

**General Services Administration  
Federal Supply Service  
Authorized Federal Supply Schedule Price List**

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

**Mission Oriented Business Integrated Services**

**FSC Group: 874**

**Contract No.: GS-10F-0121P**

*For more information on ordering from Federal Supply Schedules click here: [For Federal Agency Customers - Ordering From Schedules](#)*

**Contract Period: 12/11/2003 - 12/10/2013**



**VFA, Inc.  
266 Summer St.  
Boston, MA 02210-1112  
Telephone: (617) 772-8200  
Fax: (617) 772-8213  
<http://www.vfa.com>**

**Business Size/Status: Large Business**

**Prices shown herein are NET (discount deducted).**

**Pricelist current through modification #A302 dated 02/18/2013**



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## GENERAL CONTRACT INFORMATION

1a. Table of Awarded Special Item Numbers (SINs):  
(Please refer to page #4 for a more detailed description)

- 874-1 / 874-1RC: Integrated Consulting Services
- 874-4 / 874-4RC: Training

1b. Lowest Priced Model Number and Lowest Price: Please refer to our rates on page #13

1c. Labor Category Descriptions: Please refer to page #8

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

3. Minimum Order: \$100.00

4. Geographic Coverage: Domestic & Overseas

5. Point (s) of Production: Not Applicable

6. Discount from List Price: All Prices Herein are Net

7. Quantity Discounts: None

8. Prompt Payment Terms: Net 30 days

9a. Government Purchase Card *is* accepted at or below the micro – purchase threshold.

9b. Government Purchase Card *is* accepted above the micro – purchase threshold.

10. Foreign Items: None

11a. Time of Delivery: To Be Negotiated with Ordering Agency

11b. Expedited Delivery: To Be Negotiated with Ordering Agency

11c. Overnight and 2-Day Delivery: To Be Negotiated with Ordering Agency

11d. Urgent Requirement: To Be Negotiated with Ordering Agency

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

13a. Ordering Address: VFA, Inc.  
Attn: GSA Orders  
266 Summer St.  
Boston, MA 02210-1112

13b. For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. Payment Address: VFA, Inc.  
Attn: Accounts Receivable  
266 Summer Street  
Boston, MA 02210-1112

15. Warranty Provision: Contractor's Standard Commercial Warranty

- |   |  |
|---|--|
| 16. Export Packing Charges:   | Not Applicable                                       |
| 17. Terms & Conditions of Government Purchase Card Acceptance:  | Contact Contract Administrator                       |
| 18. Terms and conditions of rental, maintenance, and repair:  | Not Applicable                                       |
| 19. Terms and conditions of installation (if applicable):   | Not Applicable                                       |
| 20. Terms and conditions of repair parts indicating date of parts, price lists and any discounts from list prices:  | Not Applicable                                       |
| 20a. Terms and conditions for any other services (if applicable):   | Not Applicable                                       |
| 21. List of service and distribution points (if applicable):  | Not Applicable                                       |
| 22. List of participating dealers (if applicable):  | Not Applicable                                       |
| 23. Preventative maintenance (if applicable)  | Not Applicable                                       |
| 24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants.):   | Not Applicable                                       |
| 24b. Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: <a href="http://www.Section508.gov/">www.Section508.gov/</a> : | Contact Contract Administrator for more information. |
| 25. Data Universal Number System (DUNS) Number:   | 17-863-2352  |
| 26. VFA, Inc. <i>is</i> registered in the System for Award Management (SAM) Database.   |  |

## **CONTRACT OVERVIEW**

GSA awarded VFA, Inc. a GSA Federal Supply Schedule contract for Mission Oriented Business Integrated Services (MOBIS), Contract No. GS-10F-0121P. The current contract period is 12/11/2008 - 12/10/2013. GSA may exercise a total of up to two additional 5 year option periods. The contract allows for the placement of Firm Fixed Price or Time and Materials task orders using the labor categories and ceiling rates defined in the contract.

