



COMMUNICATIONS TRAINING ANALYSIS CORPORATION (CTAC)

**General Services Administration's
Authorized Federal Supply Service
Schedule Catalogue and Price List**

for

Mission Oriented Business Integrated Services (MOBIS)

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.gsa.gov>.

**Schedule For
Mission Oriented Business Integrated Services (MOBIS)
Federal Supply Class 874**

| | | | |
|------------------|---|-----------------|--|
| Contract | GS-10F-0159J | Contract | Donald S. Royal, Vice President |
| Number: | | Administration: | CTAC 9302 Lee Highway Suite 302 Fairfax, VA 22031 |
| Contract Period: | July 15, 2009 - July 14, 2014 | | |
| Contractor: | Communications Training Analysis Corporation (CTAC) 9302 Lee Highway Suite 302 Fairfax, VA 22031 | Telephone: | (703) 289-3812 |
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Information for Ordering Activities

Awarded Special Item Numbers (SIN)

- 874-1 Consulting Services
- 874-2 Facilitation Services
- 874-3 Survey Services
- 874-6 Acquisition Management Support
- 874-7 Program and Project Management and
- 874-1RC Consulting Services
- 874-2RC Facilitation Services
- 874-3RC Survey Services
- 874-6RC Acquisition Management Support
- 874-7RC Program and Project Management

Consulting Services (874-1/874-1RC)

Communications Training Analysis Corporation (CTAC) has been providing MOBIS related program management support to various departments and agencies of the Federal Government since 1987. Our experienced program managers and their professional staff provide technical and analytical support services in developing, employing, and improving program management procedures. Using proven program management techniques, personnel and performance evaluation techniques, and automated management tools, CTAC's

management analysts assist in coordinating the business and fiscal aspects of programs with customers and suppliers and developing improved management methodology. CTAC's management support personnel research, analyze and develop informative reports, and prepare and present detailed technical analysis briefings.

Using the MOBIS contract, CTAC will offer direct support to agency efforts to act more like businesses, i.e., focusing on the needs of their customers, being more fiscally responsible, and concentrating on productivity and results. These characteristics are the essence of a large number of important government initiatives, such as the Government Performance and Results Act (GPRA), the Clinger-Cohen Act, and the Vice President's National Performance Review. CTAC's GSA MOBIS will provide federal agencies with a flexible and visionary procurement vehicle through which they can quickly and easily obtain the support they need to achieve these critical objectives.

Management Efficiency/Effectiveness Consulting Services

CTAC personnel conduct evaluations of the effectiveness and efficiency of present management methods and identify methods to improve efficiency and effectiveness and reduce cost. Our analysts develop quality assurance plans establishing procedures and standards to monitor the execution of selected policies, procedures, and determine the projected net value-added of implementing the recommended management changes. We conduct technical reviews (preliminary, in-progress, and final) to ensure all capabilities being developed conform to acceptable standards. We conduct structured walk-throughs with the client at the earliest point of development to discover errors in policy, procedures, design or logic and formulate recommendations for corrective actions.

Cost Analysis/Control Consulting Services

CTAC analysts provide management and support services in the areas of management and process development, cost estimating and analysis, and technical assessment. Specific MOBIS related projects completed by CTAC in this area include: assisting in coordination of cost reduction activities, program reviews, conferences, and training programs; providing assistance in the development and implementation of processes which will facilitate cost reduction activities; provide analytical, editorial, and management support and assistance in the compilation, production, and maintenance of Cost Quality Management Assessment (CQMA) reports; providing cost analysis specialists in the areas of parametric cost modeling, cost/price analysis, and organizational methodology; providing general cost estimating/accounting analysis services with special emphasis on assessing the indirect costs associated with environmental restoration and waste management; providing technical assistance in the development of quality assurance standards; and developing a database that will produce cost estimating relationships and reference factors. CTAC analysts provided the DoD cost analysis community a near term capability to address environmental costs in its life-cycle estimates for major defense acquisition programs (MDAP). The analysts identified, collected, and critically evaluated cost engineering and analysis tools for estimating environmental costs. They designed practical plans of actions for filling gaps in

cost estimators by assembling a selection of existing tools, well-founded databases, and analysis methods.

Organizational Development/Human Factors Consulting Services

Using recognized standards, approved methods, and various accepted industrial engineering techniques, CTAC's manpower analysts determine the quantitative and qualitative human resources required to perform in a fluctuating workload. These studies are conducted in a non-interruptive, non-obtrusive manner. These methodology and documentation procedures are performed in accordance with Federal Government and common business practices. The CTAC analyst use an Iterative Polling Technique that provides a means for measuring and determining work force quantitative and qualitative requirements for personnel performing mostly "cognitive" forms of work (i.e., scientists and engineers). CTAC's manpower analysts assist in the impartial analysis of authorized work being performed in order to recommend the best organizational component that will allow the work force to work smarter not harder. Productivity enhancements are analyzed for improved effectiveness and efficiency. CTAC personnel describe the functions, tasks, and element requirements of a job and the required knowledge, skills, and abilities needed to perform the job. Such analysis results in appropriate job classification and the basis for development of a work performance rating system.

