

## *General Services Administration Federal Supply Service*

### *Authorized Federal Supply Schedule Pricelist*

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

## *Mission Oriented Business Integrated Services (MOBIS)*

*Federal Supply Group: 874*

*Class: 87*



**Contract Period: August 15, 2011 through August 14, 2016**

**Data Solutions & Technology Incorporated  
9901 Business Parkway, Suite R  
Lanham, Maryland 20706-1887**

**Ph: 301-583-3500**

**Fax: 301-583-3509**

**Website: [www.dstincorporated.com](http://www.dstincorporated.com)**

**E-mail: [deborah.scott.thomas@dstincorporated.com](mailto:deborah.scott.thomas@dstincorporated.com)**

**Contract Administration: Deborah Scott Thomas**

***Contract Number: GS-10F-0352L***

Through A192 and Modification PS-0019

Dated September 7, 2011

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

**Business size: Other than Small (Veteran and Woman Owned Business)**



## TABLE OF CONTENTS

<b>CUSTOMER INFORMATION.....</b>	<b>3</b>
<b>SIN 874-1 CONSULTING SERVICES.....</b>	<b>6</b>
<b>SIN-874-2 FACILITATION SERVICES .....</b>	<b>8</b>
<b>SIN-874-3 SURVEY SERVICES.....</b>	<b>11</b>
<b>SIN 874-4 TRAINING SERVICES .....</b>	<b>12</b>
<b>SIN 874-6 ACQUISITION MANAGEMENT SUPPORT .....</b>	<b>13</b>
<b>SIN 874-7 PROGRAM AND PROJECT MANAGEMENT.....</b>	<b>15</b>
<b>COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS .....</b>	<b>17</b>
<b>MOBIS SCHEDULE GS-10F-0352L PRICELIST .....</b>	<b>18</b>
<b>MOBIS LABOR CATEGORY DESCRIPTIONS.....</b>	<b>21</b>



---

## CUSTOMER INFORMATION

- 1a. Special Item Numbers (SIN)
- |                         |                                |
|-------------------------|--------------------------------|
| SIN 874-1 & SIN 874-1RC | MOBIS Consulting Services      |
| SIN 874-2 & SIN 874-2RC | MOBIS Facilitation Services    |
| SIN 874-3 & SIN 874-3RC | MOBIS Survey Services          |
| SIN 874-4 & SIN 874-4RC | MOBIS Training Services        |
| SIN 874-6 & SIN 874-6RC | Acquisition Management Support |
| SIN 874-7 & SIN 874-7RC | Program and Project Management |
- 1b. See item 6 below.
2. Maximum order: **\$1,000,000.00**
3. Minimum order: **\$300.00**
4. Geographic coverage (delivery area): **FOB Destination Worldwide**
5. Point(s) of production (city, county, and State or foreign country):  
**Same as Contractor.**
6. Discount from list prices or statement of net price:  
**Government net prices (discounts already deducted).**  
**See attached Data Solutions & Technology Price List.**
7. Quantity discounts: **Contact Contractor.**
8. Prompt payment terms: **Net 30 days.**
- 9a. Notification that Government purchase cards are accepted up to the micro-purchase threshold: **Yes.**



- 
- 9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: **Contact Contractor.**
10. Foreign items (list items by country of origin): **None.**
- 11a. Time of delivery (Contractor insert number of days):  
**Specified on task order.**
- 11b. Expedited Delivery. The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price lists that have expedited delivery:  
**Contact Contractor.**
- 11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: **Contact Contractor.**
- 11d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to affect a faster delivery: **Contact Contractor.**
12. F.O.B. point(s): **Destination.**
13. Ordering address(es): **Same as Contractor.**
14. Payment address(es): **Same as Contractor.**
15. Warranty provision: **The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this 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 Contractor.**



18. Terms and conditions of rental, maintenance, and repair (if applicable): **N/A.**
19. Terms and conditions of installation (if applicable): **N/A.**
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): **N/A.**
- 20a. Terms and conditions for any other services (if applicable): **N/A.**
21. List of service and distribution points (if applicable): **N/A.**
22. List of participating dealers (if applicable): **N/A.**
23. Preventive maintenance (if applicable): **N/A.**
24. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: **N/A.**
25. Data Universal Number System (DUNS) number: **94-7382842**
26. Notification regarding registration in Central Contractor Registration (CCR) database: **Registered.**
27. Uncompensated Overtime (Indicate if used): **N/A.**



## SIN 874-1 CONSULTING SERVICES

Our personnel have over 100 years of combined experience working with businesses and organizations guiding them through the business improvement process using proven methodologies. We work closely with our clients to instill ownership of newly engineered processes within the organization.

1. **Assessment of Clients Operation:** Prior to making any recommendations or implementing a new process or product, an analysis of the current operation must be undertaken. This analysis looks at the current operation to identify:
  - a. The client and customer
  - b. The product or service being provided and why
  - c. Process(s) used to produce the product or service
  - d. Resources utilized
  - e. Achievements and problems
  - f. Openness to change (technical and resource)

No area of a business is isolated or stand-alone. All components of a business are integrated and must support each other. Without a solid understanding of the overall operation, one cannot perform an integrated analysis of the operation. The careful execution of this step enables DST to develop a clear understanding of the whole environment, its components, its interfaces, and expectations.

2. **Assessment of Clients Requirements:** This step deals with the details of the client's objectives and the concerns that may or may not have materialized. It is here that a step-by-step outline of what the client wants to achieve is identified. This step will address:
  - a. Purpose or reason for the assessment
  - b. Expectations of the assessment
  - c. Resources committed to the project
  - d. Timeline for the project

In this step, DST clearly identifies the issues that have or will adversely affect the client's goals and objectives. Through a series of meetings, written reports or a combination of activities, the client will present to DST their specific objectives and concerns. The client will lay out their long-term goals, real or anticipated problems and resources to address the problems. DST will analyze this information as part of the process to develop its next step.

3. **Development of a Solution:** Building on the understanding of business (Step 1) and the objectives and concerns (Step 2), DST will produce a conceptual solution. The solution will:
  - a. Build on current useable components of the operation
  - b. Specifically address real or potential issues
  - c. Provide for growth and flexibility
  - d. Show a real link to the client's objectives and goals



4. **Finalize Solution:** After the review, modification and approval of the concept, the solution moves into the finalization phase. Here the solution will be outlined in detail, presenting each element discussed in Step 3. This includes:
  - Identification and discussion of the overall new process and/or system
  - Identification of each component of the new system and/or process
  - Detailed outline of how each component works, its inputs and outputs
  - Detailed outline of the software, hardware and procedures that must be put in place
  - Detailed outline of personnel required for the new environment
  - Detailed outline of the benefits and (if known) potential problems
  - Cost associated with the new operation

All responsible parties will review every element of the new operation for approval.

