

**GENERAL SERVICES ADMINISTRATION
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 for GSA Advantage!™ is: <http://www.fss.gsa.gov>.

Schedule 69

**TRAINING AIDS & DEVICES
INSTRUCTOR-LED TRAINING, COURSE DEVELOPMENT AND
TEST ADMINISTRATION**

**FSC GROUP 69
FSC CLASSES 6910 & 6930**

SPECIAL ITEM NO. 27-100	TEACHING MACHINES/DEVICES
SPECIAL ITEM NO. 27-200	PREPARED PRINTED INSTRUCTION
SPECIAL ITEM NO. 27-300	PREPARED AUDIO & VISUAL INSTRUCTION MATERIAL
SPECIAL ITEM NO. 27-400	INSTRUCTOR LED TRAINING
SPECIAL ITEM NO. 27-500	COURSE DEVELOPMENT AND TEST ADMINISTRATION

Contract Number: GS-02F-0134R

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at <http://www.fss.gsa.gov>.

**Contract Period: May 12, 2005 thru May 11, 2010
Price List Effective: May 12, 2005**



**3455 Main Street
Millbrook, AL 36054
Phone 334.819.8820
Fax 334.819.8822**

<http://www.kms-inc.net>

Business Size: Veteran Owned Small Business

TERMS AND CONDITIONS

1a. Table of Awarded Special Item Number(s)(SINs):

27-100: Teaching Machines/Devices

27-200: Prepared Printed Instruction

27-300: Prepared Audio & Visual Instructional Material, Multi-Media Program Kits

27-400: Instructor-Led Training

27-500: Course Development & Test Administration

1b. Identification of Lowest Priced Model Number and Unit Price for Each Special Item Number:

Please refer to rate schedule.

2. Maximum Order Limitation: **\$1,000,000.00**

3. Minimum Order Limitation: **\$300.00**

4. Geographic Coverage (Delivery Area): **Domestic Only**

5. Point(s) of Production: **FOB Origin and Destination**

6. Discount from List Prices or Statement of Net Price: **Not Applicable**

7. Quantity Discounts: **Not Applicable**

8. Prompt Payment Terms: **NET 30**

9a. Credit Card Acceptance: YES NO

9b. Discount for Payment by Government Credit Card: **Not Applicable**

10. Foreign Items: **NONE**

11. Time of Delivery: **As specified on individual task order.**

12. FOB Point(s): **Destination**

13. Ordering Information:

Knowledge Management Solutions, Inc.
Sterling Place Executive Center
2005 Cobbs Ford Road, Suite 404
Prattsville, Alabama 36066

14. Payment Information:

Knowledge Management Solutions, Inc.
Sterling Place Executive Center
2005 Cobbs Ford Road, Suite 404
Prattsville, Alabama 36066

15. Warranty Provision: **NONE**

16. Export Packing Charges: **Not Applicable**

Products and Labor Category Descriptions

I. Product Descriptions for SINs 27-100, 200, and 300

Descriptions of the products proposed are provided at the end of this catalog.

II. Labor Category Descriptions for SIN 27-400

G. Senior Trainer/Instructor

- **Minimum/General Experience** - The Senior Trainer/Instructor must have five or more years of training experience. Training experience includes traditional classroom, distance learning, and computer-based training.
- **Functional Responsibility** - The Senior Trainer/Instructor will:
 - Conduct training programs, seminars, and conferences
 - Conduct research to develop and revise training materials and prepare training catalogs and course materials
 - Develop instructor materials (course outlines, background materials, training aids)
 - Develop student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms)
 - Trains personnel by conducting formal classroom courses, workshops, seminars, and/or computer-based training
 - Provide input for identifying and defining present and future training needs
 - If applicable, work with help desk to provide technical assistance
 - Manage training schedules
 - Supervise and direct training staff
- **Minimum Education** - The Senior Trainer/Instructor must have a Bachelors degree or ten years industry experience. A Masters degree is preferred, but not required.

H. Trainer/Instructor

- **Minimum/General Experience** - The Trainer/Instructor must have three to five years of training experience. Training experience includes traditional classroom, distance learning, and computer-based training.
- **Functional Responsibility** - The Trainer/Instructor will:
 - Conduct training programs, seminars, and conferences
 - Conduct research to develop and revise training materials and prepare training catalogs and course materials
 - Develop instructor materials (course outlines, background materials, training aids)
 - Develop student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms)
 - Trains personnel by conducting formal classroom courses, workshops, seminars, and/or computer-based training
 - If applicable, work with help desk to provide technical assistance
- **Minimum Education** - The Trainer/Instructor must have Bachelors degree or six years industry experience.

III. Labor Category Descriptions for SIN 27-500

A. Program Manager

- **Experience** - Specialized experience includes complete project development from inception to deployment, demonstrated ability to provide guidance and direction in the tasks similar to the sample tasks provided in the statement of work, proven expertise in the management and control of funds and resources, demonstrated capability in managing multi-task contracts of this type and complexity. General experience includes increasing responsibilities in educational technology design, development, and management.

- **Functional Responsibility** - Serves as the contractor's contract manager, and shall be the contractor's authorized interface with the Government Contracting Officer (CO), the Contracting Officer's Representative (COR), government management personnel and customer agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. Responsible for the overall contract performance and shall not serve in any other capacity.

B. Project Manager

Provides management and technical direction to program managers or other program or project personnel. Regularly exercises independent judgment as well as a high level of analytical skill in solving complex and unusual technical, administrative, and managerial problems. Ultimately responsible for project planning, execution, and performance. Serves as counterpart to Government Senior Project Manager. Demonstrates extensive subject matter expertise and communication skills to interface with all levels of management.

Plans, directs, coordinates, and controls technical and administrative activities for programs. Supervises program managers in accomplishing their assigned tasks. Reviews and maintains the quality of technical work performed on the program. Makes technical judgments and provides advice on resolving technical problems.

- **Required Experience** - Minimum five (5) years of experience in a related field including supervisory or management experience. Minimum three (3) years system-specific experience, including requirements definition, work planning, control of budget, schedule, and task execution, contract and subcontract management, and personnel management and supervision.
- **Minimum Education** - B.S./B.A. or equivalent experience in a related field. Two (2) years experience is equivalent to one (1) year of education (i.e. Eight (8) years experience is equivalent to a Bachelor's degree.)

C. Team Lead

Responsible for all aspects of project performance. Provides overall direction to all project level activities and personnel. Solves complex technical, administrative, and managerial problems and is responsible for interfacing with customer management and technical personnel, preparing reports, delivering presentations, and participating in meetings. Directs the completion of tasks within estimated time frames and budget constraints.

Plans, directs, coordinates, and controls technical and administrative activities for an entire program. Supervises staff in accomplishing assigned duties. Reviews and maintains the quality of technical work performed on the program. Makes technical judgments and provides advice on resolving technical problems.

- **Required Experience** - Minimum two (2) years of experience in a related field including supervisory or management experience. Minimum one (1) year system-specific experience, including requirements definition, work planning, control of budget, schedule, and task execution, contract and subcontract management, and personnel management and supervision.
- **Minimum Education** - B.S./B.A. or equivalent experience in a related field. Two (2) years experience is equivalent to one (1) year of education (i.e. Eight (8) years experience is equivalent to a Bachelor's degree).

D. Senior Consultant

The Senior Consultant shall have at least eight years of professional experience, including at least five years of specialized experience. The Senior Consultant shall possess a Bachelors degree or higher in a relevant or related field. A Masters degree in a relevant or related discipline may be substituted for three years of experience. The Senior Consultant will act as

a cognizant authority over one or more of the top-level subject topics. The Senior Consultant may have experience as a technical leader, Trainer, and/or Senior Project Manager.

