

**GENERAL SERVICES ADMINISTRATION  
FEDERAL ACQUISITION SERVICE  
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST**

**HUMAN CAPITAL MANAGEMENT  
AND ADMINISTRATIVE SUPPORT SERVICES**

**CONTRACT NUMBER:  
47QREA19D000J**

**Cognitive Professional Services Inc.  
16333 South Great Oaks Drive, Suite 121  
Round Rock, TX 78681  
Phone: 703-562-0602 Fax: 703-621-3790  
Contract Administrator: Tam K Do  
[tom.do@cog-ps.com](mailto:tom.do@cog-ps.com)**

**PERIOD COVERED BY CONTRACT:  
April 4, 2019 through April 3, 2029**

**Price List current through Modification PS-0021, dated March 6, 2024**

**Business Size:  
Small Women-Owned, SBA Certified Small Disadvantaged Business**

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

**CUSTOMER INFORMATION**

1a. Table of Awarded Special Item Number with appropriate cross-reference to page numbers:

SIN	SIN Description
624SS	Social Services, Professional Counseling and Veterans' Readjustment & Behavioral Health Services
54151S	Information Technology Professional Services
541611	Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services

- 1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.
- 1c. If the Contractor is proposing hourly rates a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item.

- 2. Maximum Order: *\$1,000,000.00*
- 3. Minimum Order: *\$100.00*
- 4. Geographic Coverage (delivery Area): *Domestic and overseas delivery*
- 5. Point(s) of production (city, county, and state or foreign country): *Same as Contractor*
- 6. Discount from list prices or statement of net price: *Government net prices (discounts already deducted).*
- 7. Quantity discounts: *1% for single task orders equal to or exceeding \$250,000*
- 8. Prompt payment terms: *None*
- 9a. Notification that Government purchase cards are accepted up to the micro-purchase threshold: *Accepted*
- 9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: *Accepted*
- 10. Foreign items (list items by country of origin): *None*

- 11a. Time of Delivery (Contractor insert number of days): *30 Days ARO*
- 11b. Expedited Delivery. The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: *Contact Contractor*
- 11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery is available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: *Contact Contractor*
- 11d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to affect a faster delivery: *Contact Contractor*
12. F.O.B Points: *Destination*
- 13a. Ordering Address: *Same as Contractor*
- 13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s), and a sample BPA can be found at the GSA/FSS Schedule homepage ([fss.gsa.gov/schedules](http://fss.gsa.gov/schedules)).
14. Payment address: *Same as Contractor*
15. Warranty provision: *Contractor’s standard commercial warranty.*
16. Export Packing Charges (if applicable): *N/A*
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 (if applicable): *N/A*
19. Terms and conditions of installation (if applicable): *N/A*
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): *N/A*
- 20a. Terms and conditions for any other services (if applicable): *N/A*
21. List of service and distribution points (if applicable): *N/A*
22. List of participating dealers (if applicable): *N/A*

23. Preventive maintenance (if applicable): *N/A*
- 24a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants:  
*N/A*
- 24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contactor's website or other location.) The EIT standards can be found at:  
[www.Section508.gov/](http://www.Section508.gov/).
25. Data Universal Numbering System (DUNS) number: *624531141*  
Unique Identity ID: *ZBJTGD2SKVZ7*
26. Notification regarding registration in System of Award (SAM) database: *02WQ8*