5. **Implementation:** Implementation of a new process, piece of equipment or a new system requires planning. DST works with the client to develop a thorough plan for implementing the new product or process into the operation. DST's approach to implementation includes:
  - Overview with staff (presentation and documentation)
  - Individual Component Testing Plans
  - Integrated Testing Plans
  - Expectation Criteria
  - Staff Member Assignments
  - Timeline

The implementation of the new process and/or system will be done with strict adherence to the developed plans to ensure quality. DST's Quality Assurance (QA) Management Process, which includes Change Management Process (CMP) will be implemented to ensure the performance of both the new processes and the personnel are meeting expectations. Both of these procedures will be discussed in detail in later sections.

6. **Complete Implementation:** Based on the results of the Implementation phase, the product or process will be assessed and modified (if necessary) and implemented within the overall operation. Steps 5 and 6 can be repeated several times to ensure proper performance.
7. **Follow-up:** The follow up to any activity is critical to ensure its proper execution and the necessity of continuous improvement. DST's process to follow-up the implementation of a project is part of its Continuous Process Improvement (CPI) that will be discussed in a later section.



## Summary of Consultation Services

Consulting Services is a well planned and executed series of components designed to assist the client on a variety of business issues. Data Solutions & Technology's expertise in Consulting Services is based on:

- A well defined and proven consulting services program
- Industry standard tools and technique
- Proven experience and success providing consulting services

## SIN-874-2 FACILITATION SERVICES

DST's facilitation services support change management, strategic planning, team building, consensus building, problem solving, requirements definition, process/data modeling, and business process improvement. We focus team members on the project at hand, not personalities and politics. DST provides a facilitated process assisting our clients to focus on the problems they may face and develop workable implementation solutions. DST's Facilitation Service is comprised of nine (9) steps, each with its unique purpose for improving the performance of a client's business.

1. **Strategic Planning:** In today's environment of uncertainty and limited resources, it is important to plan strategically. Strategic planning sets the overall direction for an organization. Vision and mission statements are cornerstones of effective strategic planning. Quality improvement and customer satisfaction must be central to the organization's strategic planning. Internal and external customer requirements and needs should be interwoven into the strategic planning process to define outputs and outcomes for the organization. Our strategic planning process is an in-depth process that requires the owners of the operation, i.e., the client, to participate in the process. DST's strategic planning process includes the following steps: Planning, Identification, Analyze the Current Environment, Available Resources, Conceptual Plan, Develop Plan and an On-going Review.

2. **Leadership Development:** Senior managers that are prominently involved and committed to the improvement process, enable the organization to evolve its quality culture. Effective leaders set the tone and help create the environment in which others may own and improve the organization's services and delivery mechanisms. DST advises senior management in the assessment and development of skills to become effective leaders of quality managed organizations. DST has the experience of assisting clients in developing their in-house talents. DST will meet with client management to discuss and determine their specific concerns and expectations. In addition, we will perform a detailed analysis of the operation, mission and personnel activities. DST performs a comprehensive training course focused on those areas critical to the client. Course exercises and follow-on work are included to ensure the participants understand the material.

3. **Effective Communication:** Effective communication is critical in an organization's quality improvement and overall organizational transformation. Changes in organizational structure; articulation of vision, values, and goals; and communication of organizational change and transition activities must be expressed throughout the organization in ways that motivate



employees. Effective communication reduces fear and anxiety in the individual's experiencing change. This system includes internal and external communication at all levels.

4. **Organization Performance:** Organizational performance assessments are used to measure the "wellness" of the organization and to monitor productivity improvements, success in meeting strategic goals and objectives, and customer satisfaction with the organization's ability to deliver cost-effective services. Assessments provide the opportunity for agency employees to assess the current state of their organization and suggest methods and the ideas for improvement. Continuous use of assessments provides the opportunity to understand trends in improvement activities and to benchmark with other agencies.

5. **Change Management:** Organizations that engage in change management activities experience significant personnel and group changes. Fear, tension, conflict, resentment, and hope are all players in the transition and change management process. Understanding and managing that change process effectively results in faster acceptance of the quality management activity and reduces the cost and time associated with implementation of a new process or activity. We assist our client in preparing for transition and change management. Understanding the different ways individuals face, embrace, or resist change, we advise them on methods to ease the transition as well as encourage acceptance of the change management process. DST is focused on quality, and believes that allocating resources in this domain is an investment that will benefit all of its customers.

6. **Team Building:** Team building has become a key ingredient to the success of modern businesses. Federal agencies are examining a team-based organizational structure to improve delivery of services, enhance career opportunities and streamline internal activities. DST assists in implementing a team-based structure. Specific areas addressed by DST include: defining the product/services, outlining the organization, outlining areas of authority and responsibility, defining what is expected from each person, team or group, identifying the internal and external links and their significance in the overall effort and establishing forums for discussing ideas / problems and reporting mediums. DST will work with each client to clearly define the elements of Teaming Building to take in the nuances of the client's environment.

7. **Performance Measurement:** Performance measurement systems provide data on how well an organization and its employees deliver services. They also indicate the quality of the service, the cost, and its timelines. Established parameters are compared to specific activity to see if the resulting outcome meets with expectation. When the results are within the established standards, the process is documented and approved for continuation. When results do not meet established standards, the outcome is thoroughly documented, an analysis is performed and recommended solutions are presented. Management reviews the recommendations and the corrections are incorporated in both the procedures and standards guidelines. The performance review process is designed for execution on a regular basis to ensure optimal performance from a process, system or person.



8. **Continuous Improvement:** Process goals, parameters, information flow, customer requirements, costs, time factors, delivery mechanisms, the decision-making roles of processes owners, and measurement methods must be mapped in order to capture the current state and chart the roadmap for an improved process. Understanding the true costs of programs, the effective use of resources, the need for technology investments, and the estimated future program costs, are all part of examining processes and redesigning them to improve services and delivery in the most cost-effective manner.

