



Serco Inc.

HRS

Human Resources Services

Schedule 738X

General Services Administration
Federal Supply Service
Contract number: GS-02F-0182P

Pricelist Current as of Mod A485 Refresh 27 dated March 08, 2016

1818 Library Street
Reston, VA 20190
703-939-6000 • 703-939-6001- fax
www.serco-na.com

1. **Contractor:**

Serco Inc. (SERCO) 1818 Library Street Reston, VA 20190 Telephone (703) 939-6000 Fax (703) 939-6001	Standard Industry Group: 738 X DUNS #: 928859149 FSC/PSC Group: R799 Contract #: GS-02F-0182P Performance Period: June 10, 2004 – June 9, 2019
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2. **Special Item Numbers (SINs) Awarded:**
Human Resources Services
SIN 595-21
 - a) Planning
 - b) Recruitment and Internal Placement
 - c) Employee Assistance
 - d) Outplacement
 - e) Function Review

SIN 595-28 - Social Services, Professional Counseling and Veterans' Readjustment & Behavioral Health Services

3. **Maximum Order Limitation:** \$1,000,000.00
4. **Minimum Order:** \$100.00
Geographic Coverage The 48 contiguous states, Alaska, Hawaii, Puerto Rico and Washington, DC.
- 4a. **Travel:** Contractor travel will be IAW the Federal Travel Regulation 31.205-46 as applicable.
5. **Point(s) of Production** (city, county, and state or foreign country): Worldwide
6. **Discount from list prices or statement of net price:** Government prices are net
7. **Quality discounts:** None offered
8. **Prompt payment terms:** 1%, 10 days, Net 30
- 9a. Government commercial credit card accepted below micro purchase threshold.
- 9b. Notification whether Government purchase cards are accepted or not accepted above the micro purchase threshold: Contact SERCO
10. **Foreign items** (list items by country of origin): None
- 11a. **Time of Delivery:** Specified in the Task Order
- 11b. **Expedited Delivery:** Contact SERCO
- 11c. **Overnight and 2-day delivery:** Contact SERCO
- 11d. **Urgent Requirements:** Contact SERCO
12. **FOB Point(s):** Destination
13. **Ordering Address (es):**

	Serco Inc. (SERCO) 1818 Library Street Reston, VA 20190 Attn: David Cornell, Director of Contracts
	Or
	David Gitlin, Contracts Administrator

14. **Payment Address (es):**

	Serco Inc. c/o Wachovia Bank P.O. Box 932701 Atlanta, GA 31193-2701
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Electronic Funds Transfer Info: Serco Inc.
Acct. #: 2000014792771
Routing No. 051400549
Bank: Wachovia Bank

15. **Warranty provision.** Contractor's Standard Commercial Warranty Applies
16. **Export packing charges:** N/A
17. **Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):** Please contact Serco Inc. directly at 703-939-6000.
18. **Terms and conditions of rental, maintenance, and repair (if applicable):** N/A
19. **Terms and conditions of installation (if applicable):** N/A
20. **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):** N/A
- 20a. **Terms and conditions for any other services (if applicable):** N/A
21. **List of service and distribution points (if applicable):** N/A
22. **List of participating dealers (if applicable):** N/A
23. **Preventive maintenance (if applicable):** N/A
- 24a. **Special attributes such as environmental attributes (e.g. recycled content, energy efficiency, and/or reduced pollutants):** N/A
- 24b. **Section 508 Compliance:**

No Section 508 compliance information has been identified as applicable to all orders issued for the SINs offered. The EIT standards can be found at www.Section508.gov/.
25. **Data Universal Number System (DUNS) number:** 928859149
26. **Notification regarding registration in System for Award Management (SAM) database:**
Serco Inc. is registered in the SAM database.