**GSA PRICING**

SIN	Labor Category	GSA Price	GSA Price	GSA Price	GSA Price	GSA Price	GSA Price
		4/4/23	4/4/24	4/4/25	4/4/26	4/4/27	4/4/28
		—	—	—	—	—	—
		4/3/24	4/3/25	4/3/26	4/3/27	4/3/28	4/3/29
624SS	Program Analyst	\$55.50	\$56.89	\$58.31	\$59.77	\$61.26	\$62.79
624SS	Senior Child and Youth Counselor	\$49.46	\$50.70	\$51.97	\$53.27	\$54.60	\$55.96
624SS	Junior Child and Youth Counselor	\$39.84	\$40.84	\$41.85	\$42.90	\$43.97	\$45.07
624SS	Operations Counselor	\$49.13	\$50.36	\$51.62	\$52.91	\$54.23	\$55.59
624SS	Program Manager	\$119.44	\$122.43	\$125.49	\$128.62	\$131.84	\$135.13
624SS	Asst Program Manager	\$75.69	\$77.58	\$79.53	\$81.51	\$83.55	\$85.63
624SS	Project Manager	\$60.50	\$62.01	\$63.56	\$65.15	\$66.78	\$68.45
624SS	Training Coordinator	\$66.19	\$67.85	\$69.54	\$71.28	\$73.07	\$74.89
624SS	Family Assistance Coordinator	\$51.11	\$52.39	\$53.70	\$55.04	\$56.42	\$57.83
624SS	Family Assistance Specialist	\$45.99	\$47.14	\$48.32	\$49.53	\$50.77	\$52.04
624SS	Clinical Director	\$102.41	\$104.97	\$107.59	\$110.28	\$113.04	\$115.86
624SS	Senior Counselor	\$74.94	\$76.81	\$78.73	\$80.70	\$82.71	\$84.78
624SS	Junior Counselor	\$53.27	\$54.61	\$55.98	\$57.38	\$58.81	\$60.28
624SS	Case Manager	\$48.31	\$49.52	\$50.76	\$52.03	\$53.33	\$54.66
624SS	Care Coordinator	\$29.64	\$30.39	\$31.14	\$31.92	\$32.72	\$33.53
54151S	IT Systems Engineer	\$83.23	\$85.31	\$87.45	\$89.63	\$91.87	\$94.17
54151S	Program Manager	\$187.27	\$191.95	\$196.75	\$201.66	\$206.70	\$211.87
54151S	Project Manager	\$131.42	\$134.71	\$138.08	\$141.53	\$145.07	\$148.70
54151S	Systems Administrator	\$176.87	\$181.29	\$185.82	\$190.47	\$195.23	\$200.11
54151S	System Analyst	\$104.04	\$106.64	\$109.31	\$112.04	\$114.84	\$117.71
54151S	Technology Analyst	\$176.87	\$181.29	\$185.82	\$190.47	\$195.23	\$200.11
54151S	Sr. Technology Consultant	\$208.08	\$213.28	\$218.61	\$224.07	\$229.67	\$235.42
54151S	Trainer	\$176.87	\$181.29	\$185.82	\$190.47	\$195.23	\$200.11
54151S	QA Manager	\$98.84	\$101.31	\$103.84	\$106.44	\$109.10	\$111.83
54151S	Configuration Manager	\$98.84	\$101.31	\$103.84	\$106.44	\$109.10	\$111.83
541611	Consultant/Subject Matter Expert II	\$98.80	\$101.27	\$103.80	\$106.40	\$109.06	\$111.79
541611	Functional Analyst	\$52.42	\$53.73	\$55.07	\$56.45	\$57.86	\$59.31
541611	Junior Management Analyst	\$50.46	\$51.72	\$53.01	\$54.34	\$55.70	\$57.09
541611	Junior Management Consultant	\$46.80	\$47.97	\$49.17	\$50.40	\$51.66	\$52.95
541611	Organizational Analyst	\$56.62	\$58.04	\$59.49	\$60.98	\$62.50	\$64.06
541611	Organizational Researcher	\$40.64	\$41.65	\$42.69	\$43.76	\$44.86	\$45.97
541611	Program Manager	\$200.14	\$205.14	\$210.27	\$215.53	\$220.92	\$226.44
541611	Project Manager	\$140.45	\$143.96	\$147.56	\$151.24	\$155.02	\$158.90
541611	Technical Analyst	\$63.30	\$64.89	\$66.51	\$68.17	\$69.87	\$71.62

## LABOR CATEGORY DESCRIPTIONS

**Job Title:** Program Analyst

**Functional Responsibilities:** Provide program and data analysis that supports program integration. Provide background data and analysis in the planning and execution of program. Oversee the development of program evaluation and program effectiveness metrics that align with the program. Work with partners to coordinate and implement projects/initiatives. Provide leadership and support on project management, strategic planning and oversight. Review proposed federal/state statutes and regulations. Provide complex executive and managerial planning, implementation and evaluation of strategies to achieve priorities, policy development and coordination. Work in coordination with external partners to synchronize policies and implementation. Develop and coordinate briefing documents, issue papers, correspondence, bill analyses and memorandums for executive management review and decision-making. Conduct organizational studies and evaluations, design systems and procedures, conduct work simplification and measurement studies, and prepare operations and procedures manuals to assist management in operating more efficiently and effectively. Document findings of study and prepare recommendations for implementation of new systems, procedures, or organizational changes. Interview personnel and conduct on-site observation to ascertain unit functions, work performed, and methods, equipment, and personnel used. Analyze data gathered and develop solutions or alternative methods of proceeding. Plan study of work problems and procedures, such as organizational change, communications, information flow, integrated production methods, inventory control, or cost analysis. Confer with personnel concerned to ensure successful functioning of newly implemented systems or procedures.

**Minimum Years of Experience:** At least two years of demonstrated work experience in Education or business/program management is preferred. Shall have program development, management, and implementation experience. Demonstrated ability to analyze statistical data, evaluate program effectiveness and brief trend analysis based on compiled data.