Information Management Consulting Services

As the information management environment continues to evolve, managers are required to make changes in existing management information systems. CTAC offers a wide range of information engineering and technology services designed to help organizations perform efficiently well into the next century. CTAC has earned a reputation for assisting both government and commercial clients to obtain maximum performance from their computer and information systems. As a systems integration and information technology company, CTAC helps organizations modernize their computer systems at a pace that allows them to get the most out of current investments in hardware and software. CTAC assists in the performance of impartial evaluations of information systems facilities. Such evaluations include both physical and electronic access security. CTAC analysts evaluate and recommend changes to the information systems security procedures and standards. These recommended changes may be in the form of either written recommendations or revised standards ready for distribution.

Acquisition Consulting Support

CTAC provides support in analysis, compatibility studies, and the acquisition of required sources. First we prepare an acquisition plan and the associated acquisition documents. Upon approval of the acquisition plan, we provide support in the acquisition.

Facilitation Services (SIN 874-2/874-2RC)

Since 1987, CTAC has been providing MOBIS related program management support to various departments and agencies of the Federal Government. Our experienced program managers and professional staff provide technical and analytical support services in developing, employing, and improving program management procedures. Using proven program management techniques, personnel and performance evaluation techniques, and automated management tools, CTAC's management analysts assist in coordinating the business and fiscal aspects of programs with customers and suppliers and developing improved management methodology. CTAC's management support personnel research, analyze and develop informative reports, and prepare and present detailed technical analysis briefings.

CTAC is committed to continuing to directly support agencies in their ongoing efforts to improve business processes and management techniques to "act more like business." These changes include altering the traditional agency focus to the needs of the "customer", improving fiscal responsibility, streamlining business operations, and adopting performance based and results driven philosophies. These efforts comply with recent federal initiatives including the Government Performance and Results Act (GPRA), the Clinger-Cohen Act, the Vice President's National Partnership for Reinventing Government (NPR) and other congressional mandates.

CTAC's GSA MOBIS schedule will provide federal agencies with a flexible and visionary procurement vehicle through which they can quickly and easily obtain the support they need to achieve these critical objectives. The following paragraphs describe some of the services CTAC would provide under SIN 874-2, Facilitation Services.

Using the MOBIS schedule, CTAC will provide facilitation and related decision support services to agencies. These services would benefit agencies engaging in collaboration efforts, working groups, and integrated process or self-directed teams. Often, agencies bringing together diverse teams and/or groups with common and/or divergent interests require a neutral party to assist them in:

- resolving disputes, disagreements, and divergent views
- defining and refining the agenda
- the use of problem solving techniques
- convening and leading large and small group briefings and discussions
- providing a draft for the permanent record
- recording discussion content and focusing decision-making
- debriefing and overall planning

CTAC has a documented track record of success in facilitation services. CTAC's off site training programs require facilitation services to convene and lead classes and briefings. Many of CTAC's consulting efforts involve facilitation services. In the A-76 study arena, one of the key initial tasks is to facilitate the required team building to resolve the disagreements that result from the combination of diverse groups.

Survey Services (SIN 874-3/874-3RC)

Since 1987, CTAC has been providing MOBIS related program management support to various departments and agencies of the Federal Government. Our experienced program managers and professional staff provide technical and analytical support services in developing, employing, and improving program management procedures. Using proven program management techniques, personnel and performance evaluation techniques, and automated management tools, CTAC's management analysts assist in coordinating the business and fiscal aspects of programs with customers and suppliers and developing improved management methodology. CTAC's management support personnel research, analyze and develop informative reports, and prepare and present detailed technical analysis briefings.

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CTAC's GSA MOBIS schedule will provide federal agencies with a flexible and visionary procurement vehicle through which they can quickly and easily obtain the support they need to achieve these critical objectives. The following paragraphs detail some of the services CTAC would provide under SIN 874-3, Survey Services.

CTAC will provide expert consultation, assistance, and deliverables associated with all aspects of surveying within the context of MOBIS. CTAC will assist with, and/or perform all phases of the survey process to include, but not limited to:

- planning survey design
- defining and refining the agenda
- administering surveys using various types of data collection methods as appropriate
- sampling survey development
- database administration
- analyses of quantitative and qualitative survey data

- pretest/pilot surveying
- assessing reliability and validity

Production of reports to include, but not limited to:

- description and summary of results with associated graphs, charts, and tables
- description of data collection and survey administration methods
- discussion of sample characteristics and representativeness of data
- analysis of non-response
- briefing of results to include discussion of recommendations and follow-up actions

Many of CTAC's consulting efforts require a variety of surveying techniques and services. After planning the survey effort, a survey method or approach is generated and implemented. Surveying methods include, but are not limited to, questionnaires, benchmarking, interviewing, process observation, "desk audits", and analyzing historical data. All qualitative and quantitative data is analyzed to assess validity and reliability. Databases are created and managed in the survey process.

Additionally, CTAC's professional staff routinely employs various surveying techniques to acquire workload data as a function of OMB Circular A-76 studies. The data acquired through surveying, particularly for historical workload data, requires significant analysis to determine reliability and validity. Frequently, the survey data is manipulated through database administration and management.

