

**Management, Organizational and  
Business Improvement Services  
(MOBIS)**



**GENERAL SERVICES ADMINISTRATION  
Federal Supply Service  
Authorized Federal Supply Schedule Price List**

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FSC Group, Part, and Section or Standard Industrial Group (as applicable): 874  
Class: R499

**Contract number: GS-10F-0038R**

Contract period: October 2004 through October 2014

**Innovative Management Concepts, Inc.**

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Contract Administrator: Michael Metz

Business Size: Service Disabled Veteran-Owned Small Business

## Management, Organizational and Business Improvement Services (MOBIS)



IMC is a vibrant and innovative small business that applies systems engineering techniques, combined with effective management experience to support our MOBIS client's needs.

We recognize that our customers are seeking to make their organizations more effective and more efficient by acquiring new systems, modifying existing systems and improving their businesses processes.

Today's high technology oriented environment requires the seamless integration of business processes within a rapidly changing information infrastructure.

IMC concentrates on using state-of-the-art systems engineering methods to understand our customer's business processes and to help them improve those processes.

To ensure that we are a leader in helping organizations develop sound requirements and integrate new information technologies into their processes, we have become experts at process and workflow modeling, web site development and integration, and portal development.

**Our services include: Modeling and Simulation:** IMC specializes in helping our clients develop requirements and test criteria for models and simulations, especially those used for analysis, experimentation and training.

We are a leader in Knowledge Acquisition (KA) as it relates to capturing and documenting the processes and entities that must be represented in a model or simulation.

In addition, IMC is recognized as one of the most experienced providers of Verification, Validation and Accreditation (VV&A) in the world.

**Requirements Definition:** At IMC, Inc., we believe that the first step of any project is to completely understand the problem so that we can reach the correct solution. To that end, we work with our customers to develop the correct set of requirements for their project or process. With our comprehensive requirements sets, any developer can take a project from start to finish in the most cost effective manner. We also provide, upon request, a general systems engineering team in order to help our customers ensure that the project stays on course and meets their requirements.

**Organizational Communications:** IMC has a patent on the process improvement method called Continuous Feedback System (CFS). CFS provides continuous, up-to-date feedback about the perceptions and opinions of employees. This system is data-driven and web-based and is hosted and maintained at IMC. IMC has built and hosted surveys for other companies for use in the Department of Defense and other Federal Government organizations.

We also have extensive experience in Knowledge Management (KM) processes and tools.

**Decision and Training Support Systems:** Using our domain knowledge and systems engineering skills, IMC develops decision support and training support systems. We begin with user requirements and then provide the design and software code to meet those requirements.

Our experienced subject matter experts and programmers provide the appropriate verification, validation, testing, training, configuration management and documentation to support the system life cycle. IMC provides personal attention and proven methodologies to solve complex enterprise needs while providing responsive customer-focused support.

As a leading systems engineering company, we assist with quick, agile responses to business needs from short-term projects to enterprise-wide solutions. IMC has a proven track record for performance excellence in industry and Government.

Our analysts are experts at developing solid business cases to ensure solutions are technically sound, thoroughly researched, supportive of the overall mission, and maximize limited resources.

Our employees bring specialized industry experience, superior technical expertise, and the ability to combine technical know-how with "best management practices" to develop advanced innovative IT solutions for our customers. Our scalable solutions ensure reliable results, on time, and within budget.



**For over 15 years, IMC has served Federal military and civilian clients with full systems integration services that support the wide range of systems life cycle requirements.**

**From concept development to analysis, design, implementation, testing, deployment, on-going maintenance, and upgrades, IMC provides total business solutions for Federal Government customer needs.**

**We have core competencies in the following areas: Business Optimization Services; eGov and ePortal Services; Enterprise Learning Solutions; Enterprise Network Services; Information Assurance/Information Security and Test and Evaluation.**

**Contract number: GS-10F-00038R**

**Business Size: Service Disabled Veteran-Owned Small Business**

## Ordering

### **27 552.232-77 PAYMENT BY GOVERNMENT COMMERCIAL PURCHASE CARD (MAR 2000) (ALTERNATE I—MAR 2000)**

**(a) Definitions.**

“Governmentwide commercial purchase card” means a uniquely numbered credit card issued by a contractor under GSA's Governmentwide Contract for Fleet, Travel, and purchase Card Services to named individual Government employees or entities to pay for official Government purchases.

