

Oak Ridge Associated Universities Mission Oriented Business Integrated Services | MOBIS

General Services Administration
Federal Supply Service
Authorized Federal Supply Schedule



FSC Group: 874

Contract Number: GS-02F-0120X

Contract Period: 08/01/2011 – 03/31/2016

Business Size: Large

Points of Contact:

[For Contractual Information](#)

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Oak Ridge Associated Universities

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Oak Ridge, Tennessee 37831-0117

www.orau.org

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

<http://www.gsaadvantage.gov>. For more information on ordering from Federal Supply Schedules, click on GSA Schedules at <http://www.gsa.gov>

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Customer Information

1. a. Special Item Numbers (SINs)

- 874-1 Consulting Services
- 874-2 Facilitation Services
- 874-3 Survey Services
- 874-4 Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration

b. Prices

See Page 12

c. Labor categories

See price list

2. Maximum order

\$1,000,000.00

In accordance with FAR 8.404, there may be circumstances where an ordering activity finds it advantageous to request a price reduction such as where a quantity of an individual order clearly indicates the potential for obtaining a reduced price. To assist customer agencies in determining when they should seek a price decrease, a level called a Maximum Order has been established under the contract. When an agency order exceeds this maximum amount, it is recommended that the ordering activity contact the contractor for a reduced price.

The contractor may:

- Offer a new lower price for this requirement (the Price Reduction clause is not applicable to orders placed over the Maximum Order in FAR 52.216-19);
- Offer the lowest price available under the contract; or,
- Decline the order; orders must be returned in accordance with FAR 52.216-19.

A delivery order for quantities that exceed the Maximum Order may be placed with the contractor selected in accordance with FAR 8.404. The order will be placed under the current contract.

Sales for orders that exceed the Maximum Order shall be reported in accordance with GSAR 552.238-72.

3. Minimum order

\$100.00

4. Geographic coverage (delivery area)

Domestic only

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

ORAU locations in the United States.

6. Discount from list prices or statement of net price

1% basic discount on all labor rates.

7. Quantity discounts

Additional 2% discount on all labor rates for customer agency billing in excess of \$100,000 in one calendar year.

8. Prompt payment terms

Net 30 days, 0%

9. a. Government purchase cards accepted at or below micro-purchase threshold

Yes

b. Government purchase cards accepted above micro-purchase threshold

Will accept over \$3,000

10. Foreign items

None

11. a. Time of delivery

Specified in each negotiated Delivery/Task Order

b. Expedited delivery

Contact Contractor

c. Overnight and 2-day delivery

Contact Contractor

d. Urgent requirements

Contact Contractor

12. F.O.B. point(s)

Destination

13. a. Ordering address(es)

Oak Ridge Associated Universities
Attn: Ms. Becky Kennard
PO Box 117, MS-26
Oak Ridge, TN 37831
865-576-8533 (office)
865-241-6718 (fax)
Becky.Kennard@orau.org

b. Ordering procedures

For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample BPA can be found at the [GSA/FSS Schedule homepage](#).

14. Payment address(es)

Oak Ridge Associated Universities, Inc.
PO Box 117, MS-34
Oak Ridge, TN 37831-0117

15. Warranty provision

Contractor's standard commercial warranty

16. Export packing charges, if applicable

Not applicable

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level)

Contact Contractor

18. Terms and conditions of rental, maintenance, and repair

Not applicable

19. Terms and conditions of installation

Not applicable

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices

Not applicable

21. List of services and distribution points

Not applicable

22. List of participating dealers

Not applicable

23. Preventive maintenance

Not applicable

24. a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants)

Not applicable

b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where details can be found.

Not applicable

25. Data Universal Number System (DUNS) number

04-1152224

26. Notification regarding registration in Central Contractor Registration (CCR) Database

ORAU is registered.

ORAU Overview

Under the General Services Administration (GSA) federal supply schedule contract Mission Oriented Business Integrated Services (MOBIS), solicitation no. TFTP-MC-000874-B, Oak Ridge Associated Universities (ORAU) provides a broad spectrum of products and services focused on improving the performance of federal agencies and other organizations. Services range from strategic and business planning, quality management and business process improvement to training, surveys, and facilitation services.

The MOBIS contract is an indefinite delivery, indefinite quantity (ID/IQ) multiple award schedule contract that provides for task orders to be placed as firm fixed-price or time and material using the labor categories and ceiling rates defined in the contract. The order type is at the discretion of the ordering agency.

Under the federal supply schedule program, GSA enters into contracts with commercial firms to provide supplies and services at stated prices for given periods of time. Orders are placed directly with the schedule contractor, and deliveries are made directly to the customer. The federal supply schedule program mirrors commercial buying practices more than any other procurement process in the federal government today. It provides customers with literally millions of state-of-the-art, high-quality commercial products and services at volume discount pricing on a direct delivery basis. The federal supply schedule program also offers the benefits of shorter lead times, lower administrative costs, and reduced inventories.

Multiple award schedule contracts are awarded to contractors supplying comparable commercial supplies and services at government-negotiated, pre-approved prices. They provide federal agencies with the variety and the flexibility necessary to select the best-valued professional services to meet their requirements. Consistent with the Competition in Contracting Act, multiple award schedule contracts are competitive in that participation in the program is open to all responsible sources, and orders placed following the procedures in Federal Acquisition Regulation 8.4 result in the lowest overall cost alternative. Therefore, when placing orders under federal supply schedules, ordering offices need not (1) seek further competition; (2) synopsise the requirement; (3) make a separate determination of fair and reasonable pricing; or (4) consider small business programs. GSA already has determined the prices of items under schedule contracts to be fair and reasonable.

Advantages of using the GSA MOBIS services contract include:

- 5-year contract-ordering period with one 5-year option.
- ID/IQ contract with no ceiling and no maximum order limitations.
- Available to all federal agencies and authorized organizations.
- No synopsis (FedBizOpps posting) is required – all competitive requirements have been met.
- Direct customer and contractor relationship – no transfer of funds to GSA required.

- Reduced lead times – procurement cost savings.
- Labor categories and rates for fixed price and time and materials task orders.
- Provides for teaming and subcontracts.
- Blanket purchase agreements may be established.

