assisting in developing schedules, priorities, and standards for achieving project/program goals.
- Assisting in evaluating project/program activities.
- Assisting in developing training, facilitation.
- Working under the guidance of project/program lead.

**Education/Experience:** BA/BS in social science, education or management.

**Minimum Experience/Training:** 4 + years of experience developing, implementing and managing programs.

**Certifications/Security Clearance:** As defined by specific task order.

## RESEARCH ASSOCIATE II

**Functional Responsibilities:** Key writer of research syntheses and other policy and practice oriented publications. Provides functional leadership and development of evaluation framework within organizations and training programs. Plays a key role in ensuring effective operation of the department; implementing change initiatives to enhance the department's value-added role and transferring knowledge and skills to the clients, enabling them to cultivate and sustain success. Proficient in the following:

- Serving as a key facilitation resource and support for content management dissemination, technical assistance and evaluation of selected activities and data analysis.
- Intervening with groups in conflict situations to resolve issues and keep the group on track.
- Developing Community and outreach.
- Strong evaluation and communication background.
- Process Improvement.
- Team Building.
- Demonstrating considerable poise and business maturity.

**Education/Experience:** MA in social science, education or management.

**Minimum Experience/Training:** 5 years of experience developing, implementing and evaluating outcome measurement.

**Certifications/Security Clearance:** As defined by specific task order.

## RESEARCH ASSOCIATE / EVALUATION COORDINATOR I

**Functional Responsibilities:** Key writer of research syntheses and other policy and practice oriented publications. Provides functional leadership and development of evaluation framework within organizations and training programs. Plays a key role in ensuring effective operation of the department; implementing change initiatives to enhance the department's value-added role. Proficient in the following:

- Serving as a key resource and support for content management dissemination, technical assistance and evaluation of selected activities and data analysis.
- Research, design and writing on topics related to facilitation, facilitation training, and organization development.
- Strong evaluation and communication background.
- Demonstrating considerable poise and business maturity.

**Education/Experience:** MA in social science, education or management.

**Minimum Experience/Training:** 3 years of experience developing, implementing and evaluating outcome measurement.

**Certifications/Security Clearance:** As defined by specific task order.

## SENIOR RESEARCHER / EVALUATOR/ FACILITATOR

**Functional Responsibilities:** Designs and conducts large-scale qualitative and quantitative evaluations; experience writing evaluation reports; experience supervising field research assistants. Development of evaluation questions and selection of appropriate methods for answering them; selection, orientation, and supervision of field assistants; implementation of questionnaires and other survey instruments, conduct of interviews and focus groups; analysis of information; reporting. Key coordinator of evaluation and knowledge management research syntheses and other policy or practice oriented publications. Proficient in the following:

- Providing functional leadership and development of evaluation framework within organizations and training programs; strategic plan assessment, project planning facilitation and survey design, planning facilitation and mediation.
- Ensuring effective operation of the department; implementing change initiatives to enhance the department's value-added role. May co-chair evaluation working groups and oversee follow-up activities: briefing book preparation and background materials; monitor internal and external evaluation meetings; develop and maintain evaluation resource files and data; provide logistical and consensus building support for evaluation dissemination, clearance and outreach efforts.
- Providing resources and support for content management dissemination, technical assistance and evaluation of selected activities and data analysis.
- Research, design and deploying facilitation, training, and organizational development solutions.
- Strong evaluation and communication background.
- Demonstrating considerable poise and business maturity.

**Education/Experience:** Ph.D. in social science, education or management.

**Minimum Experience/Training:** 7 years of experience developing, implementing and evaluating outcome measurement.

**Certifications/Security Clearance:** As defined by specific task order.

## EVENTS/EXECUTIVE COORDINATOR II

**Functional Responsibilities:** Plans, coordinates and executes conferences, meetings, workshops, committee of visitor's reviews, conventions, panels and special events. Proficient in the following:

- Developing agendas, coordinating presenters, pre-event logistical support, on-site support, and post meeting evaluations.
- Managing site selections, budget tracking, creative trafficking, event consolidation shipping, word processing, spreadsheets and graphical support.
- Liaising with other internal departments as it relates to meeting and event needs. May provide guidance and manage event planner team.