9. **Customer Orientation:** Customer's needs, requirements, and satisfaction are critical elements that drive the organization's design, development, delivery, and evaluation of its products and services. Agencies must know what their customer's value to ensure that they are positioned to design and deliver cost-effective services that meet customer needs. DST has extensive experience in, is customer orientation. We have assisted both public and private clients with the analysis and re-deployment of processes that emphasize the customer. A typical process for analyzing and re-deployment of customer-oriented process involves:

- Re-introducing the staff to their products and services
- Re-introducing the staff to the customers of these products and services
- Making each employee feel like they are part of the business by establishing forums for discussion and responsibility for specific areas of business
- Establishing regular product evaluation meetings so the staff can discuss new ideas and problems identified by the customer

### **Summary of Facilitation Service**

DST's Facilitation Services provides the client with a structured and proven series of steps focused on addressing real business issues. The benefits of this service are clearly defined:

- Strategic Planning – A structured plan for executing the business objectives
- Leadership Development – Staff empowered with the tools to ensure the company's success
- Effective communication – Ideas, issues and problems discussed, shared and resolved
- Organizational Performance – The business as a whole is primed for success
- Change Management – Planned or unplanned changes are managed to improve performance
- Team Building – Pride and ownership of staff is reflected in quality of work



- Performance Measurement – A means to ensure proper guidelines, resources and support are in place
- Continuous Improvement – Procedures to ensure the business never gets complacent
- Customer Orientation – A policy to never forget the driving force behind the business

### **SIN-874-3 SURVEY SERVICES**

DST brings a combination of data collection, information technology, and statistical and analytical expertise to the survey process, which ensures our clients not only an accurate sampling, but also meaningful understanding of the data gathered. DST has experience in the development, implementation and management of market research programs. Our experience enables us to provide the following services:

- Design and produce survey questionnaires – DST develops questionnaires that fit the client’s unique requirements. We know how to develop questionnaires that elicit a high volume of quality responses. Questionnaires can be based on:
  - Social / Economic level of the targeted audience
  - Geographic area of targeted audience
  - Known interest / concerns of the targeted audience
- Disseminate questionnaire to the targeted market (paper forms and/or telephonic surveys). This process focuses on getting the surveys to the targeted audience, thereby increasing the likelihood of obtaining the required results.
- Receive and input data systematically – DST has the system in place to handle the dissemination of questionnaires, receiving completed questionnaires, and inputting data into the system for processing.
- Analyze the data, create a cross-section of reporting profiles – Critical to the questionnaires themselves is the ability to interpret the data and categorize the data into useful compartments for reporting. DST will review the output and compare it to the parameters developed at the start of the project.
- Generating the findings in summary and detail formats – DST’s final step is to display the processed information in various reporting formats, general, specific and detailed, for the client’s evaluation.

Agencies assess reorganization and change management processes, to set strategic and organizational priorities, and to survey customer satisfaction. Survey services provide client agencies with quantitative and qualitative feedback and data on organizational issues and process improvement initiatives. We offer end-to-end support for survey research. We use surveys to help clients understand their customer’s needs, measure the outcomes from various programs and identify issues.



## **SIN 874-4 TRAINING SERVICES**

DST provides customized and off-the-shelf training to our clients. We develop specific training courses designed to instill within our client's personnel the understanding and skills necessary to succeed. We utilize a variety of training mediums, to include: Classroom Instruction, Computer-Based Training and Audio Visual. Our training courses are designed to improve management skills and operational effectiveness of our client's organization. Results from these training courses include decreased project costs, increased productivity, better communications and interpersonal skills (as well as enhanced public confidence).

There are key questions and steps that must be implemented when it comes to developing a training program beneficial to the intended target audience:

1. What is the subject matter to be taught? – DST and the client must have a clear understanding of the subject matter before any course can be designed or implemented. This will include the subject areas, level of area, length of training and materials for the course.
2. Who is the intended audience? – DST focuses on not only what is to be taught, but who should be taught as well. The intended audience profile helps develop a focused course curriculum.
3. How is the class to be taught? – The focus of this area is to clearly define the medium and style to be used in this training session. Should it be interactive with computers, or teacher and workbooks, or a combination of several approaches.
4. Classroom Location? – Although not much thought is given to the location of a class, it is, however, very important to the overall success of the training class. DST will work with the client to ensure that the location is conducive for learning.
5. Proposed Course Outline? – DST will take the above information and develop a detailed course outline, objectives, benefits and associated cost. This information is presented to the client for review, modification and sign-off prior to any work being performed.
6. Execution? – Upon approval of the course outline, DST will conduct the training session as promised.
7. Evaluation / Student Feedback? – DST will conduct student feedback assessment at the end of each course to enhance future training activities.

### **Summary of Training Services**

DST has performed training sessions for a diversified audience base covering a variety of subjects. We have provided training for public, private and military audiences covering technology, business and social responsibility and career growth subject matters.



The importance and approach we apply to training is based on the understanding that the continuous introduction of new skills, instructions and knowledge to a staff or organization is critical to the long-term success of the business. DST's approach in training is to ensure that continuous infusion of information is provided, and to do so in a manner beneficial to the organization. Training programs specific to the client are always developed. Consideration for audience, size and location are built in. And perhaps most important, the goal of the training is analyzed and used as the cornerstone for the development of the program.

## **SIN 874-6 ACQUISITION MANAGEMENT SUPPORT**

DST is experienced in providing acquisition management support services. DST's process supports the required capabilities to assess economic value of assets, costs of services, and potential benefits to the government resulting from a particular acquisition strategy. DST supports these three requirements through our understanding of how to develop the financial incentives necessary for a sound business deal advantageous to all parties. DST assists clients with developing detailed processes and techniques to study current functions and services, and then develop strategic plans, which lead to business solutions.

### **1. Documentation**

Documentation needs to include property and service descriptions, assessment of property condition, economic analysis of property value and cost analysis of current project operations and maintenance needs, environmental assessments, business case analytical studies, and procurement documentation.

### **2. Competitive Sourcing**

DST provides value and timely competitive sourcing assistance to government agencies. This work is performed in four basic areas: study scope decision-making, requirement analysis, government in-house management plan generation, and independent audit. Keys to success include a keen understanding of acquisition reform initiatives, teamwork and cooperation, and change management. DST excels in all these attributes.

Competitive sourcing begins with determining what should be outsourced and then how to package selected activities into business units that would benefit from the function of competition. DST's business process improvement practice is key to this step.

OMB Circular A-76 requires the development of a Performance Work Statement (PWS) and Quality Assurance Surveillance Plan (QASP). This is the requirement phase of competitive sourcing studies. The PWS feeds to the Request for Proposal. The QASP establishes the ground rules, methods, and responsibilities for subsequent contracts and in-house management after study completion. PWS and QASP development affect all follow-on actions, the most important being business performance for service provisions after the competition is complete.

The A-76 Management Plan is the government's in-house proposal to retain the work. DST is capable of assisting clients with developing Most Efficient Organizations (MEO), In-House Cost



Estimates (IHCE), Technical Performance Plans (TPPs), Transition Plans (TP), and other documents required under the agency's implementation guidelines.