Placing an Order

About GSA Schedule 874

GSA has improved efforts to make buying commercial services easier for Federal customers by awarding GSA Schedule Contracts. Under the Federal Supply Schedule Program, GSA enters into government-wide contracts with commercial firms to provide products and services, at stated prices, for given periods of time. This streamlined procurement vehicle significantly reduces the time required to obtain services because GSA has reviewed vendors' capabilities, negotiated rates, and prequalified vendors to provide services and products. Therefore, Federal customers can place orders directly with schedule contractors without seeking further competition, synopsis requirements, making determinations of fair and reasonable pricing, or considering small business set-asides.

Advantage of Using the GSA Schedule 874

The GSA Federal Supply Schedule offers Federal agencies a streamlined procurement vehicle for obtaining services to plan, develop, and implement highly specialized programs critical to Federal business management, facilitation and survey services, and training. Advantages of using the GSA Schedule 874 include:

- Significant reduction in lead time to obtain services and products;
- Delivery order awards are based on best value. CBD Synopsis is NOT required;
- Competitive requirements have been met;
- Prices have been determined to be fair and reasonable;
- All applicable laws and regulations have been applied (including small business set-asides);
- Can be used by all Federal agencies and the District of Columbia;
- Contractor/customer direct relationship – no transfer of funds to GSA; and
- Blanket Purchase Agreements can be established to negotiate even better pricing.

Authorized Users

Authorized users of the GSA Schedule 874 include:

- All Federal agencies and activities in the executive, legislative, and judicial branches;
- Government contractors authorized in writing by a Federal agency pursuant to CFR51.1;

- Mixed ownership government corporations as defined in the Government Corporation Control Act;
- The government of the District of Columbia; and
- Other activities and organizations authorized by statute or regulation to use the GSA as a source of supply.

Placing an Order

In accordance with the Federal Acquisition Streamlining Act of 1994 and the Federal Acquisition Reform Act of 1996, GSA's streamlined ordering procedures have reduced the government procurement process to a few simple steps. While the federal supply schedule program already has determined these rates to be fair and reasonable, ordering offices must determine that the total price is reasonable for the specific tasks required by the agency. Based on quotes requested from three contractors that appear to offer the best value (considering scope of services offered, hourly rates, contractor's locations and other factors, as appropriate), the ordering agency selects the one that best meets its needs.

This contract is available to all federal for domestic and overseas use. 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 FAR Part 51; and other activities and organizations authorized by statute or regulation to use GSA as a source of supply may use this contract. Additionally, contractors are encouraged to accept orders received from activities within the executive branch of the federal government. GSA Order ADM 4800.2F provides a complete list of authorized schedule users.

Total price for services are established at the time the task order is placed and are based on the rates offered in the ORAU MOBIS Price List catalog. The resultant task order details the estimated number of hours, the labor categories to be provided, and any related items. If the ordering agency's contracting officer chooses to purchase services on a labor-hour-time-and-material basis, the resultant task order will specify the not-to-exceed price, the labor categories proposed (with the hourly rates for each), and any applicable travel and other direct costs.

Federal Acquisition Regulation 8.4 provides procedures for the acquisition of services using GSA schedule contracts.

For orders of supplies and/or services below \$3,000: Place the order with any Schedule contractor that can meet the agency's needs. Though not required to solicit from a specific number of Schedule contractors, ordering activities should attempt to distribute orders among contractors (FAR 8.405).

For supplies and services not requiring a statement of work: Survey at least three Schedule contractors through the [GSA Advantage!](#)[®] online shopping service or review the catalogs or pricelists of at least three Schedule contractors (more if over \$300,000) pricelists (the [GSA Advantage!](#)[®] online shopping service may be used to facilitate this review and seek additional price reductions where appropriate; evaluate; and make a best value selection.

For services requiring a statement of work: To summarize the process for ordering services, the government agency:

1. Prepares a request for quotation that includes:
 - A performance-based statement of work that outlines the work to be performed.
 - Type of task order – time and material or firm fixed price.
 - Basis to be used for contractor selection (best value, etc.).
2. Transmits the request for quotations to contractors:
 - Selects at least three (more if task order value is more than \$1 million) qualified contractors on the schedule. Note: Department of Defense agencies need to refer to DFAR 208.4 when ordering services over \$100,000 using the GSA schedules.
 - Sends requests for quotations to selected contractors. GSA's [e-buy](#) provides ordering agencies a streamlined, Web-based system for ordering services using the GSA schedules.
3. Evaluates quotes and selects the contractor to receive the order:
 - Evaluates responses based on the factors identified in the requests for quotations.
 - Places the order directly with the schedule contractor that represents the best value and results in the lowest overall cost alternative, considering price, special qualifications, administrative costs, and so forth.

The requesting government agency's contracting office directly issues the task order to the selected contractor without GSA involvement in the procurement process. All task order reporting requirements and remission of fees to GSA are the responsibility of the contractor.

For more information on the GSA ordering process, go to the [Basic Schedule Ordering Guidelines](#) site or view the [GSA MOBIS brochure](#).

Blanket Purchase Agreements

Ordering activities may establish blanket purchase agreements under any GSA schedule contract. A GSA schedule blanket purchase agreement simplifies the filling of recurring needs for supplies or services, while leveraging a customer's buying power by taking advantage of quantity discounts, thus saving administrative time and reducing paperwork.

Blanket purchase agreements are established in accordance with the procedures in Federal Acquisition Regulation Part 8.405-3. An ordering activity may request a price reduction based on the total estimated volume of the blanket purchase agreement, regardless of the size of individual orders. Blanket purchase agreements may be established with one or more scheduled contractors at the discretion of the ordering activity. When establishing multiple blanket purchase agreements, the ordering activity must specify the procedures for placing orders under

the blanket purchase agreements. A GSA schedule blanket purchase agreement should not exceed five years in length, but may do so to meet program requirements. A blanket purchase agreement may extend beyond the current term of its GSA schedule contract, so long as there are option periods in the GSA schedule contract that, if exercised, will cover the blanket purchase agreement's period of performance.

Special Item Number (SIN) Descriptions

SIN 874-1, Consulting Services

Contractors shall provide expert advice, assistance, guidance or counseling in support an agency's mission-oriented business functions. Services covered by this SIN are: Management or strategy consulting; Program planning, audits, and evaluations; Studies, analyses, scenarios, and reports relating to an agency's mission-oriented business programs or initiatives, such as defense studies, tabletop exercises or scenario simulations, educational studies, regulatory or policy studies, health care studies, economic studies, and preparedness studies; Executive/management coaching services; Customized business training as needed to successfully perform/complete a consulting engagement; Policy and regulation development assistance; Expert Witness services in support of litigation, claims, or other formal cases; Advisory and assistance services in accordance with FAR 37.203. Financial audits are covered under GSA Schedule 520, Financial and Business Services, and are not allowed under this SIN. The term "consulting" as defined herein does not include staff augmentation.

