

GSA Contract Terms and Conditions

Federal Supply Service

Authorized Federal Supply Schedule Price List

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

<http://www.GSAAdvantage.gov>.

GSA Schedules Consolidation

Contract Number: GS02F0234W

Period Covered by Contract:

9/7/2010 – 9/6/2025

Zeiders Enterprises. Inc.

2750 Killarney Drive, Suite 100
Woodbridge, VA 22192
703-496-9000, (fax) 703-580-6339
www.zeiders.com

Contract Administration: Elizabeth Isajewicz, Sr. Financial Manager: eisajewicz@zeiders.com
Dorian T. Anderson, Director, Corporate Development: danderson@zeiders.com

Business size: Large Business

Original Date: 9/7/2010
Revision Date: 1/20/2021

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s):

See 1b for GSA awarded prices and 1c for labor category descriptions

NEW SIN	Previous SIN	SIN Description
541214	595-5	Payroll processing Services
561422	132-20	Telemarketing Bureaus and Other Contact Centers
541611	874-1	Administrative Management and General Management Consulting
	874-7	
	595-9	
	595-10	
	595-11	
541612	595-4	Human Resources Consulting Services
	595-21	
561311	595-2	Employment Placement Agencies
524292	595-6	Third Party Administration of Insurance and Pension Funds
611430	595-3	Professional and Management Development Training
624110	595-28	Child and Youth Services
624190	595-28	Other Individual and Family Services
624310	595-28	Vocational Rehabilitation 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.

See Pricing Table Section

1c. Description of all job titles, experience, functional responsibility, and education for those employees who will perform services under this contract.

See Labor Category Description Section

2. Maximum order: \$1,000,000.00

3. Minimum order: \$100.00

4. Geographic coverage (delivery area): CONUS and OCONUS

5. Point(s) of production (city, county, and State or foreign country): Same as company address

6. Discount from list prices or statement of net price: Government net prices (discount for government users of this schedule already deducted)

7. Quantity discounts: 1% discount for volume orders greater than \$1M. 1.5% discount for volume orders greater than \$1.5M.

8. Prompt payment terms: 0.5% discount if paid within 10 days of submission of invoice from Zeiders. Net 30 days Standard Federal terms.

9a. Government purchase cards are accepted at or below the micro-purchase threshold: Yes

9b. Government purchase cards are accepted or not accepted above the micro-purchase threshold: Contact Zeiders

10. Foreign items: None

11a. Time of delivery: As specified in task order.

11b. Expedited Delivery: Contact Zeiders

11c. Overnight and 2-day delivery: Contact Zeiders

11d. Urgent Requirements: Contact Zeiders

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

13a. Ordering address(es): Zeiders Enterprises, Inc.
2750 Killarney Drive, Suite 100
Woodbridge, VA 22192
Attn: Elizabeth Isajewicz Sr. Financial Manager
Phone: 703-496-9000, Fax: 703-580-6339
Email: eisajewicz@zeiders.com

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3. A sample BPA can be found at the GSA/FSS Schedule homepage www.fss.gsa.gov/schedules.

14. Payment address(es): Zeiders Enterprises, Inc.
2750 Killarney Drive, Suite 100
Woodbridge, VA 22192
Attn: Accounting
Phone: 703-496-9000, Fax: 703-580-6339
Email: accounting@zeiders.com

15. Warranty provision: Zeiders warrants and implies that the services rendered under the contract are merchantable and fit for the particular purpose described in the contract

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 Zeiders

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

24b. Section 508 Compliance: The section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services at www.Section508.gov/. Contact Zeiders for details on 508 compliance information with regard to products and services

25. Data Universal Number System (DUNS) number: 130440118

26. Notification regarding registration in System for Award Management (SAM) database:
Registered

27. Uncompensated Overtime: None

Pricing Tables

SIN 524292			Hourly Rates				
			Year 1	Year 2	Year 3	Year 4	Year 5
Reference #	Labor Category	Facility	GSA PRICE + IFF	GSA PRICE + IFF	GSA PRICE + IFF	GSA PRICE + IFF	GSA PRICE + IFF
3	HR Project Manager	Contractor Facility	\$148.14	\$151.85	\$155.65	\$159.54	\$163.53
		Customer Facility	\$134.74	\$138.12	\$141.56	\$145.11	\$148.74
5	Social Services Project Manager	Contractor Facility	\$148.14	\$151.85	\$155.65	\$159.54	\$163.53
		Customer Facility	\$134.74	\$138.12	\$141.56	\$145.11	\$148.74
10	HR Program Analyst - Senior	Contractor Facility	\$93.15	\$95.47	\$97.85	\$100.29	\$102.80
		Customer Facility	\$84.74	\$86.85	\$89.03	\$91.25	\$93.53
11	HR Program Analyst - Junior	Contractor Facility	\$71.06	\$72.84	\$74.66	\$76.52	\$78.44
		Customer Facility	\$64.62	\$66.25	\$67.90	\$69.59	\$71.32
12	Social Services Program Analyst - Senior	Contractor Facility	\$93.15	\$95.47	\$97.85	\$100.29	\$102.80
		Customer Facility	\$84.74	\$86.85	\$89.03	\$91.25	\$93.53
13	Social Services Program Analyst - Junior	Contractor Facility	\$71.06	\$72.84	\$74.66	\$76.52	\$78.44
		Customer Facility	\$64.62	\$66.25	\$67.90	\$69.59	\$71.32
24	Counselor, Senior	Contractor Facility	\$96.95	\$99.37	\$101.85	\$104.39	\$107.01
		Customer Facility	\$88.16	\$90.36	\$92.61	\$94.93	\$97.30
25	Counselor, Mid-level	Contractor Facility	\$80.54	\$82.56	\$84.62	\$86.74	\$88.91
		Customer Facility	\$73.25	\$75.08	\$76.96	\$78.88	\$80.86
26	Counselor, Junior	Contractor Facility	\$75.29	\$77.18	\$79.10	\$81.08	\$83.10
		Customer Facility	\$68.48	\$70.21	\$71.96	\$73.75	\$75.60
27	HR Learning Specialist - Senior	Contractor Facility	\$60.50	\$62.03	\$63.57	\$65.16	\$66.78
		Customer Facility	\$55.02	\$56.39	\$57.80	\$59.25	\$60.74
28	HR Learning Specialist - Junior	Contractor Facility	\$46.30	\$47.45	\$48.63	\$49.85	\$51.10
		Customer Facility	\$42.12	\$43.17	\$44.25	\$45.36	\$46.49
29	HR Strategic Comms Specialist - Senior	Contractor Facility	\$83.71	\$85.80	\$87.95	\$90.15	\$92.39
		Customer Facility	\$76.11	\$78.02	\$79.97	\$81.96	\$84.01
30	HR Strategic Comms Specialist - Junior	Contractor Facility	\$71.06	\$72.84	\$74.66	\$76.52	\$78.44
		Customer Facility	\$64.62	\$66.25	\$67.90	\$69.59	\$71.32
31	Social Services Learning Specialist - Senior	Contractor Facility	\$60.50	\$62.03	\$63.57	\$65.16	\$66.78
		Customer Facility	\$55.02	\$56.39	\$57.80	\$59.25	\$60.74
32	Social Services Learning Specialist - Junior	Contractor Facility	\$46.30	\$47.45	\$48.63	\$49.85	\$51.10
		Customer Facility	\$42.12	\$43.17	\$44.25	\$45.36	\$46.49
33	Social Services Strategic Comms Specialist - Senior	Contractor Facility	\$83.71	\$85.80	\$87.95	\$90.15	\$92.39
		Customer Facility	\$76.11	\$78.02	\$79.97	\$81.96	\$84.01
34	Social Services Strategic Comms Specialist - Junior	Contractor Facility	\$71.06	\$72.84	\$74.66	\$76.52	\$78.44
		Customer Facility	\$64.62	\$66.25	\$67.90	\$69.59	\$71.32
36	Work Family Specialist, Senior	Contractor Facility	\$81.65	\$83.70	\$85.79	\$87.94	\$90.14
		Customer Facility	\$74.26	\$76.11	\$78.02	\$79.97	\$81.96
37	Work Family Specialist, Mid-level	Contractor Facility	\$60.50	\$62.03	\$63.57	\$65.16	\$66.78
		Customer Facility	\$55.02	\$56.39	\$57.80	\$59.25	\$60.74
38	Work Family Specialist, Junior	Contractor Facility	\$51.64	\$52.93	\$54.26	\$55.61	\$57.00
		Customer Facility	\$46.96	\$48.14	\$49.35	\$50.58	\$51.85
43	Admin Support, Senior	Contractor Facility	\$53.04	\$54.37	\$55.72	\$57.12	\$58.54
		Customer Facility	\$48.23	\$49.43	\$50.67	\$51.94	\$53.24
44	Admin Support, Junior	Contractor Facility	\$40.66	\$41.68	\$42.72	\$43.79	\$44.89
		Customer Facility	\$37.01	\$37.93	\$38.88	\$39.85	\$40.85

Pricing Tables

SIN 541214			Hourly Rates				
			Year 1	Year 2	Year 3	Year 4	Year 5
Reference #	Labor Category	Facility	GSA PRICE + IFF	GSA PRICE + IFF	GSA PRICE + IFF	GSA PRICE + IFF	GSA PRICE + IFF
3	HR Project Manager	Contractor Facility	\$148.14	\$151.85	\$155.65	\$159.54	\$163.53
		Customer Facility	\$134.74	\$138.12	\$141.56	\$145.11	\$148.74
5	Social Services Project Manager	Contractor Facility	\$148.14	\$151.85	\$155.65	\$159.54	\$163.53
		Customer Facility	\$134.74	\$138.12	\$141.56	\$145.11	\$148.74
10	HR Program Analyst - Senior	Contractor Facility	\$93.15	\$95.47	\$97.85	\$100.29	\$102.80
		Customer Facility	\$84.74	\$86.85	\$89.03	\$91.25	\$93.53
11	HR Program Analyst - Junior	Contractor Facility	\$71.06	\$72.84	\$74.66	\$76.52	\$78.44
		Customer Facility	\$64.62	\$66.25	\$67.90	\$69.59	\$71.32
12	Social Services Program Analyst - Senior	Contractor Facility	\$93.15	\$95.47	\$97.85	\$100.29	\$102.80
		Customer Facility	\$84.74	\$86.85	\$89.03	\$91.25	\$93.53
13	Social Services Program Analyst - Junior	Contractor Facility	\$71.06	\$72.84	\$74.66	\$76.52	\$78.44
		Customer Facility	\$64.62	\$66.25	\$67.90	\$69.59	\$71.32
24	Counselor, Senior	Contractor Facility	\$96.95	\$99.37	\$101.85	\$104.39	\$107.01
		Customer Facility	\$88.16	\$90.36	\$92.61	\$94.93	\$97.30
25	Counselor, Mid-level	Contractor Facility	\$80.54	\$82.56	\$84.62	\$86.74	\$88.91
		Customer Facility	\$73.25	\$75.08	\$76.96	\$78.88	\$80.86
26	Counselor, Junior	Contractor Facility	\$75.29	\$77.18	\$79.10	\$81.08	\$83.10
		Customer Facility	\$68.48	\$70.21	\$71.96	\$73.75	\$75.60
27	HR Learning Specialist - Senior	Contractor Facility	\$60.50	\$62.03	\$63.57	\$65.16	\$66.78
		Customer Facility	\$55.02	\$56.39	\$57.80	\$59.25	\$60.74
28	HR Learning Specialist - Junior	Contractor Facility	\$46.30	\$47.45	\$48.63	\$49.85	\$51.10
		Customer Facility	\$42.12	\$43.17	\$44.25	\$45.36	\$46.49
29	HR Strategic Comms Specialist - Senior	Contractor Facility	\$83.71	\$85.80	\$87.95	\$90.15	\$92.39
		Customer Facility	\$76.11	\$78.02	\$79.97	\$81.96	\$84.01
30	HR Strategic Comms Specialist - Junior	Contractor Facility	\$71.06	\$72.84	\$74.66	\$76.52	\$78.44
		Customer Facility	\$64.62	\$66.25	\$67.90	\$69.59	\$71.32
31	Social Services Learning Specialist - Senior	Contractor Facility	\$60.50	\$62.03	\$63.57	\$65.16	\$66.78
		Customer Facility	\$55.02	\$56.39	\$57.80	\$59.25	\$60.74
32	Social Services Learning Specialist - Junior	Contractor Facility	\$46.30	\$47.45	\$48.63	\$49.85	\$51.10
		Customer Facility	\$42.12	\$43.17	\$44.25	\$45.36	\$46.49
33	Social Services Strategic Comms Specialist - Senior	Contractor Facility	\$83.71	\$85.80	\$87.95	\$90.15	\$92.39
		Customer Facility	\$76.11	\$78.02	\$79.97	\$81.96	\$84.01
34	Social Services Strategic Comms Specialist - Junior	Contractor Facility	\$71.06	\$72.84	\$74.66	\$76.52	\$78.44
		Customer Facility	\$64.62	\$66.25	\$67.90	\$69.59	\$71.32
36	Work Family Specialist, Senior	Contractor Facility	\$81.65	\$83.70	\$85.79	\$87.94	\$90.14
		Customer Facility	\$74.26	\$76.11	\$78.02	\$79.97	\$81.96
37	Work Family Specialist, Mid-level	Contractor Facility	\$60.50	\$62.03	\$63.57	\$65.16	\$66.78
		Customer Facility	\$55.02	\$56.39	\$57.80	\$59.25	\$60.74
38	Work Family Specialist, Junior	Contractor Facility	\$51.64	\$52.93	\$54.26	\$55.61	\$57.00
		Customer Facility	\$46.96	\$48.14	\$49.35	\$50.58	\$51.85
43	Admin Support, Senior	Contractor Facility	\$53.04	\$54.37	\$55.72	\$57.12	\$58.54
		Customer Facility	\$48.23	\$49.43	\$50.67	\$51.94	\$53.24
44	Admin Support, Junior	Contractor Facility	\$40.66	\$41.68	\$42.72	\$43.79	\$44.89
		Customer Facility	\$37.01	\$37.93	\$38.88	\$39.85	\$40.85