**Minimum Educational / Degree Requirements:** Bachelor's Degree in social sciences, education, human resources, or business/program management, and demonstrated knowledge of data/program analysis and research methods is preferred.

**Job Title:** Senior Child and Youth Counselor

**Functional Responsibilities:** Plan, direct, coordinate, manage, review, and evaluate all actions concerning Child and Youth Program. Serves as the primary point of contact and subject matter expert for Points of Contact for and representative to, state/territory and community councils/teams discussing youth issues. Develop long and short term plans for Child and Youth Programs as well as an annual budget and Yearly Training Plans for review and approval. Assists with management and administration of all Child and Youth operations and provides guidance and assistance to the Junior Child and Youth Counselors. Provide social services and assistance to improve the social and psychological functioning of children and their families. Work to maximize the family well-being and the academic functioning of children. May counsel parents with child rearing problems, interviewing the child and family to determine whether further action is required. Counsel individuals, groups, families, or communities regarding issues including mental health, poverty, unemployment, substance abuse, physical abuse, rehabilitation, social adjustment, child care, or medical care. Interview clients individually, in families, or in groups, assessing their situations, capabilities, and problems to determine what services are required to meet their needs. Serve as liaisons between students, homes, schools, family services, child guidance clinics, courts, protective services, doctors, and other contacts to help children who face problems, such as disabilities, abuse, or poverty. Maintain case history records and prepare reports.

**Minimum Years of Experience:** Three (3) years in related field.

**Minimum Educational / Degree Requirements:** Bachelor's Degree in Social Work, Clinical Psychology or other appropriate social science discipline.

**Job Title:** Junior Child and Youth Counselor

**Functional Responsibilities:** Provides evidence-based, age-appropriate youth development opportunities to build resiliency, as well as physical, behavioral, social, and emotional life skills for dependents of the Child and Youth Program. Provide information, assistance, referral, and follow-up services regarding available child and youth resources for school-age youth. Assist in providing client services in a wide variety of fields, such as psychology, rehabilitation, or social work, including support for families. May assist clients in identifying and obtaining available benefits and social and community services. Develop and maintain a directory of resources, agencies and organizations that are available to assist children and youth program requirements. Access and analyze data from surveys and informal interaction to identify Child and Youth needs as well as develop and coordinate programs to meet the identified needs. May assist social workers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse, human relationships, rehabilitation, or dependent care. Keep records or prepare reports for owner or management concerning visits with clients. Provide information or refer individuals to public or private agencies or community services for assistance. Visit individuals in homes or attend group meetings to provide information on agency services, requirements, or procedures. Submit reports and review reports or problems with superior.

**Minimum Years of Experience:** Two years demonstrated work experience in a related field (i.e. Education, Youth Development, Reserve Component Family Programs or Child & Youth Programs, social sciences, human resources, or business/program management) is desired.

**Minimum Educational / Degree Requirements:** Associates Degree. In the absence of secondary education, significant work experience in a related field is required.

**Job Title:** Operations Counselor

**Functional Responsibilities:** Work with individuals and groups to promote optimum mental and emotional health. Counsels and advises individuals on a variety of health and/or behavioral issues. May counsel individuals, families, or groups or engage in prevention programs. Counsel clients or patients, individually or in group sessions, to assist in overcoming dependencies, adjusting to life, or making changes. Interview clients, review records, and confer with other professionals to evaluate individuals' mental and physical condition and to determine their suitability for participation in a specific program. Interview clients to gather information about their backgrounds, needs, or progress. Collect information about clients through interviews, observation, or tests. Complete and maintain accurate records or reports regarding patients' histories and progress, services provided, or other required information. Develop client treatment plans based on research, clinical experience, and client histories. Fill out and maintain client-related paperwork, including federal- and state-mandated forms, client diagnostic records, and progress notes. Review and evaluate clients' progress in relation to measurable goals described in treatment and care plans. Collaborate with other professionals to assess client needs or plan treatments.

**Minimum Years of Experience:** Three (3) years in related field.

**Minimum Educational / Degree Requirements:** Master's Degree

**Job Title:** Program Manager

**Functional Responsibilities:** Establish and oversee administrative procedures to meet objectives set by boards of directors or senior management. Responsible for program leadership, decision making and management of work requirements utilizing a skilled team in an environment that requires flexibility, adaptability, and responsiveness. The Program Manager shall demonstrate and apply highly developed interpersonal, analytical and communication (written and verbal) skills along with the ability to manage complex programs in a diverse and dynamic environment. Plan, direct, or coordinate the activities of a social service program or community outreach organization. Oversee the program or organization's budget and policies regarding participant involvement, program requirements, and benefits. Work may involve directing social workers, counselors, or probation officers. Evaluate the work of staff and volunteers to ensure that programs are of appropriate quality and that resources are used effectively. Provide direct service and support to individuals or clients, such as handling a referral for child advocacy issues,

conducting a needs evaluation, or resolving complaints. Recruit, interview, and hire or sign up volunteers and staff. Establish and maintain relationships with other agencies and organizations in community to meet community needs and to ensure that services are not duplicated.