The following procedures are implemented to develop these plans:

**1. PWS Development/Review**

- PWS Task Development/Review
- Workload Data Development/Review
- Performance Requirements Summary (PRS) Analysis/Development
- Transition Plan Development
- Quality Assurance Surveillance Plan (QASP) Analysis/Development

**2. MEO Development/Modification**

- PWS and Workload Data Review
- Process Flow Development
- Organizational Design
- Task Integration

**3. MEO Review**

- This step focuses on the MEO plan wrap-up and final reviews. All documents are reviewed, updated, and make final recommendations and support the implementation of any resulting changes.

**4. TPP Development/Modification**

- RFP, PWS and workload data review
- Key process flow development, revision and documentation
- Proposal sub-factor development and documentation in the areas of Manpower, Management and Quality
- MEO resource integration/planning for personnel, facilities, and material

**5. Final Review**

DST's Technical Performance Measurement (TPM), addresses the evolution of a service. The TPM monitors specifications or the number of units completed for a given task. It also allows management to see how specifications, or unit values, evolve over "time." TPM is directly related to the process flow, or schedule.

DST has the knowledge of current best practices, civil service personnel policies and rules, business reengineering and accounting practices essential to completing documents. Our Business Process Reengineering (BPR) techniques allow us to provide the best solutions through group question and answer sessions and work measurement techniques that are highly beneficial to achieving study objectives. In addition to our technical and scientific support services, we have consultants that are experienced in many of the disciplines under study for privatization.



## **SIN 874-7 PROGRAM AND PROJECT MANAGEMENT**

DST's services include the management and integration of programs and projects in support of Government agencies. Our services involve integration of related or complimentary programs on either an inter-agency or intra-agency basis, with responsibility for meeting established performance goals and achieving performance-based outcome measures.

Examples include: Interconnecting the operations of different contractors who provide outsourced activities as a result of client recommendations; and, maintaining a liaison with contractors and their functions while acting in a key contractor role (project/program leader).

DST provides a full range of program management support services as an integral part of the work we perform, and as an independent task supporting a specific program office. Our program management expertise extends to configuration management, integrated logistics support, risk management analysis and reporting, and project oversight and control.

### **1. Project Plan**

This document is used to manage and control project execution. The performance measurement baselines represent a management control mechanism that will change intermittently in response to an approved scope change. DST's processes to successfully manage the integration of multiple projects include:

- A description of the project management approach or strategy is developed by the DST project team
- Scope statement, which includes the project deliverables and the project objectives
- Work breakdown structure (WBS) to the level at which control will be exercised
- Cost estimates, scheduled start dates, and responsibility assignments to the level of the WBS at which control will be exercised
- Performance measurement baselines for schedule and cost
- Major milestones and target dates for each
- Key or required staff identified
- Key risks, including constraints and assumptions, and planned responses for each
- Subsidiary management plans, including scope management plan, schedule management plan, etc.
- Open issues and pending decisions



## **2. Project Management Information System (PMIS)**

A Project Management Information System consists of the tools and techniques used to gather, integrate, and disseminate the outputs of the other project management processes. It is used to support all aspects of the project from implementation to completion and includes both manual and automated systems.

## **3. Change Control System**

The project management teams develop a change control system, which is a collection of formal documented procedures that defines the steps by which official project documents may be changed. It includes the paperwork, tracking systems, and approval levels necessary for authorizing changes. The change control system must also include procedures to handle changes, which may be approved without prior review. These changes must still be documented and captured so that they do not cause problems later in the project.

## **4. Configuration Management**

Configuration management is any documented procedure used to apply technical and administrative direction to:

- Identify and document the functional and physical characteristics of an item or system
- Control any changes to such characteristics
- Record and report the change and its implementation status
- Audit the items and system to verify conformance to requirements

## **5. Performance Measurement**

An integral part of a project's success or failure is the strength of its Quality Assurance Plan. The QA Plan provides management with a defined and documented process for ensuring quality, performance and consistency throughout the contract's life.

The components that provide the backbone to the QA Plan are:

- Performance Measurement
- Change Management
- Continuous Process Improvement



## COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

### PREAMBLE

Data Solutions & Technology provides management, IT, logistics, scientific & technical, and aviation support services to the Federal Government. We are committed to promoting participation of small, small disadvantaged, woman-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

### COMMITMENT

To actively seek and partner with small businesses.

To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrates our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in Federal Government contracts. To accelerate potential opportunities please contact Ms. Jeanine Stallworth, (301) 583-3500 ext. 234, [Jstallworth@dstincorporated.com](mailto:Jstallworth@dstincorporated.com) or by fax at (301) 583-3509.



**Data Solutions & Technology Incorporated**  
**MOBIS SCHEDULE GS-10F-0352L PRICELIST**  
**SINs 874-1, 874-1RC, 874-2, 874-2RC, 874-3, 874-3RC,**  
**874-4, 874-4RC, 874-6, 874-6RC, 874-7, 874-7RC**

<b>Labor Category</b>	<b>2011 - 2012 Rates</b>
Program Manager III	\$ 111.81
Program Manager II	\$ 91.50
Program Manager I	\$ 56.72
Project Manager III	\$ 54.62
Project Manager II	\$ 50.80
Project Manager I	\$ 47.47
Subject Matter Expert IV	\$ 217.74
Subject Matter Expert III	\$ 186.34
Subject Matter Expert II	\$ 155.29
Subject Matter Expert I	\$ 125.31
Management Analyst IV	\$ 40.15
Management Analyst III	\$ 34.96
Management Analyst II	\$ 34.61
Management Analyst I	\$ 31.59
Facilitator IV	\$ 233.55
Facilitator III	\$ 217.73
Facilitator II	\$ 186.34
Facilitator I	\$ 167.70
Trainer IV	\$ 233.55
Trainer III	\$ 217.73
Trainer II	\$ 186.34
Trainer I	\$ 167.70
Administrative Assistant I**	\$ 58.17
Technical Writer/Editor I **	\$ 53.66
Quality Assurance Technician	\$ 38.29

\*\*Indicates SCA eligible categories. See the SCA Matrix following the price list for additional information regarding these labor categories.