874-2, Facilitation Services

Contractor shall provide facilitation and related decision support services for agencies engaged in collaboration efforts, working groups, or teams. Services covered by this SIN are: Defining, refining, and resolving disputes, disagreements, and divergent views (excluding EEO disputed); Leading or facilitating group briefings and discussions, enabling focused decision-making; Recording discussion content and related facilitation support services; Debriefing stakeholders; Preparing and providing draft and final reports relating to the facilitated issues. Conference planning and management services are excluded from this SIN; these services are specifically covered under GSA Schedule 541, Advertising and Integrated Marketing Services. EEO disputes are covered under GSA Schedule 738X, Human Resources & Equal Employment Opportunity, and are excluded from this SIN.

874-3, Survey Services

Contractors shall provide surveying relating to mission-oriented business issues. Contractors shall assist with or perform all phases of the survey process. Services covered by this SIN are: Survey planning, design, and development; Pretest/pilot surveying; Assessing reliability and validity of data; Conducting/ administering surveys; Analyses of quantitative and qualitative survey data; Production of reports related to the survey; Briefings of results to stakeholders. Any surveys relating to condition or status of equipment or property, or Architect and Engineering services as defined in FAR 36.601-4, are prohibited under MOBIS.

874-4, Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration

Proposed courses shall be commercially-available off-the-shelf training and/or educational courses that are delivered via an Instructor-led (i.e. traditional classroom setting or conference/seminar) and/or web-based (i.e. Internet/Intranet, software packages and computer applications) system. Courses shall have a defined course title, length of time (i.e. hours, days, semesters, etc.), description of material to be taught (i.e. syllabi, table of contents, etc.), and whether materials are included (i.e. books, pamphlets, software, etc.). Support materials not included may be offered on SIN 874-5. Proposed professional services shall be in support of planning, creating, and/or executing test administration, learning management, customized subject matter specific training and/or educational courses that are delivered via an instructor-led (i.e. traditional classroom setting or conference/seminar) and/or web-based (i.e. Internet/Intranet, software packages and computer applications) system. At minimum, proposed professional services in support of planning, creating, and/or executing a customized course(s) shall include labor categories (i.e. Subject Matter Experts (SMEs), Program Managers, Project Managers, Research Assistant, Technical Specialist, etc.), subject matter(s), and methodology(ies) to be used. Acquisition training will be accomplished under SIN 874-8. Functional training covered under other schedules will not be accomplished under this SIN.

GSA Schedule Price List

LABOR CATEGORY	OFF-SITE RATES	ON-SITE RATES
Administrative Assistant 1	\$45.56	\$38.73
Administrative Assistant 2	\$50.27	\$42.73
Administrative Assistant/Specialist 3	\$62.51	\$53.13
Analyst 1	\$72.28	\$61.44
Analyst 2	\$75.05	\$63.79
Analyst 3	\$95.91	\$81.53
Executive	\$201.04	\$170.88
Program/Project Manager 1	\$112.30	\$95.46
Program/Project Manager 2	\$137.70	\$117.05
Program/Project Manager 3	\$169.59	\$144.15
Functional Specialist 1	\$107.54	\$91.41
Functional Specialist 2	\$129.51	\$110.08
Functional Specialist 3	\$156.48	\$133.00
Subject Matter Expert	\$241.54	\$205.31
Support Specialist 1	\$58.97	\$50.13
Support Specialist 2	\$75.55	\$64.22
Support Specialist 3	\$109.46	\$93.04

A 1% basic discount will be applied on all labor rates at the time of a task order proposal. An additional 2% discount will be applied on all labor rates for customer agencies that contract for more than \$100,000 in one calendar year.

Travel, per diem and other direct costs are negotiated at the Task Order level with the Customer Agency.

Labor Categories and Qualifications

SIN 874-1 CONSULTING SERVICES		
Labor Category	Minimum Education and Experience Requirements	Duties/Responsibilities
Administrative Assistant 1	High school degree or equivalent with a minimum of 1 year of experience.	At a minimum, possesses personal computer skills, ability to operate and adjust copier equipment to produce printed materials, and maintains files; follows methods either developed by self or others under close supervision, makes choices from knowledge of accepted methods, and makes decisions within the scope of own assignments. Assignments may include duplicating, packaging, and distributing materials for training or exercise sessions, and maintaining files, bibliographies, or databases related to programs, studies, training, exercises, or policy/regulation development.
Administrative Assistant 2	Associates degree and 3 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Possesses personal computer skills, ability to operate and adjust copier equipment to produce printed materials, maintains files. Provides administrative support for moderately complex projects with minimal supervision, including logistics and event support for training or exercise sessions, and development and maintenance of files, bibliographies, or databases related to programs, studies, training, exercises, or policy/regulation development.
Administrative Assistant/ Specialist 3	Associates degree and 5 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Possesses personal computer skills, ability to operate and adjust copier equipment to produce printed materials, maintains files. Provides expert administrative support for complex projects, including planning and oversight of logistics for training or exercise sessions, and planning and implementing bibliographies, databases, or filing systems related to programs, studies, training, exercises, or policy/regulation development.
Analyst 1	Bachelor's degree and a minimum of 1 year of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Provides support to project teams in the design and development of planning, audit, evaluation, exercise, training, study, or policy/regulation development activities. Conducts interviews and gathers information in support of planning, audit, evaluation, exercise, training, study, or policy/regulation development activities. Assists in writing, developing, coordinating, and implementing planning, audit, evaluation, exercise, training, study, or policy/regulation development activities.
Analyst 2	Bachelor's degree and a minimum of 3 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Works closely with Analyst 3, Program/Project Manager, and/or Functional Specialist to define and conduct activities in support of planning, audit, evaluation, exercise, training, study, or policy/regulation development objectives.