**Minimum Years of Experience:** A minimum of seven (7) years' experience

**Minimum Educational / Degree Requirements:** Bachelor's Degree in social sciences, education, human resources, or business/program management is required

**Job Title:** Asst. Program Manager

**Functional Responsibilities:** Provide administrative assistance to the Program Manager to ensure overall program success, supervise program staff while on shift, and provide structure while delegating shift responsibilities and activities. Serve as the PM's assistant for all services provided under the contract within the designated region. Provide day-to-day management supervision for contract personnel as assigned by the PM, and provides mentorship, training, and mitigation to ensure services meet or exceed standard requirements as directed by the PM. Provide analysis and support in the planning, development, and implementation of program services and activities in accordance with the program goals and objectives, and supervise day- to-day execution of contract deliverables. Provide and manage health education programs that help individuals, families, and their communities maximize and maintain healthy lifestyles. Collect and analyze data to identify community needs prior to planning, implementing, monitoring, and evaluating programs designed to encourage healthy lifestyles, policies, and environments. Gather and analyze program data, and submit reports to the PM as required, identify systematic problems for resolution and track progress, report significant activities, and ensure performance standards are exceeded. Develop and maintain cooperative working relationships with agencies and organizations interested in public health care. May serve as a resource to assist individuals, other healthcare workers, or the community, and may administer fiscal resources for health education programs. In addition to these responsibilities, the APM provides case management to assigned individuals, as well as serve as the primary supervisory/authority figure in the absence of the Program Manager. Achieves operational objectives by contributing information and recommendations to strategic plans and reviews; preparing and completing action plans; implementing production, productivity, quality, and customer-service standards; resolving problems; completing audits; identifying trends; determining system improvements; implementing change.

**Minimum Years of Experience:** Minimum Two (2) years' experience in Education, social sciences, human resources, or business/program management) is desired.

**Minimum Educational / Degree Requirements:** Bachelor's Degree in a Social Services related field.

**Job Title:** Project Manager

**Functional Responsibilities:** Conduct organizational studies and evaluations, design systems and procedures, conduct work simplification and measurement studies, and prepare operations and procedures manuals to assist management in operating more efficiently and effectively. Develop Project Management Plans including all project scope, schedule, budget, quality, staffing and project organization, communication, risk, knowledge transfer, and procurement. The project manager will develop and manage a project schedule, participate in internal team meetings to receive input, follow-up on assigned items, and report to the group on the progress. Direct and manage project execution, monitor and control project work. Document and prepare recommendations for implementation of new systems, procedures, or organizational changes. Interview personnel and conduct on-site observation to ascertain unit functions, work performed, and methods, equipment, and personnel used. Analyze data gathered and develop solutions or alternative methods of proceeding. Plan study of work problems and procedures, such as organizational change, communications, information flow, integrated production methods, inventory control, or cost analysis. Confer with personnel concerned to ensure successful functioning of newly implemented systems or procedures.

**Minimum Years of Experience:** Five (5) years Project Management and Implementation Experience.

**Minimum Educational / Degree Requirements:** Bachelor's Degree



**Job Title:** Training Coordinator

**Functional Responsibilities:** Responsible for developing, coordinating, and conducting new hire and sustainment training. Oversee the planning, development, and implementation of training services and activities. Coordinate on the day-to-day status of the training program and completion of deliverables required by contract. Coordinate with appropriate personnel in ensuring the consistent delivery of the overall training program, and communicate changes and/or new developments with training packages. Manage and maintain all training records. Provide support and information on training requirements and strategies. Gather and analyze training data, and submit training reports as required, identifying systematic problems for resolution, tracking progress, reporting significant activities, and ensuring training performance standards are exceeded. Compile training reports using computer programs/systems. Plan, coordinate, and conduct when necessary, new hire training using contract specific PWS duties, policies and processes. TC shall ensure that new hires receive expeditious, consistent and complete standard training for their roles. Conduct written training assessment with class participants upon the conclusions of all training courses.

**Minimum Years of Experience:** 1 year of related experience preferred

**Minimum Educational / Degree Requirements:** Associates Degree (or equivalent life/work experience in a related field; i.e. Family support, human resources, counseling, business/program management).