**Education/Experience:** BA in Business Administration or appropriate specialized field of study.

**Minimum Experience/Training:** 6 years of experience developing, implementing and managing directly related tasks.

**Certifications/Security Clearance:** As defined by specific task order.

## RESEARCH ASSISTANT II

**Functional Responsibilities:** Coordinates work of less experienced Research Assistants. Experienced in conducting and writing literature reviews, constructing tables and graphics using spreadsheet software (e.g., Excel), assembling presentations using presentation software (e.g., PowerPoint), and running cross-tabulations and elementary multivariate statistical analyses. Proficient in the following:

- Providing document analysis and synthesis; literature, telephone, internet, and personal contact for research or related assignments.
- Serving as project liaison as needed.
- Supporting day-to-day details of office administration within programs.

**Education/Experience:** BA in or equivalent in one of the social sciences.

**Minimum Experience/Training:** 4 years of experience in social science research.

**Certifications/Security Clearance:** As defined by specific task order.

## RESEARCH ASSISTANT I

**Functional Responsibilities:** Experienced in conducting and writing literature reviews, constructing tables and graphics using spreadsheet software (e.g., Excel), assembling presentations using presentation software (e.g., PowerPoint), and running cross-tabulations and elementary multivariate statistical analyses. Proficient in the following:

- Providing document analysis and synthesis; literature, telephone, internet, and personal contact for research or related assignments.
- Serving as project liaison as needed.
- Supporting day-to-day details of office administration within programs.

**Education/Experience:** BA/BS or equivalent in one of the social sciences.

**Minimum Experience/Training:** 2 years of experience in social science research.

**Certifications/Security Clearance:** As defined by specific task order.

## ADMINISTRATIVE ASSISTANT II

**Functional Responsibilities:** Conducts a variety of clerical and administrative activities. Maintains program/project/task files. Plans and coordinates meetings and makes travel arrangements for staff. Provides facilitator support, scribes for client sessions, data management, and results documentation. Proficient in the following:

- Working under supervision to provide support to professional and technical personnel, including task managers.
- Providing word processing/spread sheets/graphics as directed and other duties as assigned.
- Preparing documents, correspondence and reports via e-mail, Microsoft Word, Excel, and PowerPoint.

**Education/Experience:** BA/BS in Business Administration or appropriate specialized field of study.

**Minimum Experience/Training:** 4 years of experience in a professional office environment.

**Certifications/Security Clearance:** As defined by specific task order.

## TECHNICAL WRITER

**Functional Responsibilities:** Prepares draft and final form technical documents. Develops technical narratives and data, edits documents for spelling, grammar, and proper format, and for proofreading finished documents. Uses various word processing equipment and applications. Proficient in the following:

- Developing reports, reviews and observations.
- Editing technical papers for accuracy, grammar, and style.
- Summarizing technical articles into shorter research or policy briefs.
- Overseeing publication process including relationships with outside vendors.

**Education/Experience:** BA/BS or equivalent in one of the social sciences.

**Minimum Experience/Training:** 6 years of experience in a professional office environment.

**Certifications/Security Clearance:** As defined by specific task order.



# Labor Categories:

**Please note:** The degree of competency and depth of capability increases according to the minimum education and experience required for each level offered.

SINS: C541-1, C541-2, C541-3, C541-4B, C541-4C, C541-4D, C541-4E

## PROGRAM DIRECTOR

**Functional Responsibilities:** Manage substantial contract support operations involving multiple projects. Has demonstrated expertise in program and/or systems management, planning and development. Organizes, directs, coordinates planning and production of all contract support activities. Proficient in the following:

- Effective communication skills at all levels of management.
- Serving as the contractor's authorized interface with the Contracting Officer's Technical Representative (COTR), government management personnel & client agency representatives.
- Formulating & enforcing work standards, assign contractor schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinate personnel.
- Responsibly overseeing overall contract performance. Under stringent time frames, assembles & recruits as necessary to perform assigned tasks.
- Demonstrated capability in the overall management of multi-task contracts of the size, type, and complexity described in the Task Order. Deal with ambiguity & changing client circumstances.
- Directing talent and providing video layout, direction, and design for all types of video. Managing all aspects of the video production or other functions required to create the video. Generates video and audio content for the web with either existing or new footage. Is capable of applying effects, transitions, title sequences, and other editing functions to production.

**Education/Experience:** BA/BS in social science, education or management. The degree of competency and depth of capability increases according to the minimum education and experience required for each level offered.

