

AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

GENERAL SERVICES ADMINISTRATION FEDERAL SUPPLY SERVICE

APQC
GS-10F-0357M

Online access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSA Advantage!TM, a menu-driven database system. The Internet address for GSA Advantage! is www.gsaadvantage.gov.

PROFESSIONAL SERVICES SCHEDULE

Industrial Group: 00CORP per Mass Mod A474

CONTRACT NUMBER: GS-10F-0357M

Valid July 1, 2012- June 30, 2022

For more information on ordering from Federal Supply Schedules, click on the FSS Schedules button at www.gsa.gov/portal/category/100623.

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Size: Small Business

CUSTOMER INFORMATION

1. A. Table of awarded special item numbers (SINs):

SIN	Service Description	Page
SIN 874-I SIN 874-IRC	Integrated Consulting Services	3
SIN 874-4 SIN 874-4RC	Training Services; Instructor Lead Training, Web Based Training and Education Courses, Course Development and Test Administration, Learning Management, Internships	13
SIN 874-7 SIN 874-7RC	Integrated Business Program Support Services	15

1. B. ID of the Lowest Priced Item/Service and Lowest Unit Price for That Item/Service for Each Sin Awarded: See pricing information on pages 4, 5, 6, 8, and 10
2. Maximum Order: \$1,000,000
3. Minimum Order: \$100
4. Geographic Coverage (delivery area): Domestic and overseas
5. Point of Production: Same as company address
6. Discount From List Prices or Statement of Net Price: Government net prices (discounts already deducted)
7. Quantity Discounts: None
8. Prompt Payment Terms: Net 30 days
9. Government Purchase Card: Accept more than \$2,500
10. Foreign Items (list items by country of origin): None
11. A. Time of Delivery: Specified on the task order
 - B. Expedited Delivery: Contact APQC
 - C. Overnight and Two-Day Delivery: Contact APQC
 - D. Urgent Requirements: Contact APQC
12. FOB Point(s): Destination
13. Ordering Address: Same as company address
14. Payment Address: Same as company address
15. Warranty Provision: APQC's standard commercial warranty
16. Export Packing Charges: N/A
17. Terms and Conditions of Gov. Purchase Card Acceptance (any thresholds above the micropurchase level): Contact APQC
18. Through 24: N/A
25. Data Universal Numbering System (DUNS) number: 04-040-3800

- 26. Notification Regarding Registration in Central Contractor Registration (CCR) Database: Registered
- 27. Uncompensated Overtime: Not used

GENERAL INFORMATION

APQC is a member-based nonprofit and one of the world's leading proponents of benchmarking, best practices, and knowledge management business research. We follow our mission to help organizations around the world improve productivity and quality by:

- ♦ discovering effective methods of improvement,
- ♦ broadly disseminating findings, and
- ♦ connecting individuals with one another and with the knowledge they need to improve.

APQC provides the tools, information, expertise, and support needed to find and implement best practices in:

- ♦ benchmarking,
- ♦ communities of practice,
- ♦ competitive intelligence,
- ♦ content management,
- ♦ customer relationships,
- ♦ customer value measurement,
- ♦ K-16 education,
- ♦ knowledge management,
- ♦ organizational effectiveness,
- ♦ performance measurement,
- ♦ process improvement,
- ♦ quality,
- ♦ shared services, and
- ♦ strategic planning.

WHY APQC?

- ♦ Use benchmarks and best practices from more than 8,500 studies to identify and prioritize improvement efforts.
- ♦ Develop internal capabilities by joining the over 16,000 people in 36 countries trained in benchmarking, knowledge management, and the transfer of best practices.
- ♦ Participate in continuing research, and apply findings from more than 145 best practice benchmarking studies.
- ♦ Access resources from more than 200 in-depth research reports and 500 case studies based on APQC's award winning methodologies.
- ♦ Network with 20,000 process and performance improvement professionals.
- ♦ Leverage a standardized database containing over 1,200 commonly used measures, 100,000 performance metrics, and thousands of content items at your fingertips.