**Job Title:** Family Assistance Coordinator

**Functional Responsibilities:** Responsible for the administrative, counseling, networking and reporting functions required to meet the overall objective of established Family Assistance standard imperatives, focusing on providing services, crisis intervention, financial, legal, and community access referral services to families. Family Assistant Coordinators may assist clients in identifying and obtaining available benefits in addition to social and community services. May assist social workers with developing, organizing and conducting programs for the benefit of families. Family Assistance Coordinators possess outstanding communication skills and a desire to serve families by providing critical assistance to meet their needs.

**Minimum Years of Experience:** 1 year of related experience preferred

**Minimum Educational / Degree Requirements:** Associates Degree (or equivalent life/work experience in a related field; i.e. Family support, human resources, counseling, business/program management).

**Job Title:** Family Assistance Specialist

**Functional Responsibilities:** Responsible for coordinating, facilitating and focusing on needed resources for families. Access and analyze data from surveys and informal interactions to identify needs of families and make necessary referrals. Coordinate and facilitate support groups, life skill education, and supportive counseling for survivors in coordination with appropriate trained/licensed/certified service providers. Gather information, make recommendations for program improvement, synthesize information and provide communication (orally and written) to disseminate information throughout the organization. Be familiar with and knowledgeable of regulations, publications, manuals and local policies and procedures to include all applicable Federal, state and local statues, ordinances, laws and regulations (including Presidential Executive Orders).

**Minimum Years of Experience:** At least three (3) years' experience in Human Services related field.

**Minimum Educational / Degree Requirements:** Bachelor's Degree

**Job Title:** Clinical Director

**Functional Responsibilities:** Responsible for clinical program development, oversight and supervision. Responsible for ensuring quality services through the development of new methodologies, training, individual and group supervision team meeting. Supervise and monitor documentation to ensure that all documentation is timely, legible, accurate and in accordance with current regulatory statues and agency policies and procedures. Build and maintain relationships with community-bases mental health service

providers, coordinating agencies and governmental agencies. Establish and maintain effective contacts with local area mental health resources including community members, parents, schools, residential facilities, and other agencies/organizations. Directs, coordinates, monitors and reviews clinical program personnel. Provide staff support and assist with program development. The Clinical Director will have knowledge of and the ability to comply with all applicable laws and regulations as well as knowledge of the program requirements. The Clinical Director will provide direct supervision to staff. Take a lead role in contract management and ensuring timely submission of deliverables

**Minimum Years of Experience:** Five (5) years of program direction experience in relevant subject matter.

**Minimum Educational / Degree Requirements:** Master's Degree and Licensed Clinical Social Worker

**Job Title:** Senior Counselor

**Functional Responsibilities:** Provides high quality, compassionate, and ethical outpatient mental health therapy to clients through individual, family, group, and crisis counseling. Knowledge of principles, methods, and procedures for diagnosis, treatment, and rehabilitation of physical and mental dysfunctions, and for career counseling and guidance. Performs intakes, clinical assessments, and diagnostic interviews, and develops appropriate clinical diagnoses and writes comprehensive intake and diagnostic summaries and reports. Collect information about clients through interviews, observation, or tests. Fill out and maintain client-related paperwork, including federal- and state-mandated forms, client diagnostic records, and progress notes. Maintain confidentiality of records relating to clients' treatment.

**Minimum Years of Experience:** Six (6) years of experience.

**Minimum Educational / Degree Requirements:** Master's Degree in Human Services or related field.

**Job Title:** Junior Counselor

**Functional Responsibilities:** Conduct intakes and assessment, develop treatment plans, and provide individual, family and group counseling sessions. Inform clients about available services. Update progress notes in a timely manner. Coordinate services, resources, and referrals with other agencies and services. Work collaboratively with behavioral health staff and outside agencies. Participate in community outreach and special projects. Participate in program development and assessment as requested. Complete and maintain accurate records or reports regarding the patients' histories and progress, services provided, or other required information. Review and evaluate clients' progress in relation to measurable goals described in treatment and care plans.

**Minimum Years of Experience:** 2 years minimum experience.

**Minimum Educational / Degree Requirements:** Bachelor's Degree in Social Work, Clinical Psychology or other appropriate social science discipline.