**Minimum Experience/Training:** 13 + years of experience developing, implementing and managing programs.

**Certifications/Security Clearance:** As defined by specific task order.

## **PROGRAM DIRECTOR I**

**Functional Responsibilities:** Manage substantial contract support operations involving multiple projects. Has demonstrated expertise in program and/or systems management, planning and development. Organizes, directs, coordinates planning and production of all contract support activities. Proficient in the following:

- Effective communication skills at all levels of management.
- Serving as the contractor's authorized interface with the Contracting Officer's Technical Representative (COTR), government management personnel & client agency representatives.
- Formulating & enforcing work standards, assign contractor schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinate personnel.
- Responsibly overseeing overall contract performance. Under stringent time frames, assembles & recruits as necessary to perform assigned tasks.
- Demonstrated capability in the overall management of multi-task contracts of the size, type, and complexity described in the Task Order. Deal with ambiguity & changing client circumstances.
- Directing talent and providing video layout, direction, and design for all types of video. Managing all aspects of the video production or other functions required to create the video. Generates video and audio content for the web with either existing or new footage. Is capable of applying effects, transitions, title sequences, and other editing functions to production.

**Education/Experience:** BA/BS in social science, education or management. The degree of competency and depth of capability increases according to the minimum education and experience required for each level offered.

**Minimum Experience/Training:** 12 + years of experience developing, implementing and managing programs.

**Certifications/Security Clearance:** As defined by specific task order.

## SENIOR PROGRAM MANAGER

**Functional Responsibilities:** Responsible for handling the day-to-day management and administration of project tasks. Develops detailed work plans and schedules in response to support service requests. Assigns staff responsibilities and supervises all staff efforts. Proficient in the following:

- Maintaining control over, and redirecting available resources as necessary to complete tasks in accordance with scheduled milestones and budgetary constraints.
- Developing, coordinating, executing, managing, and evaluating outreach communications strategies, plans, and activities. Develops short and long-term strategic communication plans for clients; implements communication plans including liaison with content providers, marketing consultants and production team.
- Reviewing communication products for clarity, effectiveness, and alignment with image and messaging.
- Transferring knowledge and skills to the clients enabling them to cultivate and sustain success through facilitation, mediation and/or training.
- Performing quality checks of all work products.
- Interacting continuously with government technical representatives to present interim results, discuss concerns, and ensure total product/service satisfaction.
- Directing talent and providing video layout, direction, and design for all types of video.
- Managing aspects of the video production or other functions required to create the video.
- Generating video and audio content for the web with either existing or new footage. Capable of applying effects, transitions, title sequences, and other editing functions to production.

**Education/Experience:** BA/BS in social science, education or management. The degree of competency and depth of capability increases according to the minimum education and experience required for each level offered.

**Minimum Experience/Training:** 6 + years of experience developing, implementing and managing programs.

**Certifications/Security Clearance:** As defined by specific task order.

## PROJECT MANAGER III

**Functional Responsibilities:** Performs routine project administration work. Work involves front line support with establishing program/project goals and objectives. Oversees talent and provides video layout, direction, and design for all types of video. Manages all aspects of the video production or other functions required to create the video. Generates video and audio content for the web with either existing or new footage. Is capable of applying effects, transitions, title sequences, and other editing functions to production. Proficient in the following:

- Assisting in developing program guidelines, procedures, policies, rules, and regulations.
- Assisting in developing schedules, priorities, and standards for achieving project/program goals.
- Assisting in evaluating project/program activities.
- Assisting in developing training, facilitation.
- Working under the guidance of project/program lead.

**Education/Experience:** BA/BS in social science, education or management.

**Minimum Experience/Training:** 4 + years of experience developing, implementing and managing programs.

**Certifications/Security Clearance:** As defined by specific task order.

## **PROJECT MANAGER**

**Functional Responsibilities:** Performs routine project administration work. Work involves front line support with establishing program/project goals and objectives. Oversees talent and provides video layout, direction, and design for all types of video. Manages all aspects of the video production or other functions required to create the video. Generates video and audio content for the web with either existing or new footage. Is capable of applying effects, transitions, title sequences, and other editing functions to production. Proficient in the following:

- Assisting in developing program guidelines, procedures, policies, rules, and regulations.
- Assisting in developing schedules, priorities, and standards for achieving project/program goals.
- Assisting in evaluating project/program activities.
- Assisting in developing training, facilitation.
- Working under the guidance of project/program lead.
- Reviewing communication products for clarity, effectiveness, and alignment with image and messaging.
- Researching and analyzing new approaches and techniques.