SIN 874-1 – INTEGRATED CONSULTING SERVICES - CONSULTING SERVICES

APQC is pleased to offer its consulting services for the benefit of the government. The majority of APQC's consulting projects fall into the following categories (detailed in this section):

- ◆ Knowledge management
- ◆ Process improvement
- ◆ Performance measurement
- ◆ Benchmarking

KNOWLEDGE MANAGEMENT

APQC offers a full suite of advisory services in knowledge management (KM), from foundational and proven approaches to new applications, tools, and techniques. This suite can be tailored to fit the KM goals and needs of your government organization.

APQC can assess your KM capabilities.



APQC's assessments can reveal where a KM program stands and where it needs to get. APQC's Levels of Knowledge Management MaturitySM provides a framework for such an assessment.

Knowing the state of your KM capabilities is critical in strategy development. APQC's Knowledge Management Capability Assessment ToolTM can assess a KM program's maturity and capabilities. The tool includes 140+ items assessed in 12 actionable areas. Assessment results help:

- ◆ establish a shared picture of the KM journey;
- ◆ communicate a KM vision internally and externally;
- ◆ assess current opportunities, choices, and desired levels;
- ◆ build a strategic and decision-making framework for investments in KM;
- ◆ develop a business case to bring a KM program up to speed with external peers;
- ◆ identify and close performance gaps in KM processes or systems; and
- ◆ benchmark and learn from others.

APQC can create an actionable KM strategy aligned to your agency's problems and opportunities.

Often, people are "assigned to do knowledge management" yesterday and thus need a strategy and road map today. APQC provides strategic consulting to help launch your efforts and chart out success from the beginning. This support acts on a KM program's strengths, weaknesses, and opportunities. APQC can tailor a KM strategy to meet myriad objectives, including:

- ◆ assimilating new hires,
- ◆ capturing knowledge before employees leave,

- ♦ capturing project lessons for reuse,
- ♦ preventing the loss of technical knowledge,
- ♦ expanding innovative capabilities,
- ♦ building a knowledge-sharing culture, and
- ♦ accelerating the rate of learning for all employees.

APQC also helps organizations effectively delineate resources to establish/improve KM capabilities in terms of people, processes, and technology. Such factors drive KM strategy and ultimately build a strong business case for a KM program.

APQC can help you design, implement, and sustain communities of practice and networks.

APQC provides hands-on project management, facilitation, and coaching for the design, launch, and implementation of communities of practice and networks. APQC can help organizations carry out the seven drivers of community success.

1. Identify and charter communities with explicit business objectives.
2. Clearly define the community leader's role.
3. Allow the KM core team to drive community strategy.
4. Encourage participation in communities through a variety of methods.
5. Ensure communities reflect how employees choose to communicate.
6. Create a common structure for community sites.
7. Use indicators of participation and effectiveness, as well as success stories, to show community impact.

APQC can help build meaningful measures to evaluate your KM program.

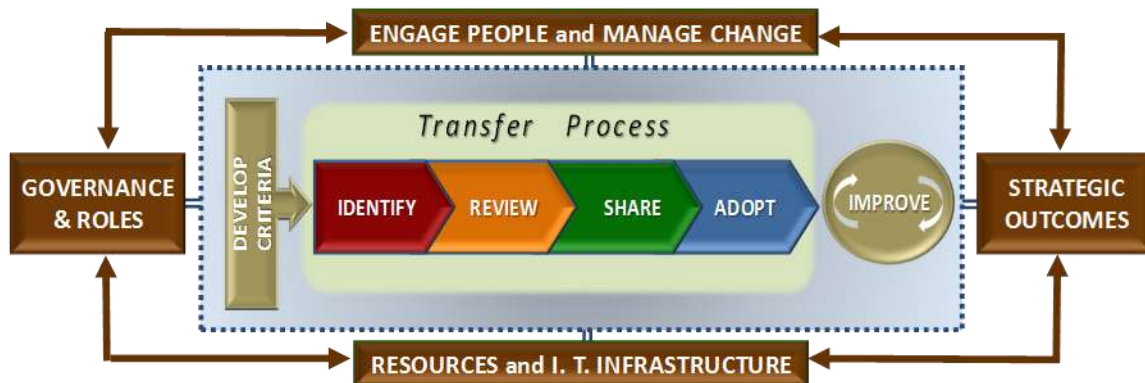
KM programs need effective measurement systems to tangibly demonstrate the impact of KM approaches and capabilities. APQC can build measures appropriate to a particular KM approach, its objectives, and its stage of development and link those measures to inputs, process changes, and outcomes. Specifically, APQC hones KM measurement systems to:

- ♦ align KM with organizational strategy,
- ♦ determine progress,
- ♦ prioritize KM investments,
- ♦ evaluate and communicate about performance in a way senior leaders care about,
- ♦ tie participation and learning to outcomes,
- ♦ demonstrate the capabilities of KM approaches,
- ♦ establish the accountability required for critical knowledge to flow where it's needed, and gauge behavioral changes and acceptance of KM as a business practice.

APQC can help develop and embed approaches to transfer lessons and best practices you're your operations.

Reusing successfully demonstrated practices shortens cycle times, improves decisions, reduces risks, and can save millions of dollars. But transferring best practices and lessons learned is not as simple as e-mailing a process flow chart to another location. Like any KM approach, it requires strategy, resources, and enablers (see figure). APQC develops transfer programs by building:

- ♦ policies, infrastructure, and an environment to facilitate the transfer process;
- ♦ a transfer process; and
- ♦ process and outcome measures.



PROCESS MANAGEMENT AND IMPROVEMENT

APQC approaches process improvement from seven dimensions: strategic alignment, governance, process models and frameworks, change management, performance and maturity, process improvement, and tools and technology. This proven approach creates operational efficiency and excellence through process improvements, performance measures, quality programs, metric research, and benchmarking initiatives.

APQC can analyze and interpret organizational processes for opportunities that create value. That is, improved processes can:

- ♦ reduce costs, cycle time, and defects;
- ♦ improve quality; and/or
- ♦ provide focus for measurement and customer service design and evaluation.

PERFORMANCE MEASUREMENT

APQC can establish a tailored and comprehensive measurement framework for performance. This provides actionable information for making decisions, improving operations, and enhancing agency results.

Through well-designed, carefully implemented, and managed measures, APQC can help organizations answer the following questions:

- ♦ Is it meeting strategic objectives and driving the right behaviors?
- ♦ What is the right mix of leading and lagging indicators of performance?

- ♦ What are the early indicators of negative change?



CUSTOM BENCHMARKING

You can't draw a path to your goals unless you know where you stand. Benchmarking produces unique insights into operations by comparing an organization's performance to others. Using proven research methodologies, key performance measures, metrics, and best practices, APQC takes the guesswork out of benchmarking.

APQC uncovers actionable insights that lie within raw information. By examining and comparing your processes to others', APQC can determine why a particular practice works and how to adapt it. Such insights take various forms:

- ♦ Identify costs savings and/or operational inefficiencies
- ♦ Provide data for more effective decision making
- ♦ Inspire a business case for change
- ♦ Discover new ways of working and trends
- ♦ Create networking and learning opportunities

APQC's custom benchmarking services can:

- ♦ identify relevant measures and business drivers;
- ♦ analyze benchmarking data against peers;
- ♦ determine key best practices;
- ♦ develop a customized road map to improve performance; and
- ♦ host an executive exchange to share information, provide networking opportunities, and strengthen relationships internally and externally.

SUMMARY

Throughout every consulting engagement, APQC helps organizations align efforts with strategy, identify key deliverables, understand major milestones, and spell out project cost-benefits. Once

the strategic picture is drawn, APQC tracks how well an improvement initiative is proceeding in terms of effectiveness, timeliness, and cost- effectiveness.

FACILITATION SERVICES

APQC understands that to successfully change the way an organization works, it must also change the way people behave in their working environment. One of the most effective methods of guiding organizations through any change effort is to facilitate end users and decision makers throughout the change process. It is not enough to simply tell a group to “solve your problem, develop your strategy, and implement a plan.”