**Job Title:** Case Manager

**Functional Responsibilities:** Conduct case intakes to determine eligibility for services. Coordinate, manage and monitor case progression. Oversee and educate individuals on processes and procedures. Counsel clients in individual or group sessions to assist them with various needs. Monitor, evaluate, and record client progress with respect to treatment goals. Collaborate with counselors, physicians, or nurses to plan or coordinate treatment, drawing on social work experience and patient needs. Counsel or aid family members to assist them in understanding, dealing with, or supporting the client or patient. Coordinate, manage and monitor case progress and assists SMEs and colleagues as needed. Compiles reports regarding case management. Engage in systems advocacy with other services providers to ensure maximized opportunities for individuals to enhance their well-being. Coordinate medical, mental health, substance use, social, and other needed services with and on behalf of individuals that ensure a full quality of life. Document service delivery electronically and maintain accurate and timely clinical documentation while upholding confidentiality.

**Minimum Years of Experience:** Three (3) years of related experience in case management, nursing, or social work.

**Minimum Educational / Degree Requirements:** Bachelor's Degree

**Job Title:** Care Coordinator

**Functional Responsibilities:** Process patient admission or discharge documents. Initiate and coordinate clerical and administrative functions such as handling correspondence and word processing, confirm appointments, create provider schedules, address requests for urgent appointments, answering telephone, process incoming faxes and respond to e-mail inquiries. Review records for completeness, accuracy, and compliance with regulations. Responsible for answering and directing calls to appropriate individuals, sending out messages to staff, perform general administrative duties and may assist other staff with overflow work. Send referrals to outside agencies and service providers. Retrieve patient records for physicians, counselors or other authorized personnel. Responsible for scheduling numerous providers. Protect the security of medical records to ensure that confidentiality is maintained.

**Minimum Years of Experience:** Two (2) years' experience in business environment working in areas directly related to the duties listed in the functional responsibility.

**Minimum Educational / Degree Requirements:** High School Graduate or GED 2 years Administrative Experience

**Job Title:** IT Systems Engineer

**Functional Responsibilities:** Performs by assisting in the analysis of existing systems and the definition, design and development of new system requirements. Identifies, analyzes and may resolve program support deficiencies. Participates in the determination of system specifications, input/output processes and working parameters for hardware/software compatibility.

**Minimum Years of Experience:** Three (3) years of related experience

**Minimum Educational / Degree Requirements:** Bachelor's Degree or technical training equivalent in a subject matter related field required.

**Job Title:** Program Manager

**Functional Responsibilities:** Manage and direct technical project/program personnel to ensure objectives are met with top quality and levels of performance. Manage large projects within the program involving multi-functional talking and substantial complexity. Plan and supervise major system life cycle support tasks/functions including requirements definition, acquisition, integration, test and evaluation, fielding/installation, and disposition.

**Minimum Years of Experience:** At least three (3) to five (5) years' experience in project management.

**Minimum Educational / Degree Requirements:** Bachelor's Degree or technical training equivalent in a subject matter related field required. Masters' Degree preferred.

**Job Title:** Project Manager

**Functional Responsibilities:** Provide leadership and responsible program direction through successful performance of a variety of detailed, diverse elements of project transitioning. Direct completion of tasks within estimated timeframes and budget constraints. Schedule and assign duties to subordinates and subcontractors and ensures assignments are completed as directed. Enforce work standards and reviews/resolves work discrepancies to ensure compliance with contract requirements. Interface with the Contractor's Program Manager as well as Government management personnel including, but not limited to, the Contracting Officer and the Contracting Officer's Technical Representative.

**Minimum Years of Experience:** At least three (3) to five (5) years' experience in project management.

**Minimum Educational / Degree Requirements:** Bachelor's Degree or technical training equivalent in a subject matter related field required. Masters' Degree preferred.

**Job Title:** Systems Administrator

**Functional Responsibilities:** Provides system backup/recovery, basic software management, security management, and library management, operating computer systems in different operating environments,

sizing, performance, tuning, hardware/software trouble shooting and resource allocation.

**Minimum Years of Experience:** Two (2) years of entry-level position with knowledge of computer systems and data communications.

**Minimum Educational / Degree Requirements:** Bachelor's Degree or technical training equivalent in a subject matter related field required.

**Job Title:** Systems Analyst

**Functional Responsibilities:** Assess requirements for new or modified management information systems, perform detailed systems design, prepare written specifications, data modeling, programming, and conduct module and integration tests.

**Minimum Years of Experience:** Two (2) years' experience in systems analysis and database management systems.

**Minimum Educational / Degree Requirements:** Bachelor's Degree or technical training equivalent in a subject matter related field required.

**Job Title:** Technology Analyst

**Functional Responsibilities:** Develop functional and technical information system designs. Supervise business integration analysts in the development of software designs, computer programming, system testing or training curricula. Lead business process redesign teams in the development of new business process architectures. Design training programs for information systems users. Participate in quality reviews to ensure work complies with specified standards. Develop team work plans. Perform workflow analyses. Design and manage databases. Define information systems requirements. Assist in project budget preparation. Possess special skills in premium technologies, such as packaged enterprise software tools and other premium market-driven technologies.