SIN 595-21

HRS LABOR RATES GOV'T SITE

Labor Categories & Prices (Gov't Site)	Year 11 6/10/14 - 6/9/15	Year 12 6/10/15 - 6/9/16	Year 13 6/10/16 - 6/9/17	Year 14 6/10/17 - 6/9/18	Year 15 6/10/18 - 6/9/19
Human Resources Generalist I	\$36.33	\$37.46	\$38.62	\$39.82	\$41.05
Human Resources Generalist II	\$44.51	\$45.89	\$47.31	\$48.78	\$50.29
Human Resources Generalist III	\$58.29	\$60.10	\$61.96	\$63.88	\$65.86
Human Resources Generalist IV	\$69.81	\$71.97	\$74.20	\$76.50	\$78.87
Compensation Analyst II	\$48.62	\$50.13	\$51.68	\$53.28	\$54.93
Benefits Analyst I	\$37.93	\$39.11	\$40.32	\$41.57	\$42.86
Recruiter I	\$41.98	\$43.28	\$44.62	\$46.00	\$47.43
Recruiter II	\$47.28	\$48.75	\$50.26	\$51.82	\$53.43
Recruiter III	\$70.88	\$73.08	\$75.35	\$77.69	\$80.10
Labor Relations Specialist I	\$46.47	\$47.91	\$49.40	\$50.93	\$52.51
Organizational Development Manager, Senior	\$190.04	\$195.93	\$202.00	\$208.26	\$214.72
Training Manager	\$70.37	\$72.55	\$74.80	\$77.12	\$79.51
Training Specialist I	\$38.18	\$39.36	\$40.58	\$41.84	\$43.14
Training Specialist II	\$48.93	\$50.45	\$52.01	\$53.62	\$55.28
Training Specialist III	\$57.47	\$59.25	\$61.09	\$62.98	\$64.93
Training Specialist IV	\$68.30	\$70.42	\$72.60	\$74.85	\$77.17
Business Process Consultant	\$111.39	\$114.84	\$118.40	\$122.07	\$125.85
Business Process Consultant, Senior	\$130.88	\$134.94	\$139.12	\$143.43	\$147.88
Administrative Support Assistant	\$16.74	\$17.26	\$17.80	\$18.35	\$18.92
Administrative Support Specialist	\$20.52	\$21.16	\$21.82	\$22.50	\$23.20
Administrative Support Specialist Senior	\$22.89	\$23.60	\$24.33	\$25.08	\$25.86
Analyst I	\$27.38	\$28.23	\$29.11	\$30.01	\$30.94
Analyst II	\$34.08	\$35.14	\$36.23	\$37.35	\$38.51
Analyst III	\$37.71	\$38.88	\$40.09	\$41.33	\$42.61
Analyst, Lead	\$51.45	\$53.04	\$54.68	\$56.38	\$58.13
Analyst, Senior	\$43.06	\$44.39	\$45.77	\$47.19	\$48.65
Consulting Specialist	\$57.97	\$59.77	\$61.62	\$63.53	\$65.50
Consulting Specialist Chief	\$142.89	\$147.32	\$151.89	\$156.60	\$161.45
Consulting Specialist Principal	\$79.14	\$81.59	\$84.12	\$86.73	\$89.42
Consulting Specialist Senior	\$68.88	\$71.02	\$73.22	\$75.49	\$77.83
Consulting Specialist Senior Principal	\$102.65	\$105.83	\$109.11	\$112.49	\$115.98
Financial Analyst, Senior	\$54.53	\$56.22	\$57.96	\$59.76	\$61.61
Technical Director Senior	\$159.41	\$164.35	\$169.44	\$174.69	\$180.11
Technical Writer, Senior	\$52.70	\$54.33	\$56.01	\$57.75	\$59.54

**HRS LABOR RATES
SERC0 SITE**

Labor Categories & Prices (Serc0 Site)	Year 11 6/10/14 - 6/9/15	Year 12 6/10/15 - 6/9/16	Year 13 6/10/16 - 6/9/17	Year 14 6/10/17 - 6/9/18	Year 15 6/10/18 - 6/9/19
Human Resources Generalist I	\$44.05	\$45.42	\$46.83	\$48.28	\$49.78
Human Resources Generalist II	\$53.96	\$55.63	\$57.35	\$59.13	\$60.96
Human Resources Generalist III	\$70.68	\$72.87	\$75.13	\$77.46	\$79.86
Human Resources Generalist IV	\$84.65	\$87.27	\$89.98	\$92.77	\$95.65
Compensation Analyst II	\$58.96	\$60.79	\$62.67	\$64.61	\$66.61
Benefits Analyst I	\$45.99	\$47.42	\$48.89	\$50.41	\$51.97
Recruiter I	\$50.91	\$52.49	\$54.12	\$55.80	\$57.53
Recruiter II	\$57.34	\$59.12	\$60.95	\$62.84	\$64.79
Recruiter III	\$85.94	\$88.60	\$91.35	\$94.18	\$97.10
Labor Relations Specialist I	\$56.35	\$58.10	\$59.90	\$61.76	\$63.67
Organizational Development Manager, Senior	\$230.44	\$237.58	\$244.94	\$252.53	\$260.36
Training Manager	\$85.33	\$87.98	\$90.71	\$93.52	\$96.42
Training Specialist I	\$46.30	\$47.74	\$49.22	\$50.75	\$52.32
Training Specialist II	\$59.32	\$61.16	\$63.06	\$65.01	\$67.03
Training Specialist III	\$69.69	\$71.85	\$74.08	\$76.38	\$78.75
Training Specialist IV	\$82.81	\$85.38	\$88.03	\$90.76	\$93.57
Business Process Consultant	\$135.05	\$139.24	\$143.56	\$148.01	\$152.60
Business Process Consultant, Senior	\$158.68	\$163.60	\$168.67	\$173.90	\$179.29
Administrative Support Assistant	\$20.30	\$20.93	\$21.58	\$22.25	\$22.94
Administrative Support Specialist	\$24.89	\$25.66	\$26.46	\$27.28	\$28.13
Administrative Support Specialist Senior	\$27.75	\$28.61	\$29.50	\$30.41	\$31.35
Analyst I	\$33.21	\$34.24	\$35.30	\$36.39	\$37.52
Analyst II	\$41.33	\$42.61	\$43.93	\$45.29	\$46.69
Analyst III	\$45.74	\$47.16	\$48.62	\$50.13	\$51.68
Analyst, Lead	\$62.38	\$64.31	\$66.30	\$68.36	\$70.48
Analyst, Senior	\$52.21	\$53.83	\$55.50	\$57.22	\$58.99
Consulting Specialist	\$70.29	\$72.47	\$74.72	\$77.04	\$79.43
Consulting Specialist Chief	\$173.25	\$178.62	\$184.16	\$189.87	\$195.76
Consulting Specialist Principal	\$95.96	\$98.93	\$102.00	\$105.16	\$108.42
Consulting Specialist Senior	\$83.51	\$86.10	\$88.77	\$91.52	\$94.36
Consulting Specialist Senior Principal	\$124.46	\$128.32	\$132.30	\$136.40	\$140.63
Financial Analyst, Senior	\$66.12	\$68.17	\$70.28	\$72.46	\$74.71
Technical Director Senior	\$193.28	\$199.27	\$205.45	\$211.82	\$218.39
Technical Writer, Senior	\$63.91	\$65.89	\$67.93	\$70.04	\$72.21