The Senior Consultant serves as a technical expert in areas relevant to a particular project. The Senior Consultant produces and/or reviews substantive and/or complex technical documentation reflecting detailed knowledge of technical areas as identified in the Statement of Work. The Senior Consultant is responsible for the following areas:

- Providing technical expertise
- Providing input on task performance, including the order of performance steps, schedules and milestones, and deliverables
- Providing the performance objectives
- Providing input, review, and quality assurance on deliverables

E. Consultant

The Consultant shall have at least five years of professional experience, including at least three years of specialized experience. The Consultant shall possess a Bachelors degree or higher in a relevant or related field. A Masters degree in a relevant or related discipline may be substituted for three years of experience. The Consultant will act as a cognizant authority over one or more of the top-level subject topics. The Consultant may have experience as a technical leader, Trainer, and/or Senior Project Manager.

The Consultant serves as a technical expert in areas relevant to a particular project. The Consultant produces and/or reviews substantive and/or complex technical documentation reflecting detailed knowledge of technical areas as identified in the Statement of Work. The Consultant is responsible for the following areas:

- Providing technical expertise
- Providing input on task performance, including the order of performance steps, schedules and milestones, and deliverables
- Providing the performance objectives
- Providing input, review, and quality assurance on deliverables

F. Training Facilitator

- **Qualifications** - Incumbents in this job category require at least 3 years of experience in the facilitation of instructional courses, training programs, workshops, and seminars. An AAS or BA in Instructional Systems Technology, Education, Human Factors, or a related discipline is highly recommended. Professional experience is commensurate with a formal undergraduate degree. Incumbents must have excellent oral and written communications skills; an ability to learn course content quickly; an ability to train and supervise course instructors and work with Instructional Systems Development professionals. Incumbents have the ability to prioritize, assign, categorize, and track training course events.
- **Responsibilities** - The Training Facilitator will organize training events in terms of schedules, logistics, communication, recruitment of resources, implementation, and evaluation. They develop a process for coordinating communications with other team members and customers. They provide technical assistance to customers to address inquiries on training products and services. They implement training policies and procedures, and honor timelines for delivery of training events and products.
- **Functional Description** - An individual in this job category performs the following functions:
 - Assists in planning professional development/training events.
 - Organizes mailing lists and keeping course attendance records.
 - Assists with document preparation, making copies and filling requests.

- Provides training to educators on using technology tools.
- Works as a collaborative team member to deliver a training event.
- Organizes training schedules.

I. Senior Instructional Technologist

- **Qualifications** - Incumbents in this job category require at least 10 years of experience in designing instructional courseware using the ISD process and an MS or PhD in Instructional Systems Technology, Education, Human Factors, or a related discipline. A Doctorate or Master's degree in Instructional Systems Development is highly recommended. Professional experience is commensurate with a formal Graduate degree in ISD. Incumbents must have excellent oral and written communications skills; working knowledge of MS Office software applications; desktop publishing, authoring languages, and graphics application software programs.
- **General Description** - The Principal Instructional Specialist will be an expert in the analysis, design, development, revision and validation of training products using the Instructional System Development (ISD) process. They will be able to direct large ISD programs including programs in which advanced multimedia products and performance support systems are developed. They will be highly skilled at applying a variety of ISD models to the development of instructional materials and they will be knowledgeable of emerging instructional theories and technologies.
- **Functional Description** - An individual in this job category performs the following functions:
 - Manage the analysis, design, development, revision and validation of training courseware using the Instructional System Development (ISD) process.
 - Direct the conduct of training requirements analyses, task analyses, training needs assessments, and target audience analyses.
 - Finalize media selection decisions for various types of job tasks to be trained.
 - Lead research and development tasks including job task analysis to determine performance conditions, task sequencing and accepted quality standards.
 - Direct the development of criterion-referenced tests in accordance with instructional and customer guidelines.
 - Finalize plans for evaluation and validation of instructional materials.
 - Interact with customers.

J. Instructional Technologist

- **Qualifications** - Incumbents in this job category require at least 2 years of experience in designing instructional courseware using the ISD process. An AAS or BA in Instructional Systems Technology, Education, Human Factors, or a related discipline is recommended. Professional experience is commensurate with a formal undergraduate degree. Incumbents must have good oral and written communication skills; familiarity of MS Office software applications; desktop publishing, authoring languages, and graphics application software programs.
- **Responsibilities** - The Instructional Technologist is able to perform analysis, design, development, revision and validation of training products using the Instructional System Development (ISD) process. They serve as members of ISD focus groups during the design process. They are familiar with various ISD models and they are cognizant of emerging instructional theories and technologies.
- **Functional Description** - An individual in this job category performs the following functions:
 - Analyze, design, develop, revise and validate training courseware using the Instructional System Development (ISD) process, under the supervision of a Senior IT.
 - Assist with training requirements analyses, task analyses, training need assessments, and target audience analyses.
 - Develop learning objectives to include actions, conditions, and standards.

- Assists with the selection of media for various types of job tasks to be trained.
- Develops instructional media design documents.
- Develops storyboards and treatment plans.
- Develops instructional support documents such as lesson plans, student guides, instructor guides, and user's manuals.
- Develops test items.
- Evaluates and validates instructional materials.

K. Senior Administrative Assistant

Responsible for the effective administration of the business operations for a Office, department, or division. Assures that acceptable administrative services are provided to the client within budget, on schedule and with a minimum of disruption. Assist in the preparation of budgets. Carries out recurring office procedures independently. Reviews outgoing materials and correspondence for internal consistency and conformance with office procedures; assures that proper clearances have been obtained. Composes correspondence requiring some technical understanding. May assign and supervise the work of support personnel.

- **Required Experience** - Minimum five (5) years experience with thorough knowledge of most commonly used word processing packages (i.e. WordPerfect and MS Word) and with database and spreadsheet packages (i.e. Lotus 123 and MS Excel). B.A. and mastery of software can be substituted for two (2) years of experience.
- **Minimum Education** - A.A./A.S. degree in related field. Two (2) years experience is equivalent to one (1) year of education (i.e. Four (4) years experience is equivalent to an Associate's degree.)

L. Administrative Assistant

Responsible for the effective administration of the business operations for an office or department. Assures that acceptable administrative services are provided to the client within budget, on schedule and with a minimum of Disruption. May assign and supervise the work of support personnel. For Conference and meeting support, may also select and schedule sites for courses; Arrange travel and hotel accommodations; confirm all logistics; process Applications, prepare letters of confirmation; develop charts and tables; Prepare name badges, table tents, etc. For participants; implement event Evaluation procedures; and complete documentation of participant attendance.

- **Required Experience** - Minimum three (3) years experience with thorough knowledge of most commonly used word processing packages (i.e. Wordperfect and MS Word). Familiar with database and spreadsheet packages (i.e. Lotus 123 and MS Excel). B.A. and mastery of software can be substituted for two (2) years of experience.
- **Minimum Education** - High School diploma, GED, or equivalent experience in a related field.