Survey data and results can be presented in numerous manners, however, CTAC prefers to provide clients with a written report with various graphical descriptions of the data, analytical interpretation, recommendations, and a proposed course of action. CTAC offers to provide individual, executive, and group briefings, when appropriate.

Acquisition Management Support (SIN 874-6/874-6RC)

Since 1987, CTAC has been providing MOBIS related program management support to various departments and agencies of the Federal Government. Our experienced program managers and professional staff provide technical and analytical support services in developing, employing, and improving program management procedures. Using proven program management techniques, personnel and performance evaluation techniques, and automated management tools, CTAC's management analysts assist in coordinating the business and fiscal aspects of programs with customers and suppliers and developing improved management methodology. CTAC's management support personnel research, analyze and develop informative reports, and prepare and present detailed technical analysis briefings.

CTAC is committed to continuing to directly support agencies in their ongoing efforts to

improve business processes and management techniques to "act more like business." These changes include altering the traditional agency focus to the needs of the "customer", improving fiscal responsibility, streamlining business operations and adopting performance based and results driven philosophies. These efforts comply with recent federal initiatives including the Government Performance and Results Act (GPRA), the Clinger-Cohen Act, the Vice President's National Partnership for Reinventing Government (NPR) and other congressional mandates.

CTAC's GSA MOBIS schedule will provide federal agencies with a flexible and visionary procurement vehicle through which they can quickly and easily obtain the support they need to achieve these critical objectives. The following paragraphs describe some of the services CTAC would provide under SIN 874-6, Privatization Support Services and Documentation.

Using the MOBIS schedule, CTAC will offer expert advice, consultation, assistance, and documentation in support of studies conducted under Office of Management and Budget (OMB) Circular A-76 or other privatization or commercial activities studies, projects, or efforts. These services may include, but are not limited to:

- complete "cradle to grave" A-76 support services
- functionality assessments
- assessments and or studies of potential privatization initiatives
- initial study planning
- development of extensive, detailed Plan of Achievements & Milestones (POAM)
- development of communication plans
- development of acquisition plans
- strategic, tactical, and operational level planning support
- A-76 team building
- A-76 team training in all aspects of study (see SIN 874-4)
- affected employee briefings
- development and documentation of performance based Performance Work Statements (PWS)
- job analysis and data collection
- perform comprehensive scope analysis (including Governmental In Nature analysis)
- development of Quality Assurance Surveillance Plans (QASP)
- benchmarking (to industry)
- performance of management studies to determine the Government's Most Efficient Organization (MEO)
- development and documentation of management plan (including MEO)
- development and documentation of Government's Most Efficient Organization (MEO)
- assistance with COMPARE cost comparison software
- development of in-house Government cost estimates (IHCE)

- comparison of in-house bids to proposed Inter-service Support Agreement (ISSA) prices
- development and documentation of Technical Performance Plan (TPP)
- public-private partnership support
- development of Transition Plans (TP)
- administrative appeal process support
- FAIR Act inventory preparation and documentation

Program and Project Management (SIN 874-7/874-7RC)

Since 1987, CTAC has been providing MOBIS related program management support to various departments and agencies of the Federal Government. Our experienced program managers and professional staff provide technical and analytical support services in developing, employing, and improving program management procedures. Using proven program management techniques, personnel and performance evaluation techniques, and automated management tools, CTAC's management analysts assist in coordinating the business and fiscal aspects of programs with customers and suppliers and developing improved management methodology. CTAC's management supports personnel research, analyze and develop informative reports, and prepare and present detailed technical analysis briefings.

CTAC is committed to continuing to directly support agencies in their ongoing efforts to improve business processes and management techniques to "act more like business." These changes include altering the traditional agency focus to the needs of the "customer", improving fiscal responsibility, streamlining business operations and adopting performance based and results driven philosophies. These efforts comply with recent federal initiatives including the Government Performance and Results Act (GPRA), the Clinger-Cohen Act, Vice President Gore's National Partnership for Reinventing Government (NPR) and other congressional mandates.

CTAC's GSA MOBIS schedule will provide federal agencies with a flexible and visionary procurement vehicle through which they can quickly and easily obtain the support they need to achieve these critical objectives. The following paragraphs describe some of the services CTAC would provide under SIN 874-7, Program Integration and Project Management Services.

Using the MOBIS schedule, CTAC will offer services to manage and integrate various management and business programs and projects for Federal agencies. These services include, but are not limited to:

- program management
- project management
- program integration (team leadership)
- program oversight

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- intra-agency project management
- intra-agency program management
- inter-agency project management
- inter-agency program management
- multiple project monitoring
- project management that connects and maintains liaison between multiple contractors and/or agencies

In addition to the generic services listed above, CTAC offers the following specialized services:

- strategic consulting
- facilitated project planning
- on-site project management professionals
- project audits
- project recovery services
- methodology development
- personnel mentoring
- project assessments

Historically, CTAC has provided Program Integration and Project Management Services to various government and private sector clients. Primarily at the Department of Energy, CTAC has managed multiple concurrent client projects and programs. CTAC is adept in the field of program integration as well. In many field efforts, CTAC takes the team leadership role and supervises the projects from “cradle to grave”

CTAC’s professional staff have managed multiple concurrent projects for the DOE and A-76 PMS for the Army. They have supervised five simultaneous A-76 studies and currently manage and support multiple concurrent client activities.