JOB TITLE: HUMAN RESOURCES GENERALIST I

Minimum Experience/Education: Requires a bachelor's degree in a related area and 0-3 years of experience in the field or in a related area.

Functional Responsibilities: Administers human resources policies and procedures that cover two or more functional areas (e.g. Recruitment & Placement, Management & Employee Relations, Position Classification, Training & Development, Labor Relations). Collects and analyzes HR data, and then makes recommendations to management. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a manager.

JOB TITLE: HUMAN RESOURCES GENERALIST II

Minimum Experience/Education: Requires a bachelor's degree in a related area and 2-4 years of experience in the field or in a related area.

Functional Responsibilities: Administers human resources policies and procedures that cover two or more functional areas (e.g. Recruitment & Placement, Management & Employee Relations, Position Classification, Training & Development, Labor Relations). Collects and analyzes HR data, and then makes recommendations to management. Relies on limited experience and judgment to plan and accomplish goals. Familiar with standard concepts, practices, and procedures within a particular field. Performs a variety of tasks. Works under general supervision; typically reports to a manager. A certain degree of creativity and latitude is required.

JOB TITLE: HUMAN RESOURCES GENERALIST III

Minimum Experience/Education: Requires a bachelor's degree in a related area and 4-8 years of experience in the field or in a related area.

Functional Responsibilities: Designs and administers human resources policies and procedures that cover two or more functional areas (e.g. Recruitment & Placement, Management & Employee Relations, Position Classification, Training & Development, Labor Relations). Collects and analyzes HR data, and then makes recommendations to management. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. May report directly to an executive or head of a unit/department. A wide degree of creativity and latitude is expected.

JOB TITLE: HUMAN RESOURCES GENERALIST IV

Minimum Experience/Education: Requires a bachelor's degree in a related area and at least 8 years of experience in the field or in a related area.

Functional Responsibilities: Designs and administers human resources policies and procedures that cover two or more functional areas (e.g. Recruitment & Placement, Management & Employee Relations, Position Classification, Training & Development, Labor Relations). Collects and analyzes HR data, and then makes recommendations to management. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.

HRS LABOR CATEGORY DESCRIPTIONS (continued)

JOB TITLE: COMPENSATION ANALYST II

Minimum Experience/Education: Requires a bachelor's degree in a related area and 2-4 years of experience in the field or in a related area.

Functional Responsibilities: Evaluates and analyzes salary data. Administers company compensation programs. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a manager. A certain degree of creativity and latitude is required.

JOB TITLE: BENEFITS ANALYST I

Minimum Experience/Education: Requires a bachelor's degree in a related area and 0-3 years of experience in the field or in a related area.

Functional Responsibilities: Researches, analyzes, evaluates, and administers corporate benefit plans/programs. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a manager.

JOB TITLE: RECRUITER 1

Minimum Experience/Education: Prefers a bachelor's degree in a related area and 0-3 years of experience in the field or in a related area.

Functional Responsibilities: Screens, interviews, and recommends prospective employees for employment. Extends offers of employment to successful candidates. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a manager.

JOB TITLE: RECRUITER II

Minimum Experience/Education: Prefers a bachelor's degree in a related area and 2-5 years of experience in the field or in a related area.

Functional Responsibilities: Screens, interviews, and recommends prospective employees for employment. Extends offers of employment to successful candidates. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a manager. A certain degree of creativity and latitude is required.

JOB TITLE: RECRUITER III

Minimum Experience/Education: Prefers a bachelor's degree in a related area and at least 5 years of experience in the field or in a related area.

Functional Responsibilities: Screens, interviews, and recommends prospective employees for employment. Extends offers of employment to successful candidates. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. May report directly to an executive or head of a unit/department. A wide degree of creativity and latitude is expected.

HRS LABOR CATEGORY DESCRIPTIONS (continued)

JOB TITLE: LABOR RELATIONS SPECIALIST I

Minimum Experience/Education: Requires a bachelor's degree in a related area and 0-2 years of experience in the field or in a related area.

Functional Responsibilities: Participates in labor contract negotiations. May prepare contract agreements. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a manager.

JOB TITLE: ORGANIZATIONAL DEVELOPMENT SENIOR MANAGER

Minimum Experience/Education: Requires a master's degree in a related area and at least 10 years of experience in the field.