Data Solutions & Technology  
Incorporated

9901 Business Parkway, Suite R  
Lanham, Maryland 20706-1887  
Tel: 301-583-3500 Fax: 301-583-3509  
Website: [www.dstincorporated.com](http://www.dstincorporated.com)

**Data Solutions & Technology Incorporated**  
**MOBIS SCHEDULE GS-10F-0352L PRICELIST**  
**SIN 874-4 & 874-4RC, Training Services**

<b>Training Course</b>	<b>Number of Days</b>	<b>2011 - 2012 Rates</b>
CONFLICT MANAGEMENT	1	\$4,020.80
CUSTOMER FOCUSED TEAM TRAINING	4	\$9,549.93
DIVERSITY TRAINING	1	\$4,020.80
EFFECTIVE CUSTOMER SERVICE	1	\$3,518.77
INTERPERSONAL COMMUNICATION	1	\$3,518.77
LISTENING TO CUSTOMERS	1	\$3,015.63
LISTENING TO EMPLOYEES	1/2 4HRS	\$1,809.82
PREVENTING WORK PLACE VIOLENCE	1	\$4,524.05
RECOGNIZING AND PREVENTING HARASSMENT	1	\$4,524.05
RECOGNIZING AND PREVENTING SEXUAL HARASSMENT	1	\$4,524.05
RELATING TO OTHERS	1	\$3,518.77
STRESS MANAGEMENT	1	\$3,015.63

**Additional Participant Pricing Table**

<b>Training Course</b>	<b>Each Participant</b>	<b>2011 - 2012 Rates</b>
CONFLICT MANAGEMENT	1	\$54.68
CUSTOMER FOCUSED TEAM TRAINING	1	\$136.68
DIVERSITY TRAINING	1	\$82.01
EFFECTIVE CUSTOMER SERVICE	1	\$54.68
INTERPERSONAL COMMUNICATION	1	\$54.68
LISTENING TO CUSTOMERS	1	\$54.68
LISTENING TO EMPLOYEES	1	\$54.68
PREVENTING WORK PLACE VIOLENCE	1	\$82.01
RECOGNIZING AND PREVENTING HARASSMENT	1	\$82.01
RECOGNIZING AND PREVENTING SEXUAL HARASSMENT	1	\$82.01
RELATING TO OTHERS	1	\$54.68
STRESS MANAGEMENT	1	\$54.68

**NOTE: All above courses have a minimum requirement of 10 participants.**



Data Solutions & Technology  
Incorporated

9901 Business Parkway, Suite R  
Lanham, Maryland 20706-1887  
Tel: 301-583-3500 Fax: 301-583-3509  
Website: [www.dstincorporated.com](http://www.dstincorporated.com)

**Data Solutions & Technology Incorporated**  
**MOBIS Schedule GS-10F-0352L**  
**SCA Matrix**

<b>SCA MATRIX</b>		
<b>SCA Eligible Contract Labor Category</b>	<b>SCA Equivalent Code - Title</b>	<b>WD Number*</b>
Administrative Assistant I	01020 Administrative Assistant	05-2103
Technical Writer/ Editor I	30461 Technical Writer I	05-2103

\* Revision 11, Dated June 13, 2011, District of Columbia

The Service Contract Act (SCA) is applicable to this contract and it includes an SCA applicable labor category. The price for the SCA labor categories is based on the U.S. Department of Labor Wage Determination Number identified in the SCA matrix. The price offered is based on the preponderance of where work is performed and should the contractor perform in an area with a lower SCA rate, resulting in a lower wage being paid, the task order price will be discounted accordingly.

---

## DATA SOLUTIONS & TECHNOLOGY INCORPORATED

### MOBIS LABOR CATEGORY DESCRIPTIONS

#### 1. PROGRAM MANAGER III

**Functional Responsibilities:** Manages substantial contract support operations involving multiple projects. Has demonstrated expertise in program and/or systems management, planning and development. Organizes, directs, and coordinates planning and production of all contract support activities. Has demonstrated communications skills at all levels of management. Serves as the contractor's authorized interface with the Contracting Officer's Technical Representative (COTR), government management personnel, and client 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 subordinate personnel. Responsible for overall contract performance. Under stringent time frames, assembles and recruits as necessary to perform assigned tasks. Demonstrated capability in the overall management of multi-task contracts of the size, type, and complexity described in the Task Order.

**Education/Experience:** Bachelors degree or 6 years of experience.

#### 2. PROGRAM MANAGER II

**Functional Responsibilities:** Manages substantial contract support operations involving multiple projects. Has demonstrated expertise in program and/or systems management, planning and development. Organizes, directs, and coordinates planning and production of all contract support activities. Has demonstrated communications skills at all levels of management. Serves as the contractor's authorized interface with the Contracting Officer's Technical Representative (COTR), government management personnel, and client 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 subordinate personnel. Responsible for overall contract performance. Under stringent time frames, assembles and recruits as necessary to perform assigned tasks. Demonstrated capability in the overall management of multi-task contracts of the size, type, and complexity as described in the Task Order.

**Education/Experience:** Bachelors degree or 4 years of experience.

#### 3. PROGRAM MANAGER I

**Functional Responsibilities:** Manages substantial contract support operations involving multiple projects. Has demonstrated expertise in program and/or systems management, planning and development. Organizes, directs, and coordinates planning and production of all contract



support activities. Has demonstrated communications skills at all levels of management. Serves as the contractor's authorized interface with the Contracting Officer's Technical Representative (COTR), government management personnel, and client 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 subordinate personnel. Responsible for overall contract performance. Under stringent time frames, assembles and recruits as necessary to perform assigned tasks. Demonstrated capability in the overall management of multi-task contracts of the size, type, and complexity as described in the Task Order.

**Education/Experience:** Bachelors degree or 2 years of experience.

#### 4. PROJECT MANAGER III

**Functional Responsibilities:** Responsible for handling the day-to-day management and administration of project tasks. Develops detailed work plans and schedules in response to support service requests. Assigns staff responsibilities and supervises all staff efforts. Utilizes, maintains control over, and redirects available resources as necessary to complete tasks in accordance with scheduled milestones and budgetary constraints. Performs quality checks of all work products. Interacts continuously with government technical representatives to present interim results, discuss concerns, and ensure total product/service satisfaction.

**Education/Experience:** Bachelors degree or 6 years of experience.

#### 5. PROJECT MANAGER II

**Functional Responsibilities:** Assists in preparation of management plans and reports. Conducts research as required. Coordinates projects activities and schedules to aid completion of proposals, contract deliverables, task orders quality reviews, briefings and presentations. Serves as technical and quality editor of written materials. Coordinates with the project team and Project/Program Manager in performing the work. Analyzes, develops, and reviews program administrative procedures. Works independently or under the general guidance of project/program lead.

**Education/Experience:** Bachelors degree or 4 years of experience.

#### 6. PROJECT MANAGER I

**Functional Responsibilities:** Performs routine project administration work. Work involves assisting in establishing program/project goals and objectives; assisting in developing program guidelines, procedures, policies, rules, and regulations; assisting in developing schedules, priorities, and standards for achieving project/program goals; and assisting in evaluating project/program activities. Works under the guidance of project/program lead.