Facilitation is a key element of APQC’s engagement methodologies. APQC’s typical approach to improve organizational performance relies heavily on helping customers implement their own solutions. APQC works with its members and customers to engage the appropriate decision makers in order to build commitment to and ownership of improvement outcomes.

APQC facilitates groups of all types, ranging from senior leadership teams developing organizational mission and vision statements to cross-functional groups building communities of practice and departmental problem-solving teams. In addition to facilitation, APQC can also train, coach, and transfer facilitation skills, knowledge, tools, and techniques to personnel within the organization so they can more ably handle this important activity in-house.

APQC kicks off facilitation with planning. It establishes an agenda, clear objectives, and a defined scope in conjunction with the customer. APQC’s facilitators then guide groups through early activities to ensure productivity from the start. Facilitators clarify roles, the mission, objectives, desired outcomes, boundaries, and ground rules. They focus the group’s energy on productive activities and on resolving important issues. And they intervene if a discussion loses focus or if group dynamics are ineffective. In short, they manage the group process.

In addition, APQC’s facilitation process involves:

- ♦ transferring critical knowledge,
- ♦ moving a group to a consensus,
- ♦ helping a group focus on tasks, and
- ♦ leveraging the diversity of the group by considering all available perspectives and using all available resources.

APQC’s role often includes coaching and mentoring the group leader. Facilitators assist the leader in decision making, problem solving, and conflict resolution. They suggest techniques and tools that may be helpful to the team. And they provide one-on-one feedback and suggestions to the leader about team building, meeting management, and other leadership skills.

APQC can develop facilitation engagements for the following activities:

- ♦ knowledge management,
- ♦ benchmarking,
- ♦ process improvement,
- ♦ performance measurement,
- ♦ strategic planning,
- ♦ change management, and
- ♦ quality program implementation.

Significant change is about a long-lasting commitment to a new way of working, not about quick fixes. By embedding facilitation approaches and principles in a group activity or project, APQC can create an environment where people are open to change.

SURVEY SERVICES

Well-designed survey and data collection work requires both scientific rigor and artful creativity. Finding the right balance can mean the difference between failure and success. With more than 30 years of experience gathering data and information from thousands of organizations around the world, APQC has a proven method that successfully combines this science and art. Whether you are looking to gather specific information for an improvement effort or to assess performance and discover best practices, APQC's survey methodology will get the right results.

STANDARD SURVEY SERVICES

APQC's survey methodology uses a proven set of activities.

Plan—All projects require significant effort during the planning phase, but this is especially true for surveys. APQC's survey design team consists of a subject matter expert and senior survey specialist to work through the planning activities. Starting with the project scope, the team clarifies desired results and aligns outcomes with strategic goals and objectives. Often overlooked, this step is critical to ensure the data collected can be used to implement needed change. Next the team develops a set of hypotheses linked to the scope, brainstorms preliminary questions, and determines a data collection approach (e.g., interviews, online surveys, and face-to-face visits) to meet time and resource constraints.

Once it builds the basic survey outline, APQC completes several additional activities to increase the value of the project. For example, APQC may conduct basic secondary research to understand work already completed by other organizations and to identify key trends and a relevant peer group. This step ensures the survey is informed by leading research.

Collect—APQC initially pilots the draft survey with at least two organizations or individuals to gather feedback on respondents' access to requested data and the perceived value. Once it

finalizes the structure, APQC moves the survey to a communication medium and tests it for quality control.

Having conducted global surveys with thousands of respondents a day using a robust technical platform, APQC offers a variety of distribution methods, including phone interviews and anonymous online forms. And APQC can customize communications to survey respondents based on project requirements, from personalized phone calls to automated e-mail reminders. During data collection, APQC provides status updates as frequently as needed to the team.

APQC then conducts a rigorous validation process to produce a clean data set for analysis. Validation involves comparing survey responses to project scope for consistency, identifying statistical outliers and communicating with survey respondents for updates, examining open-ended questions for clarity and completeness, and integrating data to ensure the consistency of answers.