Functional Responsibilities: Routinely works with senior executive and senior line managers in conducting needs assessment and designs program for agency change. Oversees Organizational Development Managers in delivering associated services and conducts quality control activities of services provided to line management. Supports the goal of establishing the human capital of the organization as a critical component in accomplishing business goals. Generally manages a group of training specialists. Relies on experience and judgment to plan and accomplish goals. Typically reports to an most senior agency leadership.

JOB TITLE: TRAINING MANAGER

Minimum Experience/Education: Requires a bachelor's degree in a related area and at least 7 years of experience in the field.

Functional Responsibilities: Designs, plans, and implements corporate training programs, policies, and procedures. Researches new training techniques and suggests enhancements to existing training programs. Contracts with vendors for employee participation in outside training programs. Generally manages a group of training specialists. Relies on experience and judgment to plan and accomplish goals. Typically reports to an executive.

JOB TITLE: TRAINING SPECIALIST 1

Minimum Experience/Education: Requires a bachelor's degree in a related area and 0-3 years of experience in the field or in a related area.

Functional Responsibilities: Conducts company training programs. Monitors and reports the effectiveness of training on employees during the orientation period and for career development. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a manager.

HRS LABOR CATEGORY DESCRIPTIONS (continued)

JOB TITLE: TRAINING SPECIALIST II

Minimum Experience/Education: Requires a bachelor's degree in a related area and 2-5 years of experience in the field or in a related area.

Functional Responsibilities: Participates in, and conducts company training programs. Monitors and reports the effectiveness of training on employees during the orientation period and for career development. May be involved in initial plan design and existing plan enhancements. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a manager. A certain degree of creativity and latitude is required.

JOB TITLE: TRAINING SPECIALIST III

Minimum Experience/Education: Requires a bachelor's degree in a related area and 4-8 years of experience in the field or in a related area.


Functional Responsibilities: Designs and conducts company training programs. Monitors and reports the effectiveness of training on employees during the orientation period and for career development. May be involved in initial plan design and existing plan enhancements. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. May report directly to an executive or head of a unit/department. A wide degree of creativity and latitude is expected.

JOB TITLE: TRAINING SPECIALIST IV

Minimum Experience/Education: Requires a bachelor's degree in a related area and at least 8 years of experience in the field or in a related area.

Functional Responsibilities: Designs and conducts company training programs. Monitors and reports the effectiveness of training on employees during the orientation period and for career development. Involved in initial plan design and existing plan enhancements. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a supervisor or manager.

JOB TITLE: BUSINESS PROCESS CONSULTANT

Minimum Experience/Education: A Bachelor's degree in Computer Science, Information Systems,  Engineering, Business, Education, Management Sciences, Psychology, Human Resources Development/Management, or other related scientific or technical discipline. This position requires a minimum of ten years experience, of which at least eight years must be specialized. Specialized experience may include: facilitation, training, methodology development and evaluation, process reengineering across all phases, identifying best practices, change management, business management techniques, organizational development, activity and data modeling, or information system development methods and practices and supervision of Business Process Reengineers; with a Master's Degree (as described below) eight years general experience of which at least six years must be specialized experience is required; with a Ph.D. (as described below) six years general experience of which at least five years must be specialized experience is required; with thirteen years general experience of which at least eleven years is specialized, a degree is not required.

Functional Responsibilities: Applies process improvement and reengineering methodologies and principles to conduct process modernization projects. Duties include activity and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. May be under the supervision and direction of a Principal Business Process Reengineering Specialist or may work independently.

HRS LABOR CATEGORY DESCRIPTIONS (continued)

JOB TITLE: BUSINESS PROCESS CONSULTANT, SENIOR

Minimum Experience/Education: A Master's degree in Computer Science, Information Systems, Engineering, Business, Education, Management Sciences, Psychology, Human Resources Development/Management, or other related scientific or technical discipline. This position requires a minimum of ten years experience, of which at least seven years must be specialized. Specialized experience may include: facilitation, training, methodology development and evaluation, process reengineering across all phases, identifying best practices, change management, business management techniques, organizational development, activity and data modeling, or information system development methods and practices and supervision of Business Process Reengineering Specialist; with a Ph.D. (as described below) eight years general experience of which at least six years must be specialized experience is required; with a Bachelor's degree in Computer Science, Information Systems, Engineering, or other related scientific or technical discipline and 12 years general experience of which at least nine must be specialized experience, a Masters degree is not required.



Functional Responsibilities: Applies process improvement and reengineering methodologies and principles to conduct process modernization projects. Responsible for effective transitioning of existing project teams, and the facilitation of project teams in the accomplishment of project activities and objectives. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts. Provides daily supervision and direction to Business Process Reengineering Specialist.

JOB TITLE: ADMINISTRATIVE SUPPORT ASSISTANT

Minimum Experience/Education: Requires a high school diploma and at least 1 year experience in professional office environment with some knowledge of office support software.

Functional Responsibilities: Prepares routine material, perform input, filing, copying and other clerical tasks. May answer phones, distribute mail/materials and perform other such clerical/administrative duties.

JOB TITLE: ADMINISTRATIVE SUPPORT SPECIALIST

Minimum Experience/Education: Requires a high school diploma and at least 3 years experience in professional office environment with general knowledge of office support software and formal correspondence and document development.