**Education/Experience:** Bachelors degree or 2 years of experience.

#### 7. SUBJECT MATTER EXPERT IV

**Functional Responsibilities:** Confers with client executive management using line of business expertise to define the client's strategic business goals, and advises in the reengineering of business processes to meet these goals. Has demonstrated relevant experience in one or more areas to include: finance, business process reengineering, facilitation and technical disciplines such as programming, engineering and systems design and analysis. Analyzes client requirements and recommends development or acquisition strategies. Assists clients in developing strategic plans and concepts. Advises client on the impact of new legislation or new technologies that are relevant to their agency. Demonstrates exceptional oral and written communication skills. Recognized in the professional community as an "expert" in the technical/specialty area being addressed.

**Education/Experience:** Masters degree or 15 years of relevant experience.

#### 8. SUBJECT MATTER EXPERT III

**Functional Responsibilities:** Confers with client management to define the client's strategic business goals, and advises in the reengineering of business processes to meet these goals. Has demonstrated relevant experience in one or more areas to include: finance business process reengineering, facilitation and technical disciplines such as programming, engineering and systems design and analysis. Analyzes clients' requirements and recommends development or acquisition strategies. Assists clients in developing strategic plans and concepts. Advises client on the impact of new legislation or new technologies that are relevant to their agency. Demonstrates exceptional oral and written communication skills. Recognized in the professional community as an "expert" in the technical/specialty area being addressed.

**Education/Experience:** Masters degree or 12 years of relevant experience.

#### 9. SUBJECT MATTER EXPERT II

**Functional Responsibilities:** Confers with client management to understand or develop the client's strategic business goals, and assists in formulation of an appropriate strategy. Has demonstrated relevant experience in one or more areas to include: finance business process reengineering, facilitation and technical disciplines such as programming, engineering and systems design and analysis. Analyzes client requirements and recommends development or acquisition strategies. Assists clients in developing strategic plans and concepts. Advises client on the impact of new legislation or new technologies that are relevant to their agency. Demonstrates exceptional oral and written communication skills. Recognized in the professional community as an "expert" in the technical/specialty area being addressed.

**Education/Experience:** Masters degree or 10 years of relevant experience.



## 10. SUBJECT MATTER EXPERT I

**Functional Responsibilities:** Confers with client management to understand the client's strategic business goals. Has demonstrated relevant experience in one or more areas to include: finance, business process reengineering, facilitation and technical disciplines such as programming, engineering and systems design and analysis. Analyzes clients' requirements and recommends development or acquisition strategies. Assists clients in developing strategic plans and concepts. Advise clients on the impact of new legislation or new technologies that are relevant to their agency. Demonstrates exceptional oral and written communication skills. Possesses requisite knowledge and expertise so recognized in the professional community that the individual is considered "expert" in the technical/specialty area being addressed.

**Education/Experience:** Masters degree or 8 years of relevant experience.

## 11. MANAGEMENT ANALYST IV

**Functional Responsibilities:** Serves as the lead analyst on team efforts and ensures that the team works within the parameters of the task. Conducts analysis, program evaluations, quality management analysis, process management reviews, facilitation and work groups. Applies process improvement, process reengineering, and change management methodologies and principles through performance of process modernization projects. Provides expertise reengineering methods, and performs best practices and critical success factor identification, activity modeling, facilitation, interviewing, training, change management, organizational development, and process redesign implementation. May be the sole company representative on an effort. Demonstrated ability to interface with the customer in an autonomous manner.

**Education/Experience:** Bachelors degree or 5 years of relevant experience.

## 12. MANAGEMENT ANALYST III

**Functional Responsibilities:** Serves as a management analyst, normally on a team effort, and conducts analysis, program evaluations, quality management analysis, process management reviews, facilitation and work groups within the parameters of the task. Applies process improvement, process reengineering, and change management methodologies and principles through performance of process modernization projects. Provides expertise reengineering methods, and performs best practices and critical success factor identification, activity modeling, facilitation, interviewing, training, change management, organizational development, and process redesign implementation.

**Education/Experience:** Bachelors degree or 4 years of relevant experience.



### 13. MANAGEMENT ANALYST II

**Functional Responsibilities:** Supports the team by working with the Lead Management Analyst to conduct analysis, program evaluation, quality management analysis, process management reviews, facilitation and work groups within the parameters of the task. Applies process improvement, process reengineering, and change management methodologies and principles through performance of process modernization projects.

**Education/Experience:** Bachelors degree or 3 years of relevant experience.

### 14. MANAGEMENT ANALYST I

**Functional Responsibilities:** Supports the team by working with the Lead Management Analyst to conduct analysis, program evaluation, quality management analysis, process management reviews, facilitation and work groups within the parameters of the task. Applies process improvement, process reengineering, and change management methodologies and principles through performance of process modernization projects.

**Education/Experience:** Bachelors degree or 2 years of relevant experience.

### 15. FACILITATOR IV

**Functional Responsibilities:** Plans, convenes, and leads working groups and team meetings to solve organizational level issues, disputes, and disagreements. Provides solutions to management problems. Conducts the research necessary to develop and/or revise training courses. Prepares instructor materials to include: (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

**Education/Experience:** Masters degree or 10 years of relevant experience.

### 16. FACILITATOR III

**Functional Responsibilities:** Plans, convenes, and leads working groups and team meetings to solve organizational level issues, disputes, and disagreements. Provides solutions to management problems. Conducts the research necessary to develop and/or revise training courses. Prepares instructor materials to include: (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

**Education/Experience:** Masters degree or 8 years of relevant experience.

## 17. FACILITATOR II

**Functional Responsibilities:** Plans, convenes, and leads working groups and team meetings to solve organizational level issues, disputes, and disagreements. Provides solutions to management problems. Conducts the research necessary to develop and/or revise training courses. Prepares instructor materials to include: course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

**Education/Experience:** Bachelors degree or 6 years relevant experience.

## 18. FACILITATOR I

**Functional Responsibilities:** Plans, convenes, and leads working groups and team meetings to solve organizational level issues, disputes, and disagreements. Provides solutions to management problems. Assist with the design and development of all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

**Education/Experience:** Bachelors degree or 4 years of relevant experience.

## 19. TRAINER IV

**Functional responsibilities:** Conducts the research necessary to develop and/or revise training courses. Prepares instructor materials to include: (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

**Education/Experience:** Masters degree or 10 years relevant experience.

## 20. TRAINER III

**Functional responsibilities:** Conducts the research necessary to develop and/or revise training courses. Prepares instructor materials to include: (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

**Education/Experience:** Masters degree or 8 years relevant experience.



## 21. TRAINER II

**Functional Responsibilities:** Conducts the research necessary to develop and/or revise training courses. Prepares instructor materials to include: (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

**Education/experience:** Bachelors degree or 6 years relevant experience.

## 22. TRAINER I

**Functional Responsibilities:** Conducts the research necessary to develop and/or revise training courses. Prepares instructor materials to include: (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

**Education/experience:** Bachelors degree or 4 years of relevant experience.

## 23. ADMINISTRATIVE ASSISTANT I

**Functional Responsibilities:** Conducts a variety of clerical and administrative activities. Maintains program, project and task files. Plans and coordinates meetings and makes travel arrangements for staff. Provides word processing, spreadsheets and graphical services as directed. Performs other duties as assigned.

