

GENERAL SERVICES ADMINISTRATION

Federal Acquisition Service

Authorized Federal Supply Schedule Price List

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

Schedule Title:

Mission-Oriented Business Integrated Services (MOBIS)

TERMS AND CONDITIONS

**Federal Supply Group: 874
Contract No.: GS-10F-0346P**

Contract Period: June 1, 2004 through June 1, 2014

Business Size: Small Business



**9737 Cogdill Road
Knoxville, TN 37932
www.concordps.com**

Prices Shown Herein are Net (Discount Deducted)
For more information on ordering from Federal Supply Schedules,
click on the FSS Schedules button at fss.gsa.gov

CUSTOMER INFORMATION

1a. Awarded Special Item Number(s): SINs 874-1, Consulting Services; 874-2, Facilitation Services; 874-3, Survey Services

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract: Administrative Support Staff I, \$23.80/hour.

1c. Description of corresponding commercial job titles, experience, functional responsibility, and education for those types of employees: See descriptions in subsequent page(s).

2. Maximum Order: \$1,000,000.

3. Minimum Order: \$300.

4. Geographic Coverage (Delivery Area): Worldwide.

5. Point(s) of production (city, county, and State or foreign country): Knoxville, TN

6. Discount from list prices or statement of net price: Prices shown herein are net prices.

7. Quantity discounts: None.

8. Prompt payment terms: 1%/15 days/Net 30

9a. 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 micropurchase threshold: Yes

10. Foreign items (list items by country of origin): N/A

11a. Time of Delivery: 30 Days ARO from start of services or as negotiated with ordering office.

11b. Expedited Delivery: Contact Contractor for expedited delivery.

11c. Overnight and 2-day delivery: Contact the Contractor for rates for overnight and 2-day delivery.

11d. Urgent Requirements: Contact the Contractor to effect a faster delivery.

12. F.O.B. Point(s): Destination.

13a. Ordering address: 9737 Cogdill Road, Suite 217, Knoxville, TN 37932

13b. Ordering procedures: For services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).

14. Payment address: Same as company's address (see front page).

15. Warranty provision: N/A.

16. Export packing charges, if applicable: N/A.

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micropurchase level): Contact Contractor.

18. Terms and conditions of rental: N/A.

19. Terms and conditions of installation: N/A.

20. Terms and conditions of repair parts: N/A.

20a. Terms and conditions for any other services: N/A.

21. List of service and distribution points: N/A.

22. List of participating dealers: N/A.

23. Preventive maintenance: N/A.

24a. Special attributes: N/A.

24b. Section 508: N/A.

25. Data Universal Number System (DUNS) number: 12-042-4978

26. Notification regarding registration in Central Contractor Registration (CCR) database: Registered; CAGE Code: 1NZR5

Concord Personnel Services, Inc.

Concord Personnel Services, Inc. (CPS) is a nationwide services support firm specializing in the support of government services contracts. We incorporated in December of 1999, and are headquartered in Knoxville, TN.

CPS has grown steadily and substantially through its first decade of operation, having now provided services to fast approaching two hundred individual Federal agencies across the country.

Over the last ten years, CPS repeatedly has demonstrated the ability to enter new business environments, rapidly assess and understand customer needs, and solve problems for a diverse array of issues, agencies, and geographic locations. We have quickly established a reputation for excellence and customer satisfaction in managing contract demands for a sizeable, diverse workforce in locations across the U.S. and overseas. At the same time, our history and that of our senior staff includes experience and demonstrated excellence performing senior-level technical and management consulting services to both government and commercial organizations. This combination of technical expertise in management, organization, and business improvement services combined with the depth and breadth of experience in government contracting provides an extraordinarily valuable resource for any government agency in its efforts to provide prompt and effective support.

Consultation Services (SIN 874-1)

CPS provides a full range of expert advice, assistance, guidance or counseling in support of agencies' management, organizational and business improvement efforts. This may also include studies, analyses and reports documenting any proposed developmental, consultative or implementation efforts. Examples of consultation include, but are not necessarily limited to:

Strategic business and action planning
Process and productivity improvements
Leadership systems
Cycle time
Program audits and evaluations

High performance work
Systems alignment
Organizational assessments
Performance measures and indicators

Facilitation Services (SIN 874-2)

CPS provides facilitation and related decision support services to agencies engaging in collaboration efforts, working groups, or integrated product, process, or self-directed teams. Agencies bringing together diverse teams and/or groups with common and divergent interests may require a neutral party to assist them in:

The use of problem solving techniques
Debriefing and overall meeting planning
Logistical meeting/conference support
Permanent record drafting

Defining and refining the agenda
Resolving disputes, disagreements etc.
Group briefing and discussion management
Discussion review and content discussion

Survey Services (SIN 874-3)

CPS provides expert consultation, assistance, and deliverables associated with all aspects of surveying within the context of MOBIS. We are capable of assisting with and/or performing all phases of the survey process, including but not limited to:

Planning Survey Design

Pretest/pilot surveying

Survey database administration

Data collection

Quantitative and qualitative analyses

Sampling; survey development

Defining and redefining the agenda

Assessing reliability of data

Administering surveys of collection methods

Report production

GSA FEDERAL SUPPLY SCHEDULE PRICE LIST

SIN Categories: 874-1, 874-2, 874-3

Labor Category	Level	6/09 – 5/10	6/10 – 5/11	6/11 – 5/12	6/12 – 5/13	6/13 – 5/14
Corporate Consultant	III	\$158.65	\$163.41	\$168.31	\$173.36	\$178.56
Corporate Consultant	II	\$142.79	\$147.07	\$151.49	\$156.03	\$160.71
Corporate Consultant	I	\$126.92	\$130.73	\$134.65	\$138.69	\$142.85
Executive Consultant	III	\$142.79	\$147.07	\$151.49	\$156.03	\$160.71
Executive Consultant	II	\$126.92	\$130.73	\$134.65	\$138.69	\$142.85
Executive Consultant	I	\$111.06	\$114.39	\$117.82	\$121.36	\$125.00
Senior Consultant	III	\$111.06	\$114.39	\$117.82	\$121.36	\$125.00
Senior Consultant	II	\$95.19	\$98.05	\$100.99	\$104.02	\$107.14
Senior Consultant	I	\$79.33	\$81.71	\$84.16	\$86.69	\$89.29
Consultant	VI	\$71.39	\$73.53	\$75.74	\$78.01	\$80.35
Consultant	III	\$63.46	\$65.36	\$67.32	\$69.34	\$71.42
Consultant	II	\$55.53	\$57.20	\$58.91	\$60.68	\$62.50
Consultant	I	\$47.60	\$49.03	\$50.50	\$52.01	\$53.57
Analyst	III	\$47.60	\$49.03	\$50.50	\$52.01	\$53.57
Analyst	II	\$39.66	\$40.85	\$42.08	\$43.34	\$44.64
Analyst	I	\$31.73	\$32.68	\$33.66	\$34.67	\$35.71
Technical Support Staff	III	\$47.60	\$49.03	\$50.50	\$52.01	\$53.57
Technical Support Staff	II	\$39.66	\$40.85	\$42.08	\$43.34	\$44.64
Technical Support Staff	I	\$31.73	\$32.68	\$33.66	\$34.67	\$35.71
Admin Support Staff	III	\$39.66	\$40.85	\$42.08	\$43.34	\$44.64
Admin Support Staff	II	\$31.73	\$32.68	\$33.66	\$34.67	\$35.71
Admin Support Staff	I	\$23.80	\$24.51	\$25.25	\$26.01	\$26.79

DESCRIPTION OF DUTIES AND QUALIFICATIONS REQUIREMENTS

Labor Categories

Corporate Consultant – Extensive experience in management or consulting at corporate or senior executive level. Understanding of theory and practical applications in organizational development and behavior. Able to perform independent consulting, mentor senior executives, or manage team of consultants for in support of major client programs or corporate-wide efforts, such as designing and leading business process improvement, change management, strategic planning, or management assessments for large, diverse organizations. Expertise and practical experience using a broad spectrum of tools, techniques, and methods to resolve organizational and management issues. Able to develop and lead seminars, workshops, or training for corporate level executives. Effective leader/mentor for other consultants. Prefer advanced degree (minimum, Bachelor's) in business and/or industry-specific technical discipline plus 18 years experience.

Level I - Bachelor's degree in business-related area or equivalent; minimum 15 years experience senior level management in Fortune 1000 firm or Big 4 consulting firm. Experience consulting with C-Level executives. Six Sigma experience in industry environment.

Level II – Master's degree in business-related area; 15-18 years experience senior level management in Fortune 1000 firm or Big 4 consulting firm. Able to perform as individual consultant or team leader for consulting to C-Level executives. Six Sigma Black Belt. Deep expertise in Supply Chain Management, Lean Manufacturing, Corporate Finance or other appropriate business-related specialties.

Level III – Master's or Ph.D. with more than 18 years management, consulting, or teaching at advanced level in major university. Minimum 10 years industry-specific experience. Bachelor's degree in industry-specific technical discipline is a plus. Six Sigma Black Belt. In-depth knowledge and recognized expertise in one or more specialty areas. Significant publications.

Executive Consultant – Substantial management or consulting experience at executive level. Capable of serving as an individual consultant in direct support of senior executives, a team leader in medium to large-scale performance improvement efforts, or facilitator for client groups. Experience in facilitating group interaction for groups ranging from a small team of senior executives to corporate-wide integration and problem resolution. Typically requires significant technical knowledge and experience in the industry served. Thorough knowledge and experience in application of methods, tools, and techniques for business process improvement, organizational performance, quality management, information technology, etc., with deep expertise in one or more business specialties. Capable of developing and implementing training for small or large groups. Minimum Bachelor's degree plus 12 years experience, advanced degree preferred.