Functional Responsibilities: Prepares correspondence and formal documentation in accordance with established style guidelines. Utilizes automated word processing software to develop correspondence and documentation. Utilizes automated database and spreadsheet software to maintain project manager contract status tracking information.

JOB TITLE: ADMINISTRATIVE SUPPORT SPECIALIST, SENIOR

Minimum Experience/Education: Requires a high school diploma and at least 6 years experience in professional office environment with general knowledge of office support software and formal correspondence and document development.

Functional Responsibilities: Prepares technical correspondence and formal documentation in accordance with established style guidelines. Utilizes automated word processing software to develop correspondence and documentation. Utilizes automated database and spreadsheet software to maintain project manager contract status tracking information. Prepares milestone charts and scheduling worksheets.

HRS LABOR CATEGORY DESCRIPTIONS (continued)

JOB TITLE: ANALYST I

Minimum Experience/Education: Requires advanced technical training and 1-2 years of experience OR BA/BS degree and minimal experience.

Functional Responsibilities: Collects data from readily available sources and summarizes into prescribed format. Verifies the adequacy/accuracy of information noting variances, which may require further investigation. Interactions typically involve collecting data, exchanging information on factual matter, and/or other activities, which require ordinary courtesy and tact.

JOB TITLE: ANALYST II

Minimum Experience/Education: Requires advanced technical training and 2-4 years of experience OR BA/BS degree and 1-2 years experience.

Functional Responsibilities: Collects and maintains data requiring little, if any, interpretation in accordance with plans developed by others. Summarizes data, verifies the adequacy/accuracy of information noting variances which may require further investigation, and prepares related documentation. Interactions typically involve collecting data, exchanging information on factual matter, and/or other activities, which require ordinary courtesy and tact.

JOB TITLE: ANALYST III

Minimum Experience/Education: Requires advanced technical training and 3-5 years of experience OR BA/BS degree and 2-4 years of experience.

Functional Responsibilities: Collects and maintains data requiring little, if any, interpretation in accordance with plans developed by others. Summarizes data, verifies the adequacy/accuracy of information noting variances which may require further investigation and prepares related documentation. Interactions typically involved collecting data exchanging information on factual matters, and/or other activities, which require ordinary courtesy and tact. Occasional direct business contact with the client.

JOB TITLE: ANALYST, LEAD

Minimum Experience/Education: Requires advanced technical training and 6-10 years of experience OR BA/BS degree and 4-6 years of experience OR advanced degree and 2-4 years of experience.

Functional Responsibilities: Collects and interprets data from diverse sources. Structures moderately complex data analysis plans for analysts and support staff. May oversee the data collection activities of analysts and support staff. Utilizes advanced data analysis techniques to determine causes of discrepancies or inconsistencies. Provides advice and service to clients and customers on designated phases of projects or in areas of technical expertise. May prepare and make presentation dealing with the status of projects, management systems, and/or management and technical problems and proposed solutions.

HRS LABOR CATEGORY DESCRIPTIONS (continued)

JOB TITLE: ANALYST, SENIOR

Minimum Experience/Education: Requires advanced technical training and 4-6 years of experience OR BA/BS degree and 3-5 years of experience OR advanced degree and 1-2 years of experience.

Functional Responsibilities: Collects, maintains and verifies data in accordance with plans developed by others. Data often comes from diverse sources and frequently require interpretation. Analyzes data in order to identify trends and potential technical and management problems. Drafts reports of finding along with related documentation for higher level review. Provides advice and service to clients and customers on designated phases of projects and in accordance with contract provisions and superiors' directives.

JOB TITLE: CONSULTING SPECIALIST

Minimum Experience/Education: Requires advanced technical training 10 years of experience OR BA/BS degree and advanced academic work and 8 years of experience OR Advanced degree and 6 years of experience.

Functional Responsibilities: Work requires the independent development of comprehensive and relatively complex project plans and schedules and continual monitoring and updating of plans and schedules to ensure that project goals are achieved. Incumbents have broad latitude for decision-making and are reviewed on the basis of results achieved. Prepares intricate and/or complex engineering or data analysis plans, which require a high level of specialized knowledge or the resolution of complex management problems, which require extensive cross-functional knowledge. Typically delegates data collection and analysis work and performs technical review of reports or client deliverables prior to their issuance. Provides advice and service to clients and customers on several phases of projects or in areas of technical expertise. May persuade clients to revise or change assigned tasks to ensure quality of product or service. Makes presentations at meetings and conferences and may function as clients' representative and/or spokesperson. Incumbents regularly plan the work of, assign work to, and coordinate the work of other employees on assigned projects. Incumbents at this level have full technical responsibility for developing, interpreting, and executing assignments, but do not have direct human resource responsibility for hiring, evaluating, disciplining or discharging staff

JOB TITLE: CONSULTING SPECIALIST, CHIEF

Minimum Experience/Education: Requires BA/BS degree and more than 15 years of experience OR Advanced degree and more than 12 years of experience.