**Minimum Years of Experience:** Two (2) years' experience in information systems analysis, change management efforts or business process redesign.

**Minimum Educational / Degree Requirements:** Bachelor's Degree or technical training equivalent in a subject matter related field required.

**Job Title:** Sr. Technology Consultant

**Functional Responsibilities:** Develop functional and technical information system designs. Supervise business integration analysts in the development of software designs, computer programming, system testing or training curricula. Lead business process redesign teams in the development of new business process architectures. Design training programs for information systems users. Participate in quality reviews to ensure work complies with specified standards. Develop team work plans. Perform workflow analyses. Design and manage databases. Define information systems requirements. Assist in project budget preparation. Possess special skills in premium technologies, such as packaged enterprise software tools and other premium market-driven technologies.

**Minimum Years of Experience:** Five (5) years' experience in information systems implementation, change management efforts or business process redesign.

**Minimum Educational / Degree Requirements:** Bachelor's Degree or technical training equivalent in a subject matter related field required.

**Job Title:** Trainer

**Functional Responsibilities:** Provide training to as specified in contract. Prepare all instruction materials (course outlines, background material, and training aids, course manuals, workbooks, handouts, completion certificates, and course critique forms, etc).

**Minimum Years of Experience:** At least three (3) years' experience in developing and presenting end user training in the areas of voice and data services including networks, terminal equipment, software, and system operation.

**Minimum Educational / Degree Requirements:** Bachelor's Degree or technical training equivalent in a

subject matter related field required.

**Job Title:** QA Manager

**Functional Responsibilities:** The QA Manager responsibilities include: Preparation and maintenance of the project schedule and budget. QA engagement for an ISO auditing program. Preparation and delivery of status reports to the customer. Oversee all work and take corrective action as necessary to ensure overall project success. Manage staffing, budget, prioritization, and other personnel matters. Coordination of the master project plan and on-time delivery of key deliverables. This position will also provide support for Quality Assurance and CMMI activities. Provide direction for the company's Quality Assurance activities. This would be done by building effective working relationships with all related groups and people, participation in the standardization of quality system processes, development and execution of plans for continuous improvement, and provide opportunities for personal and professional development of associates. Support the CMMI compliancy and produce opportunities for personal and professional development of associates. Support the CMMI compliancy and CMMI III certification. Assess every project's CMMI compliancy and produce QADR's (Quality Assurance Deficiency Report) if needed and present the QADR's to senior management.

**Minimum Years of Experience:** At least three (3) years of QA experience and five+ (5) years program and project management experience.

**Minimum Educational / Degree Requirements:** Bachelor's Degree or equivalent.

**Job Title:** Configuration Manager

**Functional Responsibilities:** Responsible for the execution of the Process (directly perform or delegate responsibilities). Includes operating the defined and agreed process, ensuring it interfaces with all other relevant processes, reviewing the effectiveness and efficiency of the process, performing process audits and managing the process improvement cycle. Responsible for the deployment of the process. Evaluates performance metrics against the defined critical success factors and institutes actions to correct shortcomings or further streamline the process as necessary. Interfaces with other processes and/or business functions to ensure they are able to leverage the benefits provided by the Configuration Management process. Directs, prioritizes and schedules audits; ensures that any corrective action identified in Process and/or Database audits is carried out. Manages the evaluation of Configuration Management tools and recommend those that best meet the organizations requirements. Ensures appropriate security and access levels to the Configuration Management System. Plans and manages population of the Configuration Management System, including discovery and other data import methods. Produces reports and Management information, including impact analysis reports and Configuration status reports. Identifies opportunities and submits proposals for improvement with respect to tools, staff, training, process, procedures and work instructions.

**Minimum Years of Experience:** At least three (3) years of configuration management experience and five+ (5) years program and project management experience.

**Minimum Educational / Degree Requirements:** Bachelor's Degree or equivalent.

**Job Title:** Consultant / Subject Matter Expert

**Functional Responsibilities:** Provide expert advice and consultation to top-level officials on management issues and problems.

**Minimum Years of Experience:** At least five (5) years' progressively more responsible experience in consulting or offering expert advice to businesses, organizations, and others on executive and management issues and ideas.

**Minimum Educational / Degree Requirements:** Bachelor's Degree

**Job Title:** Functional Analyst

**Functional Responsibilities:** Advise on the analysis, evaluation, and implementation of procedures and other necessary functional tasks. Analyze user needs to determine functional and cross-functional

requirements. Perform functional allocation to identify required tasks and their inter-relationships. Compile data and develop information for use by organizations, management teams, and leaders. Serves as technical member of development, implementation, or operations team. Must have strong analytical skills, as well as exceptional interpersonal and communication skills.