**Education/Experience:** BA/BS in social science, education or management.

**Minimum Experience/Training:** 5 + years of experience developing, implementing and managing programs.

**Certifications/Security Clearance:** As defined by specific task order.

## RESEARCH ASSOCIATE II

**Functional Responsibilities:** Key writer of research syntheses and other policy and practice oriented publications. Provides functional leadership and development of evaluation framework within organizations and training programs. Plays a key role in ensuring effective operation of the department; implementing change initiatives to enhance the department's value-added role and transferring knowledge and skills to the clients, enabling them to cultivate and sustain success. Researches and analyzes new approaches and techniques. Executes graphic/illustration projects and assists in coordination of all production scheduling. Interfaces with users and project leaders to determine scope of project and best medium.

Proficient in the following:

- Serving as a key facilitation resource and support for content management dissemination, technical assistance and evaluation of selected activities and data analysis.
- Intervening with groups in conflict situations to resolve issues and keep the group on track.
- Community Development.
- Strong evaluation and communication background.
- Process Improvement.
- Team Building.
- Demonstrating considerable poise and business maturity.
- Reviewing communication products for clarity, effectiveness, and alignment with image and messaging.
- Researching and analyzing new approaches and techniques. Producing and managing products using new media platforms and a variety of other mediums including video, print, broadcast, teleconferencing, and electronic means.
- Interfacing with users to determine scope of project and best medium. Has experience with multi-media devices.
- Interfacing with agency and technical staff to assure quality products are delivered on time and within budget.

**Education/Experience:** BA in social science, education or management.

**Minimum Experience/Training:** 4 years of experience developing, implementing and evaluating outcome measurement.

**Certifications/Security Clearance:** As defined by specific task order.

## RESEARCH ASSOCIATE

**Functional Responsibilities:** Key writer of research syntheses and other policy and practice oriented publications. Provides functional leadership and development of evaluation framework within organizations and training programs. Plays a key role in ensuring effective operation of the department; implementing change initiatives to enhance the department's value-added role and transferring knowledge and skills to the clients, enabling them to cultivate and sustain success. Researches and analyzes new approaches and techniques. Executes graphic/illustration projects and assists in coordination of all production scheduling. Interfaces with users and project leaders to determine scope of project and best medium. Proficient in the following:

- Serving as a key facilitation resource and support for content management dissemination, technical assistance and evaluation of selected activities and data analysis.
- Intervening with groups in conflict situations to resolve issues and keep the group on track.
- Community Development.
- Strong evaluation and communication background.
- Process Improvement.
- Team Building.
- Demonstrating considerable poise and business maturity.
- Reviewing communication products for clarity, effectiveness, and alignment with image and messaging.
- Researching and analyzing new approaches and techniques. Producing and managing products using new media platforms and a variety of other mediums including video, print, broadcast, teleconferencing, and electronic means.
- Interfacing with users to determine scope of project and best medium. Has experience with multi-media devices.
- Interfacing with agency and technical staff to assure quality products are delivered on time and within budget.

**Education/Experience:** MA in social science, education or management.

**Minimum Experience/Training:** 5 years of experience developing, implementing and evaluating outcome measurement.

**Certifications/Security Clearance:** As defined by specific task order.

## RESEARCH ASSOCIATE / EVALUATION COORDINATOR I

**Functional Responsibilities:** Key writer of research syntheses and other policy and practice oriented publications. Provides functional leadership and development of evaluation framework within organizations and training programs. Plays a key role in ensuring effective operation of the department; implementing change initiatives to enhance the department's value-added role. May collect, classify and analyze quantified and statistical data. Proficient in the following:

- Serving as a key resource and support for content management dissemination, technical assistance and evaluation of selected activities and data analysis.
- Reviewing communication products for clarity, effectiveness, and alignment with image and messaging.
- Researching and analyzing new approaches and techniques. Executes graphic/illustration projects and assists in coordination of all production scheduling.
- Interfacing with users and project leaders to determine scope of project and best medium.
- Assisting in research, design and writing on relevant topics.
- Strong evaluation and communication background.
- Demonstrating considerable poise and business maturity.