Through years of experience in project management, CTAC has developed an integrated solution that many clients find invaluable. This integrated solution is a combination of training and consulting services that maximize the application of new skills and knowledge.

Customer Information

Maximum Order
\$5,000,000

Minimum Order
\$300

Geographic Coverage (Delivery Area)
Domestic Delivery Only

Point(s) of Production
9302 Lee Highway, #302, Fairfax, VA 22031

Discount From List Prices or Statements of Net Price
N/A

Quantity Discounts
N/A

Prompt Payment Terms
5% - 5 days, Net 30

Other Payment Terms
Credit Card, (MasterCard, Visa)

Foreign Items
None

Time of Delivery
N/A

FOB Point(s)
Destination

Ordering Address(es)

Communications Training Analysis Corporation (CTAC)
9302 Lee Highway, #302
Fairfax, VA 22031
Attn: Donald S. Royal, Vice President
(703) 289-3812
(703) 359-0952 Fax
droyal@ctacorp.com

Payment Address(es)

Communications Training Analysis Corporation (CTAC)
9302 Lee Highway, #302
Fairfax, VA 22031
Attn: Donald S. Royal, Vice President
(703) 289-3812
(703) 359-0952 Fax
droyal@ctacorp.com

Warranty Provision

Commercial

Export Packing Charges

N/A

Communications Training Analysis Corp. (CTAC) GSA Price List

| Communications Training Analysis Corp. (CTAC) GSA Price List | | | | | |
|---|----------------------|----------------------|----------------------|----------------------|----------------------|
| Labor Category Title for SINS | Year 11 | Year 12 | Year 13 | Year 14 | Year 15 |
| 874-1/874-1RC Consulting Services 874-2/874-2RC Facilitation Services 874-3/874-3RC Survey Services 874-6/874-6RC Acquisition Management Support 874-7/874-7RC Program and Project Management | 7/15/09 - 7/14/10 | 7/15/10 - 7/14/11 | 7/15/11 - 7/14/12 | 7/15/12 - 7/14/13 | 7/15/13 - 7/14/14 |
| Technical Subject Matter Expert | \$ 257.50 | \$ 265.23 | \$ 273.19 | \$ 281.39 | \$ 289.83 |
| Functional Subject Matter Expert | \$ 231.75 | \$ 238.70 | \$ 245.86 | \$ 253.24 | \$ 260.84 |
| Senior Manager | \$ 180.25 | \$ 185.66 | \$ 191.23 | \$ 196.97 | \$ 202.88 |
| Program Manager | \$ 138.62 | \$ 142.78 | \$ 147.06 | \$ 151.47 | \$ 156.01 |
| Project Manager | \$ 123.60 | \$ 127.31 | \$ 131.13 | \$ 135.06 | \$ 139.11 |
| Task Manager/Leader | \$ 92.70 | \$ 95.48 | \$ 98.34 | \$ 101.29 | \$ 104.33 |
| Organizational Management Specialist | \$ 154.50 | \$ 159.14 | \$ 163.91 | \$ 168.83 | \$ 173.89 |
| Business Operations Specialist | \$ 128.75 | \$ 132.61 | \$ 136.59 | \$ 140.69 | \$ 144.91 |
| Implementation Specialist | \$ 103.00 | \$ 106.09 | \$ 109.27 | \$ 112.55 | \$ 115.93 |
| Principal Consultant | \$ 124.77 | \$ 128.51 | \$ 132.37 | \$ 136.34 | \$ 140.43 |
| Senior Consultant | \$ 103.95 | \$ 107.07 | \$ 110.28 | \$ 113.59 | \$ 117.00 |
| Consultant | \$ 87.30 | \$ 89.92 | \$ 92.62 | \$ 95.40 | \$ 98.26 |
| Principal Analyst | \$ 90.08 | \$ 92.78 | \$ 95.56 | \$ 98.43 | \$ 101.38 |
| Senior Analyst | \$ 83.19 | \$ 85.69 | \$ 88.26 | \$ 90.91 | \$ 93.64 |
| Technical Writer | \$ 77.25 | \$ 79.57 | \$ 81.96 | \$ 84.42 | \$ 86.95 |
| Analyst | \$ 62.37 | \$ 64.24 | \$ 66.17 | \$ 68.16 | \$ 70.20 |
| Executive/Research Assistant | \$ 51.50 | \$ 53.05 | \$ 54.64 | \$ 56.28 | \$ 57.97 |
| Production Specialist | \$ 42.71 | \$ 43.99 | \$ 45.31 | \$ 46.67 | \$ 48.07 |
| Admin/Clerical Assistant | \$ 41.57 | \$ 42.82 | \$ 44.10 | \$ 45.42 | \$ 46.78 |