**Minimum Years of Experience:** One (1) year of experience in consulting or analytical environment.

**Minimum Educational / Degree Requirements:** Bachelor's Degree

**Job Title:** Junior Management Analyst

**Functional Responsibilities:** Provide direct support to consultants and other senior personnel conducting consulting activities including creativity and sound judgment involving unusual and complex management and technical problems.

**Minimum Years of Experience:** Two (2) years' experience in business environment working in areas directly related to the duties listed in the functional responsibility.

**Minimum Educational / Degree Requirements:** Associates Degree

**Job Title:** Junior Management Consultant

**Functional Responsibilities:** Provide independent services and leadership in specialized technical areas. Provide expertise on an as-needed basis to all task assignments. Coordinate with contractor management and Government personnel to ensure problems are properly defined and solutions satisfy the Government's requirement.

**Minimum Years of Experience:** Two (2) years' experience in business environment working in areas directly related to the duties listed in the functional responsibility.

**Minimum Educational / Degree Requirements:** Associates Degree

**Job Title:** Organizational Analyst

**Functional Responsibilities:** Research and analyze operational data to perform management and organizational assessments. Compile data and develop information for use by organizations, management teams, and leaders.

**Minimum Years of Experience:** Three (3) years of experience in consulting or analytical environment.

**Minimum Educational / Degree Requirements:** Bachelor's Degree

**Job Title:** Organizational Researcher

**Functional Responsibilities:** Research and analyze operational data to perform management and organizational assessments. Compile data and develop information for use by organizations, management teams, and leaders. Provide operation, process, and procedural appraisals to prepare materials for constructing customized workshops and training exercises. Develop customized organizational development, planning, and team building tools. Prepares and conduct surveys, analyzes survey data, and develops trend information. Utilizing modeling techniques, simulate complex operational environments and proposed changes to operational environments to evaluate performance attributes.

**Minimum Years of Experience:** Three (3) years of in consulting or analytical environment.

**Minimum Educational / Degree Requirements:** Bachelor's Degree

**Job Title:** Program Manager

**Functional Responsibilities:** Manage and direct project/program personnel to ensure objectives are met with top quality and levels of performance. Manage large projects within the program involving multi-functional talking and substantial complexity. Plan and supervise major system life cycle support tasks/functions.

**Minimum Years of Experience:** At least five (5) years' experience in project management.

**Minimum Educational / Degree Requirements:** Bachelor's Degree

**Training or Certification Requirements:** Ability to ensure subordinate managers perform tasks in a timely and successful way. Superior oral and written skills are essential.

**Job Title:** Project Manager

**Functional Responsibilities:** Provide leadership and responsible program direction through successful performance of a variety of detailed, diverse elements of project transitioning. Direct completion of tasks within estimated timeframes and budget constraints. Schedule and assign duties to subordinates and subcontractors and ensures assignments are completed as directed. Enforce work standards and reviews/resolves work discrepancies to ensure compliance with contract requirements. Interface with the Contractor’s Program Manager as well as Government management personnel including, but not limited to, the Contracting Officer and the Contracting Officer’s Technical Representative.

**Minimum Years of Experience:** At least three (3) years’ experience in project management.

**Minimum Educational / Degree Requirements:** Bachelor’s Degree

**Job Title:** Technical Analyst

**Functional Responsibilities:** Conduct a variety of administrative and systemic developmental tasks and projects including application developments and tailoring, metrics determination and tracking, and training of staff in business effectiveness improvement.

**Minimum Years of Experience:** One (1) year of related experience.

**Minimum Educational / Degree Requirements:** Bachelor’s Degree

***Education/Experience Substitutions***

2 years if additional relevant experience	Equals	Associates Degree
4 years of additional relevant experience	Equals	Bachelor’s Degrees
6 years of additional relevant experience	Equals	Master’s Degree
8 years of additional relevant experience	Equals	Ph.D.

**Service Contract Labor Standards:** The Service Contract Labor Standards (SCLS), formerly known as the Service Contract Act (SCA), is applicable to this contract as it applies to the entire Multiple Award Schedule (MAS) and all services provided. While no specific labor categories have been identified as being subject to SCLS/SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CRF 541.300), this contract still maintains the provisions and protections for SCLS/SCA eligible labor categories. If and / or when the contractor adds SCLS/SCA labor categories to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS/SCA matrix identifying the GSA labor category titles, the occupational code, SCLS/SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.