**Education/Experience:** High School Diploma and 6 months of relevant experience.

## 24. TECHNICAL WRITER/EDITOR I

**Functional Responsibilities:** Researches, writes, and edits materials for related reports, manuals, briefs, proposals, instructional material, catalogs, technical publications, and/or software and hardware documentation. Obtains technical data from independent observation, review with technical staff members, and/or studies of published materials and existing documentation. Interfaces with users, specialists, analysts, programmers, etc., to obtain background information of technologies, methods, and standards. Revises text and recommends changes in scope, format, and content to ensure conformance with established standards. Performs quality assurance checks on all materials.

**Education/Experience:** Bachelors degree or 3 years of experience.



Data Solutions & Technology  
Incorporated

9901 Business Parkway, Suite R  
Lanham, Maryland 20706-1887  
Tel: 301-583-3500 Fax: 301-583-3509  
Website: [www.dstincorporated.com](http://www.dstincorporated.com)

---

## 25. QUALITY ASSURANCE TECHNICIAN

**Functional Responsibilities:** Under general direction, carries out procedures to ensure that all information systems, products and services meet organization standards and end-user requirements. Performs and leads tests of software to ensure proper operation and freedom from defects. May create test data for applications. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Performs complex workflow analysis and recommends quality improvements.

**Education/Experience:** Associate's degree or 1 years of relevant experience.



## SIN 874-4, Training

<b>TRAINING COURSE DESCRIPTION</b>
------------------------------------

<b>COURSE TITLE:</b> Conflict Management	<b>COURSE LENGTH:</b> 1 Day
<b>COURSE PRICE:</b> See Table	<b>MINIMUM NUMBER OF PARTICIPANTS:</b> 10
<b>ADDITIONAL COST PER PARTICIPANT ABOVE 10:</b> See Table:	
<p><b>COURSE DESCRIPTION:</b></p> <p>The key to effective conflict management is having the right mindset and the right set of conflict management skills. This course will offer guidelines to participants on how to deal with various situations that may arise in the workplace. The topics may include:</p> <ul style="list-style-type: none"> <li>• Confrontation Techniques</li> <li>• Dealing with Defensiveness</li> <li>• Establishing Real Needs</li> <li>• Interpersonal Management</li> <li>• Making a “Good Faith” Check</li> <li>• Mutual Problem Solving</li> <li>• Negotiating “Win-Win” Agreements</li> <li>• Systematic Diagnosis</li> <li>• Taking Corrective Action</li> </ul>	



**TRAINING COURSE DESCRIPTION**

<b>COURSE TITLE:</b> Customer Focused Team Training	<b>COURSE LENGTH:</b> 4 Days
<b>COURSE PRICE:</b> See Table	<b>MINIMUM NUMBER OF PARTICIPANTS:</b> 10
<b>ADDITIONAL COST PER PARTICIPANT ABOVE 10:</b> See Table	
<b>COURSE DESCRIPTION:</b>  <p>This course will outline methods in how to train participants to respond to customers' needs as a collaborative effort. The topics may include:</p> <ul style="list-style-type: none"> <li>• Building Internal Cooperation and Communication</li> <li>• Building a Solid Rapport with Customers</li> <li>• Handling Customer Complaints</li> <li>• How to Improve Customer Satisfaction</li> <li>• How to Work in Teams</li> </ul>	



**TRAINING COURSE DESCRIPTION**

<b>COURSE TITLE:</b> Diversity Training	<b>COURSE LENGTH:</b> 1 Day
<b>COURSE PRICE:</b> See Table	<b>MINIMUM NUMBER OF PARTICIPANTS:</b> 10
<b>ADDITIONAL COST PER PARTICIPANT ABOVE 10:</b>	See Table
<p><b>COURSE DESCRIPTION:</b></p> <p>This course will offer training methods on diversity, including decision-making processes, communication and leadership skills, as well as problem solving. The topics may include:</p> <ul style="list-style-type: none"> <li>• Communicating Across Cultures</li> <li>• Effective Coaching</li> <li>• Gender Equity</li> <li>• Mentoring Skills</li> <li>• Multicultural/Diversity Marketing</li> <li>• Sensitivity to Cultural Backgrounds</li> <li>• Sexual Harassment Prevention</li> </ul>	



**TRAINING COURSE DESCRIPTION**

<b>COURSE TITLE:</b> Effective Customer Service	<b>COURSE LENGTH:</b> 1 Day
<b>COURSE PRICE:</b> See Table	<b>MINIMUM NUMBER OF PARTICIPANTS:</b> 10
<b>ADDITIONAL COST PER PARTICIPANT ABOVE 10:</b>	See Table
<p><b>COURSE DESCRIPTION:</b></p> <p>This course will offer various marketing methods that will not only produce “repeat” customers, but also build a stronger client base. The topics may include:</p> <ul style="list-style-type: none"> <li>• Customer Follow-up</li> <li>• How to Achieve Customer Loyalty</li> <li>• How to Handle Difficult Customers</li> <li>• Improving Communications Skills</li> <li>• Keeping in Constant Touch with Customers</li> <li>• Providing a Value-Added Service</li> <li>• Providing Quality Service</li> </ul>	



**TRAINING COURSE DESCRIPTION**

<b>COURSE TITLE:</b> Interpersonal Communications	<b>COURSE LENGTH:</b> 1 Day
<b>COURSE PRICE:</b> See Table	<b>MINIMUM NUMBER OF PARTICIPANTS:</b> 10
<b>ADDITIONAL COST PER PARTICIPANT ABOVE 10:</b> See Table	
<p><b>COURSE DESCRIPTION:</b></p> <p>This course is designed to help participants get a better understanding of how to deal with various communication techniques. The topics may include:</p> <ul style="list-style-type: none"> <li>• Communicating Across Cultures</li> <li>• Communication through E-mail</li> <li>• Face-to-Face Communications</li> <li>• Identifying Communication Styles for Business Success</li> <li>• Keeping Cool Under Pressure</li> <li>• Living Up to Your Client’s Standards</li> <li>• Negotiation</li> <li>• Persuasive Communication</li> <li>• Resolving Everyday Conflicts</li> </ul>	