*MOBIS Schedule 874 Contract Year including industrial funding fee (0.75%) in accordance with FX-03

| Labor Category | Minimum/General Experience/Education/ Training | Description/Responsibilities |
|---|---|---|
| Technical Subject Matter Expert | The Technical Subject Matter Expert is typically a former high-ranking military or civilian official and recognized by industry as an expert in their specific field. Requires bachelor's degree in field relative to area of expertise, masters preferred plus fifteen years professional expertise of which at least ten years experience is directly relative to subject matter. One additional year of relevant experience can be substituted for each year of education shortfall. | Senior expert with extensive, enterprise-wide knowledge and experience in one or more designated technical and/or domain areas. Provides insight and advice concerning strategic direction and applicability of up to date, industry standard solutions. Is responsible for providing high-level vision to program/project manager or senior client leadership to influence objectives of complex efforts. The Technical Subject Matter Expert is primarily utilized on projects for their specific expertise, not in a managerial capacity, in support of the creation of comprehensive methods for describing current and/or future structure and behavior of an organization's processes, systems, personnel and organizational sub-units, so that they align with the organization's core goals and strategic direction. Provides highest-level functional expertise to prepare, advise and/or review the most technically demanding and sophisticated work being performed within assigned area of responsibility. Analyzes complex problems, makes recommendations, develops alternative solutions and draft and executes implementation plan. Converses with and provides assistance to highest levels of corporate and government management. |
| Functional Subject Matter Expert | Recognized industry competence at the highest level in specialty area; a bona fide expert, is well read and likely published in subject field. Requires master degree in field relative to area of expertise, PhD preferred plus fifteen years professional expertise of which at least ten years experience is directly relative to subject matter. | Senior expert with extensive knowledge in designated field or discipline. Provides insight and advice concerning task or project strategic direction and outcomes. May contribute to the evaluation, analysis, and development of recommended solutions. Resolves complex problems, which require an in-depth knowledge of subject matter related to the designated field or discipline. Applies principles and methods of the subject matter to specialized solutions. Generally possess demonstrated ability and experience in management consulting and cross-team facilitation at the senior management level. Other areas of expertise may include, but is not limited to, safeguards and security, business process reengineering, statistical process control, individual and organizational assessment and evaluation, process modeling and simulation, strategic and business planning, change management, organizational development, and the development of leadership/management skills. |

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| Labor Category | Minimum/General Experience/Education/ Training | Description/Responsibilities |
|------------------------|---|---|
| Senior Manager | Must have at least fifteen years of relevant work experience and an undergraduate degree in a related discipline. A graduate degree is preferred. | Senior executive responsible for providing strategic direction, vision, leadership, and overall program management to the team. Contributes to organizational direction through regular involvement with senior level client leadership and team members. Maintains productive and effective client relationship with the most senior levels of the client organization, establishes goals and business plans for area of responsibility and have broad latitude for decision-making. Interacts with executives in current and potential client and customer organizations on matters of substantial importance and sensitivity. Requires a highly developed sense of strategy and timing as well as exceptional negotiation and presentation skills. Ensures the most effective use of company's human resources within area of responsibility. Responsible for developing and sustaining client and customer base, ensuring high quality technical and scientific products and services are provided to clients and customers, and cultivating business contacts and leads. Responsible for identifying and targeting business opportunities and ensuring resources are committed to developing such targets. Continually evaluates strategy and plans to meet changing technical and competitive conditions. Has over responsibility for multiple programs providing a variety of services to a diverse customer base. Works with executive leadership in client organizations to plan and implement new programs and ensure quality products and services consistent with the terms of each agreement are provided in a timely manner. Works with clients to identify and resolve complex problems or contractual issues. |
| Program Manager | Requires a bachelor degree and ten years management experience. One additional year of relevant experience can be substituted for each year of education shortfall. | The Program Manager (PM) is a senior manager responsible for coordinating the management of all work performed under this contract. The PM acts as the central point of contact and is ultimately responsible for coordinating the efforts of subcontractors, team members, vendors, etc. in the performance of the required work and services under all task orders. The PM works independently on all phases of performance, including contract management, project/task order management, coordination of resource needs, coordination with corporate resources and management, and has direct accountability for the technical correctness, timeliness and quality of deliverables. The PM shall have broad and deep knowledge of business administration, and human resource management and shall have excellent oral and written communications skills. The Program Manager is responsible for managing multiple contract operations, ensure quality standards and work performance on all task orders and projects, plans, organizes and oversees work efforts, assigns resources, manages personnel, provides risk management, ensures quality management, monitors overall project and contract performance, etc. Responsible for ensuring senior level management within the client organization is aware of overall program status, including all relevant projects and their potential impact on higher level organizational strategic vision, this may include subject matter and unique technical knowledge, provides technical expertise, and participates in briefings and meetings. |