**Education/Experience:** MA in social science, education or management.

**Minimum Experience/Training:** 4 years of experience developing, implementing and evaluating outcome measurement.

**Certifications/Security Clearance:** As defined by specific task order.

## SENIOR RESEARCHER / EVALUATOR

**Functional Responsibilities:** Design & conduct large-scale qualitative & quantitative evaluations; experience writing evaluation reports, supervising field research assistants. Development of evaluation questions and selection of appropriate methods for answering them; selection, orientation & supervision of field assistants; implement questionnaires & other survey instruments, conduct interviews & focus groups; analysis of information; reporting. Key coordinator of evaluation & knowledge management research syntheses & other policy or practice oriented publications. Proficient in the following:

- Providing functional leadership & development of evaluation framework within organizations & training programs; strategic plan assessment, project planning facilitation & survey design, planning facilitation & mediation.
- Ensuring effective operation of department; implementing change initiatives to enhance the department's value-added role. May co-chair evaluation working groups & oversee follow-up activities: briefing book preparation & background materials; monitor internal & external evaluation meetings.
- Collecting, classifying and analyzing quantified and statistical data in projects and special studies. Develop study plans, determines data needs, and statistical techniques to be applied.
- Reviewing agency records, collecting and analyzing data, interviewing agency staff, researching laws, drafting policy alternatives, designing and executing program evaluations, management reviews, budget analyses and policy analyses.

**Education/Experience:** Ph.D. in social science, education or management.

**Minimum Experience/Training:** 7 years of experience developing, implementing and evaluating outcome measurement.

**Certifications/Security Clearance:** As defined by specific task order.

## TECHNICAL WRITER

**Functional Responsibilities:** Prepares draft and final form technical documents. Develops technical narratives and data, edits documents for spelling, grammar, and proper format, and for proofreading finished documents. Works with team members and agency clients to create persuasive messages for all media types. Creates and edits messaging and copy that reflects the client's marketing strategy and objectives and is able to write across all mediums. May have related experience in writing documents and scripts for media-based projects such as multi-media productions, video and/or film productions, live events, interactive training, speech writing, and website production. Uses various word processing equipment and applications. Proficient in the following:

- Developing reports, reviews and observations.
- Editing technical papers for accuracy, grammar, and style.
- Summarizing technical articles into shorter research or policy briefs.
- Overseeing publication process including relationships with outside vendors.
- Strategic and creative direction of Social Media projects. Specializes in Social Media strategy and campaign execution. Coordinates and collaborates with client and other team members on project activities and goals.

**Education/Experience:** BA/BS or equivalent in one of the social sciences.

**Minimum Experience/Training:** 5 years of experience in a professional office environment.

**Certifications/Security Clearance:** As defined by specific task order

## EVENTS/EXECUTIVE COORDINATOR II

**Functional Responsibilities:** Plans, coordinates and executes conferences, meetings, workshops, committee of visitor's reviews, conventions, panels and special events. Proficient in the following:

- Development of agendas, coordinating presenters, pre-event logistical support, on-site support, and post meeting evaluations.
- Managing site selections, budget tracking, creative trafficking, event consolidation shipping, word processing, spreadsheets and graphical support.
- Liaising with other internal departments as it relates to meeting and event needs. May provide guidance and manage event planner team.

**Education/Experience:** BA in Business Administration or appropriate specialized field of study.

**Minimum Experience/Training:** 4 years of experience developing, implementing and managing directly related tasks.

**Certifications/Security Clearance:** As defined by specific task order.



## EVENTS COORDINATOR

Plans, coordinates and executes conferences, meetings, workshops, committee of visitor's reviews, conventions, panels and special events. Assists in leading the project team and coordinating the project. Implements the agreed action plan to the agreed standards and deadlines. Acts as a liaison with the project team and customer on all project-related matters, ensuring the effective preparation and delivery of all project activities, events, meetings, and production of all necessary documentation. Provides ongoing evaluation of project activities/events and reporting on project progress. Proficient in the following:

- Development of agendas, coordinating presenters, pre-event logistical support, on-site support, and post meeting evaluations.
- Managing site selections, budget tracking, creative trafficking, event consolidation shipping, word processing, spreadsheets and graphical support.
- Liaising with other internal departments as it relates to meeting and event needs. May provide guidance and manage event planner team. Coordinates manpower and resources for conference projects. Assures quality control programs are in place and consistent on all projects assigned.

**Education/Experience:** BA in Business Administration or appropriate specialized field of study.

**Minimum Experience/Training:** 6 years of experience developing, implementing and managing directly related tasks.

**Certifications/Security Clearance:** As defined by specific task order.

## RESEARCH ASSISTANT II

**Functional Responsibilities:** Coordinates work of less experienced Research Assistants. Experienced in conducting and writing literature reviews, constructing tables and graphics using spreadsheet software (e.g., Excel), assembling presentations using presentation software (e.g., PowerPoint), and running cross-tabulations and elementary multivariate statistical analyses. Proficient in the following:

- Providing document analysis and synthesis; literature, telephone, internet, and personal contact for research or related assignments.
- Serving as project liaison as needed.
- Supporting day-to-day details of office administration within programs.