Pricing Tables

SIN 541611 (page 1 of 2)			Hourly Rates				
Reference #	Labor Category	Facility	Year 1	Year 2	Year 3	Year 4	Year 5
			GSA PRICE + IFF	GSA PRICE + IFF	GSA PRICE + IFF	GSA PRICE + IFF	GSA PRICE + IFF
3	HR Project Manager	Contractor Facility	\$148.14	\$151.85	\$155.65	\$159.54	\$163.53
		Customer Facility	\$134.74	\$138.12	\$141.56	\$145.11	\$148.74
4	Project Manager	Contractor Facility	\$135.73	\$139.12	\$142.60	\$146.16	\$149.81
		Customer Facility	\$111.69	\$114.48	\$117.34	\$120.27	\$123.27
5	Social Services Project Manager	Contractor Facility	\$148.14	\$151.85	\$155.65	\$159.54	\$163.53
		Customer Facility	\$134.74	\$138.12	\$141.56	\$145.11	\$148.74
6	Senior Management Analyst	Contractor Facility	\$99.09	\$101.56	\$104.11	\$106.71	\$109.37
		Customer Facility	\$81.54	\$83.58	\$85.66	\$87.81	\$90.01
7	Management Analyst	Contractor Facility	\$75.59	\$77.47	\$79.41	\$81.39	\$83.43
		Customer Facility	\$62.21	\$63.76	\$65.35	\$66.99	\$68.66
8	Sr. Applications Program Analyst	Contractor Facility	\$127.31	\$130.50	\$133.76	\$137.11	\$140.53
		Customer Facility	\$104.77	\$107.39	\$110.08	\$112.83	\$115.65
9	Applications Program Analyst	Contractor Facility	\$78.16	\$80.11	\$82.12	\$84.17	\$86.28
		Customer Facility	\$64.31	\$65.91	\$67.56	\$69.25	\$70.98
10	HR Program Analyst - Senior	Contractor Facility	\$93.15	\$95.47	\$97.85	\$100.29	\$102.80
		Customer Facility	\$84.74	\$86.85	\$89.03	\$91.25	\$93.53
11	HR Program Analyst - Junior	Contractor Facility	\$71.06	\$72.84	\$74.66	\$76.52	\$78.44
		Customer Facility	\$64.62	\$66.25	\$67.90	\$69.59	\$71.32
12	Social Services Program Analyst - Senior	Contractor Facility	\$93.15	\$95.47	\$97.85	\$100.29	\$102.80
		Customer Facility	\$84.74	\$86.85	\$89.03	\$91.25	\$93.53
13	Social Services Program Analyst - Junior	Contractor Facility	\$71.06	\$72.84	\$74.66	\$76.52	\$78.44
		Customer Facility	\$64.62	\$66.25	\$67.90	\$69.59	\$71.32
24	Counselor, Senior	Contractor Facility	\$96.95	\$99.37	\$101.85	\$104.39	\$107.01
		Customer Facility	\$88.16	\$90.36	\$92.61	\$94.93	\$97.30
25	Counselor, Mid-level	Contractor Facility	\$80.54	\$82.56	\$84.62	\$86.74	\$88.91
		Customer Facility	\$73.25	\$75.08	\$76.96	\$78.88	\$80.86
26	Counselor, Junior	Contractor Facility	\$75.29	\$77.18	\$79.10	\$81.08	\$83.10
		Customer Facility	\$68.48	\$70.21	\$71.96	\$73.75	\$75.60
27	HR Learning Specialist - Senior	Contractor Facility	\$60.50	\$62.03	\$63.57	\$65.16	\$66.78
		Customer Facility	\$55.02	\$56.39	\$57.80	\$59.25	\$60.74
28	HR Learning Specialist - Junior	Contractor Facility	\$46.30	\$47.45	\$48.63	\$49.85	\$51.10
		Customer Facility	\$42.12	\$43.17	\$44.25	\$45.36	\$46.49
29	HR Strategic Comms Specialist - Senior	Contractor Facility	\$83.71	\$85.80	\$87.95	\$90.15	\$92.39
		Customer Facility	\$76.11	\$78.02	\$79.97	\$81.96	\$84.01
30	HR Strategic Comms Specialist - Junior	Contractor Facility	\$71.06	\$72.84	\$74.66	\$76.52	\$78.44
		Customer Facility	\$64.62	\$66.25	\$67.90	\$69.59	\$71.32
31	Social Services Learning Specialist - Senior	Contractor Facility	\$60.50	\$62.03	\$63.57	\$65.16	\$66.78
		Customer Facility	\$55.02	\$56.39	\$57.80	\$59.25	\$60.74
32	Social Services Learning Specialist - Junior	Contractor Facility	\$46.30	\$47.45	\$48.63	\$49.85	\$51.10
		Customer Facility	\$42.12	\$43.17	\$44.25	\$45.36	\$46.49
33	Social Services Strategic Comms Specialist - Senior	Contractor Facility	\$83.71	\$85.80	\$87.95	\$90.15	\$92.39
		Customer Facility	\$76.11	\$78.02	\$79.97	\$81.96	\$84.01
34	Social Services Strategic Comms Specialist - Junior	Contractor Facility	\$71.06	\$72.84	\$74.66	\$76.52	\$78.44
		Customer Facility	\$64.62	\$66.25	\$67.90	\$69.59	\$71.32

Pricing Tables

SIN 541611 (page 2 of 2)			Hourly Rates				
Reference #	Labor Category	Facility	Year 1	Year 2	Year 3	Year 4	Year 5
			GSA PRICE + IFF	GSA PRICE + IFF	GSA PRICE + IFF	GSA PRICE + IFF	GSA PRICE + IFF
35	Training Specialist	Contractor Facility	\$59.95	\$61.44	\$62.98	\$64.55	\$66.18
		Customer Facility	\$49.34	\$50.57	\$51.84	\$53.14	\$54.46
36	Work Family Specialist, Senior	Contractor Facility	\$81.65	\$83.70	\$85.79	\$87.94	\$90.14
		Customer Facility	\$74.26	\$76.11	\$78.02	\$79.97	\$81.96
37	Work Family Specialist, Mid-level	Contractor Facility	\$60.50	\$62.03	\$63.57	\$65.16	\$66.78
		Customer Facility	\$55.02	\$56.39	\$57.80	\$59.25	\$60.74
38	Work Family Specialist, Junior	Contractor Facility	\$51.64	\$52.93	\$54.26	\$55.61	\$57.00
		Customer Facility	\$46.96	\$48.14	\$49.35	\$50.58	\$51.85
39	Technical Writer	Contractor Facility	\$47.40	\$48.58	\$49.80	\$51.05	\$52.33
		Customer Facility	\$39.00	\$39.98	\$40.98	\$42.01	\$43.05
43	Admin Support, Senior	Contractor Facility	\$53.04	\$54.37	\$55.72	\$57.12	\$58.54
		Customer Facility	\$48.23	\$49.43	\$50.67	\$51.94	\$53.24
44	Admin Support, Junior	Contractor Facility	\$40.66	\$41.68	\$42.72	\$43.79	\$44.89
		Customer Facility	\$37.01	\$37.93	\$38.88	\$39.85	\$40.85

Pricing Tables

SIN 541612			Hourly Rates				
			Year 1	Year 2	Year 3	Year 4	Year 5
Reference #	Labor Category	Facility	GSA PRICE + IFF	GSA PRICE + IFF	GSA PRICE + IFF	GSA PRICE + IFF	GSA PRICE + IFF
3	HR Project Manager	Contractor Facility	\$148.14	\$151.85	\$155.65	\$159.54	\$163.53
		Customer Facility	\$134.74	\$138.12	\$141.56	\$145.11	\$148.74
5	Social Services Project Manager	Contractor Facility	\$148.14	\$151.85	\$155.65	\$159.54	\$163.53
		Customer Facility	\$134.74	\$138.12	\$141.56	\$145.11	\$148.74
10	HR Program Analyst - Senior	Contractor Facility	\$93.15	\$95.47	\$97.85	\$100.29	\$102.80
		Customer Facility	\$84.74	\$86.85	\$89.03	\$91.25	\$93.53
11	HR Program Analyst - Junior	Contractor Facility	\$71.06	\$72.84	\$74.66	\$76.52	\$78.44
		Customer Facility	\$64.62	\$66.25	\$67.90	\$69.59	\$71.32
12	Social Services Program Analyst - Senior	Contractor Facility	\$93.15	\$95.47	\$97.85	\$100.29	\$102.80
		Customer Facility	\$84.74	\$86.85	\$89.03	\$91.25	\$93.53
13	Social Services Program Analyst - Junior	Contractor Facility	\$71.06	\$72.84	\$74.66	\$76.52	\$78.44
		Customer Facility	\$64.62	\$66.25	\$67.90	\$69.59	\$71.32
24	Counselor, Senior	Contractor Facility	\$96.95	\$99.37	\$101.85	\$104.39	\$107.01
		Customer Facility	\$88.16	\$90.36	\$92.61	\$94.93	\$97.30
25	Counselor, Mid-level	Contractor Facility	\$80.54	\$82.56	\$84.62	\$86.74	\$88.91
		Customer Facility	\$73.25	\$75.08	\$76.96	\$78.88	\$80.86
27	HR Learning Specialist - Senior	Contractor Facility	\$60.50	\$62.03	\$63.57	\$65.16	\$66.78
		Customer Facility	\$55.02	\$56.39	\$57.80	\$59.25	\$60.74
28	HR Learning Specialist - Junior	Contractor Facility	\$46.30	\$47.45	\$48.63	\$49.85	\$51.10
		Customer Facility	\$42.12	\$43.17	\$44.25	\$45.36	\$46.49
29	HR Strategic Comms Specialist - Senior	Contractor Facility	\$83.71	\$85.80	\$87.95	\$90.15	\$92.39
		Customer Facility	\$76.11	\$78.02	\$79.97	\$81.96	\$84.01
30	HR Strategic Comms Specialist - Junior	Contractor Facility	\$71.06	\$72.84	\$74.66	\$76.52	\$78.44
		Customer Facility	\$64.62	\$66.25	\$67.90	\$69.59	\$71.32
31	Social Services Learning Specialist - Senior	Contractor Facility	\$60.50	\$62.03	\$63.57	\$65.16	\$66.78
		Customer Facility	\$55.02	\$56.39	\$57.80	\$59.25	\$60.74
32	Social Services Learning Specialist - Junior	Contractor Facility	\$46.30	\$47.45	\$48.63	\$49.85	\$51.10
		Customer Facility	\$42.12	\$43.17	\$44.25	\$45.36	\$46.49
33	Social Services Strategic Comms Specialist - Senior	Contractor Facility	\$83.71	\$85.80	\$87.95	\$90.15	\$92.39
		Customer Facility	\$76.11	\$78.02	\$79.97	\$81.96	\$84.01
34	Social Services Strategic Comms Specialist - Junior	Contractor Facility	\$71.06	\$72.84	\$74.66	\$76.52	\$78.44
		Customer Facility	\$64.62	\$66.25	\$67.90	\$69.59	\$71.32
36	Work Family Specialist, Senior	Contractor Facility	\$81.65	\$83.70	\$85.79	\$87.94	\$90.14
		Customer Facility	\$74.26	\$76.11	\$78.02	\$79.97	\$81.96
37	Work Family Specialist, Mid-level	Contractor Facility	\$60.50	\$62.03	\$63.57	\$65.16	\$66.78
		Customer Facility	\$55.02	\$56.39	\$57.80	\$59.25	\$60.74
38	Work Family Specialist, Junior	Contractor Facility	\$51.64	\$52.93	\$54.26	\$55.61	\$57.00
		Customer Facility	\$46.96	\$48.14	\$49.35	\$50.58	\$51.85
43	Admin Support, Senior	Contractor Facility	\$53.04	\$54.37	\$55.72	\$57.12	\$58.54
		Customer Facility	\$48.23	\$49.43	\$50.67	\$51.94	\$53.24
44	Admin Support, Junior	Contractor Facility	\$40.66	\$41.68	\$42.72	\$43.79	\$44.89
		Customer Facility	\$37.01	\$37.93	\$38.88	\$39.85	\$40.85