“Oral order” means an order placed orally either in person or by telephone.

**(b)** The Contractor must accept the Governmentwide commercial purchase card for payments equal to or less than the micro-purchase threshold (see Federal Acquisition Regulation 2.101) for oral or written orders under this contract.

**(c)** The Contractor and the ordering agency may agree to use the Governmentwide commercial purchase card for dollar amounts over the micro-purchase threshold, and the Government encourages the Contractor to accept payment by the purchase card. The dollar value of a purchase card action must not exceed the ordering agency's established limit. If the Contractor will not accept payment by the purchase card for an order exceeding the micro-purchase threshold, the Contractor must so advise the ordering agency within 24 hours of receipt of the order.

**(d)** The Contractor shall not process a transaction for payment through the credit card clearinghouse until the purchased supplies have been shipped or services performed. Unless the cardholder requests correction or replacement of a defective or faulty item under other contract requirements, the Contractor must immediately credit a cardholder's account for items returned as defective or faulty.

**(e)** Payments made using the Governmentwide commercial purchase card are not eligible for any negotiated prompt payment discount. Payment made using a Government debit card will receive the applicable prompt payment discount.

## Terms and Conditions

### 5.28 552.211-15 DEFENSE PRIORITIES AND ALLOCATIONS SYSTEM REQUIREMENTS (MAR 2003)

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(a) Definitions

“Approved Program” means a program determined to be necessary or appropriate for priorities and allocations support to promote the national defense (see Schedule 1 of 15 CFR 700 for a list of Delegate Agencies, approved programs, and program identification symbols.) “Delegate Agency” means an agency of the U.S. Government authorized by delegation from the Department of Commerce (DOC) to place priority ratings on contracts or orders needed to support approved programs. “Defense Priorities and Allocations System (DPAS)” means the regulation published at 15 CFR 700 that requires preferential treatment for certain contracts and orders placed by a Delegate Agency in support of an approved program. “Rated Order” means, for the purpose of this contract, a delivery or task order placed by a Delegate Agency under the provisions of the DPAS in support of an approved program and which requires preferential treatment as necessary to meet delivery requirements. This includes orders placed by the Contractor to subcontractors or suppliers for required products, materials, and services resulting from such orders.

(b) Rated Order Requirement.

From time to time, the Contractor may receive a rated order under this contract from a Delegate Agency. The Contractor must give preferential treatment to rated orders as required by the Defense Priorities and Allocations System (DPAS) regulation (15 CFR 700). The existence of previously accepted unrated or lower rated orders is not sufficient reason to reject a rated order. Rated orders take preference over all unrated orders as necessary to meet required delivery dates. There are two levels of ratings designated by the symbol of either “DO” or “DX.” All “DO” rated orders have equal priority with each other and take preference over unrated orders. All “DX” rated orders take preference over “DO” rated orders and unrated orders. The rating designation is followed by a program identification symbol. Program identification symbols indicate which approved program is supported by the rated order (see Schedule 1 of 15 CFR 700 for a list of Delegate Agencies, approved programs, and program identification symbols).

(c) Additional information.

Additional information may be obtained at the DOC DPAS web site <http://www.bxa.doc.gov/DefenseIndustrialBasePrograms/OSIES/DPAS/Default.htm> or by contacting the designated Administrative Contracting Officer.

### 5.29 I-FSS-50 PERFORMANCE REPORTING REQUIREMENTS (FEB 1995)

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(a) This clause applies to all contracts estimated to exceed \$100,000.