SIN 874-1 CONSULTING SERVICES		
Labor Category	Minimum Education and Experience Requirements	Duties/Responsibilities
Analyst 3	Bachelor's degree and a minimum of 5 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Requires an extensive knowledge of the theories, principles, and practices within at least one professional or scientific field, as well as a working knowledge of the general issues involving related departments or functional areas. Assists Program/Project Manager and/or Functional Specialist with planning and developing effective planning, audit, evaluation, exercise, training, study, or policy/regulation development activities. Serves as lead individual for assigned tasks or projects and provides subject expertise to other project teams as required. Provides project management support and direction for specific projects, involving a team of internal and external functional/subject matter experts, as well as other internal staff. Analyzes client needs and conducts research, writes reports, or develops other products in support of planning, audit, evaluation, exercise, training, study, or policy/regulation development objectives.
Executive	Master's degree and 15 years of relevant experience required. Two years of additional experience may be substituted for each year of a college degree.	Provides strategic leadership for projects and programs, including understanding of agency mission-oriented business initiatives and programs, agency stakeholders, and policy/regulatory environments. Oversees projects and programs to ensure that overall goals and objectives are met. Interacts with leadership in customer and other organizations.
Program/Project Manager 1	Bachelor's degree and a minimum 5 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Position requires extensive knowledge of a particular field of specialization and applicable laws, codes, principles, and practices. Work requires resourcefulness and initiative in developing solutions to a wide range of complex and difficult problems related to planning, audit, evaluation, exercise, training, study, or policy/regulation development activities. Applies a working knowledge of related fields, and requires the application of judgment in interpreting policies and procedures. Manages the products and services being provided by a team to the client.
Program/Project Manager 2	Master's degree and a minimum of 10 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Comprehensive knowledge of the applicable laws, codes, principles, and practices of a professional or administrative specialty and demonstrated management skills and abilities. Develops solutions to difficult and complex problems related to planning, audit, evaluation, exercise, training, study, or policy/regulation development activities that are not covered by established methods. Work requires considerable judgment and ingenuity in developing new methods, criteria, and applications to specific areas of responsibility; applies a working knowledge of related fields; and requires the continuous exercise of judgment in applying and interpreting policies and procedures. Manages teams, including subcontractors, to deliver products and services to the client.

SIN 874-1 CONSULTING SERVICES		
Labor Category	Minimum Education and Experience Requirements	Duties/Responsibilities
Program/Project Manager 3	Master's degree and a minimum of 15 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Mastery of the applicable laws, principles, and practices of a professional or administrative field and demonstrated skills and abilities in planning, organizing, and managing activities to accomplish planning, audit, evaluation, exercise, training, study, or policy/regulation development objectives. Work requires the development and administration of programs within prescribed policies, based on the appraisal of facts, trends, and the evaluation of anticipated results and their relation to overall departmental and organizational objectives. Manages teams, including subcontractors, to deliver products and services to the client.
Functional Specialist 1	Bachelor's degree and a minimum of 5 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Possesses knowledge in a designated field or discipline of direct scientific or technical relevance to planning, audit, evaluation, exercise, training, study, or policy/regulation development objectives. Participates in developing studies, analyses, research/solutions, and training. Applies and interprets standard methods to assigned problems. Determines own approach to problem and devises solutions when task is within scope of own ability. Initiates and carries out appropriate self-developed efforts.
Functional Specialist 2	Master's degree and a minimum of 10 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Possesses demonstrated knowledge in a designated field or discipline of direct scientific or technical relevance to planning, audit, evaluation, exercise, training, study, or policy/regulation development objectives. Applies advanced principles, theories, and concepts in developing studies, analyses, research/solutions and training. Develops or directs the development of solutions to complex problems.
Functional Specialist 3	Master's degree and a minimum of 15 years of relevant experience or PhD with a minimum of 10 years experience. Two years of additional experience may be substituted for each year of a college degree.	Senior expert with extensive knowledge in a field or discipline of direct scientific or technical relevance to planning, audit, evaluation, exercise, training, study, or policy/regulation development objectives. Applies new and/or advanced principles, theories, and concepts in developing studies, analyses, research/solutions, and training. Develops or directs the development of solutions to complex problems requiring innovation. May write and publish in peer-reviewed journals.

SIN 874-1 CONSULTING SERVICES		
Labor Category	Minimum Education and Experience Requirements	Duties/Responsibilities
Subject Matter Expert	PhD and 20 years experience. Two years of additional experience may be substituted for each year of a college degree.	Senior expert with extensive domain knowledge and experience of direct scientific or technical relevance to planning, audit, evaluation, exercise, training, study, or policy/regulation development objectives. Provides guidance regarding vision and strategy. Experience using new methodologies for solving problems and ensuring that systems are in compliance with organizational requirements. Analyzes needs to determine functional requirements; performs functional allocation to identify required tasks and their interrelationships. May develop recommendations for process changes to include new solutions and new technology. Recognized as an authority in a field or discipline. May write and publish in peer-reviewed journals.
Support Specialist 1	Bachelor's degree and a minimum of 1 year of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Provides routine support services in a technical specialty area such as engineering, healthcare, homeland security, technical/scientific disciplines, programming, graphic design, multimedia production, technical writing/editing, desktop publishing, or financial operations. Support may include design, layout, and editing of study reports, training or exercise materials, and other analytical or consulting products; periodic financial reporting as required by contract; technical support for Web-based training and exercise sessions; and custom database or application configuration or development to support programs, studies, training, exercises, or policy/regulation development.
Support Specialist 2	Bachelor's degree and a minimum of 5 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Provides support services in a technical specialty area such as engineering, healthcare, homeland security, technical/scientific disciplines, programming, graphic design, multimedia production, technical writing/editing, desktop publishing, or financial operations. Collaborates with analysts, functional specialists, subject matter experts, and project managers to produce products and solutions. Leads tasks. Support may include design, layout, and editing of study reports, training or exercise materials, and other analytical or consulting products; periodic financial reporting as required by contract; technical support for Web-based training and exercise sessions; and custom database or application configuration or development to support programs, studies, training, exercises, or policy/regulation development.
Support Specialist 3	Bachelor's degree and 10 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Provides expert support services in a technical specialty area such as engineering, healthcare, homeland security, technical/scientific disciplines, programming, graphic design, multimedia production, technical writing/editing, desktop publishing, or financial operations. Collaborates with analysts, functional specialists, subject matter experts, and project managers to produce products and solutions. Leads and helps define tasks, and may manage the work of other support specialists. Support may include design, layout, and editing of study reports, training or exercise materials, and other analytical or consulting products; periodic financial reporting as required by contract; technical support for Web-based training and exercise sessions; and custom database or application configuration or development to support programs, studies, training, exercises, or policy/regulation development.