Pricing Tables

SIN 561311			Hourly Rates				
			Year 1	Year 2	Year 3	Year 4	Year 5
Reference #	Labor Category	Facility	GSA PRICE + IFF	GSA PRICE + IFF	GSA PRICE + IFF	GSA PRICE + IFF	GSA PRICE + IFF
3	HR Project Manager	Contractor Facility	\$148.14	\$151.85	\$155.65	\$159.54	\$163.53
		Customer Facility	\$134.74	\$138.12	\$141.56	\$145.11	\$148.74
5	Social Services Project Manager	Contractor Facility	\$148.14	\$151.85	\$155.65	\$159.54	\$163.53
		Customer Facility	\$134.74	\$138.12	\$141.56	\$145.11	\$148.74
10	HR Program Analyst - Senior	Contractor Facility	\$93.15	\$95.47	\$97.85	\$100.29	\$102.80
		Customer Facility	\$84.74	\$86.85	\$89.03	\$91.25	\$93.53
11	HR Program Analyst - Junior	Contractor Facility	\$71.06	\$72.84	\$74.66	\$76.52	\$78.44
		Customer Facility	\$64.62	\$66.25	\$67.90	\$69.59	\$71.32
12	Social Services Program Analyst - Senior	Contractor Facility	\$93.15	\$95.47	\$97.85	\$100.29	\$102.80
		Customer Facility	\$84.74	\$86.85	\$89.03	\$91.25	\$93.53
13	Social Services Program Analyst - Junior	Contractor Facility	\$71.06	\$72.84	\$74.66	\$76.52	\$78.44
		Customer Facility	\$64.62	\$66.25	\$67.90	\$69.59	\$71.32
24	Counselor, Senior	Contractor Facility	\$96.95	\$99.37	\$101.85	\$104.39	\$107.01
		Customer Facility	\$88.16	\$90.36	\$92.61	\$94.93	\$97.30
25	Counselor, Mid-level	Contractor Facility	\$80.54	\$82.56	\$84.62	\$86.74	\$88.91
		Customer Facility	\$73.25	\$75.08	\$76.96	\$78.88	\$80.86
26	Counselor, Junior	Contractor Facility	\$75.29	\$77.18	\$79.10	\$81.08	\$83.10
		Customer Facility	\$68.48	\$70.21	\$71.96	\$73.75	\$75.60
27	HR Learning Specialist - Senior	Contractor Facility	\$60.50	\$62.03	\$63.57	\$65.16	\$66.78
		Customer Facility	\$55.02	\$56.39	\$57.80	\$59.25	\$60.74
28	HR Learning Specialist - Junior	Contractor Facility	\$46.30	\$47.45	\$48.63	\$49.85	\$51.10
		Customer Facility	\$42.12	\$43.17	\$44.25	\$45.36	\$46.49
29	HR Strategic Comms Specialist - Senior	Contractor Facility	\$83.71	\$85.80	\$87.95	\$90.15	\$92.39
		Customer Facility	\$76.11	\$78.02	\$79.97	\$81.96	\$84.01
30	HR Strategic Comms Specialist - Junior	Contractor Facility	\$71.06	\$72.84	\$74.66	\$76.52	\$78.44
		Customer Facility	\$64.62	\$66.25	\$67.90	\$69.59	\$71.32
31	Social Services Learning Specialist - Senior	Contractor Facility	\$60.50	\$62.03	\$63.57	\$65.16	\$66.78
		Customer Facility	\$55.02	\$56.39	\$57.80	\$59.25	\$60.74
32	Social Services Learning Specialist - Junior	Contractor Facility	\$46.30	\$47.45	\$48.63	\$49.85	\$51.10
		Customer Facility	\$42.12	\$43.17	\$44.25	\$45.36	\$46.49
33	Social Services Strategic Comms Specialist - Senior	Contractor Facility	\$83.71	\$85.80	\$87.95	\$90.15	\$92.39
		Customer Facility	\$76.11	\$78.02	\$79.97	\$81.96	\$84.01
34	Social Services Strategic Comms Specialist - Junior	Contractor Facility	\$71.06	\$72.84	\$74.66	\$76.52	\$78.44
		Customer Facility	\$64.62	\$66.25	\$67.90	\$69.59	\$71.32
36	Work Family Specialist, Senior	Contractor Facility	\$81.65	\$83.70	\$85.79	\$87.94	\$90.14
		Customer Facility	\$74.26	\$76.11	\$78.02	\$79.97	\$81.96
37	Work Family Specialist, Mid-level	Contractor Facility	\$60.50	\$62.03	\$63.57	\$65.16	\$66.78
		Customer Facility	\$55.02	\$56.39	\$57.80	\$59.25	\$60.74
38	Work Family Specialist, Junior	Contractor Facility	\$51.64	\$52.93	\$54.26	\$55.61	\$57.00
		Customer Facility	\$46.96	\$48.14	\$49.35	\$50.58	\$51.85
43	Admin Support, Senior	Contractor Facility	\$53.04	\$54.37	\$55.72	\$57.12	\$58.54
		Customer Facility	\$48.23	\$49.43	\$50.67	\$51.94	\$53.24
44	Admin Support, Junior	Contractor Facility	\$40.66	\$41.68	\$42.72	\$43.79	\$44.89
		Customer Facility	\$37.01	\$37.93	\$38.88	\$39.85	\$40.85

Pricing Tables

SIN 561422			Hourly Rates				
			Year 1	Year 2	Year 3	Year 4	Year 5
Reference #	Labor Category	Facility	GSA PRICE + IFF	GSA PRICE + IFF	GSA PRICE + IFF	GSA PRICE + IFF	GSA PRICE + IFF
1	Program Manager	Contractor Facility	\$139.64	\$143.13	\$146.71	\$150.38	\$154.14
		Customer Facility	\$127.00	\$130.18	\$133.42	\$136.76	\$140.17
2	Deputy Program Manager	Contractor Facility	\$87.80	\$89.99	\$92.25	\$94.55	\$96.92
		Customer Facility	\$79.86	\$81.85	\$83.90	\$85.99	\$88.15
14	Information Security/IA Lead	Contractor Facility	\$87.80	\$89.99	\$92.25	\$94.55	\$96.92
		Customer Facility	\$79.86	\$81.85	\$83.90	\$85.99	\$88.15
15	Program Operations Support Lead	Contractor Facility	\$87.80	\$89.99	\$92.25	\$94.55	\$96.92
		Customer Facility	\$79.86	\$81.85	\$83.90	\$85.99	\$88.15
16	Operations Supervisor	Contractor Facility	\$66.98	\$68.65	\$70.37	\$72.13	\$73.93
		Customer Facility	\$60.91	\$62.43	\$63.99	\$65.58	\$67.22
17	Business Manager	Contractor Facility	\$87.80	\$89.99	\$92.25	\$94.55	\$96.92
		Customer Facility	\$79.86	\$81.85	\$83.90	\$85.99	\$88.15
18	Outreach & Support Analyst	Contractor Facility	\$48.68	\$49.89	\$51.14	\$52.41	\$53.72
		Customer Facility	\$44.26	\$45.37	\$46.50	\$47.67	\$48.86
19	Quality Assurance Manager	Contractor Facility	\$87.80	\$89.99	\$92.25	\$94.55	\$96.92
		Customer Facility	\$79.86	\$81.85	\$83.90	\$85.99	\$88.15
20	Quality Assurance Analyst	Contractor Facility	\$66.98	\$68.65	\$70.37	\$72.13	\$73.93
		Customer Facility	\$60.91	\$62.43	\$63.99	\$65.58	\$67.22
21	Reporting Manager	Contractor Facility	\$87.80	\$89.99	\$92.25	\$94.55	\$96.92
		Customer Facility	\$79.86	\$81.85	\$83.90	\$85.99	\$88.15
22	Reporting Analyst	Contractor Facility	\$66.98	\$68.65	\$70.37	\$72.13	\$73.93
		Customer Facility	\$60.91	\$62.43	\$63.99	\$65.58	\$67.22
23	Workforce Management Analyst	Contractor Facility	\$76.97	\$78.89	\$80.87	\$82.89	\$84.97
		Customer Facility	\$69.99	\$71.74	\$73.53	\$75.37	\$77.26
40	Document Technical Editor	Contractor Facility	\$48.68	\$49.89	\$51.14	\$52.41	\$53.72
		Customer Facility	\$44.26	\$45.37	\$46.50	\$47.67	\$48.86
41	Customer Service 2	Contractor Facility	\$57.03	\$58.45	\$59.92	\$61.41	\$62.95
		Customer Facility	\$51.86	\$53.16	\$54.48	\$55.85	\$57.25
42	Customer Service 1	Contractor Facility	\$48.68	\$49.89	\$51.14	\$52.41	\$53.72
		Customer Facility	\$44.26	\$45.37	\$46.50	\$47.67	\$48.86