M. Senior LMS Administrator

The Senior LMS Administrator is responsible for providing administrative support for all training hosted under the Learning Management System (LMS). Specific duties include:

- Maintenance of user and training data and providing regular reports to project teams.
- Assisting Client in needs analysis for determining required capabilities and options (Initial and Future).
- Acting as a Liaison between the client and IT
- Analyze Training Trends
- Providing Password information
- Monitoring System Usage
- Receive, Install, and Test HRIS Data Load from client's HR System
- Export Student Training Records and Send HRIS Data Load

- Perform Course Content Validation and QA
- Ensure Courses Comply with LMS Standards and Specifications
- Install newly received courses to content server and connect them to the LMS
- Perform Initial Testing of Newly Installed Courses (Launching and Tracking)
- Set Up Course ID, Title, Duration, Percent to Pass, and CEU's
- Course Authorizations/Registrations
- Assign Courses to Curriculum
- Administrative Helpdesk
- Produce Monthly Helpdesk Reports
- Technical Support (System Trouble Calls, Outages called in by KM helpdesk)
- Bulk Add Users
- Single Add Users
- Activate/Deactivate User Accounts
- Create/Edit Groups
- Add/Modify Users in Groups
- Generate Student Reports

The Senior LMS Administrator will possess:

- Strong Administration and Organizational skills
- Strong Interpersonal and Communication skills
- Strong IT skills, particularly in Microsoft packages such as Word, Excel and Outlook

N. LMS Administrator

The LMS Administrator is responsible for providing administrative support for all training hosted under the Learning Management System (LMS). Specific duties include:

- Maintenance of user and training data and providing regular reports to project teams.
- Acting as a Liaison between the client and IT
- Providing Password information
- Monitoring System Usage
- Export Student Training Records and Send HRIS Data Load
- Perform Course Content Validation and QA
- Ensure Courses Comply with LMS Standards and Specifications
- Perform Initial Testing of Newly Installed Courses (Launching and Tracking)
- Course Authorizations/Registrations
- Assign Courses to Curriculum
- Administrative Helpdesk
- Produce Monthly Helpdesk Reports
- Technical Support (System Trouble Calls, Outages called in by KM helpdesk)
- Single Add Users
- Activate/Deactivate User Accounts
- Create/Edit Groups
- Add/Modify Users in Groups
- Generate Student Reports

The LMS Administrator will possess:

- Strong Administration and Organizational skills
- Strong Interpersonal and Communication skills

- Strong IT skills, particularly in Microsoft packages such as Word, Excel and Outlook

O. Senior Technical Writer/Editor

Collects and organizes information for preparation of user manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user manuals, special reports, or any other customer deliverables and documents. Supports documentation activities such as technical writing, editing, proofreading, production of technical documents, on-line help, and other interactive documentation. Engages in frequent interdepartmental contact and acts as liaison between customers and technical staff. Provides technical writing for program and operational documentation.

Provides documentation in presentation-ready quality output using advanced word processing or desktop publishing software.

- **Required Experience** - Minimum five (5) years of experience with three (3) years experience in writing/editing for publication. Two (2) of the three (3) years must involve experience with technical or scientific information writing/editing.
- **Minimum Education** - B.S./B.A. or equivalent experience in a related field. Two (2) years experience is equivalent to one (1) year of education (i.e. Eight (8) years experience is equivalent to a Bachelor's degree).

P. Technical Writer/Editor

Collects and organizes information for preparation of user manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user manuals, special reports, or any other customer deliverables and documents. Supports documentation activities such as technical writing, editing, proofreading, production of technical documents, on-line help, and other interactive documentation. Engages in frequent interdepartmental contact and acts as liaison between customers and technical staff. Provides technical writing for program and operational documentation.

Provides documentation in presentation-ready quality output using advanced word processing or desktop publishing software.

- **Required Experience** - Minimum three (3) years of experience with one (1) years experience in writing/editing for publication. Two (2) of the three (3) years must involve experience with technical or scientific information writing/editing.
- **Minimum Education** - B.S./B.A. or equivalent experience in a related field. Two (2) years experience is equivalent to one (1) year of education (i.e. Eight (8) years experience is equivalent to a Bachelor's degree).

Q. Senior Database Specialist

Applies broad high-level knowledge of relational database theory and specific product implementation to solve complex database needs. Defines file organization, indexing methods, and security procedures for specific user applications. Develops, implements, and maintains database back-up and recovery Procedures for the processing environments. Exercises independent judgment and initiative in solving problems and performing technical tasks with a high degree of complexity. Engages in direct contact with user personnel and works with non-technical sources as necessary.

- **Required Experience** - Minimum seven (7) years in database management systems (DBMS) systems analysis and programming including four (4) years of experience in using current DBMS technologies, application design utilizing various database management systems and experience with DBMS internals.
- **Minimum Education** - M.A./M.S degree or equivalent experience in a related field. Eight (8) years of experience above a Bachelor's degree may be substituted for a Master's degree two (2) years experience is equivalent to one (1) year of education (i.e. Eight (8) years experience is equivalent to a Bachelor's degree.)

R. Database Specialist

Applies senior-level knowledge of relational database theory and specific product implementation to solve complex database needs. Defines file organization, indexing methods, and security procedures for specific user applications. Develops, implements, and maintains database back-up and recovery Procedures for the processing environments. Exercises independent judgment and Initiative in solving problems and performing technical tasks with a high degree of complexity. Engages in direct contact with user personnel and may work with Non-technical sources as necessary.

- **Required Experience** - Minimum six (6) years in database management systems (DBMS) systems analysis and programming including three (3) years of experience in using current DBMS technologies, application design utilizing various database management systems and experience with DBMS internals.
- **Minimum Education** - B.A./B.S. degree or equivalent experience in a related field. Two (2) years experience is equivalent to one (1) year of education (i.e. Eight (8) years experience is equivalent to a Bachelor's degree.)

S. Senior Interactive Training Developer

- **Qualifications** - Incumbents in this job category require at least 10 years of experience in developing curriculums and instructional materials using the ISD process. An MS or PHD in Instructional Systems Technology, Education, Human Factors, or a related discipline is required. Professional experience is commensurate with a formal graduate degree. Incumbents must have excellent oral and written communications skills; an ability to direct senior-level developers on ISD teams; experience with MS Office software applications, computer-based training authoring languages, and graphics application software programs.
- **Responsibilities** - The Senior Interactive Training Developer will be an expert in the development, revision and validation of training products using the Instructional System Development (ISD) process. They will be highly experienced with the design process, and they will be able to direct large instructional development programs, including online learning course development. They will be able to direct the development of a full range of instructional products from paper-based to knowledge-based products. They will be able to direct the design of simulation-based (level three) training products, including 3D graphics, modeling, and animation sequences.
- **Functional Description** - An individual in this job category performs the following functions:
 - Directs staff through the Instructional System Development (ISD) process.
 - Designs knowledge management systems for computer-based training and performance support systems projects.
 - Oversees the design of graphical user interfaces.
 - Approves final video production and audio narration and other multimedia elements.
 - Approves final storyboards and other instructional design documents and oversees the development of products based on the design specifications.
 - Oversees the work of instructional technologists as they conduct formative and summative evaluation and formal validation of instructional products.
 - Interfaces directly with customers.

T. Interactive Training Developer

- **Qualifications** - Incumbents in this job category require at least 2 years of experience in developing curricula and instructional materials using the ISD process. An AAS or BA in Instructional Systems Technology, Education, Human Factors, or a related discipline is recommended. Professional experience is commensurate with a formal undergraduate degree. Incumbents must have good oral and written communications skills; an ability to work on ISD development

teams; familiarity with MS Office software applications, computer-based training authoring languages, and graphics application software programs.

- **Responsibilities** - The Interactive Training Developer will be able to develop, revise and assist with the validation of training products using the Instructional System Development (ISD) process. They will be able to develop instructional products from instructional designs prepared by other staff members, as directed by the Senior Interactive Training Developer. They will be able to work on teams to develop a full range of instructional products from paper-based to computer-based. They will be able to interpret storyboards for basic (level one and level two) computer-based training products.
- **Functional Description** - An individual in this job category performs the following functions:
 - Develops, revises and validates instructional products using the Instructional System Development (ISD) process, as directed by the Senior Interactive Training Developer.
 - Analyzes storyboards and other instructional design documents and develops basic instructional products based on the design specifications.
 - Uses templates developed by Senior Instructional Technologists and Senior Interactive Training Developers to produce computer-based lessons.
 - Develops 2D animations.
 - Prepares shot lists for video production and voice-over narration.
 - Organizes media elements (i.e., photographs, animations, video, audio and graphics) into databases for inclusion into computer-based training modules.
 - Assists with formative and summative evaluation and formal validation of instructional products

U. Senior Graphics Specialist

- **Experience** - Directly related experience in graphics design.
- **Functional Responsibility** - Utilizes current graphic design technology and computer software packages to produce and develop high-level graphics and miscellaneous media files for multiple projects. May include line drawings, digital images, flow charts, slide presentations, animations, video stills/clips, and simulations. Requires in-depth knowledge and hands-on experience with the following software: Photoshop, Illustration Package, 3D Modeling, Animation, Web-Design and HTML, Authoring of Courseware and Internet Sites. Provides supervision and training for graphic design personnel. Exercises creative judgment and originality by translating needs into graphics capabilities. Makes final decisions related to matters of design, composition and methods of presenting technical data.