SIN 874-2 FACILITATION SERVICES		
Labor Category	Minimum Education and Experience Requirements	Duties/Responsibilities
Administrative Assistant 1	High school degree or equivalent with a minimum of 1 year of experience.	At a minimum, possesses personal computer skills, ability to operate and adjust copier equipment to produce printed materials, and maintains files; follows methods either developed by self or others under close supervision, makes choices from knowledge of accepted methods, and makes decisions within the scope of own assignments. Assignments may include duplicating, packaging, and distributing materials for facilitated sessions or debriefings, and maintaining files, bibliographies, or databases related to decision support activities.
Administrative Assistant 2	Associates degree and 3 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Possesses personal computer skills, ability to operate and adjust copier equipment to produce printed materials, maintains files. Provides administrative support for moderately complex projects with minimal supervision, including logistics and event support for facilitated sessions or debriefings (may include recording/note-taking), and development and maintenance of files, bibliographies, and databases related to decision support activities.
Administrative Assistant/ Specialist 3	Associates degree and 5 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Possesses personal computer skills, ability to operate and adjust copier equipment to produce printed materials, maintains files. Provides expert administrative support for complex projects, including logistical planning and oversight for facilitated sessions or debriefings (may include recording/note-taking), and planning and implementing bibliographies, databases, and filing systems related to decision support activities.
Analyst 1	Bachelor's degree and a minimum of 1 year of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Provides support to project teams in the design and development of advance materials, as well as draft and final reports related to facilitated issues. Conducts interviews and gathers information in support of planning for facilitated sessions, other decision support activities, and debriefings. Assists in writing, developing, coordinating, and implementing tasks associated with facilitated sessions and other decision support activities, debriefings, and report products.
Analyst 2	Bachelor's degree and a minimum of 3 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Works closely with Analyst 3, Program/Project Manager, and/or Functional Specialist to define and conduct activities in support of facilitated sessions and other decision support activities, debriefings, and report products.

SIN 874-2 FACILITATION SERVICES		
Labor Category	Minimum Education and Experience Requirements	Duties/Responsibilities
Analyst 3	Bachelor's degree and a minimum of 5 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Requires an extensive knowledge of the theories, principles, and practices within at least one professional or scientific field, as well as a working knowledge of the general issues involving related departments or functional areas. Assists Program/Project Manager and/or Functional Specialist with planning and developing effective facilitated sessions and other decision support activities, debriefings, and report products. Serves as lead individual for assigned tasks or projects and provides subject expertise to other project teams as required. Provides project management support and direction for specific projects, involving a team of internal and external functional/subject matter experts, as well as other internal staff. Analyzes client needs and conducts research, writes reports, or develops other products in support of facilitated sessions and other decision support activities.
Executive	Master's degree and 15 years of relevant experience required. Two years of additional experience may be substituted for each year of a college degree.	Provides strategic leadership for projects and programs, including understanding of agency mission-oriented business initiatives and programs, agency stakeholders, and the decision-making environment. Oversees projects and programs to ensure that overall goals and objectives are met. Interacts with leadership in customer and other organizations.
Program/Project Manager 1	Bachelor's degree and a minimum 5 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Position requires extensive knowledge of a particular field of specialization and applicable laws, codes, principles, and practices. Work requires resourcefulness and initiative in developing solutions to a wide range of complex and difficult problems associated with facilitated sessions and other decision support activities, debriefings, and report products, particularly in circumstances in which a series of decision-support activities may be needed to inform a decision. Applies a working knowledge of related fields, and requires the application of judgment in interpreting policies and procedures. Manages the products and services being provided by a team to the client.
Program/Project Manager 2	Master's degree and a minimum of 10 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Comprehensive knowledge of the applicable laws, codes, principles, and practices of a professional or administrative specialty and demonstrated management skills and abilities. Develops solutions to difficult and complex problems not covered by established methods, associated with facilitated sessions and other decision support activities, debriefings, and report products, particularly in circumstances in which a series of decision-support activities may be needed to inform a decision. Work requires considerable judgment and ingenuity in developing new methods, criteria, and applications to specific areas of responsibility; applies a working knowledge of related fields; and requires the continuous exercise of judgment in applying and interpreting policies and procedures. Manages teams, including subcontractors, to deliver products and services to the client.

SIN 874-2 FACILITATION SERVICES		
Labor Category	Minimum Education and Experience Requirements	Duties/Responsibilities
Program/Project Manager 3	Master's degree and a minimum of 15 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Mastery of the applicable laws, principles, and practices of a professional or administrative field and demonstrated skills and abilities in planning, organizing, and managing facilitated sessions and other decision support activities, debriefings, and report products, particularly in circumstances in which a series of decision-support activities may be needed to inform a decision. Work requires the development and administration of programs within prescribed policies, based on the appraisal of facts, trends, and the evaluation of anticipated results and their relation to overall departmental and organizational objectives. Manages teams, including subcontractors, to deliver products and services to the client.
Functional Specialist 1	Bachelor's degree and a minimum of 5 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Possesses knowledge in a designated field or discipline of direct scientific or technical relevance and/or expertise in facilitation, communication, or other decision support approaches. Participates in developing research/solutions and training. Applies and interprets standard methods to assigned problems. Determines own approach to problem and devises solutions when task is within scope of own ability. Initiates and carries out appropriate self-developed efforts.
Functional Specialist 2	Master's degree and a minimum of 10 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Possesses demonstrated knowledge in a designated field or discipline of direct scientific or technical relevance and/or expertise in facilitation, communication, or other decision support approaches. Applies advanced principles, theories, and concepts in developing research/solutions and training. Develops or directs the development of solutions to complex problems.
Functional Specialist 3	Master's degree and a minimum of 15 years of relevant experience or PhD with a minimum of 10 years experience. Two years of additional experience may be substituted for each year of a college degree.	Senior expert with extensive knowledge in a field or discipline of direct scientific or technical relevance and/or expertise in facilitation, communication, or other decision support approaches. Applies new and/or advanced principles, theories, and concepts in developing research/solutions and training. Develops or directs the development of solutions to complex problems requiring innovation. May write and publish in peer-reviewed journals.