**Education/Experience:** BA in or equivalent in one of the social sciences.

**Minimum Experience/Training:** 3 years of experience in social science research.

**Certifications/Security Clearance:** As defined by specific task order.

## RESEARCH ASSISTANT I

**Functional Responsibilities:** Coordinates work of less experienced Research Assistants. Experienced in conducting and writing literature reviews, constructing tables and graphics using spreadsheet software (e.g., Excel), assembling presentations using presentation software (e.g., PowerPoint), and running cross-tabulations and elementary multivariate statistical analyses. Proficient in the following:

- Providing document analysis and synthesis; literature, telephone, internet, and personal contact for research or related assignments.
- Serving as project liaison as needed.
- Supporting day-to-day details of office administration within programs.

**Education/Experience:** BA in or equivalent in one of the social sciences.

**Minimum Experience/Training:** 4 years of experience in social science research.

**Certifications/Security Clearance:** As defined by specific task order.

## RESEARCH ASSISTANT

**Functional Responsibilities:** Experienced in conducting and writing literature reviews, constructing tables and graphics using spreadsheet software (e.g., Excel), assembling presentations using presentation software (e.g., PowerPoint), and running cross-tabulations and elementary multivariate statistical analyses. Proficient in the following:

- Providing document analysis and synthesis; literature, telephone, internet, and personal contact for research or related assignments.
- Serving as project liaison as needed.
- Supporting day-to-day details of office administration within programs.

**Education/Experience:** BA/BS or equivalent in one of the social sciences.

**Minimum Experience/Training:** 5-7 years of experience in social science research.

**Certifications/Security Clearance:** As defined by specific task order.

## ADMINISTRATIVE ASSOCIATE

**Functional Responsibilities:** Processes advanced registrations, issues receipts, sends confirmation letters, maintains conference databases and addresses questions from the attendees. Supports on-site meeting and registration services, editorial services, travel support and computer support. Acts as liaison with clients, associates and the general public. Provides facilitator support, scribes for client sessions, data management, and results documentation. Proficient in the following:

- Working under supervision to provide support to professional and technical personnel, including task managers.
- Providing word processing/spread sheets/graphics as directed and other duties as assigned.
- Preparing documents, correspondence and reports via e-mail, Microsoft Word, Excel, and PowerPoint.
- Providing word processing/spread sheets/graphics as directed and other duties as assigned.

**Education/Experience:** BA/BS in Business Administration or appropriate specialized field of study.

**Minimum Experience/Training:** 4 years of experience in a professional office environment.

**Certifications/Security Clearance:** As defined by specific task order.

## **ADMINISTRATIVE ASSISTANT**

**Functional Responsibilities:** Conducts a variety of clerical and administrative activities. Maintains program/project/task files. Plans and coordinates meetings and makes travel arrangements for staff. Provides facilitator support, scribes for client sessions, data management, and results documentation. Proficient in the following:

- Working under supervision to provide support to professional and technical personnel, including task managers.
- Providing word processing/spread sheets/graphics as directed and other duties as assigned.
- Preparing documents, correspondence and reports via e-mail, Microsoft Word, Excel, and PowerPoint.

**Education/Experience:** BA/BS in Business Administration or appropriate specialized field of study.

**Minimum Experience/Training:** 5 years of experience in a professional office environment.

**Certifications/Security Clearance:** As defined by specific task order.

## **ADMINISTRATIVE ASSISTANT II**

**Functional Responsibilities:** Conducts a variety of clerical and administrative activities. Maintains program/project/task files. Plans and coordinates meetings and makes travel arrangements for staff. Provides facilitator support, scribes for client sessions, data management, and results documentation. Proficient in the following:

- Working under supervision to provide support to professional and technical personnel, including task managers.
- Providing word processing/spread sheets/graphics as directed and other duties assigned.
- Preparing documents, correspondence and reports via e-mail, Microsoft Word, Excel, and PowerPoint.

**Education/Experience:** BA/BS in Business Administration or appropriate specialized field of study.

**Minimum Experience/Training:** 3 years of experience in a professional office environment.

**Certifications/Security Clearance:** As defined by specific task order.

# PSS Points of Contact



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