Pricing Tables

SIN 611430			Hourly Rates				
			Year 1	Year 2	Year 3	Year 4	Year 5
Reference #	Labor Category	Facility	GSA PRICE + IFF	GSA PRICE + IFF	GSA PRICE + IFF	GSA PRICE + IFF	GSA PRICE + IFF
3	HR Project Manager	Contractor Facility	\$148.14	\$151.85	\$155.65	\$159.54	\$163.53
		Customer Facility	\$134.74	\$138.12	\$141.56	\$145.11	\$148.74
5	Social Services Project Manager	Contractor Facility	\$148.14	\$151.85	\$155.65	\$159.54	\$163.53
		Customer Facility	\$134.74	\$138.12	\$141.56	\$145.11	\$148.74
10	HR Program Analyst - Senior	Contractor Facility	\$93.15	\$95.47	\$97.85	\$100.29	\$102.80
		Customer Facility	\$84.74	\$86.85	\$89.03	\$91.25	\$93.53
11	HR Program Analyst - Junior	Contractor Facility	\$71.06	\$72.84	\$74.66	\$76.52	\$78.44
		Customer Facility	\$64.62	\$66.25	\$67.90	\$69.59	\$71.32
12	Social Services Program Analyst - Senior	Contractor Facility	\$93.15	\$95.47	\$97.85	\$100.29	\$102.80
		Customer Facility	\$84.74	\$86.85	\$89.03	\$91.25	\$93.53
13	Social Services Program Analyst - Junior	Contractor Facility	\$71.06	\$72.84	\$74.66	\$76.52	\$78.44
		Customer Facility	\$64.62	\$66.25	\$67.90	\$69.59	\$71.32
24	Counselor, Senior	Contractor Facility	\$96.95	\$99.37	\$101.85	\$104.39	\$107.01
		Customer Facility	\$88.16	\$90.36	\$92.61	\$94.93	\$97.30
25	Counselor, Mid-level	Contractor Facility	\$80.54	\$82.56	\$84.62	\$86.74	\$88.91
		Customer Facility	\$73.25	\$75.08	\$76.96	\$78.88	\$80.86
26	Counselor, Junior	Contractor Facility	\$75.29	\$77.18	\$79.10	\$81.08	\$83.10
		Customer Facility	\$68.48	\$70.21	\$71.96	\$73.75	\$75.60
27	HR Learning Specialist - Senior	Contractor Facility	\$60.50	\$62.03	\$63.57	\$65.16	\$66.78
		Customer Facility	\$55.02	\$56.39	\$57.80	\$59.25	\$60.74
28	HR Learning Specialist - Junior	Contractor Facility	\$46.30	\$47.45	\$48.63	\$49.85	\$51.10
		Customer Facility	\$42.12	\$43.17	\$44.25	\$45.36	\$46.49
29	HR Strategic Comms Specialist - Senior	Contractor Facility	\$83.71	\$85.80	\$87.95	\$90.15	\$92.39
		Customer Facility	\$76.11	\$78.02	\$79.97	\$81.96	\$84.01
30	HR Strategic Comms Specialist - Junior	Contractor Facility	\$71.06	\$72.84	\$74.66	\$76.52	\$78.44
		Customer Facility	\$64.62	\$66.25	\$67.90	\$69.59	\$71.32
31	Social Services Learning Specialist - Senior	Contractor Facility	\$60.50	\$62.03	\$63.57	\$65.16	\$66.78
		Customer Facility	\$55.02	\$56.39	\$57.80	\$59.25	\$60.74
32	Social Services Learning Specialist - Junior	Contractor Facility	\$46.30	\$47.45	\$48.63	\$49.85	\$51.10
		Customer Facility	\$42.12	\$43.17	\$44.25	\$45.36	\$46.49
33	Social Services Strategic Comms Specialist - Senior	Contractor Facility	\$83.71	\$85.80	\$87.95	\$90.15	\$92.39
		Customer Facility	\$76.11	\$78.02	\$79.97	\$81.96	\$84.01
34	Social Services Strategic Comms Specialist - Junior	Contractor Facility	\$71.06	\$72.84	\$74.66	\$76.52	\$78.44
		Customer Facility	\$64.62	\$66.25	\$67.90	\$69.59	\$71.32
36	Work Family Specialist, Senior	Contractor Facility	\$81.65	\$83.70	\$85.79	\$87.94	\$90.14
		Customer Facility	\$74.26	\$76.11	\$78.02	\$79.97	\$81.96
37	Work Family Specialist, Mid-level	Contractor Facility	\$60.50	\$62.03	\$63.57	\$65.16	\$66.78
		Customer Facility	\$55.02	\$56.39	\$57.80	\$59.25	\$60.74
38	Work Family Specialist, Junior	Contractor Facility	\$51.64	\$52.93	\$54.26	\$55.61	\$57.00
		Customer Facility	\$46.96	\$48.14	\$49.35	\$50.58	\$51.85
43	Admin Support, Senior	Contractor Facility	\$53.04	\$54.37	\$55.72	\$57.12	\$58.54
		Customer Facility	\$48.23	\$49.43	\$50.67	\$51.94	\$53.24
44	Admin Support, Junior	Contractor Facility	\$40.66	\$41.68	\$42.72	\$43.79	\$44.89
		Customer Facility	\$37.01	\$37.93	\$38.88	\$39.85	\$40.85

Pricing Tables

SIN 624110			Hourly Rates				
			Year 1	Year 2	Year 3	Year 4	Year 5
Reference #	Labor Category	Facility	GSA PRICE + IFF	GSA PRICE + IFF	GSA PRICE + IFF	GSA PRICE + IFF	GSA PRICE + IFF
5	Social Services Project Manager	Contractor Facility	\$148.14	\$151.85	\$155.65	\$159.54	\$163.53
		Customer Facility	\$134.74	\$138.12	\$141.56	\$145.11	\$148.74
12	Social Services Program Analyst - Senior	Contractor Facility	\$93.15	\$95.47	\$97.85	\$100.29	\$102.80
		Customer Facility	\$84.74	\$86.85	\$89.03	\$91.25	\$93.53
13	Social Services Program Analyst - Junior	Contractor Facility	\$71.06	\$72.84	\$74.66	\$76.52	\$78.44
		Customer Facility	\$64.62	\$66.25	\$67.90	\$69.59	\$71.32
24	Counselor, Senior	Contractor Facility	\$96.95	\$99.37	\$101.85	\$104.39	\$107.01
		Customer Facility	\$88.16	\$90.36	\$92.61	\$94.93	\$97.30
25	Counselor, Mid-level	Contractor Facility	\$80.54	\$82.56	\$84.62	\$86.74	\$88.91
		Customer Facility	\$73.25	\$75.08	\$76.96	\$78.88	\$80.86
26	Counselor, Junior	Contractor Facility	\$75.29	\$77.18	\$79.10	\$81.08	\$83.10
		Customer Facility	\$68.48	\$70.21	\$71.96	\$73.75	\$75.60
31	Social Services Learning Specialist - Senior	Contractor Facility	\$60.50	\$62.03	\$63.57	\$65.16	\$66.78
		Customer Facility	\$55.02	\$56.39	\$57.80	\$59.25	\$60.74
32	Social Services Learning Specialist - Junior	Contractor Facility	\$46.30	\$47.45	\$48.63	\$49.85	\$51.10
		Customer Facility	\$42.12	\$43.17	\$44.25	\$45.36	\$46.49
33	Social Services Strategic Comms Specialist - Senior	Contractor Facility	\$83.71	\$85.80	\$87.95	\$90.15	\$92.39
		Customer Facility	\$76.11	\$78.02	\$79.97	\$81.96	\$84.01
34	Social Services Strategic Comms Specialist - Junior	Contractor Facility	\$71.06	\$72.84	\$74.66	\$76.52	\$78.44
		Customer Facility	\$64.62	\$66.25	\$67.90	\$69.59	\$71.32
36	Work Family Specialist, Senior	Contractor Facility	\$81.65	\$83.70	\$85.79	\$87.94	\$90.14
		Customer Facility	\$74.26	\$76.11	\$78.02	\$79.97	\$81.96
37	Work Family Specialist, Mid-level	Contractor Facility	\$60.50	\$62.03	\$63.57	\$65.16	\$66.78
		Customer Facility	\$55.02	\$56.39	\$57.80	\$59.25	\$60.74
38	Work Family Specialist, Junior	Contractor Facility	\$51.64	\$52.93	\$54.26	\$55.61	\$57.00
		Customer Facility	\$46.96	\$48.14	\$49.35	\$50.58	\$51.85
43	Admin Support, Senior	Contractor Facility	\$53.04	\$54.37	\$55.72	\$57.12	\$58.54
		Customer Facility	\$48.23	\$49.43	\$50.67	\$51.94	\$53.24
44	Admin Support, Junior	Contractor Facility	\$40.66	\$41.68	\$42.72	\$43.79	\$44.89
		Customer Facility	\$37.01	\$37.93	\$38.88	\$39.85	\$40.85

Pricing Tables

SIN 624190			Hourly Rates				
			Year 1	Year 2	Year 3	Year 4	Year 5
Reference #	Labor Category	Facility	GSA PRICE + IFF	GSA PRICE + IFF	GSA PRICE + IFF	GSA PRICE + IFF	GSA PRICE + IFF
5	Social Services Project Manager	Contractor Facility	\$148.14	\$151.85	\$155.65	\$159.54	\$163.53
		Customer Facility	\$134.74	\$138.12	\$141.56	\$145.11	\$148.74
12	Social Services Program Analyst - Senior	Contractor Facility	\$93.15	\$95.47	\$97.85	\$100.29	\$102.80
		Customer Facility	\$84.74	\$86.85	\$89.03	\$91.25	\$93.53
13	Social Services Program Analyst - Junior	Contractor Facility	\$71.06	\$72.84	\$74.66	\$76.52	\$78.44
		Customer Facility	\$64.62	\$66.25	\$67.90	\$69.59	\$71.32
24	Counselor, Senior	Contractor Facility	\$96.95	\$99.37	\$101.85	\$104.39	\$107.01
		Customer Facility	\$88.16	\$90.36	\$92.61	\$94.93	\$97.30
25	Counselor, Mid-level	Contractor Facility	\$80.54	\$82.56	\$84.62	\$86.74	\$88.91
		Customer Facility	\$73.25	\$75.08	\$76.96	\$78.88	\$80.86
26	Counselor, Junior	Contractor Facility	\$75.29	\$77.18	\$79.10	\$81.08	\$83.10
		Customer Facility	\$68.48	\$70.21	\$71.96	\$73.75	\$75.60
31	Social Services Learning Specialist - Senior	Contractor Facility	\$60.50	\$62.03	\$63.57	\$65.16	\$66.78
		Customer Facility	\$55.02	\$56.39	\$57.80	\$59.25	\$60.74
32	Social Services Learning Specialist - Junior	Contractor Facility	\$46.30	\$47.45	\$48.63	\$49.85	\$51.10
		Customer Facility	\$42.12	\$43.17	\$44.25	\$45.36	\$46.49
33	Social Services Strategic Comms Specialist - Senior	Contractor Facility	\$83.71	\$85.80	\$87.95	\$90.15	\$92.39
		Customer Facility	\$76.11	\$78.02	\$79.97	\$81.96	\$84.01
34	Social Services Strategic Comms Specialist - Junior	Contractor Facility	\$71.06	\$72.84	\$74.66	\$76.52	\$78.44
		Customer Facility	\$64.62	\$66.25	\$67.90	\$69.59	\$71.32
36	Work Family Specialist, Senior	Contractor Facility	\$81.65	\$83.70	\$85.79	\$87.94	\$90.14
		Customer Facility	\$74.26	\$76.11	\$78.02	\$79.97	\$81.96
37	Work Family Specialist, Mid-level	Contractor Facility	\$60.50	\$62.03	\$63.57	\$65.16	\$66.78
		Customer Facility	\$55.02	\$56.39	\$57.80	\$59.25	\$60.74
38	Work Family Specialist, Junior	Contractor Facility	\$51.64	\$52.93	\$54.26	\$55.61	\$57.00
		Customer Facility	\$46.96	\$48.14	\$49.35	\$50.58	\$51.85
43	Admin Support, Senior	Contractor Facility	\$53.04	\$54.37	\$55.72	\$57.12	\$58.54
		Customer Facility	\$48.23	\$49.43	\$50.67	\$51.94	\$53.24
44	Admin Support, Junior	Contractor Facility	\$40.66	\$41.68	\$42.72	\$43.79	\$44.89
		Customer Facility	\$37.01	\$37.93	\$38.88	\$39.85	\$40.85