V. Graphics Specialist

- **Experience** - Directly related experience in graphics design.
- **Functional Responsibility** - Utilizes current graphic design technology and computer software packages to produce and develop high-level graphics and miscellaneous media files for multiple projects. May include line drawings, digital images, flow charts, slide presentations, animations, video stills/clips, and simulations. Requires hands-on experience with the following software: Photoshop, Illustration Package, 3D Modeling, Animation, Web-Design and HTML, Authoring of Courseware and Internet Sites. Provides technical training and guidance to lower-level graphics personnel. Exercises creative judgment and originality by translating needs into graphics capabilities.

W. Senior Multimedia Producer/Director

- **Experience** - Related experience. Also has direct experience in supervising and directing the activities of Multimedia Producers/Directors.

- **Functional Responsibility** - Designs and develops complex multimedia courseware for customer training initiatives using video, sound, graphics and animation. Creates video and sound files for animation. Designs programming techniques to optimize running speed and disk space requirements. Provides technical leadership to lower-level programmers. Acts as a technical task lead or technical expert as required. Works closely with customers and subject matter experts to determine and meet end-user requirements.

X. Multimedia Producer/Director

- **Experience** - Related experience.
- **Functional Responsibility** - Designs and develops complex multimedia courseware for customer training initiatives using video, sound, graphics and animation. Creates video and sound files for animation. Designs programming techniques to optimize running speed and disk space requirements.

Provides technical leadership to lower-level programmers. Acts as a technical task lead or technical expert as required. Works closely with customers and subject matter experts to determine and meet end-user requirements.

Y. Senior Quality Assurance Specialist

Participates in formal and informal reviews to determine quality and in the development of software quality assurance (SQA) plans. Examines and evaluates The SQA process and recommends enhancements and modifications. Aids in the development of quality standards.

- **Required Experience** - Minimum seven (7) years of experience working with quality control methods and tools. Two (5) years of experience in software testing and integration and a demonstrated knowledge of system and project life cycles.
- **Minimum Education** - B.S./B.A. or equivalent experience in a related field. Two (2) years experience is equivalent to one (1) year of education (i.e. Eight (8) years experience is equivalent to a Bachelor's degree.)

Z. Quality Assurance Specialist

Participates in formal and informal reviews to determine quality and in the development of software quality assurance (SQA) plans. Examines and evaluates The SQA process and recommends enhancements and modifications. Aids in the Development of quality standards.

- **Required Experience** - Minimum four (4) years of experience working with quality control methods and tools. Two (2) years of experience in software testing and integration and a demonstrated knowledge of system and project life cycles.
- **Minimum Education** - B.S./B.A. or equivalent experience in a related field. Two (2) years experience is equivalent to one (1) year of education (i.e. Eight (8) years experience is equivalent to a Bachelor's degree.)

aa. Network Administrator

Provides system support in a PC/LAN/WAN computer platform environment. Plans and coordinates the installation and maintenance of system and vendor software packages, including operating system software. Also troubleshoots and resolves network problems. Proficient in industry standard software, hardware and operating systems (i.e. Windows NT, Novell, netware, bridge and router technology, IBM token ring protocol, and Intel based computer hardware) and also Specific system administration utilities to assist in the general administration of the network.

- **Required Experience** - Minimum three (3) years system experience with two (2) years as a network Administrator, preferably in both local and wide area networking. One (1) year Experience supporting a broad base of application with good knowledge of company Standard desktop application.

- **Minimum Education** - A.A./A.S. degree in related field. Two (2) years experience is equivalent to one (1) year of education (i.e. Four (4) years experience is equivalent to an Associate's degree.)

ab. Network Technician

Provides diagnosis and troubleshooting for network systems. Knowledge of TCP/IP, file server applications. Performs diagnostic analysis and identifies solutions to network problems. Performs and implements enhancements to network. Assists with network installations and on site surveys. Aids in assessing and documenting current site network configurations. Prepares engineering plans and site installation technical design packages. Aids in preparation of installation schedules. Integral member of the network installation team. Assists in the preparation of drawings documenting configuration changes at each site. Prepares site installation and test reports. Coordinates post installation operations and maintenance support.

- **Required Experience** - Minimum two (2) years of network related experience, including in-depth knowledge of applications software and client configuration, day-to-day administration of the network, installation, updating and upgrading of the network and operations of network products. A minimum of two (2) years experience with Novell Netware, Windows NT, Internet and/or SNMP. Knowledge of routing protocol, LAN bridges, cabling, and a variety of computer software.
- **Minimum Education** - High school diploma, GED, or equivalent experience in a related field. Course work and training in college, trade school, vocational school, or military.

ac. Senior Subject Matter Expert

Defines the problems and analyzes and develops plans and requirements in the subject matter area for moderately complex to complex systems. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation.

- **Required Experience** - Minimum four (4) years experience in specified subject matter. Including two (2) years of combined new and related older technical experience in directly related to the required area of expertise.
- **Minimum Education** - M.S./M.A. degree. Eight (8) of relevant experience above a Bachelor's degree may be substituted for a Master's degree.

ad. Subject Matter Expert

Develops requirements from a project's inception to conclusion in the subject matter area, for simple to moderately complex systems. Assists other senior consultants with analysis, evaluation and the preparation of recommendations for improvements, optimization, development, and/or maintenance efforts.

- **Required Experience** - Minimum two (2) years of subject matter experience.
- **Minimum Education** - B.S./B.A. or equivalent experience in a related field. Two (2) years experience is equivalent to one (1) year of education (i.e. Eight (8) years experience is equivalent to a Bachelor's degree).

ae. Help Desk/User Relations Specialist

Supports users of information systems by evaluating client concerns, researching Moderately complex problems and questions, responding with answers or Interventions, providing assistance, tracking calls, analyzing call data for Trends and common system problems, and evaluating the quality of information Systems through user support call data.

Communicates with clients and collaborators, nationally and internationally, to Evaluate opportunities to apply information technology resources for data Collection, communication, management, analysis, and information dissemination. Prepares and delivers sophisticated presentations to diverse audiences. Familiar with information systems strategic planning, implementation, distribution, and User support. Travel to user's sites to assist in the implementation or Installation of client-developed or supplied information systems products and Services as required.

- **Required Experience** - Minimum two (2) years experience in information technology or information Systems. One (1) year additional experience working in a technical customer Support environment.
- **Minimum Education** - B.S./B.A. or equivalent experience in a related field. Two (2) years experience is equivalent to one (1) year of education (i.e. Eight (8) years experience is Equivalent to a Bachelor's degree).