(b) Unless notified otherwise in writing by the Contracting Officer, the Contractor may assume contract performance is satisfactory.

(c) If negative performance information is submitted by customer agencies, the Contracting Officer will notify the Contractor in writing and provide copies of any complaints received. The Contractor will have

30 calendar days from receipt of this notification to submit a rebuttal and/or a report of corrective actions taken.

### 5.30 I-FSS-60 PERFORMANCE INCENTIVES (APRIL 2000) (TAILORED)

(a) When using a performance-based statement of work, performance incentives may be agreed upon between the Contractor and the ordering office on individual fixed price orders or Blanket Purchase Agreements, for fixed price tasks, under this contract in accordance with this clause.

(b) The ordering office must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.

(c) To the maximum extent practicable, ordering offices shall consider establishing incentives where performance is critical to the agency's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

(d) The above procedures do not apply to labor hour orders. 5.31 I-FSS-95 RE-REPRESENTATION OF SIZE STATUS FOR OPTION PERIODS (JUN 2003) For certain requirements, the Government enters into contracts with multiple contractors for the same or similar services or products. Such contracts frequently contain options that allow the contract to be extended when it is determined to be in the best interest of the Government. Contract extensions may have an impact on the program established by the Government to assist small businesses when there is a change in the status of the Contractor during the contract term. Prior to the time the Contracting Officer exercises an option, the Contractor will be required to re-represent business size status and 8(a) program eligibility to the Contracting Officer by completing the applicable portion of

### 52.212-3, Offeror Representations and Certification— Commercial Items, or 52.219-1, Small Business Program Representations, as applicable to this contract.

(a) When the contract did not result from a small business set-aside: If a previously awarded small business concern re-represents itself as other than small, an acceptable subcontracting plan must be negotiated with the Contracting Officer if the value of the remainder of the contract option periods exceeds the threshold for a subcontracting plan.

(b) When the contract resulted from a small business set-aside: If a previously awarded small business concern re-represents itself as other than small, the Contracting Officer shall be precluded from exercising the option.

(c) When the contract resulted from an 8(a) set-aside: If a previously awarded 8(a) small business concern re-represents itself as other than 8(a), the Contracting Officer shall be precluded from exercising the option.

### 5.32 I-FSS-103 SCOPE OF CONTRACT—WORLDWIDE (JUL 2002)

(a) This solicitation is issued to establish contracts which may be used as sources of supplies or services described herein for domestic and/or overseas delivery.

(b) Definitions—

Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities. Overseas delivery is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. territories.

(c) Offerors are requested to check one of the following boxes:

Contractor will provide domestic and overseas delivery. (Refer to clause I-FSS-108, Clauses for Overseas Coverage.)

Contractor will provide overseas delivery only. (Refer to clause I-FSS-108, Clauses for Overseas Coverage.)

Contractor will provide domestic delivery only.

(d) Resultant contracts may be used on a nonmandatory basis by the following activities: Executive agencies; other Federal agencies, mixed-ownership Government corporations, and the District of Columbia; Government contractors authorized in writing by a Federal agency pursuant to 48 CFR 51.1; and other activities and organizations authorized by statute or regulation to use GSA as a source of supply. U.S. territories are domestic delivery points for purposes of this contract. (Questions regarding activities authorized to use this schedule should be directed to the Contracting Officer.)

(e) (1) The Contractor is obligated to accept orders received from activities within the Executive Branch of the Federal Government.

(2) The Contractor is not obligated to accept orders received from activities outside the Executive Branch of the Federal Government; however, the Contractor is encouraged to accept orders from such Federal activities. If the Contractor elects to accept such an order, all provisions of the contract shall apply, including clause 552.232-77, Payment by Government wide Commercial Purchase Card (Alternate I). If the Contractor is unwilling to accept such an order, and the proposed method of payment is not through the Purchase Card, the Contractor shall return the order by mail or other means of delivery within 5 workdays from receipt. If the Contractor is unwilling to accept such an order, and the proposed method of payment is through the Purchase Card, the Contractor must so advise the ordering agency within 24 hours of receipt of order. (Reference clause 552.232-77, Payment by Government wide Commercial Purchase Card (Alternate I)). Failure to return an order or advise the ordering agency within the time frames above shall constitute acceptance whereupon all provisions of the contract shall apply.