SIN 874-2 FACILITATION SERVICES		
Labor Category	Minimum Education and Experience Requirements	Duties/Responsibilities
Subject Matter Expert	PhD and 20 years experience. Two years of additional experience may be substituted for each year of a college degree.	Senior expert with extensive domain knowledge and experience of direct scientific or technical relevance and/or expertise in facilitation, communication, or other decision support approaches. Provides guidance regarding vision and strategy. Experience using new methodologies for solving problems and ensuring that systems are in compliance with organizational requirements. Analyzes needs to determine functional requirements; performs functional allocation to identify required tasks and their interrelationships. May develop recommendations for process changes to include new solutions and new technology. Recognized as an authority in a field or discipline. May write and publish in peer-reviewed journals.
Support Specialist 1	Bachelor's degree and a minimum of 1 year of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Provides routine support services in a technical specialty area such as engineering, technical/scientific disciplines, programming, graphic design, multimedia production, technical writing/editing, desktop publishing, or financial operations. Support may include design, layout, and editing of reports, debriefing materials, and other products; periodic financial reporting as required by contract; and technical support for Webcast or other remote conference approaches.
Support Specialist 2	Bachelor's degree and a minimum of 5 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Provides support services in a technical specialty area such as engineering, technical/scientific disciplines, programming, graphic design, multimedia production, technical writing/editing, desktop publishing, or financial operations. Collaborates with analysts, functional specialists, subject matter experts, and project managers to produce products and solutions. Leads tasks. Support may include design, layout, and editing of reports, debriefing materials, and other products; periodic financial reporting as required by contract; and technical support for Webcast or other remote conference approaches.
Support Specialist 3	Bachelor's degree and 10 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Provides expert support services in a technical specialty area such as engineering, technical/scientific disciplines, programming, graphic design, multimedia production, technical writing/editing, desktop publishing, or financial operations. Collaborates with analysts, functional specialists, subject matter experts, and project managers to produce products and solutions. Leads and helps define tasks, and may manage the work of other support specialists. Support may include design, layout, and editing of reports, debriefing materials, and other products; periodic financial reporting as required by contract; and technical support for Webcast or other remote conference approaches.

SIN 874-3 SURVEY SERVICES		
Labor Category	Minimum Education and Experience Requirements	Duties/Responsibilities
Administrative Assistant 1	High school degree or equivalent with a minimum of 1 year of experience.	At a minimum, possesses personal computer skills, ability to operate and adjust copier equipment to produce printed materials, and maintains files; follows methods either developed by self or others under close supervision, makes choices from knowledge of accepted methods, and makes decisions within the scope of own assignments. Assignments may include duplicating, packaging, and distributing survey materials; keying survey data; and maintaining files, bibliographies, or databases related to survey activities.
Administrative Assistant 2	Associates degree and 3 years of relevant experience. Two years of additional experience may be substituted for each year of a degree.	Possesses personal computer skills, ability to operate and adjust copier equipment to produce printed materials, maintains files. Provides administrative support for moderately complex projects with minimal supervision, including preparing, distributing, and receiving surveys, and developing and maintaining files, bibliographies, and databases related to survey activities.
Administrative Assistant/ Specialist 3	Associates degree and 5 years of relevant experience. Two years college of additional experience may be substituted for each year of a college degree.	Possesses personal computer skills, ability to operate and adjust copier equipment to produce printed materials, maintains files. Provides expert administrative support for complex projects, including planning and oversight for distributing and tracking surveys, and planning and implementing bibliographies, databases, and filing systems related to survey activities.
Analyst 1	Bachelor's degree and a minimum of 1 year of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Provides support to project teams in the design and development of surveys. Administers surveys in keeping with survey protocols- Assists in writing, developing, coordinating, and implementing tasks associated with survey planning, design, development, testing, administration, analysis, and reporting.
Analyst 2	Bachelor's degree and a minimum of 3 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Works closely with Analyst 3, Program/Project Manager, and/or Functional Specialist to define and conduct activities in support of survey planning, design, development, testing, administration, analysis, and reporting. May administer surveys.

SIN 874-3 SURVEY SERVICES		
Labor Category	Minimum Education and Experience Requirements	Duties/Responsibilities
Analyst 3	Bachelor's degree and a minimum of 5 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Requires an extensive knowledge of the theories, principles, and practices within at least one professional or scientific field, as well as a working knowledge of the general issues involving related departments or functional areas. Assists Program/Project Manager and/or Functional Specialist with planning and developing effective surveys and report products. Serves as lead individual for assigned tasks or projects and provides subject expertise to other project teams as required. Provides project management support and direction for specific projects, involving a team of internal and external functional/subject matter experts, as well as other internal staff. Analyzes client needs and conducts research, writes reports, or develops other products in support of survey planning, design, development, testing, administration, analysis, and reporting. May administer surveys.
Executive	Master's degree and 15 years of relevant experience required. Two years of additional experience may be substituted for each year of a college degree.	Provides strategic leadership for projects and programs, including understanding of agency mission-oriented business initiatives and programs, agency stakeholders, and survey needs. Oversees projects and programs to ensure that overall goals and objectives are met. Interacts with leadership in customer and other organizations.
Program/Project Manager 1	Bachelor's degree and a minimum 5 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Position requires extensive knowledge of a particular field of specialization and applicable laws, codes, principles, and practices. Work requires resourcefulness and initiative in developing solutions to a wide range of complex and difficult problems related to survey planning, design, development, testing, administration, analysis, reporting, and briefing, particularly in circumstances in which a series of survey activities are anticipated. Applies a working knowledge of related fields, and requires the application of judgment in interpreting policies and procedures. Manages the products and services being provided by a team to the client.
Program/Project Manager 2	Master's degree and a minimum of 10 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Comprehensive knowledge of the applicable laws, codes, principles, and practices of a professional or administrative specialty and demonstrated management skills and abilities. Develops solutions to difficult and complex problems not covered by established methods related to survey planning, design, development, testing, administration, analysis, reporting, and briefing, particularly in circumstances in which a series of survey activities are anticipated. Work requires considerable judgment and ingenuity in developing new methods, criteria, and applications to specific areas of responsibility; applies a working knowledge of related fields; and requires the continuous exercise of judgment in applying and interpreting policies and procedures. Manages teams, including subcontractors, to deliver products and services to the client.