TRAINING CATALOG

GSA OFFICIAL PRICELIST
(all prices are inclusive of IFF)

27-100: Teaching Machines/Devices

SIN	PRODUCT DESCRIPTION	GSA PRICE
PLM Version 4.3 LMS		
27-100	PLM LMS 1 Year Term License 1,000 to 5,000 users, per user. Term Licenses are annual, fully prepaid up-front licenses	\$9.98
27-100	PLM LMS 1 Year Term License 5,001 to 10,000 users, per user. Term Licenses are annual, fully prepaid up-front licenses	\$8.08
27-100	PLM LMS 1 Year Term License 10,001 to 15,000 users, per user. Term Licenses are annual, fully prepaid up-front licenses	\$6.18
27-100	PLM LMS 1 Year Term License 15,001 to 20,000 users, per user. Term Licenses are annual, fully prepaid up-front licenses	\$4.28
27-100	Hosting (Per User/Per Year Price)	\$3.80
27-100	Standard Implementation Fee	\$5,700.00
27-100	Maintenance for PLM LMS 1 Year Term License, per user. Term Licenses are annual, fully prepaid up-front licenses	\$9,500.00
KMS ETM		
27-100	KMS ETM 1 Year Term License. Term Licenses are annual, fully prepaid up-front licenses	\$4.75
27-100	Maintenance for KMS ETM 1 Year Term License. Term Licenses are annual, fully prepaid up-front licenses	25 percent of User \$
XTENSION LMS (Version 2.0)		
27-100	Xtention LMS 1 Year Term License 1 to 1,000 users, per user. Term Licenses are annual, fully prepaid up-front licenses	\$14.25
27-100	Xtention LMS 1 Year Term License 1,001 to 4,000 users, per user. Term Licenses are annual, fully prepaid up-front licenses	\$11.40
27-100	Xtention LMS 1 Year Term License over 4,001 users, per user. Term Licenses are annual, fully prepaid up-front licenses	\$9.98
27-100	Hosting (Per User/Per Year Price)	\$3.80
27-100	Implementation Fee	\$5,700.00
27-100	Maintenance for Xtention LMS 1 Year Term License. Term Licenses are annual, fully prepaid up-front licenses	25 percent of User \$

27-200: Prepared Printed Instruction

SIN	PRODUCT DESCRIPTION	GSA PRICE (per student)
27-200	Skyjack 911! What Every American Needs to Know Now! by Dr. Andrei G. Aleinikov and Alan B. Berkowitz	\$4.70
27-200	Mega-Creator: from Creativity to Mega-, Giga-, and Infi-Creativity	\$23.70
27-200	Creating Creativity: 101 Definitions (what Webster never told you)	\$147.25
27-200	DiSC Classic	\$12.83
27-200	Team Dimensions Profile	\$12.83
27-200	Work Expectations Profile	\$14.73
27-200	Time Mastery Profile	\$14.73
27-200	Discovering Mastery Profile	\$12.83
27-200	Personal Listening Profile	\$12.83

TRAINING CATALOG

27-300: Prepared Audio & Visual Instructional Material, Multi-Media Program Kits

SIN	PRODUCT DESCRIPTION	GSA PRICE (per student)
27-300	A+ Certification	\$236.55
27-300	Cisco CCNA IPX Routing	\$98.80
27-300	Cisco CCNA LAN Switching	\$98.80
27-300	Cisco CCNA Monitoring and Security	\$98.80
27-300	Cisco CCNA Router Configuration Basics	\$98.80
27-300	Cisco CCNA TCP/IP Addressing on Cisco Routers	\$98.80
27-300	Cisco CCNA WAN Protocols – HDLC, PPP	\$98.80
27-300	Cisco CCNA Internetworking Technologies 1	\$98.80
27-300	Cisco CCNA Internetworking Technologies 2	\$98.80
27-300	Cisco CCNA IP Routing Concepts	\$98.80
27-300	Cisco CCNA IP Routing Configuration	\$98.80
27-300	Cisco CCNA Configuring X.25	\$98.80
27-300	Cisco CCNA Configuring Frame Relay and ISDN	\$98.80
27-300	Relational Database Concepts & Overview	\$98.80
27-300	Relational Database Concepts: Structured Query Language	\$98.80
27-300	Relational Database Design & Administration	\$98.80
27-300	SQL Server 7.0: Advanced Features PART 1	\$98.80
27-300	SQL Server 7.0: Advanced Features PART 2	\$98.80
27-300	SQL Server 7.0: Data Warehousing Using SQL Part 1	\$98.80
27-300	SQL Server 7.0: Data Warehousing Using SQL Part 2	\$98.80
27-300	SQL Server 7.0: Database Administration Part 1	\$98.80
27-300	SQL Server 7.0: Database Administration Part 2	\$98.80
27-300	SQL Server 7.0: Database Administration Part 3	\$98.80
27-300	SQL Server 7.0: Developing Client/Server SQL Part 1	\$98.80
27-300	SQL Server 7.0: Developing Client/Server SQL Part 2	\$98.80
27-300	SQL Server 7.0: Installing and Upgrading	\$98.80
27-300	SQL Server 7.0: Introduction	\$98.80
27-300	SQL Server 7.0: Management Part 1	\$98.80
27-300	SQL Server 7.0: Management Part 2	\$98.80
27-300	SQL Server 7.0: Web Integration	\$98.80
27-300	Microsoft Access 2000 Advanced	\$27.55
27-300	Microsoft Access 2000 Basic	\$27.55
27-300	Microsoft Access 2000 Intermediate	\$27.55
27-300	Microsoft Access 97 Advanced	\$27.55
27-300	Microsoft Access 97 Basic	\$27.55
27-300	Microsoft Access 97 Intermediate	\$27.55
27-300	Microsoft Excel 2000 Advanced	\$27.55
27-300	Microsoft Excel 2000 Basic	\$27.55
27-300	Microsoft Excel 2000 Intermediate	\$27.55
27-300	Microsoft Excel 97 Advanced	\$27.55
27-300	Microsoft Excel 97 Basic	\$27.55
27-300	Microsoft Excel 97 Intermediate	\$27.55
27-300	Microsoft Outlook 2000 Basic	\$27.55
27-300	Microsoft Outlook 2000 Intermediate	\$27.55
27-300	Microsoft Outlook 98 Basic	\$27.55
27-300	Microsoft Outlook 98 Intermediate	\$27.55

TRAINING CATALOG

SIN	PRODUCT DESCRIPTION	GSA PRICE (per student)
27-300	Microsoft PowerPoint 2000 Basic	\$27.55
27-300	Microsoft PowerPoint 2000 Intermediate	\$27.55
27-300	Microsoft PowerPoint 97 Basic	\$27.55
27-300	Microsoft PowerPoint 97 Intermediate	\$27.55
27-300	Microsoft Windows 2000 Professional End User Advanced: Advanced Features	\$27.55
27-300	Microsoft Windows 2000 Professional End User Basic: Getting Started	\$27.55
27-300	Microsoft Windows 2000 Professional End User Basic: Managing Files and Folders	\$27.55
27-300	Microsoft Windows 2000 Professional End User Intermediate: Customization	\$27.55
27-300	Microsoft Windows 2000 Professional End User Intermediate: Networking	\$27.55
27-300	Microsoft Windows 98 Advanced	\$27.55
27-300	Microsoft Windows 98 Basic	\$27.55
27-300	Microsoft Windows 98 Intermediate	\$27.55
27-300	Microsoft Word 2000 Advanced	\$27.55
27-300	Microsoft Word 2000 Basic	\$27.55
27-300	Microsoft Word 2000 Intermediate	\$27.55
27-300	Microsoft Word 97 Advanced	\$27.55
27-300	Microsoft Word 97 Basic	\$27.55
27-300	Microsoft Word 97 Intermediate	\$27.55
27-300	Microsoft Access 2000 Advanced	\$27.55
27-300	Windows NT 4.0 End-User Basic	\$27.55
27-300	Windows NT 4.0 End-User Intermediate	\$98.80
27-300	Introduction to Java 2	\$98.80
27-300	Java 2: Advanced Enterprise Java	\$98.80
27-300	Java 2: Advanced Java	\$98.80
27-300	Java 2: Advanced java.lang and java.util	\$98.80
27-300	Java 2: Applets and Imaging	\$98.80
27-300	Java 2: Building Graphical User Interface	\$98.80
27-300	Java 2: Classes and Inheritance	\$98.80
27-300	Java 2: Enterprise Java	\$98.80
27-300	Java 2: Extending the GUI	\$98.80
27-300	Java 2: File I/O	\$98.80
27-300	Java 2: Handling Exceptions and Implementing Threads	\$98.80
27-300	Java 2: java.lang Package	\$98.80
27-300	Java 2: java.util Package	\$98.80
27-300	Java 2: Language and Semantics	\$98.80
27-300	Java 2: Networking	\$98.80
27-300	MCSA Solution Architecture 1	\$98.80
27-300	MCSA Solution Architecture 2	\$98.80
27-300	MCSA Solution Architecture 3	\$98.80
27-300	MCSA Solution Architecture 4	\$98.80
27-300	Microsoft Windows 2000 Directory Services MCSE: Implementing Change and Configuration Management	\$98.80
27-300	Microsoft Windows 2000 Directory Services MCSE: Installing, Configuring, and Troubleshooting AD	\$98.80
27-300	Microsoft Windows 2000 Directory Services MCSE: Managing and Optimizing Active Directory Components	\$98.80