Pricing Tables

SIN 624310			Hourly Rates				
			Year 1	Year 2	Year 3	Year 4	Year 5
Reference #	Labor Category	Facility	GSA PRICE + IFF	GSA PRICE + IFF	GSA PRICE + IFF	GSA PRICE + IFF	GSA PRICE + IFF
5	Social Services Project Manager	Contractor Facility	\$148.14	\$151.85	\$155.65	\$159.54	\$163.53
		Customer Facility	\$134.74	\$138.12	\$141.56	\$145.11	\$148.74
12	Social Services Program Analyst - Senior	Contractor Facility	\$93.15	\$95.47	\$97.85	\$100.29	\$102.80
		Customer Facility	\$84.74	\$86.85	\$89.03	\$91.25	\$93.53
13	Social Services Program Analyst - Junior	Contractor Facility	\$71.06	\$72.84	\$74.66	\$76.52	\$78.44
		Customer Facility	\$64.62	\$66.25	\$67.90	\$69.59	\$71.32
24	Counselor, Senior	Contractor Facility	\$96.95	\$99.37	\$101.85	\$104.39	\$107.01
		Customer Facility	\$88.16	\$90.36	\$92.61	\$94.93	\$97.30
25	Counselor, Mid-level	Contractor Facility	\$80.54	\$82.56	\$84.62	\$86.74	\$88.91
		Customer Facility	\$73.25	\$75.08	\$76.96	\$78.88	\$80.86
26	Counselor, Junior	Contractor Facility	\$75.29	\$77.18	\$79.10	\$81.08	\$83.10
		Customer Facility	\$68.48	\$70.21	\$71.96	\$73.75	\$75.60
31	Social Services Learning Specialist - Senior	Contractor Facility	\$60.50	\$62.03	\$63.57	\$65.16	\$66.78
		Customer Facility	\$55.02	\$56.39	\$57.80	\$59.25	\$60.74
32	Social Services Learning Specialist - Junior	Contractor Facility	\$46.30	\$47.45	\$48.63	\$49.85	\$51.10
		Customer Facility	\$42.12	\$43.17	\$44.25	\$45.36	\$46.49
33	Social Services Strategic Comms Specialist - Senior	Contractor Facility	\$83.71	\$85.80	\$87.95	\$90.15	\$92.39
		Customer Facility	\$76.11	\$78.02	\$79.97	\$81.96	\$84.01
34	Social Services Strategic Comms Specialist - Junior	Contractor Facility	\$71.06	\$72.84	\$74.66	\$76.52	\$78.44
		Customer Facility	\$64.62	\$66.25	\$67.90	\$69.59	\$71.32
36	Work Family Specialist, Senior	Contractor Facility	\$81.65	\$83.70	\$85.79	\$87.94	\$90.14
		Customer Facility	\$74.26	\$76.11	\$78.02	\$79.97	\$81.96
37	Work Family Specialist, Mid-level	Contractor Facility	\$60.50	\$62.03	\$63.57	\$65.16	\$66.78
		Customer Facility	\$55.02	\$56.39	\$57.80	\$59.25	\$60.74
38	Work Family Specialist, Junior	Contractor Facility	\$51.64	\$52.93	\$54.26	\$55.61	\$57.00
		Customer Facility	\$46.96	\$48.14	\$49.35	\$50.58	\$51.85
43	Admin Support, Senior	Contractor Facility	\$53.04	\$54.37	\$55.72	\$57.12	\$58.54
		Customer Facility	\$48.23	\$49.43	\$50.67	\$51.94	\$53.24
44	Admin Support, Junior	Contractor Facility	\$40.66	\$41.68	\$42.72	\$43.79	\$44.89
		Customer Facility	\$37.01	\$37.93	\$38.88	\$39.85	\$40.85

Labor Category Descriptions

Allowable Substitutions of Education and Experience:

The minimum education and experience requirements will be met when the educational equivalencies in the tables below are considered. Additional educational achievements in excess of requirements can be substituted for experience requirements, as follows:

Required Education	Actual Education Obtained	Additional Years of Experience Credited
Masters	PhD	3
Bachelors	PhD	5
Bachelors	Masters	2
Associates	Bachelors	2

Additional experience in excess of requirements can be substituted for educational requirements, as follows:

Actual Education	Required Education	Additional Years of Experience Needed for Educational Requirements Equivalency
HS/GED	Bachelors	4
HS/GED	Masters	6
Bachelors	Masters	2

Ref #	SIN	Service Proposed / Job Title	Key Words	Quals
1	561422 (132-20)	Program Manager	Manage, operational, compliance, program, supervise	Masters + 5 Yrs. Experience
<p><u>Position Description:</u> In support of the Contact Center Operations, leads the development and execution of end-to-end operational strategies and plans that enhance the client and consumer experience; meets and exceeds compliance requirements. Responsible for managing very complex and/or high-risk programs. Directs daily staff and task activities to meet client and corporate work objectives. Supervises assigned technical and administrative staff, including subordinate managers. Assures quality of task products, services, and deliverables, including participating in reviews, audits, and site visits. Serves as a liaison with clients to coordinate activities, negotiate tasks, and solve problems. Responsible for coordinating and monitoring subcontractor activities.</p>				
2	561422 (132-20)	Deputy Program Manager	Operations, requirements, goals, objectives, reports	Masters + 5 Yrs. Experience
<p><u>Position Description:</u> Responsible for the daily operations of the Contact Center to ensure performance metrics and contract requirements are met. Maintain updated knowledge of the Contact Center performance requirements as well as corporate and project policies. Monitor performance goals and objectives for the Contact Center staff and complete regular reports. Implement coaching and development and monitor performance of Contact Center supervisors to ensure standard goals are met. Deliver corrective action and coaching as necessary.</p>				
3	561311 (595-2)	HR Project Manager	Manage, performance, requirements, POC, compliance	Masters + 10 Yrs. Experience
	611430 (595-3)			
	541612 (595-4)			

Ref #	SIN	Service Proposed / Job Title	Key Words	Quals
	541214 (595-5)			
	524292 (595-6)			
	541611 (595-9,10,11)			
	541612 (595-21)			
<p><u>Position Description:</u> Manages and supervises contract performance, contract compliance and staffing; Responsible for the administration of multiple programs/contracts with respect to negotiations, monitoring of budgets and funding, staffing and training, quality control and client relationship management; Ensures that contract requirements are met and compliance maintained; Oversees quality control processes; Establishes effective employee hiring and performance management processes; Submits monthly/quarterly reports; Serves as the primary Point of Contact (POC) for the Contracting Officer's Representative (COR). An effective management approach for a human services setting; Excellent oral/written communication skills; Ability to effectively manage multiple priorities; Ability to supervise through problem solving and facilitation; Knowledge of government contracting processes; Ability to implement sound financial/ budget processes; Competence with MS Office applications. Master's degree in Education, Human Resources Management, Social Services, or other human services-related field. Ten (10) years' experience in human resources program administration / management experience; Ten (10) years of personnel management/staff supervision; Five (5) years' experience with government contracting processes and familiarity with Federal Acquisition Regulations; Five (5) years' experience with program design, development, implementation, and evaluation.</p>				
4	541611 (874-1, 7)	Project Manager	Manage, operations, coordinates, project, direction	Masters + 6 Yrs. Experience
<p><u>Position Description:</u> Plans, organizes, and manages project operations. Directs and coordinates activities. Establishes improved procedures and controls when necessary. Provides day-to-day administrative direction to contract staff. Master's Degree in Management or a technical or professional discipline. Bachelor's Degree in Business or a related technical or professional discipline and specific project management experience. Have a total of six (6) years of professional experience, of which three (3) were spent supervising or managing PSS related programs and projects.</p>				
5	561311 (595-2)	Social Services Project Manager	Manage, performance, requirements, POC, compliance	Masters + 10 Yrs. Experience
	611430 (595-3)			
	541612 (595-4)			
	541214 (595-5)			
	524292 (595-6)			
	541611 (595-9,10,11)			
	624110 (595-28)			
	624190 (595-28)			
	624310 (595-28)			
<p><u>Position Description:</u> Manages and supervises contract performance, contract compliance and staffing; Responsible for the administration of multiple programs/contracts with respect to negotiations, monitoring of budgets and funding, staffing and training, quality control and client relationship management; Ensures that contract requirements are met and compliance maintained; Oversees quality control processes; Establishes effective employee hiring and performance management processes; Submits monthly/quarterly reports; Serves as the primary Point of Contact (POC) for the Contracting Officer's Representative (COR). An effective management approach for a human services setting; Excellent</p>				

Ref #	SIN	Service Proposed / Job Title	Key Words	Quals
				oral/written communication skills; Ability to effectively manage multiple priorities; Ability to supervise through problem solving and facilitation; Knowledge of government contracting processes; Ability to implement sound financial/ budget processes; Competence with MS Office applications. Master's degree in Social Work, Education, Psychology, Human Resources Management, or other human services-related field. Ten (10) years' experience in social service program administration / management experience; Ten (10) years of personnel management/staff supervision; Five (5) years' experience with government contracting processes and familiarity with Federal Acquisition Regulations; Five (5) years' experience with program design, development, implementation, and evaluation.
6	541611 (874-1,7)	Senior Management Analyst	Counseling, transition, information, referral, education	Masters + 6 Yrs. Experience
<p><u>Position Description:</u> Specialized experience in, but not limited to, the following:</p> <ul style="list-style-type: none"> • Clinical Counseling • Personal Finance • Relocation • Transition Assistance Management • Parenting Education • Information and Referral • Marketing and Graphics • Education • Customer Relations • Domestic Violence • Family Care <p>Master's Degree in Computer Science, MIS, Business, Engineering, or other scientific, professional, or technical discipline. Bachelor's Degree plus any combination of a total of two (2) years of professional work experience and graduate study in a related field. Six (6) years of professional experience in planning, conducting, and participating in management studies and program evaluation and analysis. Demonstrated specialized experience in specific functional area of expertise. Must clearly demonstrate understanding of automated solutions for functional purposes.</p>				
7	541611 (874-1,7)	Management Analyst	Counseling, transition, information, referral, education	Bachelors + 4 Yrs. Experience
<p><u>Position Description:</u> Specialized experience in, but not limited to, the following functional areas may be required:</p> <ul style="list-style-type: none"> • Clinical Counseling • Personal Finance • Relocation • Transition Assistance Management • Parenting Education • Information and Referral • Marketing and Graphics • Education • Customer Relations • Domestic Violence • Family Care <p>Bachelor's Degree in Computer Science, MIS, Business, Engineering, or other scientific, professional, or technical discipline. Four (4) years of professional experience in planning, conducting, and participating in management studies and program evaluation and analysis. Demonstrated experience in specific functional area of expertise. Must demonstrate understanding of automated solutions for functional purposes.</p>				
8	541611 (874-1,7)	Senior Applications Program Analyst	Applications, software, designs, tests, refines	Bachelors + 5 Yrs. Experience
<p><u>Position Description:</u> Analyzes user needs to determine functional requirements. Identifies resources required for each task. Responsible for carrying through to production phase a number of highly complex systems analysis, design, and programming projects. Bachelor's Degree in Computer Science, MIS, Engineering, Business, or any other related scientific, professional, or technical discipline. High school/equivalent with seven (7) years of general experience may be substituted for the degree requirement. Must have five (5) years of general experience of which three (3) years must be developing functional requirements for complex integrated automated systems.</p>				
9	541611 (874-1,7)	Applications Program Analyst	Applications, software, designs, tests, refines	Bachelors + 2 Yrs. Experience