(f) The Government is obligated to purchase under each resultant contract a guaranteed minimum as specified in the clause I-FSS-106, Guaranteed Minimum, contained elsewhere in this contract.

## Labor Category Descriptions

### Commercial Job Title: Corporate Principal

Provide strategic leadership and consultancy with a strong emphasis on organizational design and effectiveness, talent management, leadership development, change management, diversity, performance management, workforce planning and compensation analysis. Develop, lead and leverage the team to ensure successful delivery of programs and initiatives across the organization. Partner and leverage synergies with the broader organization, with a specific focus on driving greater alignment with Development and the Functional Support Line organizations. Lead Global Reviews of all Programs and Initiatives .

Minimum Education: Master's degree

Experience in Years: 15

### Commercial Job Title: Project Director

Experience in leading and providing technical direction of MOBIS projects. Demonstrated ability to provide guidance and direction for multiple projects and in designing, implementing and managing MOBIS. Capability to manage multitask projects of high complexity. Provides primary interface with client management personnel regarding strategic issues. Directs the completion of projects within estimated time frames and budget constraints. Coordinates all parties to tasks, reviews work products for completeness and adherence to customer requirements. Delivers presentations and leads strategic level client meetings.

Minimum Education: Master's degree

Experience in Years: 15

### Commercial Job Title: Project Manager 1

Provides project supervision and management for major program activities. Manages and directs technical project/program personnel to ensure objectives are met with top quality and levels of performance. Manages large projects involving multifunctional tasking and substantial complexity. Plans and supervises major system life cycle support tasks/functions including requirements definition, acquisition, integration, test and evaluation, fielding/installation, and disposition.

Minimum Education: Bachelors degree

Experience in Years: 10

### Commercial Job Title: Project Manager 2

Provides project supervision and management for major program activities. Manages and directs technical project/program personnel to ensure objectives are met with top quality and levels of performance. Manages large projects involving multifunctional tasking and substantial complexity. Plans and supervises major system life cycle support tasks/functions including requirements definition, acquisition, integration, test and evaluation, fielding/installation, and disposition.

Minimum Education: Master's degree

Experience in Years: 10

**Commercial Job Title: Project Manager 3**

Provides project supervision and management for major program activities. Manages and directs technical project/program personnel to ensure objectives are met with top quality and levels of performance. Manages large projects involving multifunctional tasking and substantial complexity. Plans and supervises major system life cycle support tasks/functions including requirements definition, acquisition, integration, test and evaluation, fielding/installation, and disposition.

Minimum Education: Master's degree

Experience in Years: 15

**Commercial Job Title: Subject Matter Expert (SME) 1**

Works under guidelines established by supervisor. Receives instructions on specific assignment objectives, features, possible solutions, etc. Work is reviewed for consistency and completeness. Applicable functional areas include systems engineering, network engineering, acquisition management, business process reengineering, specialty engineering (e.g., communications, systems safety, quality assurance, test and evaluation, human factors, reliability and maintainability, systems security etc.), organizational planning, financial management, acquisition logistics, configuration and data information systems, and support or program management. Performs routine assignments associated with the implementation of standard techniques, procedures and/or criteria as they apply to the technical or administrative discipline relating to the task. Using prescribed methods and information supplied, prepares draft inputs to program documentation as it relates to any of the support functions. Reviews final draft documents for conformity to requirements and completeness. Maintains management files. Tracks preparation and delivery status of data deliverables. Attends meetings, design reviews, working groups and briefings. Reports issues and problems. Performs other related duties as assigned.