TRAINING CATALOG

SIN	PRODUCT DESCRIPTION	GSA PRICE (per student)
27-300	Microsoft Windows 2000 Directory Services MCSE: Managing User Environments and Software Deployments	\$98.80
27-300	Microsoft Windows 2000 Directory Services MCSE: Remote Installation of Windows 2000	\$98.80
27-300	Microsoft Windows 2000 MCSE Designing Directory Services Infrastructure: Advanced AD Concepts	\$98.80
27-300	Microsoft Windows 2000 MCSE Designing Directory Services Infrastructure: Introducing ADS	\$98.80
27-300	Microsoft Windows 2000 MCSE Designing Directory Services Infrastructure: Planning Active Directory	\$98.80
27-300	Microsoft Windows 2000 MCSE Designing Directory Services Infrastructure: Planning Domain Structure	\$98.80
27-300	Microsoft Windows 2000 MCSE Designing Directory Services Infrastructure: Preparing for ADS	\$98.80
27-300	Microsoft Windows 2000 MCSE Designing Network Infrastructure: Designing a Network Strategy	\$98.80
27-300	Microsoft Windows 2000 MCSE Designing Network Infrastructure: Designing WINS and DFS Network Strategy	\$98.80
27-300	Microsoft Windows 2000 MCSE Designing Network Infrastructure: Internet Connection Infrastructure	\$98.80
27-300	Microsoft Windows 2000 MCSE Designing Network Infrastructure: Internet Connectivity Strategies	\$98.80
27-300	Microsoft Windows 2000 MCSE Designing Network Infrastructure: Preparing Network Services Infrastructure	\$98.80
27-300	Microsoft Windows 2000 MCSE Designing Network Infrastructure: Wide Area Network Infrastructure	\$98.80
27-300	Microsoft Windows 2000 MCSE Designing Security: Analyzing Requirements of an Organization	\$98.80
27-300	Microsoft Windows 2000 MCSE Designing Security: Providing a Secure Access in LANs	\$98.80
27-300	Microsoft Windows 2000 MCSE Designing Security: Providing Secure Access in Remote Networks	\$98.80
27-300	Microsoft Windows 2000 MCSE Designing Security: Providing Secure Access on the Internet	\$98.80
27-300	Microsoft Windows 2000 Network Infrastructure MCSE: Administering DHCP	\$98.80
27-300	Microsoft Windows 2000 Network Infrastructure MCSE: Administering DNS	\$98.80
27-300	Microsoft Windows 2000 Network Infrastructure MCSE: Administering RAS	\$98.80
27-300	Microsoft Windows 2000 Network Infrastructure MCSE: Administering WINS	\$98.80
27-300	Microsoft Windows 2000 Network Infrastructure MCSE: Configuring IP Routing Protocols	\$98.80
27-300	Microsoft Windows 2000 Network Infrastructure MCSE: Configuring Network Protocols	\$98.80
27-300	Microsoft Windows 2000 Network Infrastructure MCSE: ICS and NAT	\$98.80
27-300	Microsoft Windows 2000 Network Infrastructure MCSE: Using Certificate Services	\$98.80
27-300	Microsoft Windows 2000 Professional MCSE: Administering Resources	\$98.80
27-300	Microsoft Windows 2000 Professional MCSE: Administering Users and Groups	\$98.80
27-300	Microsoft Windows 2000 Professional MCSE: Connecting through Net...	\$98.80
27-300	Microsoft Windows 2000 Professional MCSE: Customizing the Desktop Environment	\$98.80

TRAINING CATALOG

SIN	PRODUCT DESCRIPTION	GSA PRICE (per student)
27-300	Microsoft Windows 2000 Professional MCSE: Enhanced Support for Hardware Devices	\$98.80
27-300	Microsoft Windows 2000 Professional MCSE: Implementing and Monitoring Security	\$98.80
27-300	Microsoft Windows 2000 Professional MCSE: Installing and Upgrading	\$98.80
27-300	Microsoft Windows 2000 Professional MCSE: Installing on Multiple Computers	\$98.80
27-300	Microsoft Windows 2000 Professional MCSE: Deploying	\$98.80
27-300	Microsoft Windows 2000 Professional MCSE: Managing Standard Hardware Devices	\$98.80
27-300	Microsoft Windows 2000 Professional MCSE: Optimizing System Performance	\$98.80
27-300	Microsoft Windows 2000 Professional MCSE: Recovering Data and System Performance	\$98.80
27-300	Microsoft Windows 2000 Professional MCSE: Administering Resources	\$98.80
27-300	Microsoft Windows 2000 Server MCSE: Automated Methods of Installation	\$98.80
27-300	Microsoft Windows 2000 Server MCSE: Configuring Network Services	\$98.80
27-300	Microsoft Windows 2000 Server MCSE: Configuring Storage Use	\$98.80
27-300	Microsoft Windows 2000 Server MCSE: Implementing Interoperability	\$98.80
27-300	Microsoft Windows 2000 Server MCSE: Implementing Local Security and Policies	\$98.80
27-300	Microsoft Windows 2000 Server MCSE: Installing and Upgrading	\$98.80
27-300	Microsoft Windows 2000 Server MCSE: Maintenance and Troubleshooting	\$98.80
27-300	Microsoft Windows 2000 Server MCSE: Managing File and Print Resources	\$98.80
27-300	Microsoft Windows 2000 Server MCSE: Managing Hardware Devices and Drivers	\$98.80
27-300	Microsoft Windows 2000 Server MCSE: Managing Terminal Services	\$98.80
27-300	Microsoft Windows 2000 Server MCSE: Monitoring and Optimizing	\$98.80
27-300	Microsoft Windows 2000 Server MCSE: Setting Up Remote Access Service	\$98.80
27-300	Microsoft Windows 2000 Server MCSE: Sharing Resources Over the Internet	\$98.80
27-300	Windows 2000 Server Migration: Planning the Migration from NT4	\$98.80
27-300	Windows 2000 Server Migration: Upgrading the Server and Clients	\$98.80
27-300	Oracle 8i DBA -- Data Dictionary and Database Files	\$98.80
27-300	Oracle 8i DBA -- Indexes and Constraints	\$98.80
27-300	Oracle 8i DBA -- Introducing Procedure Builder	\$98.80
27-300	Oracle 8i DBA -- Managing Oracle Database Security	\$98.80
27-300	Oracle 8i DBA -- Oracle Instance, the Startup and Shutdown Process	\$98.80
27-300	Oracle 8i DBA -- Oracle Server and Database Architecture	\$98.80
27-300	Oracle 8i DBA -- Oracle Storage Architecture	\$98.80
27-300	Oracle 8i DBA -- SQL*Loader, Oracle Export and Import, and NLS	\$98.80
27-300	Oracle 8i DBA -- Understanding Storage Allocations	\$98.80
27-300	Oracle 8i PL/Advanced SQL, SQL *Plus and the Data Dictionary	\$98.80
27-300	Oracle 8i PL/SQL -- DML and DDL Statements	\$98.80
27-300	Oracle 8i PL/SQL -- Functions, Tables, and Groups	\$98.80
27-300	Oracle 8i: Introduction to RDBMS and SQL *Plus	\$98.80
27-300	Oracle 8i: PL/SQL: Database Objects and Security	\$98.80
27-300	Oracle8i: PL/SQL: Basic Operations	\$98.80
27-300	Advanced C Programming	\$98.80
27-300	Basic C Programming	\$98.80
27-300	Intermediate C Programming	\$98.80
27-300	Introduction to C Programming	\$98.80
27-300	Visual Basic 6.0 ActiveX/COM PART 1	\$98.80
27-300	Visual Basic 6.0 ActiveX/COM PART 2	\$98.80