Functional Responsibilities: Work requires the independent development of comprehensive, sophisticated, and highly complex project plans and schedules and continual monitoring and updating of same to ensure that project goals are achieved. Incumbents have broad latitude for decision-making at the division level and are reviewed on the basis of results achieved. Prepares intricate and/or complex engineering or data analysis plans, which require the highest level of specialized knowledge (e.g., original research in a specific discipline) or the resolution of complex management problems, which require extensive cross-functional knowledge. Typically delegates data collection and analysis work and performs technical review of reports or client deliverables prior to their issuance.

HRS LABOR CATEGORY DESCRIPTIONS (continued)

JOB TITLE: CONSULTING SPECIALIST, PRINCIPAL

Minimum Experience/Education: Requires advanced technical training 14 years of experience OR BA/BS degree and advanced academic work and 10 years of experience OR Advanced degree and 8 years of experience.

Functional Responsibilities: Work requires the independent development of comprehensive and relatively complex project plans and schedules and continual monitoring and updating of plans and schedules to ensure that project goals are achieved. Incumbents have broad latitude for decision-making and are reviewed on the basis of results achieved. Prepares intricate and/or complex engineering or data analysis plans, which require a high level of specialized knowledge or the resolution of complex management problems, which require extensive cross-functional knowledge. Typically delegates data collection and analysis work and performs technical review of reports or client deliverables prior to their issuance. Provides advice and service to clients and customers on several phases of projects or in areas of technical expertise. May persuade clients to revise or change assigned tasks to ensure quality of product or service. Makes presentations at meetings and conferences and may function as clients' representative and/or spokesperson. Incumbents regularly plan the work of, assign work to, and coordinate the work of other employees on assigned projects. Incumbents at this level have full technical responsibility for developing, interpreting, and executing assignments, but do not have direct human resource responsibility for hiring, evaluating, disciplining or discharging staff.

JOB TITLE: CONSULTING SPECIALIST, SENIOR

Minimum Experience/Education: Requires advanced technical training more than 12 years of experience OR BS degree and 6-10 years of experience OR Advanced degree and 4-6 years of experience.

Functional Responsibilities: Work requires development of comprehensive and relatively complex project plans and schedules. It also requires the continual monitoring and updating of plans and schedules in order to ensure that project goals are achieved. Incumbents have broad latitude for decision-making and are reviewed on the basis of results achieved. Prepares complex data analysis plans or engineering plans. Jobs at this level typically require the innovative application of specialized knowledge (e.g., technical expertise in a specific discipline) or the resolution of complex management problems, which require innovative solutions, based on broad functional knowledge. Typically delegates data collection and analysis work and provides technical oversight of assigned projects.

JOB TITLE: CONSULTING SPECIALIST, SENIOR PRINCIPAL

Minimum Experience/Education: Requires advanced technical training and more than 15 years of experience OR BA/BS degree and more than 12 years of experience OR Advanced degree and more than 10 years of experience.

Functional Responsibilities: Work requires the independent development of comprehensive and highly complex project plans and schedules and continual monitoring and updating of same to ensure that project goals are achieved. Incumbents have broad latitude for decision-making at the operations center level and are reviewed on the basis of results achieved. Prepares intricate and/or complex engineering or data analysis plans, which require a very high level of specialized knowledge or the resolution of complex management problems, which require extensive cross-functional knowledge. Typically delegates data collection and analysis work and performs technical review of reports or client deliverables prior to their issuance.

HRS LABOR CATEGORY DESCRIPTIONS (continued)

JOB TITLE: FINANCIAL ANALYST, SENIOR

Minimum Experience/Education: Requires a degree and 4-7 years of related experience.

Functional Responsibilities: Develops and maintains a cash budget. Monitors the daily balances in the bank accounts and advises senior management of cash requirements. Effects necessary transfers to and between company's banks to ensure that all checks and disbursements are covered. Advises senior management of opportunities to reduce outstanding borrowings and/or optimize cash management strategies. Produces the reports and analyses for the bank as required by the line of credit agreement. Coordinates the various credit card programs. Advises senior management on lease versus buy alternatives. Maintains strong working knowledge of banking relationships and those banks' required procedures. Coordinates the preparation of the annual corporate budget. Supports the special project requirements of senior management.

JOB TITLE: TECHNICAL DIRECTOR, SENIOR

Minimum Experience/Education: Recognized industry competence at the highest level in specialty area.

Functional Responsibilities: Incumbents establish goals and business plans for area of responsibility and have broad latitude for decision-making. Results are reviewed by executive group on the basis of goals attained. Poor performance likely to result in substantial financial damage to company performance for one or more fiscal years. Impacts company's ability to attract new business. Prepares and reviews the most technically demanding and sophisticated scientific work being performed within assigned area of responsibility. Is the final technical/scientific judgment within the company. Interacts with executives in current and potential client and customer organizations on matters of substantial importance and sensitivity. Requires a highly developed sense of strategy and timing as well as exceptional negotiation and presentation skills. Ensures the most effective use of company's human resources within area of responsibility. Responsible for developing and sustaining client and customer base, ensuring high quality technical and scientific products and services are provided to clients and customers, and cultivating business contacts and leads. Responsible for identifying and targeting business opportunities and ensuring resources are committed to developing such targets. Assists in preparation of annual business plans and provides input into strategic planning process. Continually evaluates strategy and plans to meet changing technical and competitive conditions.