Analyze—The type and extent of data analysis is highly dependent on the quantity and type of data collected. APQC’s senior analysts use the most appropriate statistical software to create an analysis template that may include:

- ♦ basic descriptive statistics such as frequency distribution, peer group comparisons, percentiles, and simple cross-tabulations to identify potential patterns and
- ♦ advanced statistics such as hypothesis testing, factor and variance analysis, association testing, and regression modeling.

Ultimately, the statistical testing enables APQC to identify best practices. APQC summarizes qualitative answers in a tabular format based on the question and category. Links are made between the quantitative analysis and the findings from the qualitative summary. By understanding the relationships between qualitative and quantitative information, APQC obtains insights into key practices that drive leading-edge performance.

Report and adapt—APQC’s methodology ensures each project report is based on valid data analyzed to find the most relevant and crucial patterns that affect the project’s main goals. Although reports differ substantially from project to project, basic characteristics include:

- ♦ An executive summary that highlights the most critical findings of the project
- ♦ A detailed summary and analysis with in-depth coverage of key findings, performance drivers, and identified potential best practices
- ♦ Secondary research for review
- ♦ If applicable, recommendations based on performance gaps and methods to close those gaps

Adhering to APQC’s internationally recognized Benchmarking Code of Conduct, all data are blinded and normalized. APQC customizes each report that compares an organization to other participants and presents the findings.

CUSTOMIZED SURVEY SERVICES

Using the standard survey methodology outlined, APQC can help with a wide range of improvement efforts, ranging from employee and customer satisfaction to development and collection of performance metrics. APQC's primary types of survey services follow.

Collaborative learning—APQC can moderate a group of agencies or organizations interested in learning about a specific topic. In addition to the activities outlined in the standard services, this type of data collection involves:

- ♦ identifying organizations with best practices in the topic area,
- ♦ visiting these organizations—in-person or virtually—to gain practical knowledge about the practices,
- ♦ participating in networking opportunities to promote knowledge sharing among the organizations, and
- ♦ identifying key patterns and potential opportunities for improvement (with a study report highlighting those findings).

Customer and employee satisfaction—Leading organizations, whether public or private, manage their work by understanding the value they bring to their employees and customers. APQC's survey services can help your organization discover those values and ensure your work is truly value-added.

Benchmarking—Regardless of an organization's performance management system (ISO, Baldrige, Lean, etc.), APQC's survey services can help gather critical data to compare performance on any process or work activity for external validation. We can identify organizations that are both within the government sector and comparable industries in the private and nonprofit sectors for a robust data set.

As part of this type of data collection, APQC's Open Standards Benchmarking can provide numerous process assessments for deep, accurate, relevant, and timely benchmarks. The resulting intelligence will help to focus limited resources for long-term, sustainable improvement. Combined with best practices from APQC's Knowledge Base, Open Standards Benchmarking assessments help quickly identify and solve common business process performance problems.

Consulting, Facilitation and Survey services rendered under SIN 874-1 will be priced according to the following rates:

Labor Category	Government Daily Rate*	Government Hourly Rate*
Director/Practice Leader	Contact APQC for rates	
Senior Consultant		
Senior Project Manager		
Senior Mngr./Consultant II		
Analyst/Consultant I		

*Travel costs will be billed in accordance with regulatory implementation of Public Law 99-234, FAR 31.205-46, Travel Costs.

Collaborative learning benchmarking study participation previously offered under SIN 874-3 will be priced according to the following rates:

APQC Member Government	Nonmember Government
Contact APQC for rates	
Short Cycle Studies	
Contact APQC for rates	

SIN 874-4 – TRAINING SERVICES; INSTRUCTOR LEAD TRAINING, WEB BASED TRAINING AND EDUCATION COURSES, COURSE DEVELOPMENT AND TEST ADMINISTRATION, LEARNING MANAGEMENT, INTERNSHIPS

APQC provides off-the-shelf training; custom training tailored by industry, desired outcomes, and levels of expertise; and training designed by request. In addition, organizations have the opportunity to license APQC’s training for whenever and wherever it is needed. APQC offers its training remotely, through training manuals, and on-site at APQC’s corporate offices, agency locations, and conferences. And simulation labs give participants hands-on experience.