TRAINING CATALOG

SIN	PRODUCT DESCRIPTION	GSA PRICE (per student)
27-300	Visual Basic 6.0 Advanced	\$98.80
27-300	Visual Basic 6.0 Advanced Enterprise Client/Server Development Part 1	\$98.80
27-300	Visual Basic 6.0 Advanced Enterprise Client/Server Development Part 2	\$98.80
27-300	Visual Basic 6.0 Database Access Part 1	\$98.80
27-300	Visual Basic 6.0 Database Access Part 2	\$98.80
27-300	Visual Basic 6.0 Enterprise Client/Server Development Part 1	\$98.80
27-300	Visual Basic 6.0 Enterprise Client/Server Development Part 2	\$98.80
27-300	Visual Basic 6.0 Intermediate	\$98.80
27-300	Visual Basic 6.0 Introduction Part 1	\$98.80
27-300	Visual Basic 6.0 Introduction Part 2	\$98.80
27-300	Visual Basic 6.0 Using the Win 32 API Part 1	\$98.80
27-300	Visual Basic 6.0 Using the Win 32 API Part 2	\$98.80
27-300	Aggression Management	\$949.05
27-300	Business Writing for the Professional	\$160.55
27-300	Editing to Improve Writing Style	\$94.05
27-300	Editing to Improve Writing Style	\$160.55
27-300	Technical Writing for Technical Professionals	\$160.55
27-300	Vocabulary Improvement	\$160.55
27-300	Customer Service Excellence... It's in the Details (Long Version)	\$160.55
27-300	Customer Service Excellence... It's in the Details (Short Version)	\$94.05
27-300	Developing Interpersonal Skills: The Art of Influencing	\$79.80
27-300	Basic Writing Skills	\$160.55
27-300	A.C.T.Live Listening	\$65.55
27-300	Communicating In Today's World	\$94.05
27-300	Legal and Effective Interviewing	\$94.05
27-300	Conducting Effective Meetings	\$79.80
27-300	Teaching Task Training	\$79.80
27-300	Motivating Teams and Team Members	\$94.05
27-300	Building and Leading High Impact Teams	\$94.05
27-300	Ethics in the Workplace	\$79.80
27-300	Building Creativity into The Problem Solving Process	\$160.55
27-300	Decision Making	\$94.05
27-300	Making Time Management Profitable	\$160.55
27-300	Developing Effective Leadership Skills	\$94.05
27-300	Managing Change and Winning	\$94.05
27-300	The Six Senses of Management: Making the Transition to Leadership	\$79.80
27-300	Effective Employee Discipline	\$94.05
27-300	Orienting New Personnel... How to Get Them and Keep Them Productive	\$65.55
27-300	Preventing Workplace Violence (General Workforce Level)	\$65.55
27-300	Preventing Workplace Violence (Management & Supervision Level)	\$94.05
27-300	Preventing Sexual Harassment (General Workforce Level)	\$65.55
27-300	Preventing Sexual Harassment (Management & Supervision Level)	\$65.55
27-300	Supervising Seniors – Leading an Aging Workforce	\$79.80
27-300	Supervising for Success	\$94.05
27-300	Conflict Management	\$160.55
27-300	Building a Winning Work Ethic	\$94.05
27-300	Coaching and Counseling	\$79.80
27-300	Anger Management	\$65.55

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27-300	Goals and Goal Setting	\$79.80
27-300	Employee Empowerment – Delegating for Results	\$94.05
27-300	Working Together in a Multi-Cultural Organization	\$94.05
27-300	Image Projection	\$94.05
27-300	Becoming Champions of Customer Service	\$160.55
27-300	Teaching Task Training	\$122.55
27-300	Motivating Teams and Team Members	\$142.50
27-300	Strength Training	\$114.00
27-300	Basics for Leadership Development	\$142.50
27-300	Creating Strategic Alliances	\$123.50
27-300	Finding the Potholes on Your Road to Success: <i>Skills Assessment and Development for Small Business Owners</i>	\$142.50
27-300	Guerilla Teams: <i>Team Building</i>	\$123.50
27-300	Problem Whacking: <i>Creative Problem Solving</i>	\$104.50
27-300	Stretching for Sales: <i>Sales Skills Improvement</i>	\$171.00
27-300	Team Taming: <i>Conflict Management for Managers</i>	\$171.00
27-300	The Three R's of Sales: <i>Relationships, Relationships, Relationships</i>	\$152.00
27-300	Whiplash Team Leading	\$133.00
27-300	Dealing With Difficult People	\$182.40
27-300	Excellent Communication Skills	\$114.00
27-300	How to be UP in a DOWN WORLD – Overcoming Negativity!	\$133.00
27-300	Life Is Not a STRESS REHEARSAL! Managing Stress Before it Manages You!	\$171.00
27-300	Personality Profiles	\$152.00
27-300	Team Building	\$122.55
27-300	The Healing of Humor	\$142.50
27-300	Humor in the Workplace	\$617.50
27-300	The Seven L's of Living	\$617.50
27-300	Instructor Certificate Program	\$783.75
27-300	Supervisor Development Certificate Program	\$570.00
27-300	Basic Government Accounting Principles	\$760.00
27-300	Overview of the Government Receiving Reports	\$760.00
27-300	Fundamentals of the Open Document Listing	\$855.00
27-300	The Basics of the AF Selective Transaction History Report	\$760.00
27-300	Fundamentals of the For-Self, By-Other, and For-Other Transactions Process	\$1,520.00
27-300	The Role of the AF Resource Advisor in Today's World	\$1,520.00
27-300	Fundamentals of Cost Analysis	\$1,140.00
27-300	Fundamentals of Earned Value Measurement	\$285.00
27-300	Basic MicroSoft Excel Tools for the Financial Manager	\$1,520.00
27-300	Intermediate Earned Value Measurement	\$1,520.00
27-300	Intermediate Cost Analysis	\$1,520.00
27-300	Acquisition Business Management	\$380.00
27-300	Business, Cost Estimating, and Financial Management Workshop	\$570.00
27-300	Advanced MicroSoft Excel Tools for the Financial Manager	\$570.00
27-300	Contracting for Information Technology	\$570.00
27-300	Basic Simplified Acquisition	\$570.00
27-300	Advanced Simplified Acquisition	\$313.50
27-300	Advanced Contract Law	\$399.00
27-300	Task Order Contracting	\$399.00
27-300	Awarding Contracts for Commercial Items	\$570.00
27-300	Administering Contracts for Commercial Items	\$570.00
27-300	Performance Based Service Contracting	\$313.50