Ref #	SIN	Service Proposed / Job Title	Key Words	Quals
<p><u>Position Description:</u> Analyzes design specifications and translates detailed design for functional applications into software. Tests, debugs, and refines computer software to produce the required product. Bachelor's Degree in Computer Science, MIS, Mathematics, engineering, business, or any other related scientific, professional, or technical discipline. Must have two (2) years of general computer experience in MIS design with one (1) year as an application programmer on database management systems. Must possess knowledge of computer hardware and ability to develop, write, analyze, and debug complex software.</p>				
10	561311 (595-2)	HR Program Analyst - Senior	Analysis, quality, communication, evaluation, data	Masters + 5 Yrs. Experience
	611430 (595-3)			
	541612 (595-4)			
	541214 (595-5)			
	524292 (595-6)			
	541611 (595-9,10,11)			
	541612 (595-21)			
<p><u>Position Description:</u> Plans, conducts and participates in human resources program analysis, evaluation, and studies; Summarizes data and verifies accuracy and adequacy of data noting variances; Provides advice and service to clients and customers in areas of technical expertise; Prepares and makes presentations dealing with project status, program analysis, and/or problems/proposed solutions; Leads the work of others; Performs quality assurance review on all deliverables. Manages and supervises contract performance, contract compliance and staffing; Responsible for the administration of programs/contracts with respect to negotiations, monitoring of budgets and funding, staffing and training, quality control and client relationship management; Ensures that contract requirements are met and compliance maintained; Oversee quality control processes; Establishes effective employee hiring and performance management processes; Submits monthly/quarterly reports; Serves as the primary Point of Contact (POC) for the Contracting Officer's Representative (COR). An effective management approach for a human services setting; Excellent oral/written communication skills; Ability to effectively manage multiple priorities; Ability to supervise through problem solving and facilitation; Knowledge of government contracting processes; Ability to implement sound financial/ budget processes; Competence with MS Office applications. Master's degree in Social Work, Education, Psychology, Business, Management or other relevant human services-related field; or Bachelor's degree and four (4) years related experience. Five (5) years' experience in social service program administration / management; Five (5) years of personnel management/staff supervision; One (1) year experience with government contracting processes and familiarity with Federal Acquisition Regulations; Three (3) years' experience with program design, development, implementation, and evaluation.</p>				
11	561311 (595-2)	HR Program Analyst - Junior	Analysis, quality, communication, evaluation, data	Bachelors + 3 Yrs. Experience
	611430 (595-3)			
	541612 (595-4)			
	541214 (595-5)			
	524292 (595-6)			
	541611 (595-9,10,11)			
	541612 (595-21)			
<p><u>Position Description:</u> Plans, conducts and participates in human resources program analysis, evaluation, and studies; Summarizes data and verifies accuracy and adequacy of data noting variances; Provides</p>				

Ref #	SIN	Service Proposed / Job Title	Key Words	Quals
	<p>advice and service to clients and customers in areas of technical expertise; May prepare and make presentations dealing with project status, program analysis, and/or problems/proposed solutions. Responsible for hiring and monitoring staff performance, providing program guidance, ensuring quality of service delivery and compliance with contract requirements; Monitors budgets and funding, staffing and training, quality control and client relationship management; Submits management reports. An effective management approach for a human services setting; Excellent oral/written communication skills; Ability to effectively manage multiple priorities; Competence with Microsoft Office Suite software and other appropriate programs. Knowledge of the methodologies used for studies and analyses and knowledge of how to use that information for program improvement; Skill in applying analytical and evaluative methods and techniques in developing new procedures and approaches; Ability to prepare and conduct management briefings to supervisory authority; Ability to respond quickly and professionally to new requirements. Master's degree in Education, Psychology, Business, Social Work or other human services-related field; or Bachelor's degree and four (4) years related experience. Two (2) years' experience in social service program administration / management; Two (2) years personnel management/staff supervision; Familiarity with government contracting processes.</p>			
12	561311 (595-2)	Social Services Program Analyst - Senior	Analysis, quality, communication, evaluation, data	Masters + 5 Yrs. Experience
	611430 (595-3)			
	541612 (595-4)			
	541214 (595-5)			
	524292 (595-6)			
	541611 (595-9,10,11)			
	624110 (595-28)			
	624190 (595-28)			
	624310 (595-28)			
<p><u>Position Description:</u> Plans, conducts and participates in social services program analysis, evaluation, and studies; Summarizes data and verifies accuracy and adequacy of data noting variances; Provides advice and service to clients and customers in areas of technical expertise; Prepares and makes presentations dealing with project status, program analysis, and/or problems/proposed solutions; Leads the work of others; Performs quality assurance review on all deliverables. Manages and supervises contract performance, contract compliance and staffing; Responsible for the administration of programs/contracts with respect to negotiations, monitoring of budgets and funding, staffing and training, quality control and client relationship management; Ensures that contract requirements are met and compliance maintained; Oversee quality control processes; Establishes effective employee hiring and performance management processes; Submits monthly/quarterly reports; Serves as the primary Point of Contact (POC) for the Contracting Officer's Representative (COR). An effective management approach for a human services setting; Excellent oral/written communication skills; Ability to effectively manage multiple priorities; Ability to supervise through problem solving and facilitation; Knowledge of government contracting processes; Ability to implement sound financial/ budget processes; Competence with MS Office applications. Master's degree in Social Work, Education, Psychology, Business, Management or other relevant human services-related field; or Bachelor's degree and four (4) years related experience. Five (5) years' experience in social service program administration / management; Five (5) years of personnel management/staff supervision; One (1) year experience with government contracting processes and familiarity with Federal Acquisition Regulations; Three (3) years' experience with program design, development, implementation, and evaluation.</p>				

Ref #	SIN	Service Proposed / Job Title	Key Words	Quals
13	561311 (595-2)	Social Services Program Analyst – Junior	Analysis, quality, communication, evaluation, data	Masters + 2 Yrs. Experience
	611430 (595-3)			
	541612 (595-4)			
	541214 (595-5)			
	524292 (595-6)			
	541611 (595-9,10,11)			
	624110 (595-28)			
	624190 (595-28)			
	624310 (595-28)			
<p><u>Position Description:</u> Plans, conducts and participates in social services program analysis, evaluation, and studies; Summarizes data and verifies accuracy and adequacy of data noting variances; Provides advice and service to clients and customers in areas of technical expertise; May prepare and make presentations dealing with project status, program analysis, and/or problems/proposed solutions. Responsible for hiring and monitoring staff performance, providing program guidance, ensuring quality of service delivery and compliance with contract requirements; Monitors budgets and funding, staffing and training, quality control and client relationship management; Submits management reports. An effective management approach for a human services setting; Excellent oral/written communication skills; Ability to effectively manage multiple priorities; Competence with Microsoft Office Suite software and other appropriate programs. Knowledge of the methodologies used for studies and analyses and knowledge of how to use that information for program improvement; Skill in applying analytical and evaluative methods and techniques in developing new procedures and approaches; Ability to prepare and conduct management briefings to supervisory authority; Ability to respond quickly and professionally to new requirements. Master's degree in Social Work, Education, Psychology, Business or other human services-related field; or Bachelor's degree and four (4) years related experience. Two (2) years' experience in social service program administration / management; Two (2) years personnel management/staff supervision; Familiarity with government contracting processes.</p>				
14	561422 (132-20)	Information Security/IA Lead	Manage, systems, network, implement, computer	Masters + 5 Yrs. Experience
<p><u>Position Description:</u> Manage all Contact Center IT activities for a program, project, or function relating to resources and facilities management, database planning and design, systems analysis and design, network services, programming, conversion and implementation support, network services, data/records management, and other computer related services. Implement and maintain policies and goals for the IT department to support the Contact Center's needs. Ensure proper information system operations and plan necessary upgrades. Manage IT team members and deliver coaching & performance reviews as needed.</p>				
15	561422 (132-20)	Program Operations Support Lead	Operations, analyzes, data, reports, coordinates	Masters + 5 Yrs. Experience

Ref #	SIN	Service Proposed / Job Title	Key Words	Quals
<p><u>Position Description:</u> In support of Contact Center Operations, provides entire team support in a variety of functions. Collects, reviews, analyzes complex and/or confidential/non-confidential data needed by team members to prepare team progress reports, contribute to production charts, develop budgets, track budget execution, and develop other presentation materials. Responds to or routes non-routine or confidential inquiries from external or internal sources with correspondence or other messaging. Schedules and coordinates team meetings, team travel, and other team activities. Employs advanced word processing, spreadsheet, and graphics software skills.</p>				
16	561422 (132-20)	Operations Supervisor	Operations, supervises, data, reports, manages	Bachelors + 4 Yrs. Experience
<p><u>Position Description:</u> In support of Contact Center Operations, supervises and monitors activities of Customer Service staff while providing them support in a variety of functions. From Customer Service staff collects, reviews, and analyzes data needed to prepare activity reports, charts, contribute to budgets, and provide inputs to other presentation materials. Participates in developing and managing schedules and supporting operations coordination meetings, while supporting travel and other group activities. Employs advanced word processing, spreadsheet, and graphics software skills.</p>				
17	561422 (132-20)	Business Manager	Financial, analysis, forecasts, trends, performance	Masters + 5 Yrs. Experience
<p><u>Position Description:</u> In support of Contact Center, responsible for the preparation, coordination, and documentation of financial analysis projects such as financial and expense performance, rate of return, depreciation, working capital, and investments. Provides analysis for forward-looking financial and business-related projects. Prepares forecasts and analysis of trends. Identifies trends and developments in competitive environments and presents findings to 3 management. Creates and analyzes monthly, quarterly, and annual reports and ensures financial information has been recorded accurately. May conduct special financial and business-related studies and cooperates with other departments in the preparation of analyses. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature.</p>				
18	561422 (132-20)	Outreach and Support Analyst	Collects, analyzes, tracking, evaluate, recommend	Associates + 2 Yrs. Experience
<p><u>Position Description:</u> In support of Contact Center, provides support to Customer Service Representatives (CS1 & CS2) with a focus on tracking and meeting program objectives and Customer Service Level Agreements (CLA). Collects and analyzes production data needed to evaluate team progress, especially employees' job performance and recommends appropriate personnel action.</p>				
19	561422 (132-20)	Quality Assurance Manager	Quality, compliance, guidelines, programs, metrics	Masters + 5 Yrs. Experience
<p><u>Position Description:</u> Oversees Contact Center Quality Assurance programs, and establishes standards governing customer interactions and implements monitoring programs. Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures. Develops and defines major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources. Establishes and maintains a process for evaluating deliverables and associated documentation and or assists in the evaluation.</p>				
20	561422 (132-20)	Quality Assurance Analyst	Quality, analyzing, monitoring, improvement, feedback	Masters + 2 Yrs. Experience

Ref #	SIN	Service Proposed / Job Title	Key Words	Quals
<p><u>Position Description:</u> Responsible for completing quality evaluations as part of the Quality Management Plan and analyzing results to drive continuous improvement. Provide support for Contact Center staff, including monitoring and evaluating customer interactions for quality and tracking issues in the quality monitoring systems or tools. Provide feedback to improve performance and develop training programs.</p>				
21	561422 (132-20)	Reporting Manager	Designing, reports, analysis, validates, interpretation	Masters + 5 Yrs. Experience
<p><u>Position Description:</u> In support of Contact Center, responsible for designing, creating, analyzing, building, and distributing reports based on data collected in order to provide information regarding project performance and compliance. Tests and validates models and results. Prepares reports that outline and rank proposed solutions and present a range of possible alternatives. Performs complex data analysis, results interpretation, and report preparation in support of ad-hoc and standing customer requests as it relates to Contact Center reporting.</p>				
22	561422 (132-20)	Reporting Analyst	Reports, data, validates, analyzing, models	Masters + 2 Yrs. Experience
<p><u>Position Description:</u> In support of Contact Center, responsible for designing, creating, analyzing, building, and distributing reports based on data collected in order to provide information regarding project performance and compliance. Tests and validates models and results. Prepares reports that outline and rank proposed solutions and present a range of possible alternatives. Performs data analysis, results interpretation, and report preparation in support of ad-hoc and standing customer requests as it relates to Contact Center reporting.</p>				
23	561422 (132-20)	Workforce Management Analyst	Management, organizational, strategies, structures, recommends	Bachelors + 3 Yrs. Experience
<p><u>Position Description:</u> In support of Contact Center, responsible for the overall management of Human Capital support functions to ensure high quality and effective Human Capital operations and administration. Evaluates organizational structures in relation to designed organizational strategies and mission requirements and recommends organizational structures to bring those elements into alignment. Manages Human Capital staff assigned to Contact Center, including performance development and review. Tasks may include: Uses skill inventories and other means to identify current organizational requirements. Recommends communication strategies and methods for adapting structures. Makes recommendations on appropriate mission/function statements. Makes recommendations on new positions in line with the recommended or revised structure.</p>				
24	561311 (595-2) 611430 (595-3) 541612 (595-4) 541214 (595-5) 524292 (595-6) 541611 (595-9,10,11) 624110 (595-28) 624190 (595-28) 624310 (595-28)	Counselor, Senior	Counseling, behavioral, clinical, non-medical, licensed	Masters + 6 Yrs. Experience
<p><u>Position Description:</u> Designs and administers social services policies and procedures that cover a range of social services, including Employee Assistance Program short term, solution-focused non-psychiatric</p>				