JOB TITLE: TECHNICAL WRITER, SENIOR

Minimum Experience/Education: Requires a comprehensive and extensive understanding and knowledge of English, grammar, usage, spelling, and the like, in order to proof and edit documents. This is generally acquired through completion of a BA/BS degree in English or Journalism and four years of experience. Work requires knowledge of writing and design layout for technical manuals, manuscripts, and reports and an understanding of project scope and knowledge of work routines and procedures. This is generally acquired through four years on-the-job training and experience. Requires the analytical ability needed to review documents, correct typographical, grammatical, and usage errors and rewrite such documents to increase clarity and conciseness. Require interpersonal skills necessary to maintain effective working relationships with various engineers and technicians. Requires ability to concentrate and pay close attention to detail for up to seventy-five percent of work time when proofreading technical documents or design layouts.

Functional Responsibilities: Reviews manuscripts and design layouts produced by engineers and technicians to ensure product conformity. Marks errors and notes corrections required. Returns documents for revision. Develops, prepares, reviews, and edits technical documents related to the repair, overhaul, and troubleshooting of electronics and electromechanical equipment/systems. Reviews manuscripts to determine errors in usage, grammar, and the like. Rewrites portions of manuscripts to increase clarity, consistency, and conciseness. Writes technical and management reports, plans, manuals, and other documents within the broad guidelines defined by various engineers and technicians.

SIN 595-28

Government Site

Service Proposed	Min Ed	Min Ex	Year 11 6/10/14 - 6/9/15	Year 12 6/10/15 - 6/9/16	Year 13 6/10/16 - 6/9/17	Year 14 6/10/17 - 6/9/18	Year 15 6/10/18 - 6/9/19
Community Outreach Service Program Specialist	Bachelors	5	\$50.67	\$52.24	\$53.86	\$55.53	\$57.25
Education Services Coordinator	Bachelors	1	\$42.76	\$44.09	\$45.46	\$46.87	\$48.32
HQ Service Program Manager	Bachelors	3	\$78.57	\$81.01	\$83.52	\$86.11	\$88.78
Sexual Assault Response Coordinator	Bachelors	2	\$46.55	\$47.99	\$49.48	\$51.01	\$52.59
School Service Specialist	Bachelors	1	\$48.02	\$49.51	\$51.04	\$52.62	\$54.25
Senior Program Management Support Specialist	Bachelors	3	\$67.17	\$69.25	\$71.40	\$73.61	\$75.89
Victim Advocate	Bachelors	1	\$37.71	\$38.88	\$40.09	\$41.33	\$42.61
Work and Family Life Consultant	Associates	1	\$35.17	\$36.26	\$37.38	\$38.54	\$39.73

Serco Site

Service Proposed	Min Ed	Min Ex	Year 11 6/10/14 - 6/9/15	Year 12 6/10/15 - 6/9/16	Year 13 6/10/16 - 6/9/17	Year 14 6/10/17 - 6/9/18	Year 15 6/10/18 - 6/9/19
Community Outreach Service Program Specialist	Bachelors	5	\$63.22	\$65.18	\$67.20	\$69.28	\$71.43
Education Services Coordinator	Bachelors	1	\$53.34	\$54.99	\$56.69	\$58.45	\$60.26
HQ Service Program Manager	Bachelors	3	\$98.04	\$101.08	\$104.21	\$107.44	\$110.77
Sexual Assault Response Coordinator	Bachelors	2	\$58.07	\$59.87	\$61.73	\$63.64	\$65.61
School Service Specialist	Bachelors	1	\$59.92	\$61.78	\$63.70	\$65.67	\$67.71
Senior Program Management Support Specialist	Bachelors	3	\$83.78	\$86.38	\$89.06	\$91.82	\$94.67
Victim Advocate	Bachelors	1	\$47.07	\$48.53	\$50.03	\$51.58	\$53.18
Work and Family Life Consultant	Associates	1	\$43.88	\$45.24	\$46.64	\$48.09	\$49.58

HRS LABOR CATEGORY DESCRIPTIONS (continued)

Community Outreach Service Program Specialist:

Description: Coordinate Service, National Guard and Reserve programs and policies that assist Service Members and families. Help meet and improve the behavioral health, faith, legal and financial needs of Soldiers and Families through appropriate integration of Family Program Services from all components in the state. Research and facilitate partnerships with community agencies to enhance services for geographically dispersed Soldiers and Families throughout the area. Ensure distribution of up-to-date and cutting edge resources in accordance with established standards and regulatory requirements for Service Members and Families who are geographically dispersed from Family support facilities.

Qualifications: Bachelor's degree in human development, social work, education, sociology, psychology, or counseling. Five years experience in working with community and government agencies is required. Experience in creating or staffing partnerships or collaborations in preferred. Military life experience is an asset and may be considered as partial requirement for experience. The individual must have a good understanding of automated skills to include MS word, Excel, Adobe, and Power Point. Experience in writing and public speaking is a must.