SIN 874-3 SURVEY SERVICES		
Labor Category	Minimum Education and Experience Requirements	Duties/Responsibilities
Program/Project Manager 3	Master's degree and a minimum of 15 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Mastery of the applicable laws, principles, and practices of a professional or administrative field and demonstrated skills and abilities in planning, organizing, and managing survey planning, design, development, testing, administration, analysis, reporting, and briefing, particularly in circumstances in which a series of survey activities are anticipated. Work requires the development and administration of programs within prescribed policies, based on the appraisal of facts, trends, and the evaluation of anticipated results and their relation to overall departmental and organizational objectives. Manages teams, including subcontractors, to deliver products and services to the client.
Functional Specialist 1	Bachelor's degree and a minimum of 5 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Possesses knowledge in a designated field or discipline of direct scientific or technical relevance to survey research. Assists in analyzing and synthesizing qualitative and/or quantitative data, including assessment of reliability and validity. Participates in developing research/solutions and training. Applies survey research methods to assigned problems. Determines own approach to problem and devises solutions when task is within scope of own ability. Initiates and carries out appropriate self-developed efforts.
Functional Specialist 2	Master's degree and a minimum of 10 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Possesses demonstrated knowledge in a designated field or discipline of direct scientific or technical relevance to survey research. Analyzes and synthesizes qualitative and/or quantitative data, including assessment of reliability and validity. Assists with writing reports and communicating results to stakeholders. Applies advanced principles, theories, and concepts in developing research/solutions and training. Develops or directs the development of solutions to complex problems.
Functional Specialist 3	Master's degree and a minimum of 15 years of relevant experience or PhD with a minimum of 10 years experience. Two years of additional experience may be substituted for each year of a college degree.	Senior expert with extensive knowledge in a field or discipline of direct scientific or technical relevance to survey research. Analyzes and synthesizes qualitative and/or quantitative data, including assessment of reliability and validity. Writes reports and communicates survey results to stakeholders. Applies new and/or advanced principles, theories, and concepts in developing research/solutions and training. Develops or directs the development of solutions to complex problems requiring innovation. May write and publish in peer-reviewed journals.

SIN 874-3 SURVEY SERVICES		
Labor Category	Minimum Education and Experience Requirements	Duties/Responsibilities
Subject Matter Expert	PhD and 20 years experience. Two years of additional experience may be substituted for each year of a college degree.	Senior expert with extensive domain knowledge and experience of direct scientific or technical relevance to survey research. Conducts detailed analyses of complex statistical methodologies. Provides expertise for difficult or complex scientific survey issues. Analyzes and synthesizes qualitative and/or quantitative data, including assessment of reliability and validity. May write reports and communicate survey results to stakeholders. Provides guidance regarding vision and strategy. Experience using new methodologies for solving problems and ensuring that systems are in compliance with organizational requirements. Analyzes needs to determine functional requirements; performs functional allocation to identify required tasks and their interrelationships. May develop recommendations for process changes to include new solutions and new technology. Recognized as an authority in a field or discipline. May write and publish in peer-reviewed journals.
Support Specialist 1	Bachelor's degree and a minimum of 1 year of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Provides routine support services in a technical specialty area such as engineering, technical/scientific disciplines, programming, graphic design, multimedia production, technical writing/editing, desktop publishing, or financial operations. Support may include design, layout, and editing of reports, briefing materials, and other products; periodic financial reporting as required by contract; custom database or application configuration or development to support survey data collection; and data management.
Support Specialist 2	Bachelor's degree and a minimum of 5 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Provides support services in a technical specialty area such as engineering, technical/scientific disciplines, programming, graphic design, multimedia production, technical writing/editing, desktop publishing, or financial operations. Collaborates with analysts, functional specialists, subject matter experts, and project managers to produce products and solutions. Leads tasks. Support may include design, layout, and editing of reports, briefing materials, and other products; periodic financial reporting as required by contract; custom database or application configuration or development to support survey data collection; and data management.
Support Specialist 3	Bachelor's degree and 10 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Provides expert support services in a technical specialty area such as engineering, technical/scientific disciplines, programming, graphic design, multimedia production, technical writing/editing, desktop publishing, or financial operations. Collaborates with analysts, functional specialists, subject matter experts, and project managers to produce products and solutions. Leads and helps define tasks, and may manage the work of other support specialists. Support may include design, layout, and editing of reports, briefing materials, and other products; periodic financial reporting as required by contract; custom database or application configuration or development to support survey data collection; and data management.

SIN 874-4 TRAINING SERVICES: INSTRUCTOR LED TRAINING, WEB BASED TRAINING AND EDUCATION COURSES, COURSE DEVELOPMENT AND TEST ADMINISTRATION

Labor Category	Minimum Education and Experience Requirements	Duties/Responsibilities
Administrative Assistant 1 <i>N/A for NAICS 611710</i>	High school degree or equivalent with a minimum of 1 year of experience.	At a minimum, possesses personal computer skills, ability to operate and adjust copier equipment to produce printed materials, and maintains files; follows methods either developed by self or others under close supervision, makes choices from knowledge of accepted methods, and makes decisions within the scope of own assignments. Assignments may include duplicating, packaging, and distributing course materials, and maintaining files, bibliographies, or databases related to Web-based or instructor-led training courses.
Administrative Assistant 2 <i>N/A for NAICS 611710</i>	Associates degree and 3 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Possesses personal computer skills, ability to operate and adjust copier equipment to produce printed materials, maintains files. Provides administrative support for moderately complex projects with minimal supervision, including logistics and event support for instructor-led training courses, as well as development and maintenance of files, bibliographies, or databases related to instructor-led or Web-based training courses.
Administrative Assistant/ Specialist 3 <i>N/A for NAICS 611710</i>	Associates degree and 5 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Possesses personal computer skills, ability to operate and adjust copier equipment to produce printed materials, maintains files. Provides expert administrative support for complex projects, including planning and oversight of logistics for instructor-led training courses, as well as planning and implementing bibliographies, databases, or filing systems related to instructor-led or Web-based training courses.
Analyst 1	Bachelor's degree and a minimum of 1 year of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Provides support to project teams in the design and development of training course materials, such as syllabi, handouts, exercises, and tests. Conducts interviews and gathers information in support of planning, creating, and executing customized courses. Assists in writing, developing, coordinating, and implementing instructor-led or Web-based training courses, including tasks related to course planning, instruction, testing, and learning management.
Analyst 2	Bachelor's degree and a minimum of 3 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Works closely with Analyst 3, Program/Project Manager, and/or Functional Specialist to define and conduct activities in support of instructor-led or Web-based training courses, including tasks related to course planning, instruction, testing, and learning management objectives.