Level I – Minimum Bachelor's degree and 12 years industry-specific experience at executive level, or Big 4 consulting firm.

Level II – Minimum Master's degree and 12 years industry-specific experience in executive level or Big 4 consulting firm.

Level III – Minimum Master's degree and 15 years industry-specific experience at executive level or consultant in Big 4 firm.

Senior Consultant – Substantial management or consulting experience at senior manager level.

Serves as an individual consultant/mentor to senior management, as a team member in support of Executive or Corporate Consultants, or as a facilitator for client team projects. Strong in planning, problem assessment, analysis, and implementation of practical solutions. Defines requirements for data collection, surveys, measurements, to support management assessment and guides analysis. Develops and implements training for performance measurement, strategic planning, quality management, quality systems, change management, benchmarking, or other management and business improvement specialties. Requires Bachelor's degree in business or technical discipline plus minimum 10 years experience, five of which must have been in senior management or management consulting.

Level I – Bachelor's degree in business or industry-specific technical discipline with 10 years experience, five of which have been in at least department-level management or as a senior consultant in a business consulting firm.

Level II – Master's degree in business or relevant discipline with 10 years experience, or Bachelor's degree plus 12 years experience, five of which have been in at least department-level management or as a senior consultant in a business consulting firm.

Level III – Master's degree in business or relevant discipline with 12 years experience, eight of which have been in at least department-level management or as a senior consultant in a business consulting firm. Bachelor's degree plus 14 years experience or PhD with 10 years experience are acceptable substitutes.

Consultant – Significant experience in management or management consulting. Consults with client operations-level management, as a member of a consulting team, or as an analyst in specified problem areas. Conducts studies, assessments, and analysis in support of Senior, Executive, or Corporate consultant. Provides project/task management and facilitation and decision support services directly for client or in support of larger projects. Organizes, directs, and documents group interaction for small groups, large teams, meetings, conferences. Develops, conducts and analyzes results of surveys and other forms of data/information collection. Advises clients and assists senior consulting staff on implementation of specific tools, techniques, and methods, such as statistical analysis, root cause analysis, and performance measurement. Develops and delivers training courses. Conducts needs analysis. Requires Bachelor's degree plus 5 years experience.

Level I – Bachelor's degree in relevant discipline with minimum five years experience in management/consulting. Master's or Ph.D. degree can substitute for two years experience each.

Level II - Bachelor's degree in relevant discipline with minimum seven years experience in management/consulting. Master's or Ph.D. degree can substitute for two years experience each.

Level III - Bachelor's degree in relevant discipline with minimum nine years experience in management/consulting. Master's or Ph.D. degree can substitute for two years experience, each.

Level IV – Bachelor's degree plus 12 years experience, at least 5 in an industry-specific management position or management consultant.

Analyst – Highly skilled experienced in application of techniques and tools for business analysis, statistical process control, risk assessment, performance measurement, and other performance improvement tools. Develops and teaches courses on analysis techniques. Conducts and analyses results of surveys and other data collection activities. Supports project/program management with data analysis and implementation of project management tools. Minimum Bachelor's degree plus 2 years experience, or Associate's Degree plus 5 years experience.

Level I - Minimum Bachelor's degree plus 2 years experience, or Associate's Degree plus 5

years experience. Experience in analysis of financial, accounting, supply chain, or other business data.

Level II - Minimum Bachelor's degree plus 4 years experience, or Associate's Degree plus 6 years experience in analysis of financial, accounting, supply chain, or other business data. Strong in statistical analysis and use of statistical analysis software packages.

Level III - Minimum Bachelor's degree plus 5 years experience in business/ statistical analysis. Expert knowledge of quantitative and qualitative business analysis techniques. Prior experience as business analyst in a major corporation or business-consulting firm.

Technical Support Staff – Provides direct support to analysts, consultants, or senior staff in technical analysis, documentation, conduct of facilitation services, or other tasks assigned by consulting staff. Knowledgeable of and skilled in analysis techniques, technical writing, conducting surveys, and other technical support tasks. Minimum Associate's Degree in business or technical discipline plus 2 years experience, or 4 years experience.

Level I – Minimum Associate's degree plus 2 years experience; or 4 years directly relevant experience.

Level II – Minimum Associate's degree plus 4 years experience; or 6 years directly relevant experience. Bachelor's degree equivalent to two years experience.

Level III – Minimum Associate's degree plus 6 years experience; or 8 years directly relevant experience. Bachelor's degree equivalent to two years experience.

Administrative Support Staff – Provides administrative support for consulting and technical staff or directly for clients in project management, meeting/conference organization, report preparation, presentations, training materials, etc. Minimum Associate's degree plus 2 years experience or 4 years experience.

Level I – Minimum Associate's degree plus 2 years experience or 4 years experience.

Level II - Minimum Associate's degree plus 4 years experience or 6 years experience. Bachelor's degree equivalent to two years experience.

Level III - Minimum Associate's degree plus 6 years experience or 8 years experience. Bachelor's degree equivalent to two years experience