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27-300	Contractor Officer Representatives	\$570.00
27-300	The Federal Acquisition System	\$399.00
27-300	Contracting for Research & Development	\$399.00
27-300	Executive Seminar in Acquisition	\$232.75
27-300	Introduction to Grants and Cooperative Agreements	\$399.00
27-300	Selecting Appropriate Funding Instruments	\$160.55
27-300	Uniform Administration Requirements for the Administration of Grants and Cooperative Agreements	\$94.05
27-300	Understanding Yourself & Others - Interpersonal Behavioral Styles	\$3,845.60
27-300	Exploring Attitudes - Learning to Choose Your Attitudes (flexible length)	\$10,470.90
27-300	Improving Communication Through Listening	\$4,007.58
27-300	Personal Learning Approaches	\$4,007.58
27-300	Coping with Stress - Achieving Balance	\$4,007.58
27-300	Managing Time and Resources	\$4,007.58
27-300	Exploring Personal Values & the Effect on Workplace Performance	\$4,180.00
27-300	Work Expectations & Attitudes	\$4,007.58
27-300	Assessing Your Leadership Potential	\$4,007.58
27-300	Diversity Awareness	\$4,007.58
27-300	Expanding Personal Influence & Negotiation Skills	\$4,765.20
27-300	Resolving Problems - Step-By-Step Problem Solving	\$4,765.20
27-300	Sharing Feedback Effectively	\$4,117.30
27-300	Conflict Management	\$3,803.80
27-300	Supporting Changing	\$2,147.00
27-300	Email Basics	\$2,280.00
27-300	Effective Presentations (flexible length)	\$2,199.25
27-300	Meeting Management - Meetings That Work	\$2,185.00
27-300	Professionalism in the Office	\$1,995.00
27-300	Achieving Communication Effectiveness	\$2,147.00
27-300	Number Skills (flexible length)	\$1,995.00
27-300	Proofmatics (flexible length)	\$1,995.00
27-300	Winning Through Customer Service	\$2,004.50
27-300	Customer Service Communication Skills	\$2,185.00
27-300	Making Customer Recommendations	\$1,995.00
27-300	Completing Customer Agreement	\$1,995.00
27-300	Dealing with Difficult Customer Situations	\$1,995.00
27-300	Understanding Behavioral Styles for Customer Service	\$1,995.00
27-300	Professional Service - Optimal Service for Internal & External Customers	\$2,564.05
27-300	Customer Service Essentials for Everyone (flexible length)	\$2,118.50
27-300	Customer Service Essentials for the Telephone (flexible length)	\$2,118.50
27-300	Customer Service Essentials for Managers (flexible length)	\$2,118.50
27-300	Customer-Oriented Selling (1-, 2-, & 3-day implementation options)	\$2,636.25
27-300	Telephone Prospecting and Qualifying	\$2,185.00
27-300	Completing Customer Agreement	\$2,042.50
27-300	Making Customer Recommendations	\$2,042.50
27-300	Initiating an Outbound Call	\$2,042.50
27-300	Value Added Selling	\$2,052.00
27-300	Sales Strategies	\$2,161.25
27-300	Understanding Behavioral Styles for Sales	\$1,995.00
27-300	Sales - Coaching for Results	\$2,422.50
27-300	Account Strategy - Developing Sales Opportunities	\$2,422.50
27-300	Improving Teamwork by Understanding Behavioral Styles	\$1,995.00

TRAINING CATALOG

27-300	Leadership in a Team Environment	\$1,995.00
27-300	Leadership for Managers & Team Leaders	\$1,995.00
27-300	Improving Team Communication Through Listening	\$2,199.25
27-300	Innovation in Teams	\$2,042.50
27-300	Team Effectiveness Workshop - 5 Participant Guides and Expanded Facilitator Guide	\$2,232.50
27-300	Communication Skills - Foundation of Teamwork	\$2,232.50
27-300	Team Agreement - Building a Dynamic Team	\$2,242.00
27-300	Team Performance - High Involvement Teamwork (flexible length)	\$2,375.00
27-300	Conflict Resolution & Consensus Building	\$2,185.00
27-300	Essential Skills of Leadership	\$2,147.00
27-300	Essential Skills of Communicating	\$2,147.00
27-300	Coaching Job Skills	\$2,147.00
27-300	Improving Work Habits	\$2,147.00
27-300	Resolving Conflicts	\$2,147.00
27-300	Supporting Change	\$2,147.00
27-300	Effective Discipline	\$2,147.00
27-300	Delegating	\$2,147.00
27-300	Communicating Up - Upward Communication	\$2,147.00
27-300	Managing Complaints / Dealing With Complaints	\$2,147.00
27-300	Developing Performance Goals & Standards	\$2,147.00
27-300	Providing Performance Feedback	\$2,147.00
27-300	Understanding Behavioral Styles for Managers	\$1,995.00
27-300	Management Strategies	\$2,289.50
27-300	Leadership for Managers and Team Leaders	\$1,995.00
27-300	Values-Based Leadership	\$2,014.00
27-300	High Performance Management - Managing Employee Performance	\$2,375.00
27-300	Leading Employee Performance	\$2,185.00
27-300	Planning Successful Employee Performance	\$2,185.00
27-300	Sharing Feedback Effectively	\$2,185.00
27-300	Interviewing & Selecting High Performers	\$2,185.00
27-300	Continuous Process Improvement (flexible length)	\$2,375.00
27-300	Manager's Role in Employee Retention	\$2,185.00
27-300	Developing Performance Goals & Standards	\$2,185.00
27-300	Improving Work Habits	\$2,185.00
27-300	Coaching Job Skills	\$2,185.00
27-300	Coaching for Peak Employee Performance - Feedback	\$2,185.00
27-300	Planning Successful Employee Performance - Performance Expectations	\$2,185.00
27-300	Making Performance Assessment Count	\$2,090.00
27-300	High Performance Management - Managing Employee Performance	\$2,375.00
27-300	Introduction to Performance Scorecards	\$2,185.00
27-300	Performance Scorecards (LOS)	\$2,375.00
27-300	Evaluating Employee Performance - Performance Evaluation	\$2,185.00
27-300	Providing Performance Feedback	\$2,185.00
27-300	Understanding Behavioral Styles for Managers	\$2,090.00
27-300	Optimizing Individual Performance During Change	\$2,185.00
27-300	Supporting Changing	\$2,147.00
27-300	Mastering Change Management	\$2,185.00
27-300	Continuous Process Improvement (flexible length)	\$2,375.00
27-300	Job Skills Transfer - Train the Trainer Program (flexible length)	\$2,185.00

TRAINING CATALOG

27-400: Instructor-Led Training

SIN	LABOR CATEGORY	GSA PRICE (per hour)
27-400	Senior Trainer/Instructor	\$118.75
27-400	Trainer/Instructor	\$71.25

27-500: Course Development & Test Administration

SIN	LABOR CATEGORY	GSA PRICE (per hour)
27-500	Program Manager	\$142.50
27-500	Project Manager	\$118.75
27-500	Team Lead	\$95.00
27-500	Senior Consultant	\$142.50
27-500	Consultant	\$95.00
27-500	Training Facilitator	\$71.25
27-500	Senior Trainer/Instructor	\$118.75
27-500	Trainer/Instructor	\$71.25
27-500	Senior Instructional Technologist	\$118.75
27-500	Instructional Technologist	\$71.25
27-500	Senior Administrative Assistant	\$95.00
27-500	Administrative Assistant	\$47.50
27-500	Senior LMS Administrator	\$118.75
27-500	LMS Administrator	\$71.25
27-500	Senior Technical Writer/Editor	\$95.00
27-500	Technical Writer/Editor	\$47.50
27-500	Senior Database Specialist	\$118.75
27-500	Database Specialist	\$71.25
27-500	Senior Interactive Training Developer	\$142.50
27-500	Interactive Training Developer	\$95.00
27-500	Senior Web Designer/Programmer	\$118.75
27-500	Web Designer/Programmer	\$83.84
27-500	Senior Graphics Specialist	\$118.75
27-500	Graphics Specialist	\$71.25
27-500	Senior Multimedia Producer/Director	\$118.75
27-500	Multimedia Producer/Director	\$71.25
27-500	Senior Quality Assurance Specialist	\$118.75
27-500	Quality Assurance Specialist	\$71.25
27-500	Network Administrator	\$118.75
27-500	Network Technician	\$71.25
27-500	Senior Subject Matter Expert	\$142.50
27-500	Subject Matter Expert	\$95.00
27-500	Help Desk/User Relations Specialist	\$71.25