Minimum Education: Bachelors degree

Experience in Years: 3

**Commercial Job Title: Subject Matter Expert (SME) 2**

Works under general guidelines established by supervisor; receives overall instructions on specific assignment objectives, features, possible solutions, etc. Assistance is furnished on unusual problems and work is reviewed for consistency and completeness. Applicable functional areas include systems engineering, network engineering, acquisition management, business process reengineering, specialty engineering (e.g., communications, systems safety, quality assurance, test and evaluation, human factors, reliability and maintainability, systems security etc.), organizational planning, financial management, acquisition logistics, configuration and data information systems, and support or program management. Performs routine assignments on a broad range of tasks associated with the implementation of standard techniques, procedures and/or criteria as they apply to the technical or administrative discipline relating to the task. Using prescribed methods and information supplied, develops draft inputs to program

documentation as it relates to any of the support functions. Reviews final draft documents for conformity to requirements and completeness. Organizes and maintains management files. Tracks preparation and delivery status of required deliverables. Attends meetings, design reviews, working groups and briefings. Reports issues and problems. Recommends solutions. May direct the activities other personnel. Performs other related duties as assigned.

Minimum Education: Bachelors degree

Experience in Years: 5

**Commercial Job Title: Subject Matter Expert (SME) 3**

Works independently under general guidelines or objectives. Possesses advanced technical and managerial skills; fully knowledgeable and experienced in all aspects of a program or functional area. Applicable functional areas include systems engineering, network engineering, acquisition management, business process reengineering, specialty engineering (e.g., communications, systems safety, quality assurance, test and evaluation, human factors, reliability and maintainability, systems security etc.), organizational planning, financial management, acquisition logistics, configuration and data information systems, and support or program management. Manages a single systems acquisition program/project or major functional area. Fully knowledgeable of all aspects of the program or programs under his/her management. Establishes objectives and requirements. Develops budgets. Develops program/project standards and schedules. Monitors outside resources. Has experience or extensive knowledge with the processes and procedures relative to the functional area. Coordinates, reviews and supervises work of assigned staff. Reviews/oversees the preparation of all related documentation. Conducts program reviews, meetings, etc. Performs other related duties as assigned.

Minimum Education: Masters degree

Experience in Years: 6

**Commercial Job Title: Subject Matter Expert (SME) 4**

Works independently under general guidelines or objectives. Possesses advanced technical and managerial skills; fully knowledgeable and experienced in all aspects of a program or functional area. Applicable functional areas include systems engineering, network engineering, acquisition management, business process reengineering, specialty engineering (e.g., communications, systems safety, quality assurance, test and evaluation, human factors, reliability and maintainability, systems security etc.), organizational planning, financial management, acquisition logistics, configuration and data information systems, and support or program management. Manages a single systems acquisition program/project or major functional area. Fully knowledgeable of all aspects of the program or programs under his/her management. Establishes objectives and requirements. Develops budgets. Develops program/project standards and schedules. Monitors outside resources. Has experience or extensive knowledge with the processes and procedures relative to the functional area. Coordinates, reviews and supervises work of assigned staff. Reviews/oversees the preparation of all related documentation. Conducts program reviews, meetings, etc. Performs other related duties as assigned.

Minimum Education: Masters degree

Experience in Years: 10

**Commercial Job Title: Economist 1**

Analyzes system-level issues of costs and outcomes in education and the labor force. Experience and training in economics or business including specific emphasis on development economics, institutional economics, cost-benefit analysis and extensive experience applying economic analysis in program and project design or evaluations in developing countries.

Minimum Education: Bachelors degree

Experience in Years: 2

**Commercial Job Title: Economist 2**

Analyzes system-level issues of costs and outcomes in education and the labor force. Experience and training in economics or business including specific emphasis on development economics, institutional economics, cost-benefit analysis and extensive experience applying economic analysis in program and project design or evaluations in developing countries.