Education Services Coordinator:

Description: Provide education and training workshops on a variety of classes and programs offered by the family support center. Workshops and classes could include Family Advocacy Program, Transition, Life Skills, Relocation, Personal Financial Management, Deployment Support, Family Employment, or other topic as deemed appropriate by center management staff. Conduct needs assessments of the community and develop new curriculum based on those needs. Present information in large and small groups to a variety of audiences. Provide assistance to other staff members in the development of their programs and services. Count and record all contacts, clients, appointments, etc in the respective database system. Provide one-on-one non-clinical counseling in an office setting as required by the customers. Participate in casualty and emergency response drills as required. Develop and distribute marketing materials to include fliers, brochures, announcements, emails, etc. Work as team during campaign awareness months. Provide information, referral, outreach, and assistance to client and client family members. Develop, coordinate, and plan programs, activities and seminars to meet the social and/or emotional needs of their clients and/or the clients' family.

Qualifications: Bachelor's degree in education or social sciences discipline and at least one year experience providing training and education. Knowledge of challenges facing a military family and the programs/services offered to mitigate those challenges. Public presentation skills are required. Knowledge of the military family support programs such as: Transition Assistance, Family Employment Readiness, Relocation Assistance, Personal Financial Management, Life Skills, Deployment (to include Individual Augmentee support), Family Advocacy, or any other Family Support programs designated by site leadership. Computer proficiency including Microsoft Office, Word, Outlook, Excel, PowerPoint

HQ Service Program Manager:

HRS LABOR CATEGORY DESCRIPTIONS (continued)

Description: Assist the respective Government program manager in all aspects of implementation of Service member and Family programs. Plan, support, coordinate and execute events, training, briefings, services and activities that support Service members and their Families throughout the deployment lifecycle. Work in collaboration, coordination and in concert with the Services, Components and appropriate other resources to ensure compliance with all requirements of applicable DoD and Service Directives. Provide management and administrative support to the Government program manager to include research, data analysis, and preparation of reports. Could manage and supervise contractor program specialists. Position may require extensive travel, evening and weekend hours.

Qualifications: Bachelor's degree in education, human/social services or equivalent and 3 to 5 experience in social service program development and implementation. Knowledge of challenges facing military members and their families. Must be familiar with a variety of the field's concepts, practices, and procedures.

Sexual Assault Response Coordinator:

Description: Serves as the program manager for sexual assault prevention and response services on the installation. Ensures overall local management of sexual assault awareness, prevention, training and victim advocacy. Provides crisis intervention, safety planning, emotional support and medical/legal accompaniment to victims of sexual assault. Trains and oversees volunteer, military and/or contract victim advocates in the performance of their sexual assault victim advocacy duties. Establishes an after-hours on-call victim advocacy roster and ensures the availability of 24-hour sexual assault victim advocacy services. Collaborates with other military and civilian first responders to ensure victims of sexual assault receive timely and responsive care.

Qualifications: Bachelor's degree in social work, psychology, education, criminal justice or related social or behavioral science field and at least two years experience working with domestic violence and/or sexual assault victims. Individual must be familiar with standard concepts, practices, and procedures within the field.

HRS LABOR CATEGORY DESCRIPTIONS (continued)

School Service Specialist:

Description: Promote effective partnerships between the military community, schools and local community to ensure smooth school transitions for military children and promote parental involvement in schools. Coordinate with installation Youth programs and community councils, committees and boards related to youth education. Provide information to school staff, teachers and guidance counselors to ensure they understand the unique needs of military children.

Qualifications: Bachelor's degree from an accredited college in education with at least one year demonstrated experience facilitating educational coordination and community partnerships. Military lifestyle experience preferred.

Senior Program Management Support:

Description: Maintain liaison with program staff and manage the contractor's quality control plan in order to ensure quality and consistency of services. In conjunction with the government program manager, assess the performance of contracted staff through process reviews, as well as the gathering, analyzing and evaluation of data. Coordinate meetings, briefings, events, and travel for all staff. Assist in drafting policy letters, implementing instructions, and preparing briefings, presentations and other correspondence as required. Assist in administrative and logistical support for the planning, coordinating, publicizing, and execution of program events and programs.

Qualifications: Bachelor's degree in human services field or equivalent. Minimum of three years' of management experience in social services, counseling, human resources or related field. .

Victim Advocate:

Description: Provide crisis intervention, safety planning, emotional support and medical/legal accompaniment to victims of domestic violence and sexual assault. Ensure that the emotional, social and safety needs of their clients and/or the clients' family are met and maintained on an individual basis in accordance with policies and procedures and current federal, state and local standards, guidelines, and regulations. Collaborate with military and civilian social service agencies, law enforcement, legal systems, medical facilities and the chain-of-command to coordinate services for safety planning.

Qualifications: Bachelor's degree in social work, psychology, education, criminal justice or related social or behavioral science field with a minimum of one-year experience with domestic violence/sexual assault victims OR four years experience working with domestic violence/sexual assault victims.

HRS LABOR CATEGORY DESCRIPTIONS (continued)

Work and Family Life Consultant:

Description: Provide information and referral services, classroom instruction (large and small group with diverse audience), facilitate briefs and workshops, provide 1:1 non-clinical counseling; develop and distribute marketing materials in support of programs.

Qualifications: Associate's degree in education or social/behavioral sciences and one year of experience providing education or training OR three years' equivalent experience providing education and training. Knowledge of the military lifestyle preferred. Public presentation skills are required.