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| Labor Category | Minimum/General Experience/Education/ Training | Description/Responsibilities |
|----------------------------|---|---|
| Project Manager | Bachelor's degree and seven years related experience or equivalent combination of education and experience in related field of MOBIS function. PMP certification preferred. | Demonstrates skills in the scope of work encompassed by the task order; provides technical guidance to the project team in performance of the work. The Project Manager maintains and manages the client interface at the COTR levels of the client organization and management personnel to provide technical advice, resolve problems, and anticipate future requirements; assists the Program Manager as required in managing contract performance. Manages a team of professionals in providing a wide range of services and managing assigned projects within scope and budget. Prepares or reviews project or task proposal or plan to determine time frame, schedules, funding requirements and limitations, procedures for accomplishing project, staffing requirements, and allotment of available resources to various phases of project or task. Directs and coordinates activities of project personnel to ensure timeliness of products and services, maintenance of project schedule, cost control to ensure conformance with prescribed budget, responsiveness to customer requirements, and that the quality of product and services is maintained. |
| Task Manager/Leader | Advanced technical training more than 10 years of experience OR BS degree and 6-10 years of experience OR Advanced degree and 4-6 years of experience. | Typically require the innovative application of specialized knowledge (e.g., technical expertise in a specific discipline) or the resolution of complex management problems, which require innovative solutions, based on broad functional knowledge. Prepares complex data analysis plans or engineering plans. Delegates data collection and analysis work and provides technical oversight of assigned projects. Assists the Program and Project Managers serving as the working level focal point between contractor, government technical and government contracting staffs. Provides technical direction for the complete task effort and keeps the Project and Program Manager(s) abreast of all problems and accomplishments. For assigned task orders, allocates resources, provides technical and management oversight, provides technical expertise, and participates in briefings and meetings. Anticipates problems and works to mitigate the anticipated problems. Experienced in task management, responsible for ensuring successful task completion within the scheduled timeframe consistent with the established scope of work to include both the technical and financial solutions. Reviews task requirements, prepares project synopses, compares alternatives, prepares specifications, coordinates work with others, and orients clients. Reviews and evaluates work of subordinate staff and prepares performance reports in writing and orally to company and client representatives. |

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| Labor Category | Minimum/General Experience/Education/ Training | Description/Responsibilities |
|---|--|--|
| Organizational Management Specialist | Bachelor degree (BA) and ten years related experience, six years of which must be relevant work experience specific to function and/or training (e.g., business process reengineering/improvement methods, enterprise applications, etc.); or equivalent combination of education and experience. A master's or doctorate degree is desired. One additional year of relevant experience can be substituted for each year of education shortfall. | Provides senior level advice, guidance to corporate, and client organizations. Maintains knowledge of organizational requirements and goals, and anticipates internal and external drivers that could potentially impact the organization(s). Maintains frequent contacts with program/project managers and senior client management and staff regarding complex issues and potentially involving multiple entities. Identifies problem areas and independently resolves complaints for even the most extreme problems. Plans the study of workplace problems such as organizational change, communications, quality control, information flow, integrated production methods, inventory control, and/or cost analysis. Participates in manpower planning and planning for succession, and makes recommendations to senior management. Conducts operational effectiveness reviews to insure program/project systems are applied as designed and functioning properly. Under the general direction of a program/project manager, conducts analyses of organizational structures, functions and responsibilities, reporting relationships, workforce capabilities, business and/or operating procedures and processes, and workflow to devise a most efficient method of accomplishing work. |

Mission Oriented Business Integrated Services (MOBIS)

| Labor Category | Minimum/General Experience/Education/ Training | Description/Responsibilities |
|--|---|---|
| <p>Business Operations Specialist</p> | <p>Bachelor degree (BA) and ten years related experience, six years of which must be relevant work experience specific to function and/or training (e.g., business process reengineering/improvement methods, enterprise applications, etc.); or equivalent combination of education and experience. A master's or doctorate degree is desired. One additional year of relevant experience can be substituted for each year of education shortfall.</p> | <p>Recognized for providing solutions in the area of contract administration and procurement, communications, training, and other business disciplines to achieve optimized program/project performance. Prepares plans, documents, presentations, testimony, and other material needed for high-level briefings and hearings. Assists in collecting information, analyzing information, preparing exhibits and briefing presentations, and producing reports. Identifies potential issues that could influence the acceptance, and provides recommendations to ensure the success of an initiative. Serves as a leader, member or advisor of self-directed teams, or to management directed teams. Assists in conducting studies and analyses of programs/projects and provides client support and assistance the areas of public affairs, communications, training, contract administration and procurement, and paralegal issues. Assists in providing problem resolution, consensus building, and in conducting evaluations. Assists in the administration of personnel functions, such as training, work scheduling, as well as the evaluation of current economic conditions, and helps to prepare budget forecasts and documentation. Participates in the development of solutions by leveraging knowledge of the designated field or discipline. Contributes to the implementation of strategy and helps assess the impact of industry trends, policy, and/or standard methodologies. Directs the activities of Specialists or other staff as necessary on activities related to the specified field or discipline. Recognized for understanding and communicating common best practices for the industry. Utilize a knowledge base to create conceptual business models and to point out relevant issues and considerations in selecting application software packages, such as those provided by ERP vendors. Assess the operational and functional baseline of an organization and its organizational components, and help to define the direction and strategy for an engagement while ensuring the organizational needs are being addressed. Examples of the functional areas would include but not limited to, Human Resources, Finance, Supply, Service, etc. Work with senior managers to provide industry vision and guidance with regard to their industry. Lead the determination and classification of information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Support the development of functional area strategies for enhanced operations in a cross-functional area mode throughout the organization. Provides work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines, able to work on multiple tasks.</p> |