Ref #	SIN	Service Proposed / Job Title	Key Words	Quals
<p>individual, couples and family counseling, psycho-educational presentations, and crisis intervention assistance; Familiar with a wide variety of industry concepts, practices and procedures; Implements and monitors standards and protocols for clinical care; Collects and analyzes data; Relies on experience and judgment to plan and accomplish goals; May report directly to an executive or head of a unit/department; A wide degree of creativity and latitude is expected in leading the work of others. Knowledge and experience working in Behavioral Health and Clinical Counseling settings (medical and/or non-medical); Skilled in applying analytical and evaluative methods and techniques in developing new procedures and approaches; Supervisory ability; Ability to prepare and present management briefings and reports to supervisory authority; Ability to work in a complex, multi-layered, fast-paced organization and respond quickly and professionally to new requirements; Strong writing and verbal skills, analytical ability and significant experience with Microsoft Office Suite software and appropriate programs. Masters in Social Work from a graduate program accredited by the Council on Social Work education, or Masters in Marriage and Family Therapy from a graduate program accredited by the CAMFT, or a Masters in Counseling from a CACREP accredited program or Doctoral degree in Psychology from a program accredited by the APA. Six years' experience, including at least 2,000 hours, of full-time post-licensure clinical experience. Licensed to practice independently (LCSW, LPC, LMFT, Licensed Psychologist).</p>				
25	561311 (595-2) 611430 (595-3) 541612 (595-4) 541214 (595-5) 524292 (595-6) 541611 (595-9,10,11) 624110 (595-28) 624190 (595-28) 624310 (595-28)	Counselor, Mid-level	Counseling, behavioral, clinical, non-medical, licensed	Masters + 4 Yrs. Experience
<p><u>Position Description:</u> Develops and administers social services policies and procedures that cover a range of social services, including Employee Assistance Program short term, solution-focused non-psychiatric individual, couples and family counseling, psycho-educational presentations, and crisis intervention assistance; Familiar with a wide variety of industry concepts, practices and procedures; Implements and monitors standards and protocols for clinical care; Collects and analyzes data; Relies on experience and judgment to plan and accomplish goals; May report directly to an executive or head of a unit/department; A wide degree of creativity and latitude is expected in leading the work of others. Knowledge and experience working in Behavioral Health and Clinical Counseling settings (medical and/or non-medical); Skilled in applying analytical and evaluative methods and techniques in developing new procedures and approaches; Supervisory ability; Ability to prepare and present management briefings and reports to supervisory authority; Ability to work in a complex, multi-layered, fast-paced organization and respond quickly and professionally to new requirements; Strong writing and verbal skills, analytical ability and significant experience with Microsoft Office Suite software and appropriate programs. Masters in Social Work from a graduate program accredited by the Council on Social Work education, or Masters in Marriage and Family Therapy from a graduate program accredited by the CAMFT, or a Masters in Counseling from a CACREP accredited program or Doctoral degree in Psychology from a program accredited by the APA. Six years' experience, including at least 2,000 hours, of full-time post-licensure clinical experience. Licensed to practice independently (LCSW, LPC, LMFT, Licensed Psychologist).</p>				

Ref #	SIN	Service Proposed / Job Title	Key Words	Quals
26	561311 (595-2)	Counselor, Junior	Counseling, behavioral, clinical, non-medical, licensed	Masters + 2 Yrs. Experience
	611430 (595-3)			
	541214 (595-5)			
	524292 (595-6)			
	541611 (595-9,10,11)			
	624110 (595-28)			
	624190 (595-28)			
624310 (595-28)				

Position Description: Develops and administers social services policies and procedures that cover a range of social services, including Employee Assistance Program short term, solution-focused non-psychiatric individual, couples and family counseling, psycho-educational presentations and crisis intervention assistance; Familiar with a variety of the industry's concepts, practices and procedures; Collects and analyzes data; Relies on experience and judgment to plan and accomplish goals; Knowledge and experience working in Behavioral Health and Clinical Counseling settings (medical and/or non-medical); Skilled in applying analytical and evaluative methods and techniques in developing new procedures and approaches; Supervisory ability; Ability to prepare and present management briefings and reports to supervisory authority; Ability to work as a team member in a complex, multi-layered, fast-paced organization and respond quickly and professionally to new requirements; Strong writing and verbal skills, analytical ability and significant experience with Microsoft Office Suite software and other appropriate programs; Master's Degree in Social Work from a graduate School of Social Work accredited by the Council on Social Work education, or Master's Degree in Marriage and Family Therapy from a graduate program accredited by the Commission on Accreditation for Marriage and Family Therapy, or a Master's Degree in Counseling from a Council for Accreditation of Counseling and Related Educational Programs (CACREP) accredited program, or Doctoral degree in Psychology from a program accredited by the American Psychological Association. Two years' experience, including at least 2,000 hours, of full-time post-licensure clinical experience. Licensed to practice independently (Licensed Clinical Social Worker, Licensed Professional Counselor, Licensed Marriage and Family Therapist, Licensed Psychologist).

27	561311 (595-2)	HR Learning Specialist - Senior	Training, development, quality, content, production	Masters + 4 Yrs. Experience
	611430 (595-3)			
	541612 (595-4)			
	541214 (595-5)			
	524292 (595-6)			
	541611 (595-9,10,11)			
	541612 (595-21)			

Position Description: Designs and conducts training programs; Coordinates training schedules; Identifies training needs from orientation to professional development; Involved in initial plan development and enhancements; Relies on extensive experience and judgment; Leads the work of others; Performs quality assurance for training products; Establishes project milestones and develop corrective strategies as needed; Researches and develops subject-specific content. Demonstrated proficiency in using common industry software applications such as Microsoft Office; Familiarity with web-based instruction production; Ability to envision the broad scope of projects and create project schedules; Ability to establish effective working relationships with internal customers and external program/agency managers; Knowledge of adult learning theory and applications; Must possess superior writing skills. Master's Degree in Education,

Ref #	SIN	Service Proposed / Job Title	Key Words	Quals
Social/Human Services, Human Resources and/or Bachelor's Degree and relevant experience. Four (4) years' experience of curriculum development experience; Four (4) years' experience facilitating human services training and professional development; Two (2) years personnel management/staff supervision in training services/adult education.				
28	561311 (595-2)	Human Resources Learning Specialist - Junior	Training, development, quality, content, production	Bachelors + 3 Yrs. Experience
	611430 (595-3)			
	541612 (595-4)			
	541214 (595-5)			
	524292 (595-6)			
	541611 (595-9,10,11)			
	541612 (595-21)			
<p><u>Position Description:</u> Designs and conducts training programs; Coordinates training schedules; Identifies training needs from orientation to professional development; Involved in initial plan development and enhancements; Relies on extensive experience and judgment; Performs initial quality assurance for training products; Executes project milestones and develop corrective strategies as needed; Researches and develops subject-specific content. Demonstrated proficiency in using common industry software applications such as Microsoft Office; Familiarity with web-based instruction production; Ability to envision the broad scope of projects and create project schedules; Ability to establish effective working relationships with internal customers and external program/agency managers; Knowledge of adult learning theory and applications; Must possess superior writing skills. Bachelor's Degree in Education, Counseling, Human Resources, Social/Human Services, or related field. Three (3) years' experience of curriculum development experience; Two (2) years' experience facilitating human services training and professional development.</p>				
29	561311 (595-2)	Human Resources Strategic Communications Specialist - Senior	Research, communications, marketing, analysis, quality	Masters + 4 Yrs. Experience
	611430 (595-3)			
	541612 (595-4)			
	541214 (595-5)			
	524292 (595-6)			
	541611 (595-9,10,11)			
	541612 (595-21)			
<p><u>Position Description:</u> Researches, designs and develops human resource-related communications and marketing programs to impact targeted audiences; Conducts stakeholder analyses and other communication research; Develops communications products and outreach approaches; Coordinates production schedules; Conducts evaluation and effectiveness analyses; Relies on extensive experience and judgment; Leads the work of others; Performs quality assurance for communication products; Establishes project milestones and develop corrective strategies as needed; Researches and develops subject-specific communication content and authors, prepares and/or submits communication materials through appropriate communications channels for publication. Demonstrated proficiency in using common industry software applications such as Microsoft Office; Familiarity with web-based and graphic communication production tools; Ability to envision the broad scope of projects and create project schedules; Ability to establish effective working relationships with internal customers and external program/agency managers; Knowledge of mass communication and marketing theory and applications; Must possess superior writing skills. Master's Degree in Communications, Marketing, Business, or related</p>				

Ref #	SIN	Service Proposed / Job Title	Key Words	Quals
field; and/or four years of relevant experience. Four (4) years' experience of communication planning and product development experience.				
30	561311 (595-2)	Human Resources Strategic Communications Specialist - Junior	Assist, communications, outreach, analysis, production	Bachelors + 2 Yrs. Experience
	611430 (595-3)			
	541612 (595-4)			
	541214 (595-5)			
	524292 (595-6)			
	541611 (595-9,10,11)			
	541612 (595-21)			
<p><u>Position Description:</u> Assists in the research, design and development of human resources-related communications and marketing programs to impact targeted audiences; Conducts stakeholder analyses and other communication research; Drafts communications products and outreach approaches; Executes production schedules; Supports the conduct of evaluation and effectiveness analyses; Performs initial quality assurance for communication products; Executes project milestones and develops corrective strategies as needed; Researches and develops subject-specific content; Authors, prepares and/or submits communication materials through appropriate communications channels for publication. Demonstrated proficiency in using common industry software applications such as Microsoft Office; Familiarity with web-based and graphic communication production tools; Ability to adhere to project schedules; Ability to establish effective working relationships with internal customers and external program/agency managers; Knowledge of mass communication and marketing theory and applications; Must possess superior writing skills. Bachelor's Degree in Communications, Marketing, Business or related field; and/or two years of relevant experience. Two (2) years' experience of communication planning and product development experience.</p>				
31	561311 (595-2)	Social Services Learning Specialist - Senior	Training, development, quality, content, production	Masters + 4 Yrs. Experience
	611430 (595-3)			
	541612 (595-4)			
	541214 (595-5)			
	524292 (595-6)			
	541611 (595-9,10,11)			
	624110 (595-28)			
	624190 (595-28)			
624310 (595-28)				
<p><u>Position Description:</u> Designs and conducts social services-related training programs; Coordinates training schedules; Identifies training needs from orientation to professional development; Involved in initial plan development and enhancements; Relies on extensive experience and judgment; Leads the work of others; Performs quality assurance for training products; Establishes project milestones and develop corrective strategies as needed; Researches and develops subject-specific content. Demonstrated proficiency in using common industry software applications such as Microsoft Office; Familiarity with web-based instruction production; Ability to envision the broad scope of projects and create project schedules; Ability to establish effective working relationships with internal customers and external program/agency managers; Knowledge of adult learning theory and applications; Must possess superior writing skills. Master's Degree in Counseling, Social/Human Services, Education and/or Bachelor's Degree and relevant experience. Four (4) years' experience of curriculum development experience; Four (4) years' experience</p>				