Minimum Education: Bachelors degree

Experience in Years: 5

**Commercial Job Title: Economist 3**

Analyzes system-level issues of costs and outcomes in education and the labor force. Experience and training in economics or business including specific emphasis on development economics, institutional economics, cost-benefit analysis and extensive experience applying economic analysis in program and project design or evaluations in developing countries.

Minimum Education: Masters degree

Experience in Years: 10

**Commercial Job Title: Business Process Analyst 1**

Applies process improvement and reengineering methodologies and principles to conduct process modernization projects. Responsible for effective transitioning of existing project teams and the facilitation of project teams in the accomplishment of project activities and objectives. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts.

Minimum Education: Bachelors degree

Experience in Years: 2

**Commercial Job Title: Business Process Analyst 2**

Applies process improvement and reengineering methodologies and principles to conduct process modernization projects. Responsible for effective transitioning of existing project teams and the

facilitation of project teams in the accomplishment of project activities and objectives. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts.

Minimum Education: Bachelors degree

Experience in Years: 8

**Commercial Job Title: Business Process Analyst 3**

Applies process improvement and reengineering methodologies and principles to conduct process modernization projects. Responsible for effective transitioning of existing project teams and the facilitation of project teams in the accomplishment of project activities and objectives. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts.

Minimum Education: Masters degree

Experience in Years: 8

**Commercial Job Title: Analyst 1**

Uses some subject-matter knowledge and judgment to complete assignments consisting of numerous steps that vary in nature and sequence. Selects from alternative methods and refers problems not solvable by adapting or interpreting substantive guides, manuals, or procedures. Typical duties include: assisting in a variety of administrative matters; maintaining a wide variety of financial or other records; verifying statistical reports for accuracy and completeness; and handling and adjusting complaints. May require supervisory responsibility. Use a thorough knowledge of an office's work and routine to: 1) choose among widely varying methods and procedures to process complex transactions; and 2) select or devise steps necessary to complete assignments.

Minimum Education: Bachelors degree

Experience in Years: 2

**Commercial Job Title: Analyst 2**

Uses some subject-matter knowledge and judgment to complete assignments consisting of numerous steps that vary in nature and sequence. Selects from alternative methods and refers problems not solvable by adapting or interpreting substantive guides, manuals, or procedures. Typical duties include: assisting in a variety of administrative matters; maintaining a wide variety of financial or other records; verifying statistical reports for accuracy and completeness; and handling and adjusting complaints. May require supervisory responsibility. Use a thorough knowledge of an office's work and routine to: 1) choose among widely varying methods and procedures to process complex transactions; and 2) select or devise steps necessary to complete assignments.

Minimum Education: Bachelors degree

Experience in Years: 5

**Commercial Job Title: Analyst 3**

Uses some subject-matter knowledge and judgment to complete assignments consisting of numerous steps that vary in nature and sequence. Selects from alternative methods and refers problems not solvable by adapting or interpreting substantive guides, manuals, or procedures. Typical duties include: assisting in a variety of administrative matters; maintaining a wide variety of financial or other records; verifying statistical reports for accuracy and completeness; and handling and adjusting complaints. May require supervisory responsibility. Use a thorough knowledge of an office's work and routine to: 1) choose among widely varying methods and procedures to process complex transactions; and 2) select or devise steps necessary to complete assignments.

Minimum Education: Bachelors degree

Experience in Years: 7

**Commercial Job Title: Analyst 4**

Uses some subject-matter knowledge and judgment to complete assignments consisting of numerous steps that vary in nature and sequence. Selects from alternative methods and refers problems not solvable by adapting or interpreting substantive guides, manuals, or procedures. Typical duties include: assisting in a variety of administrative matters; maintaining a wide variety of financial or other records; verifying statistical reports for accuracy and completeness; and handling and adjusting complaints. May require supervisory responsibility. Use a thorough knowledge of an office's work and routine to: 1) choose among widely varying methods and procedures to process complex transactions; and 2) select or devise steps necessary to complete assignments.