**TRAINING COURSE DESCRIPTION**

<b>COURSE TITLE:</b> Listening to Customers	<b>COURSE LENGTH:</b> 1 Day
<b>COURSE PRICE:</b> See Table	<b>MINIMUM NUMBER OF PARTICIPANTS:</b> 10
<b>ADDITIONAL COST PER PARTICIPANT ABOVE 10:</b> See Table	
<p><b>COURSE DESCRIPTION:</b></p> <p>This course will provide methods on how to effectively communicate with customers by being more attentive to their needs. The topics may include:</p> <ul style="list-style-type: none"> <li>• Focusing on Present Conversations</li> <li>• Getting Useful Feedback Through Surveys</li> <li>• How to Communicate with Others</li> <li>• Keeping Customers Informed</li> <li>• Making Yourself Available</li> <li>• One-on-One Contact</li> <li>• Regular Meetings</li> <li>• Understanding Customer Needs and Wants</li> </ul>	



**TRAINING COURSE DESCRIPTION**

<b>COURSE TITLE:</b> Listening to Employees	<b>COURSE LENGTH:</b> 4 Hours
<b>COURSE PRICE:</b> See Table	<b>MINIMUM NUMBER OF PARTICIPANTS:</b> 10
<b>ADDITIONAL COST PER PARTICIPANT ABOVE 10:</b>	See Table
<b>COURSE DESCRIPTION:</b>  <p>This course is designed to help participants get a better understanding of how to deal with various communication techniques. The topics may include:</p> <ul style="list-style-type: none"> <li>• Communicating Across Cultures</li> <li>• Communication through E-mail</li> <li>• Face-to-Face Communications</li> <li>• Identifying Communication Styles for Business Success</li> <li>• Keeping Cool Under Pressure</li> <li>• Living Up to Your Client’s Standards</li> <li>• Negotiation</li> <li>• Persuasive Communication</li> <li>• Resolving Everyday Conflicts</li> </ul>	



**TRAINING COURSE DESCRIPTION**

<b>COURSE TITLE:</b> Preventing Workplace Violence	<b>COURSE LENGTH:</b> 1 Day
<b>COURSE PRICE:</b> See Table	<b>MINIMUM NUMBER OF PARTICIPANTS:</b> 10
<b>ADDITIONAL COST PER PARTICIPANT ABOVE 10:</b> See Table	
<p><b>COURSE DESCRIPTION:</b></p> <p>This course will offer guidelines on how to prevent violence in the workplace and recognize signs that may identify potentially dangerous situations. The topics may include:</p> <ul style="list-style-type: none"> <li>• Creating a Crisis Management Team</li> <li>• Knowing and Eliminating Violence Risk Factors</li> <li>• Recognizing Changes in Behavior</li> <li>• Taking Immediate Action Against Workplace Violence</li> <li>• Training Employees on How to Deal with Possible Violent Situations</li> </ul>	



**TRAINING COURSE DESCRIPTION**

<b>COURSE TITLE:</b> Recognizing and Preventing Harassment		<b>COURSE LENGTH:</b> 1 Day
<b>COURSE PRICE:</b> See Table	<b>MINIMUM NUMBER OF PARTICIPANTS:</b> 10	
<b>ADDITIONAL COST PER PARTICIPANT ABOVE 10:</b>		See Table
<p><b>COURSE DESCRIPTION:</b></p> <p>This course will outline the various forms of harassment, as well as discuss acceptable and unacceptable behavior in the workplace. The topics may include:</p> <ul style="list-style-type: none"> <li>• Appropriate Interpersonal Skills</li> <li>• Creating a Positive Interpersonal Environment</li> <li>• How to be Proactive Rather than Reactive</li> <li>• Maintaining a Harassment-Free Workplace</li> <li>• Saying No and Stopping Unwelcome Behavior</li> <li>• Speaking Up for Yourself Before Problems Build</li> <li>• Why Harassment Occurs</li> </ul>		



**TRAINING COURSE DESCRIPTION**

<b>COURSE TITLE:</b> Recognizing and Preventing Sexual Harassment		<b>COURSE LENGTH:</b> 1 Day
<b>COURSE PRICE:</b> See Table	<b>MINIMUM NUMBER OF PARTICIPANTS:</b> 10	
<b>ADDITIONAL COST PER PARTICIPANT ABOVE 10:</b>		See Table
<p><b>COURSE DESCRIPTION:</b></p> <p>This course will outline the various forms of sexual harassment, as well as discuss acceptable and unacceptable behavior in the workplace. The topics may include:</p> <ul style="list-style-type: none"> <li>• <b>Appropriate Interpersonal Skills</b></li> <li>• <b>Creating a Positive Interpersonal Environment</b></li> <li>• <b>How to be Proactive Rather than Reactive</b></li> <li>• <b>Maintaining a Harassment-Free Workplace</b></li> <li>• <b>Saying No and Stopping Unwelcome Behavior</b></li> <li>• <b>Speaking Up for Yourself Before Problems Build</b></li> <li>• <b>Why Sexual Harassment Occurs</b></li> </ul>		



**TRAINING COURSE DESCRIPTION**

<b>COURSE TITLE:</b> Relating to Others	<b>COURSE LENGTH:</b> 1 Day
<b>COURSE PRICE:</b> See Table	<b>MINIMUM NUMBER OF PARTICIPANTS:</b> 10
<b>ADDITIONAL COST PER PARTICIPANT ABOVE 10:</b>	See Table
<p><b>COURSE DESCRIPTION:</b></p> <p>This course will offer various approaches on how to deal with various personalities and backgrounds in a professional manner. It will also include a self-examination assessment in order to understand how to deal with others more effectively. The topics may include:</p> <ul style="list-style-type: none"> <li>• Effective Communication Skills</li> <li>• Effective Feedback</li> <li>• Open and Active Listening</li> <li>• Offering Emotional Support When Needed</li> <li>• Taking Other Options into Consideration</li> </ul>	



**TRAINING COURSE DESCRIPTION**

<b>COURSE TITLE:</b> Stress Management	<b>COURSE LENGTH:</b> 1 Day
<b>COURSE PRICE:</b> See Table	<b>MINIMUM NUMBER OF PARTICIPANTS:</b> 10
<b>ADDITIONAL COST PER PARTICIPANT ABOVE 10:</b>	See Table
<p><b>COURSE DESCRIPTION:</b></p> <p>This course will offer guidelines in dealing with various stress-related situations. It is an opportunity for personal growth and development. The topics may include:</p> <ul style="list-style-type: none"> <li>• Attitude Control</li> <li>• Cognitive Behavior</li> <li>• Coping Skill Development</li> <li>• Effective Communication Skills</li> <li>• Problem Solving</li> <li>• Relaxation Techniques</li> </ul>	