Mission Oriented Business Integrated Services (MOBIS)

| Labor Category | Minimum/General Experience/Education/ Training | Description/Responsibilities |
|----------------------------------|---|--|
| Implementation Specialist | Bachelor degree (BA) and eight years related experience, four years of which must be relevant work experience specific to function and/or training (e.g., business process reengineering/improvement methods, enterprise applications, etc.); or equivalent combination of education and experience. A master's or doctorate degree is desired. One additional year of relevant experience can be substituted for each year of education shortfall. | <p>Work requires the independent development of comprehensive and highly complex project plans and schedules and continual monitoring and updating of same to ensure that project goals are achieved. Must have broad latitude for decision-making at the operations center level and are reviewed on the basis of results achieved. Prepares intricate and/or complex engineering or data analysis plans, which require a very high level of specialized knowledge or the resolution of complex management problems that require extensive cross-functional knowledge. Leads the design and implementation of a variety of interventions that will foster the implementation of organizational change in such areas as business processes, policy, culture, environment or workplace. Works with senior executives to develop strategies to lead and manage major change. Assist in the design, development and implementation of communication plans. Possesses knowledge in designated field or discipline. Experienced in the evaluation of commercial off the shelf software to assess their value as potential technology solutions for new or redesigned business processes. Is well versed in the systems development lifecycle and is capable of developing testing plans and conducting acceptance testing for new systems. Independently leads proof of concept tasks. Facilitates the implementation of major interventions related to an organization's redesign of existing business processes or design new processes to support the attainment of mission critical business goals. Frequently provide subject matter expertise and may lead inter-disciplinary work teams. Conducts data collection, analysis, research in support of identifying individual and organizational performance barriers, and recommend courses of action to minimize or eliminate obstacles preventing the achievement of optimal performance. Participates in major business process reengineering assignments to support organizational improvement through implementation of new technology solutions or major restructuring initiatives. Conduct analyses of complex business processes and data processing requirements to develop functional requirements documents and programming design specifications. Experienced in the evaluation of commercial off the shelf software to assess their value as potential technology solutions for new or redesigned business processes. Is well versed in the systems development lifecycle and is capable of developing testing plans and conducting acceptance testing for new systems.</p> |
| Principal Consultant | Advanced technical training 14 years of experience OR BA/BS degree, advanced academic work, 12 years of experience OR Advanced degree, and 10 years of experience. | <p>Senior expert that possesses demonstrated knowledge, extensive experience in the development of solutions, recommendations, or outcomes across multiple complex tasks in multiple organizations. Defines project objectives and strategic direction. Is responsible for providing vision to client and project teams and serves as a key facilitator between multiple teams to achieve objectives of complex efforts. Directs the activities of more junior Management Consultants or other staff as necessary. Oversees various tasks of a highly complex nature. Must be familiar with the scope and project objectives, as well as the role and function of each team member, in order to effectively coordinate the activities of the team. May serve as a technical authority for a particular task area. Interacts with client management personnel. Leads a team of analysts and/or consultants in accomplishing specific tasks in support of management, organizational and business integration services.</p> |

Mission Oriented Business Integrated Services (MOBIS)

| Labor Category | Minimum/General Experience/Education/ Training | Description/Responsibilities |
|--------------------------|---|--|
| Senior Consultant | Advanced technical training 12 years of experience OR BA/BS degree, advanced academic work, 10 years of experience OR Advanced degree, and 8 years of experience. | Establishes project requirements using analysis in the development of enterprise-wide or large-scale projects. Designs plans to support the total project requirements as well as provide for present and future cross-functional requirements. As appropriate, ensures these plans/requirements are compatible and in compliance with standards. Analytically and systematically evaluates problems develops appropriate corrective action. Provides daily direction to staff assigned to task. Possess demonstrated knowledge, experience, and ability in the development of solutions, recommendations, or outcomes across multiple complex tasks and/or organizations. Evaluates option in the context of project objectives and contributes to the implementation of strategic direction. Supports project objectives through activities such as conducting interviews, gathering data, and developing recommendations in support of project objectives (e.g., original research in a specific discipline or function). Directs the activities of junior staff as necessary. |
| Consultant | Advanced technical training 10 years of experience OR BA/BS degree, advanced academic work, 8 years of experience OR Advanced degree, and 6 years of experience. | Responsible for the effective development and implementation of programs to ensure that all products and services meet minimum company standards and end-user requirements. Administers problem management process including monitoring and reporting on problem resolution. Works under the supervision of a more experienced business consultant to assist with a variety of data collection and analysis tasks in support of the development of business cases to support management decision-making and business process improvements. Team member contributing to consulting staff client assignments within specified guidelines. Performs a variety of tasks that require both practical experience and theoretical, state-of-the-art, technical knowledge in specialty area. Understands overall purpose of task assignment. Possesses knowledge, some experience, and capabilities in the development of solutions, recommendations, or outcomes across multiple tasks and/or organizations. Supports the development of solutions to address organization's challenges. Supports project objectives and helps assess the impact of industry trends, policy, or standard methodologies. Conducts activities in support of project team's objectives. Works closely with senior Consultants or Task Leads. May supervise lower level personnel. Must have demonstrated capability for oral and written communications. |