Ref #	SIN	Service Proposed / Job Title	Key Words	Quals
facilitating human services training and professional development; Two (2) years personnel management/staff supervision in training services/adult education.				
32	561311 (595-2)	Social Services Learning Specialist - Junior	Training, development, quality, content, production	Bachelors + 3 Yrs. Experience
	611430 (595-3)			
	541612 (595-4)			
	541214 (595-5)			
	524292 (595-6)			
	541611 (595-9,10,11)			
	624110 (595-28)			
	624190 (595-28)			
	624310 (595-28)			
<p><u>Position Description:</u> Designs and conducts social services-related training programs; Coordinates training schedules; Identifies training needs from orientation to professional development; Involved in initial plan development and enhancements; Relies on extensive experience and judgment; Performs initial quality assurance for training products; Executes project milestones and develop corrective strategies as needed; Researches and develops subject-specific content. Demonstrated proficiency in using common industry software applications such as Microsoft Office; Familiarity with web-based instruction production; Ability to envision the broad scope of projects and create project schedules; Ability to establish effective working relationships with internal customers and external program/agency managers; Knowledge of adult learning theory and applications; Must possess superior writing skills. Bachelor's Degree in Counseling, Social/Human Services, Adult Education, or related field. Three (3) years' experience of curriculum development experience; Two (2) years' experience facilitating human services training and professional development.</p>				
33	561311 (595-2)	Social Services Strategic Communications Specialist - Senior	Communications, marketing, outreach, analysis, quality	Masters + 4 Yrs. Experience
	611430 (595-3)			
	541612 (595-4)			
	541214 (595-5)			
	524292 (595-6)			
	541611 (595-9,10,11)			
	624110 (595-28)			
	624190 (595-28)			
	624310 (595-28)			
<p><u>Position Description:</u> Researches, designs and develops social services communications and marketing programs to impact targeted audiences; Conducts stakeholder analyses and other communication research; Develops communications products and outreach approaches; Coordinates production schedules; Conducts evaluation and effectiveness analyses; Relies on extensive experience and judgment; Leads the work of others; Performs quality assurance for communication products; Establishes project milestones and develop corrective strategies as needed; Researches and develops subject-specific communication content and authors, prepares and/or submits communication materials through appropriate communications channels for publication. Demonstrated proficiency in using common industry software applications such as Microsoft Office; Familiarity with web-based and graphic communication production tools; Ability to envision the broad scope of projects and create project schedules; Ability to establish effective working relationships with internal customers and external program/agency managers;</p>				

Ref #	SIN	Service Proposed / Job Title	Key Words	Quals
<p>Knowledge of mass communication and marketing theory and applications; Must possess superior writing skills. Master's Degree in Communications, Marketing, Business, or related field; and/or four years of relevant experience. Four (4) years' experience of communication planning and product development experience.</p>				
34	561311 (595-2)	Social Services Strategic Communications Specialist - Junior	Communications, marketing, outreach, analysis, quality	Bachelors + 2 Yrs. Experience
	611430 (595-3)			
	541612 (595-4)			
	541214 (595-5)			
	524292 (595-6)			
	541611 (595-9,10,11)			
	624110 (595-28)			
	624190 (595-28)			
624310 (595-28)				
<p><u>Position Description:</u> Assists in the research, design and development of social services communications and marketing programs to impact targeted audiences; Conducts stakeholder analyses and other communication research; Drafts communications products and outreach approaches; Executes production schedules; Supports the conduct of evaluation and effectiveness analyses; Performs initial quality assurance for communication products; Executes project milestones and develops corrective strategies as needed; Researches and develops subject-specific content; Authors, prepares and/or submits communication materials through appropriate communications channels for publication. Demonstrated proficiency in using common industry software applications such as Microsoft Office; Familiarity with web-based and graphic communication production tools; Ability to adhere to project schedules; Ability to establish effective working relationships with internal customers and external program/agency managers; Knowledge of mass communication and marketing theory and applications; Must possess superior writing skills. Bachelor's Degree in Communications, Marketing, Business or related field; and/or two years of relevant experience. Two (2) years' experience of communication planning and product development experience.</p>				
35	541611 (874-1,7)	Training Specialist	Training, feedback, evaluate, conduct, virtual	Bachelors + 3 Yrs. Experience
<p><u>Position Description:</u> Conduct technical and non-technical training. Provide feedback and student reaction to training. Evaluate self-teaching. Bachelor's Degree. Three (3) years demonstrated experience as a trainer. Must demonstrate competence in using virtual classrooms and electronic training materials.</p>				
36	561311 (595-2)	Work Family Specialist, Senior	Consultation, referral, workshops, presentations, training	Bachelors + 3 Yrs. Experience
	611430 (595-3)			
	541612 (595-4)			
	541214 (595-5)			
	524292 (595-6)			
	541611 (595-9,10,11)			
	624110 (595-28)			
	624190 (595-28)			
624310 (595-28)				
<p><u>Position Description:</u> Designs and develops work-life programs that help individuals deal with personal and relationship stress, work, and other issues; Provides curriculum development, training, and program</p>				

Ref #	SIN	Service Proposed / Job Title	Key Words	Quals
<p>oversight services for the delivery of psycho-educational programs; Develops approaches based on needs identified through program evaluation, needs assessment feedback, and survey data; Has a wide degree of creativity and latitude in leading the work of others. Skilled in providing group facilitation and knowledge of group dynamics; Knowledge of the tenets of adult education and the development of training curricula based on the adult learning model; Ability to manage multiple priorities; Ability to use verbal and written communication skills effectively; Knowledge of the formulation and execution of needs assessment tools; Ability to conduct program evaluations and use that evaluation to improve program effectiveness; Knowledge of Microsoft Office Suite software and demonstrated ability to use software to prepare management reports and provide information. Bachelor's degree in education, human/social services or related field OR Four years' experience providing social services, behavioral health or adult training. Three (3) years' experience in training development and delivery, public speaking, group presentation and facilitation skills, preferably in an adult education, medical or non-medical setting; Two (2) years' experience supervising or overseeing the delivery of social services and/or education programs, systems and services.</p>				
37	561311 (595-2) 611430 (595-3) 541612 (595-4) 541214 (595-5) 524292 (595-6) 541611 (595-9,10,11) 624110 (595-28) 624190 (595-28) 624310 (595-28)	Work Family Specialist, Mid-level	Consultation, referral, workshops, presentations, training	Bachelors + 3 Yrs. Experience
<p><u>Position Description:</u> Designs and develops work-life programs that help individuals deal with personal and relationship stress, work, and other issues; Provides curriculum development, training, and program oversight services for the delivery of psycho-educational programs; Develops approaches based on needs identified through program evaluation, needs assessment feedback, and survey data; Has a wide degree of creativity and latitude in leading the work of others. Skilled in providing group facilitation and knowledge of group dynamics; Knowledge of the tenets of adult education and the development of training curricula based on the adult learning model; Ability to manage multiple priorities; Ability to use verbal and written communication skills effectively; Knowledge of the formulation and execution of needs assessment tools; Ability to conduct program evaluations and use that evaluation to improve program effectiveness; Knowledge of Microsoft Office Suite software and demonstrated ability to use software to prepare management reports and provide information. Bachelor's degree in education, human/social services or related field OR Four years' experience providing social services, behavioral health or adult training. Three (3) years' experience in training development and delivery, public speaking, group presentation and facilitation skills, preferably in an adult education, medical or non-medical setting; Two (2) years' experience supervising or overseeing the delivery of social services and/or education programs, systems and services.</p>				
38	561311 (595-2) 611430 (595-3) 541612 (595-4) 541214 (595-5) 524292 (595-6)	Work Family Specialist, Junior	Consultation, referral, workshops, presentations, training	Associates + 2 Yrs. Experience

Ref #	SIN	Service Proposed / Job Title	Key Words	Quals
	541611 (595-9,10,11)			
	624110 (595-28)			
	624190 (595-28)			
	624310 (595-28)			
<p><u>Position Description:</u> Provides work-life programs that help individuals deal with personal and relationship stress, work, and other issues; Provides one-on-one consultation, information and referral, psycho-educational presentations, workshops, and seminars on the full range of human-resources employee assistance and related social service programs. Knowledge of the development and execution of needs assessment tools; Skilled in providing one-on-one consultation; Skilled in making presentations and facilitating training for large and small groups. Associate's degree in social, behavioral or education OR two years' experience. Two (2) years' experience providing adult education and/or employee assistance program services.</p>				
39	541611 (874-1,7)	Technical Writer	Technical, gathering, composing, terminology, translates	Bachelors + 1 Yr. Experience
<p><u>Position Description:</u> Assists in gathering, analyzing, and composing technical information required for the preparation of user manuals, training materials, installation guides, reports, and other materials as required. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel. Bachelor's Degree in English, Journalism, Information Management, or other related discipline. High School diploma and four (4) years of experience performing similar work may be substituted for the degree requirement. Must have at least one (1) year as a technical writer with excellent oral and written communication skills. Proficient with word processing and editing programs.</p>				
40	561422 (132-20)	Document Technical Editor	Quality, editing, copyediting, proofreading, usability	Associates + 2 Yrs. Experience
<p><u>Position Description:</u> In support of Contact Center, plays a critical role in supporting quality assurance and usability testing. Provides comprehensive editing, copyediting, and proofreading of all material that is produced for the users, the public, or other designated audience.</p>				
41	561422 (132-20)	Customer Service 2	Customer, service, resolution, analyze, information	Bachelors + 2 Yrs. Experience
<p><u>Position Description:</u> In support of Contact Center, responds to customer inquiries by telephone or e-mail to provide non-technical problem resolution. Resolves mostly routine and some non-routine, more complex problems and communicates solution or requested information to the customer. Analyze a customer's service needs and refer to other service or technical departments for follow up as needed. Works under moderate supervision.</p>				
42	561422 (132-20)	Customer Service 1	Customer, service, resolution, routine, information	Associates + 2 Yrs. Experience
<p><u>Position Description:</u> In support of Contact Center, respond to customer inquiries by telephone or e-mail to provide non-technical problem resolution. Resolve routine and basic problems and communicates solution or requested information to the customer. Analyze a customer's service needs and refer to other service or technical departments for follow up as needed. Works under the close direction of 3 personnel in the functional area.</p>				

Ref #	SIN	Service Proposed / Job Title	Key Words	Quals
43	561311 (595-2)	Admin Support, Senior	Administrative, clerical, support, documentation, communicate	HS Diploma + 4 Yrs. Experience
	611430 (595-3)			
	541612 (595-4)			
	541214 (595-5)			
	524292 (595-6)			
	541611 (595-9,10,11)			
	541612 (595-21)			
	624110 (595-28)			
	624190 (595-28)			
	624310 (595-28)			

Position Description: Prepares correspondence and formal documentation. Uses word processing software to develop correspondence and formal documentation. Uses database and spreadsheet software to maintain project or contract tracking software. Prepares routine material, perform input, filing, copying and other clerical tasks. May answer phones and distribute mail/materials and other clerical/administrative duties. Excellent facility with computer and office automation software; Excellent customer service skills; Ability to communicate orally and in writing. High school diploma/GED. At least four (4) years demonstrated experience providing administrative support preferably to a medical or other social services office.

44	561311 (595-2)	Admin Support, Junior	Administrative, clerical, support, documentation, communicate	HS Diploma + 2 Yrs. Experience
	611430 (595-3)			
	541612 (595-4)			
	541214 (595-5)			
	524292 (595-6)			
	541611 (595-9,10,11)			
	541612 (595-21)			
	624110 (595-28)			
	624190 (595-28)			
	624310 (595-28)			

Position Description: Prepares correspondence and formal documentation. Uses word processing software. Uses database and spreadsheet software to maintain project or contract tracking software. Prepares routine material, perform input, filing, copying and other clerical tasks. May answer phones and distribute mail/materials and other clerical/administrative duties. Excellent facility with computer and office automation software; Excellent customer service skills; Ability to communicate orally and in writing. High School diploma/GED. Two (2) years demonstrated experience providing administrative support preferably to a medical or other social services office.