Minimum Education: Masters degree

Experience in Years: 8

**Commercial Job Title: Staff Action Officer 1**

Responsible for applying business improvement and reengineering principles to organizational development and process modernization projects. Responsible for assisting in transitioning existing project teams, and facilitating project teams in the accomplishment of project activities and objectives. Understand the fundamental drivers of business performance. Interpret data to discern problems, identify opportunities, understand issues, and predict trends translate data into powerful displays that facilitate others' understanding. Provide group facilitation, interviewing, training, surveys, and addition forms of knowledge transfer.

Minimum Education: Bachelors degree

Experience in Years: 4

**Commercial Job Title: Staff Action Officer 2**

Responsible for applying business improvement and reengineering principles to organizational development and process modernization projects. Responsible for assisting in transitioning existing project teams, and facilitating project teams in the accomplishment of project activities and objectives.

Understand the fundamental drivers of business performance. Interpret data to discern problems, identify opportunities, understand issues, and predict trends translate data into powerful displays that facilitate others' understanding. Provide group facilitation, interviewing, training, surveys, and addition forms of knowledge transfer.

Minimum Education: Bachelors degree

Experience in Years: 6

**Commercial Job Title: Administrative 1**

Administrative/technical work in management environment. Personal computer literate with knowledge of email, word processing, and spreadsheet software. Uses common office equipment, e.g., facsimile (fax) machines, copiers, projectors, and PC printers. Performs administrative /technical support as directed, with continual supervision. Applies skills and knowledge in data management, document control, computer support, project control, and related areas to individual and team efforts.

Minimum Education: High School degree

Experience in Years: 1

**Commercial Job Title: Administrative 2**

Administrative/technical work in management environment. Personal computer literate with knowledge of email, word processing, and spreadsheet software. Uses common office equipment, e.g., facsimile (fax) machines, copiers, projectors, and PC printers. Performs high quality project support. Will contact most levels of Government/client personnel. Handles confidential information. Maintains logs, records, archives and/or working files. Given minimum instruction and supervision, handles correspondence, prepares reports, arranges meetings and/or travel arrangements

Minimum Education: High School degree

Experience in Years: 3

**Commercial Job Title: Administrative 3**

Administrative/technical work in management environment. Personal computer literate with knowledge of email, word processing, and spreadsheet software. Uses common office equipment, e.g., facsimile (fax) machines, copiers, projectors, and PC printers. Performs high quality project support. Will contact most levels of Government/client personnel. Handles confidential information. Maintains logs, records, archives and/or working files. Given minimum instruction and supervision, handles correspondence, prepares reports, arranges meetings and/or travel arrangements. Performs quality assurance/quality control audits and develops quality assurance/quality control procedures.

Minimum Education: Bachelors degree

Experience in Years: 3

Note: Relevant experience or certifications may be substituted for education. A GED certificate is the equivalent of a High School Diploma; two years of experience is equivalent to an Associate's Degree; four years of experience is equivalent to a Bachelor's Degree; and six year's experience is equivalent to a Master's Degree.

## Labor Rates

Labor Category Title	Rates
	2009-2010
Corporate Principal	\$275.83
Project Director	\$199.98
Project Manager 3	\$149.83
Project Manager 2	\$121.42
Project Manager 1	\$84.40
Subject Matter Expert (SME) 4	\$172.87
Subject Matter Expert (SME) 3	\$137.45
Subject Matter Expert (SME) 2	\$119.77
Subject Matter Expert (SME) 1	\$84.40
Economist 3	\$121.42
Economist 2	\$105.42
Economist 1	\$84.34
Business Process Analyst 3	\$122.39
Business Process Analyst 2	\$106.36
Business Process Analyst 1	\$80.93
Analyst 4	\$146.19
Analyst 3	\$117.32
Analyst 2	\$108.22
Analyst 1	\$74.63
Staff Action Officer 2	\$96.19
Staff Action Officer 1	\$61.39
Administrative 3	\$59.03
Administrative 2	\$50.26
Administrative 1	\$40.40