SIN 874-4 TRAINING SERVICES: INSTRUCTOR LED TRAINING, WEB BASED TRAINING AND EDUCATION COURSES, COURSE DEVELOPMENT AND TEST ADMINISTRATION

Labor Category	Minimum Education and Experience Requirements	Duties/Responsibilities
Analyst 3	Bachelor's degree and a minimum of 5 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Requires an extensive knowledge of the theories, principles, and practices within at least one professional or scientific field, as well as a working knowledge of the general issues involving related departments or functional areas. Assists Program/Project Manager and/or Functional Specialist with planning and developing effective training courses. Serves as lead individual for assigned tasks or projects and provides subject expertise to other project teams as required. Provides project management support and direction for specific projects, involving a team of internal and external functional/subject matter experts, as well as other internal staff. Analyzes client needs and conducts research, writes reports, or develops other products related to instructor-led or Web-based training courses, including course planning, instruction, testing, and learning management.
Executive	Master's degree and 15 years of relevant experience required. Two years of additional experience may be substituted for each year of a college degree.	Provides strategic leadership for projects and programs, including understanding of agency mission-oriented business initiatives and programs, and learning objectives. Oversees projects and programs to ensure that overall goals and objectives are met. Interacts with leadership in customer and other organizations.
Program/Project Manager 1	Bachelor's degree and a minimum 5 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Position requires extensive knowledge of a particular field of specialization and applicable laws, codes, principles, and practices. Work requires resourcefulness and initiative in developing solutions to a wide range of complex and difficult problems related to instructor-led or Web-based training courses, including course planning, instruction, testing, and learning management. Applies a working knowledge of related fields, and requires the application of judgment in interpreting policies and procedures. Manages the products and services being provided by a team to the client.
Program/Project Manager 2	Master's degree and a minimum of 10 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Comprehensive knowledge of the applicable laws, codes, principles, and practices of a professional or administrative specialty and demonstrated management skills and abilities. Develops solutions to difficult and complex problems related to instructor-led or Web-based training courses, including course planning, instruction, testing, and learning management activities that are not covered by established methods. Work requires considerable judgment and ingenuity in developing new methods, criteria, and applications to specific areas of responsibility; applies a working knowledge of related fields; and requires the continuous exercise of judgment in applying and interpreting policies and procedures. Manages teams, including subcontractors, to deliver products and services to the client.

SIN 874-4 TRAINING SERVICES: INSTRUCTOR LED TRAINING, WEB BASED TRAINING AND EDUCATION COURSES, COURSE DEVELOPMENT AND TEST ADMINISTRATION

Labor Category	Minimum Education and Experience Requirements	Duties/Responsibilities
Program/ Project Manager 3	Master's degree and a minimum of 15 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Mastery of the applicable laws, principles, and practices of a professional or administrative field and demonstrated skills and abilities in planning, organizing, and managing instructor-led or Web-based training courses, including course planning, instruction, testing, and learning management. Work requires the development and administration of programs within prescribed policies, based on the appraisal of facts, trends, and the evaluation of anticipated results and their relation to overall departmental and organizational objectives. Manages teams, including subcontractors, to deliver products and services to the client.
Functional Specialist 1	Bachelor's degree and a minimum of 5 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Possesses knowledge in a designated field or discipline of direct scientific or technical relevance to training course subject matter. Participates in developing training course curriculum and materials, such as syllabi, handouts, exercises, and tests; assists in providing instruction. Applies and interprets standard methods to assigned problems. Determines own approach to problem and devises solutions when task is within scope of own ability. Initiates and carries out appropriate self-developed efforts.
Functional Specialist 2	Master's degree and a minimum of 10 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Possesses demonstrated knowledge in a designated field or discipline of direct scientific or technical relevance to training course subject matter and may have demonstrated expertise in education. Applies advanced principles, theories, and concepts in developing training course curriculum and materials, such as syllabi, handouts, exercises, and tests; provides instruction. Develops or directs the development of solutions to complex problems.
Functional Specialist 3	Master's degree and a minimum of 15 years of relevant experience or PhD with a minimum of 10 years experience. Two years of additional experience may be substituted for each year of a college degree.	Senior expert with extensive knowledge in a field or discipline of direct scientific or technical relevance to training course subject matter and demonstrated expertise in education. Applies new and/or advanced principles, theories, and concepts in developing training course curriculum and materials, such as syllabi, handouts, exercises, and tests; provides instruction. Develops or directs the development of solutions to complex problems requiring innovation. May write and publish in peer-reviewed journals.

SIN 874-4 TRAINING SERVICES: INSTRUCTOR LED TRAINING, WEB BASED TRAINING AND EDUCATION COURSES, COURSE DEVELOPMENT AND TEST ADMINISTRATION

Labor Category	Minimum Education and Experience Requirements	Duties/Responsibilities
Subject Matter Expert	PhD and 20 years experience. Two years of additional experience may be substituted for each year of a college degree.	Senior expert with extensive domain knowledge and experience of direct scientific or technical relevance to training course subject matter and demonstrated expertise in education. Provides guidance regarding vision and strategy. Experience using new methodologies for solving problems, determining training delivery methods, and developing training course curriculum. Develops course materials, such as syllabi, handouts, exercises, and tests; provides instruction. Analyzes needs to determine functional requirements; performs functional allocation to identify required tasks and their interrelationships. May develop recommendations for process changes to include new solutions and new technology. Recognized as an authority in a field or discipline. May write and publish in peer-reviewed journals.
Support Specialist 1	Bachelor's degree and a minimum of 1 year of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Provides routine support services in a technical specialty area such as engineering, technical/scientific disciplines, programming, graphic design, multimedia production, technical writing/editing, desktop publishing, or financial operations. Support may include design, layout, and editing of course materials; periodic financial reporting as required by contract; technical support for Web-based training courses; and custom database or application configuration or development to support instruction, testing, and learning management.
Support Specialist 2	Bachelor's degree and a minimum of 5 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Provides support services in a technical specialty area such as engineering, technical/scientific disciplines, programming, graphic design, multimedia production, technical writing/editing, desktop publishing, or financial operations. Collaborates with analysts, functional specialists, subject matter experts, and project managers to produce products and solutions. Leads tasks. Support may include design, layout, and editing of course materials; periodic financial reporting as required by contract; technical support for Web-based training courses; and custom database or application configuration or development to support instruction, testing, and learning management.
Support Specialist 3	Bachelor's degree and 10 years of relevant experience. Two years of additional experience may be substituted for each year of a college degree.	Provides expert support services in a technical specialty area such as engineering, technical/scientific disciplines, programming, graphic design, multimedia production, technical writing/editing, desktop publishing, or financial operations. Collaborates with analysts, functional specialists, subject matter experts, and project managers to produce products and solutions. Leads and helps define tasks, and may manage the work of other support specialists. Support may include design, layout, and editing of course materials; periodic financial reporting as required by contract; technical support for Web-based training courses; and custom database or application configuration or development to support instruction, testing, and learning management.