The following courses from APQC can be tailored or delivered in a distance learning format.

Applying Benchmarking Skills In Your Organization—In a fast-paced, two-day session, participants learn the latest benchmarking approaches and the necessary skills, tools, and techniques to conduct their own customized benchmarking studies.

Building and Sustaining Communities of Practice—This two-day, interactive session explores how communities form, what roles and responsibilities exist, and how to support and sustain valuable communities.

Customer-Driven Performance Improvement—This course demonstrates how to significantly improve the delivery of key customer benefits and strategically reduce the cost of operations.

Establishing Performance Measures—This course presents a proven model to develop an accurate and balanced system of measures to guide improvement and evaluate the performance of groups, departments, divisions, core processes, and an organization as a whole.

KM 101: A Knowledge Management Overview—This one-day session introduces KM principles and practical information on strategic, structural, and cultural issues. Using APQC's Road Map to Knowledge Management Results: Stages of Implementation™, participants learn how to develop KM strategies, design initiatives, and expand KM organization wide. Participants also assess their progress toward KM effectiveness.

Knowledge Management Strategies and Tactics for Business Results—APQC's methodology provides the basis of this interactive, three-day session. Participants will learn how to build successful KM strategies and initiatives and learn about the resources, facilitation, processes, and tools necessary to design and implement KM initiatives.

Knowledge Mapping—This workshop takes participants through APQC's methodology for identifying critical knowledge needs, identifying important knowledge sources, assessing gaps in capability, and prioritizing expertise harvesting as an ongoing organizational learning process.

Problem Solving with Quality Tools—In a fast-paced, one-day session about systematic problem solving, participants learn a six-step method to contain damage from an incident, define a problem, get to the root cause of an issue, and generate solutions to fix the problem instead of treating the symptoms.

Process Improvement—APQC's seven tenets of business process management (approaches demonstrated by organizations that manage by process) provide a basis for this course.

Quality Improvement through Process Mapping—You must understand a process before you can improve it. This course teaches participants how to create and use process maps to improve. APQC also reviews supporting capabilities such as Lean thinking, gap analysis, and systems engineering.

Presentations, Facilitation, and Problem Solving—The fear of public speaking often exceeds any other activity a business professional is likely to encounter. This highly interactive, participant-driven one-day workshop shares best practices in making formal business presentations and facilitating working groups and meetings. APQC also shares quality improvement techniques for use in any aspect of a participant’s career.

Storytelling: The Art of Effectively Communicating Knowledge Throughout Your Organization—Stories are a powerful way to assess the current values in an organization’s culture, as well as to help modify that culture. This course focuses on the use of storytelling to effectively communicate knowledge and lessons learned in organizations.

On-site training services offered under SIN 874-4 will be priced according to the following rates:

On Site Training*	Government Price
One Day Course	Contact APQC for rates
Two-Day Course	
Three-Day Course	

*For up to 15 participants

SIN 874-7 – INTEGRATED BUSINESS PROGRAM SUPPORT SERVICES

APQC can boost an organization's business improvement efforts through integrated business program support services to coordinate and supervise staff, timelines, and budgets. Its experienced project managers handle the oversight and integration of numerous resources to achieve program objectives and support a breadth of additional capabilities.

APQC's integrated business program support services include:

- ♦ professional project managers with experience leading a full spectrum of programs and projects (small to large, simple to complex projects),
- ♦ assessment of and improvement planning for existing project management practices and capabilities,
- ♦ training programs in project management processes and tools,
- ♦ personal coaching and development of new project managers, and
- ♦ primary and secondary research examining best practices in program and project management.

APQC's program and project managers have extensive experience in all aspects of project management, including strategic planning, team leadership, financial management, timeline and resource planning, facilitation, and executive presentation. Representative résumés included with this application demonstrate the experience of these project managers with large, complex projects that integrate the myriad people, technology, and process aspects of business improvement programs.