Mission Oriented Business Integrated Services (MOBIS)

| Labor Category | Minimum/General Experience/Education/ Training | Description/Responsibilities |
|--------------------------|--|--|
| Principal Analyst | Requires a bachelor's degree or equivalent plus eight years experience in related field. One additional year of relevant experience can be substituted for each year of education shortfall. | Senior expert with extensive knowledge and experience developing and applying analytic methodologies and principles, and is recognized as a leader within functions. Leads the application of analytic techniques and helps define project objectives and strategic direction. Is responsible for providing leadership and vision to client and project teams around the methodology. Acts independently under general direction. Advises technical personnel on the conceptualization, feasibility, development, and implementation of a broad range of project issues. Designs and develops proposed solutions to business problems and client requirements. Performs high-level analysis and directs technical strategy for accomplishing objectives and new and existing projects. Maintains knowledge of current projects, actions and analyzes for redundancies and project/program overlap. Responsible for task completion. Resolves complex problems, which require an in-depth knowledge of analytic methodologies and principles. Directs the activities of more junior Analysts or other staff as necessary on activities related to the application of analytical techniques and methodologies. Demonstrated managerial and supervisory skills. |
| Senior Analyst | Requires a bachelor's degree or equivalent and Has at least six years of related experience in a related field. One additional year of relevant experience can be substituted for each year of education shortfall. | Develops and modifies complex systems and develops subsystems to enhance the overall project. Exercises analytical techniques when gathering information from clients, defining problems, and prepares a variety of reports, assessments, or evaluations and procedures to resolve the problems. Applies analytic techniques in the evaluation of project objectives and contributes to the implementation of strategic direction. Conducts activities in support of project team's objectives. Works closely with Analysts, Task Leads, or Project Manager. Directs the activities of junior staff as necessary. |
| Technical Writer | Requires a bachelor degree and at least four years experience as a technical writer of specifications, standards, and technical manuals. One additional year of relevant experience can be substituted for each year of education shortfall. Knowledge of client style guidelines, protocols, and procedures a plus. | Writes technical information in easily understandable language. Works with program/project managers, analysts, engineers, scientists, and others to research, write, edit, and proofread technical data for use in documents or sections of documents such as manuals, procedures, specifications, special reports, and any other customer deliverables and documents. Capable of original drafting of management operations and business documentation requiring an understanding of the basic concepts, practices and vocabulary relevant to the subject matter. Ensures technical documentation is accurate, complete, meets editorial and client specifications and adheres to standards for quality, graphics, coverage, format, and style. Assists in establishing style guidelines and standards for texts and illustrations. |
| Analyst | Requires a bachelor's degree or equivalent plus two years experience. Excellent verbal and written communication skills are required. One additional year of relevant experience can be substituted for each year of education shortfall. | Possess knowledge of applying analytic methodologies and principles to address client's needs. Analyzes problems, gathers pertinent data, and produces solutions; familiar with functional areas such as, but not limited to technical data, supply, maintenance, procurement, transportation, inventory management, quality assurance, and facilities and/or property management, interviewing, data modeling, project testing, and creation of performance measurements to support project objectives. With limited direction, carries out procedures to ensure that all products and services meet company and client standards and end-user requirements. Performs workflow analysis and recommends quality improvements, works closely with senior Analysts or Team Leads. Researches, writes, edits, and proofreads technical data for use in documents or sections of documents. |

Mission Oriented Business Integrated Services (MOBIS)

| Labor Category | Minimum/General Experience/Education/ Training | Description/Responsibilities |
|-------------------------------------|---|--|
| Executive/Research Assistant | Must have at least four years of related work experience or an undergraduate degree. Excellent written communication skills are required. | Depending on the functional specialty, support the program management staff in the preparation of deliverables, internal reports, briefings, and drawings associated with the project being supported. |
| Production Specialist | Minimum of a HS Diploma, and two years work experience. Must be proficient in the MS Office Suite and be quick learners on varied computer software. Commercial experience (graphics, reproduction, printing) a plus. | Provides support to analysts and consultants by assisting them to gather information, display data or document results related to management studies or organizational improvement efforts. |
| Admin/Clerical Assistant | The Administrative Assistant must have a minimum of two years of related work experience. Administrative Assistants must be proficient in the MS Office Suite and be quick learners on varied computer software. | Ability to perform a variety of administrative tasks as well as assist the Program Manager and contract technical staff in ad hoc administrative tasks and project efforts as required. Provides program/project management support services such as: secretarial/administrative services; scheduling meetings; maintaining files; preparing travel orders and vouchers; reserving conference rooms; receive callers; assists with graphics preparation and presentations; photocopying; completing reports; and other general office duties as assigned. Must be able to work independently and follow through to completion all duties assigned. |