APQC has an established program of training development and delivery that includes courses in project management, strategic planning, facilitation, and related skills necessary to successfully manage projects. (For additional information about APQC courses and delivery methods, please refer to SIN 874-4 Training Services.)

In addition to the formal classroom and computer-based training programs, APQC offers personal coaching and mentoring to develop project management resources. APQC's coaching and facilitation services, complemented by its own professional development experience, lend a personal element to project management training that allows on-the-job, one-on-one, real-time learning to occur in the business environment on a daily basis. Classroom training is most successful when the learning is applied in the workplace; by adding this element to a traditional training program, APQC's coaching and development services ensure that classroom learning is not lost when the formal course ends.

The success of any project relies heavily on proven methodology that provides a solid foundation and accommodates the unique and ever-changing needs of the projects it supports. APQC's approach accomplishes both and has been proven through decades of successful process improvement initiatives.

Most importantly, APQC strives to integrate all program and project management services within each effort to provide the most comprehensive and complete management solution. It tailors each set of services according to the needs of the project and can employ services individually or in tandem as needed. APQC’s long history in productivity and quality improvement—coupled with its unique nature as a small, nonprofit research and education organization—give it the freedom and flexibility to do so.

As with all APQC services, program and project management services are enriched by the wealth of primary and secondary research available from APQC’s benchmarking and information services.

Integrated business program support services rendered under SIN 874-7 will be priced according to the following rates:

Labor Category	Government Daily Rate*	Government Hourly Rate*
Director/Practice Leader	Contact APQC for rates	
Senior Consultant		
Senior Project Manager		
Project Mngr./Consultant II		
Analyst/Consultant I		

*Travel costs will be billed in accordance with the regulatory implementation of Public Law 99-234, FAR 31.205-46, Travel Costs.

LABOR CATEGORY DESCRIPTIONS

Director / Practice Leader—Consultant with broad and extensive experience providing subject matter expertise in a specific functional area(s) such as balanced scorecards, benchmarking, knowledge management, performance measurement, process improvement, and quality improvement. Minimum requirements: bachelor’s degree and 20 years of experience.

Senior Consultant—Experienced consultant providing subject matter expertise in a specific functional area such as balanced scorecards, benchmarking, knowledge management, performance measurement, process improvement, and quality improvement. Minimum requirements: bachelor’s degree and 10 years of experience.

Sr. Project Manager—Experienced manager providing guidance and direction to specific projects or tasks. Minimum requirements: bachelor’s degree and 10 years in a consulting environment with budget and supervisory responsibilities.

Project Mngr. / Consultant II—Experienced consultant managing projects, delivering training, and facilitating and developing customized approaches for improvement needs, survey design and development, data collection, and the creation and management of customized databases for projects and activities requiring the analysis of information. Minimum requirements: bachelor’s degree and 5 years in a consulting environment with budget and supervisory responsibilities.

Analyst / Consultant I—Specialists researching and synthesizing information, supporting individual projects, and preparing final reports and proposals, survey design and development, data collection, and the creation and management of customized databases for projects and activities requiring the analysis of information. Minimum requirements: bachelor’s degree and 3 years of business experience.

The Service Contract Act (SCA) is applicable to this contract as it applies to the entire Professional Services Schedule and all services provided. While no specific labor categories have been identified as being subject to SCA due to exemptions for professional employees (FAR 22.1101, 22.1102, and 29 CFR 541.300), this Contract still maintains the provisions and protections for SCA eligible labor categories. If and / or when the Contractor adds SCA labor categories / employees to the contract through the modification process, the Contractor must inform the Contracting Officer and establish a SCA matrix identifying the GSA labor category titles, the occupational code, SCA labor category titles, and the

ABOUT APQC

APQC helps organizations work smarter, faster, and with greater confidence. It is the world’s foremost authority in benchmarking, best practices, process and performance improvement, and knowledge management. APQC’s unique structure as a member-based nonprofit makes it a differentiator in the marketplace. APQC partners with more than 500 member organizations worldwide in all industries. With more than 40 years of experience, APQC remains the world’s leader in transforming organizations. Visit us at www.apqc.org, and learn how you can make best practices your practices.