## **CONTRACT ADMINISTRATOR**

Jim Summers  
VFA, Inc.  
266 Summer St.  
Boston, MA 02210-1112  
Telephone: (800) 693-3132  
Fax Number: (617) 772-8213  
Email: gsainfo@vfa.com

## **MARKETING AND TECHNICAL POINT OF CONTACT**

Jim Summers  
VFA, Inc.  
266 Summer St.  
Boston, MA 02210-1112  
Telephone: (800) 693-3132  
Fax Number: (617) 772-8213  
Email: gsainfo@vfa.com

## **CONTRACT USE**

This contract is available for use by all federal government agencies, as a source for Mission Oriented Business Integrated Services, for worldwide use. Executive agencies, other Federal agencies, mixed –ownership Government corporations, and the District of Columbia; government contractors authorized in writing by a Federal agency pursuant to 48 CFR 51.1; and other activities and organizations authorized by statute or regulation to use GSA as a source of supply may use this contract. Additionally, contractors are encouraged to accept orders received from activities within the Executive Branch of the Federal Government.

## **CONTRACT SCOPE**

The contractor shall provide all resources including personnel, management, supplies, services, materials, equipment, facilities and transportation necessary to provide a wide range of professional services as specified in each task order.

Services specified in a task order may be performed at the contractor's facilities or the ordering agencies' facilities. The government will determine the contractor's compensation by any of several different methods (to be specified at the task order level) e.g., a firm-fixed price for services with or without incentives, labor hours or time-and-material.

The Special Item Numbers (SINs) available under this contract provide services across the full life cycle of a project. When task orders are placed, they must identify the SIN or SINs under which the task is being executed. VFA, Inc. has been awarded a contract by GSA to provide services under the following SINs:

SIN 874-1 / 874-1RC: Integrated Consulting Services

SIN 874-4 / 874-4RC: Training

A full description of each SIN definition and examples of the types of work covered by the SIN are provided below.

### **SPECIAL ITEM NUMBER (SIN) DESCRIPTIONS**

#### **874 1 --- Integrated Consulting Services:**

Contractors shall provide expert advice and assistance in support of an agency's mission-oriented business functions. Services covered by this SIN include:

- Management or strategy consulting, including research, evaluations, studies, analyses, scenarios/simulations, reports, business policy and regulation development assistance, strategy formulation, and expert witness services
- Facilitation and related decision support services
- Survey services, using a variety of methodologies, including survey planning, design, and development; survey administration; data validation and analysis; reporting, and stakeholder briefings
- Advisory and assistance services in accordance with FAR 37.203

NOTE: Consulting services where the preponderance of work is specifically covered under other GSA Schedules are not permitted under this SIN; please refer to the Scope of Work in Part I of the MOBIS solicitation for further information.

#### **874 4 --- Training Services:**

Contractors shall provide off-the-shelf or customized off-the-shelf training packages to meet specific agency needs relating to business services. Training course topics/themes covered by this SIN are:

- Customer service
- Team building
- Performance measurement, benchmarking
- Business process improvements or business process reengineering
- Quality standard development and organizational performance measurement
- Management and Leadership development
- Problem solving techniques
- Change management
- Strategic planning
- Quality management, quality standards
- ISO 9000 Refer to GSA Schedule 69, SIN 27-400, Instructor Led

Training, for training courses other than those listed above.

## INSTRUCTIONS FOR PLACING ORDERS FOR SERVICES BASED ON GSA SCHEDULE HOURLY RATES

GSA provides a streamlined, efficient process for ordering the services you need. GSA has already determined that VFA, Inc. meets the technical requirements and that our prices offered are fair and reasonable. Agencies may use written orders; facsimile orders, credit card orders, blanket purchase agreement orders or individual purchase orders under this contract.

If it is determined that your agency needs an outside source to provide MOBIS services, follow these simple steps:

<b>Orders under the Micro-Purchase Threshold (\$3,000)</b>
<ul style="list-style-type: none"> <li>Select the contractor best suited for your needs and place the order.</li> </ul>
<b>Orders in-between the Micro-Purchase Threshold (\$3,000) and the Simplified Acquisition Threshold (\$150,000)</b>
<ul style="list-style-type: none"> <li>Prepare a SOW or PWS in accordance with FAR 8.405-2(b).</li> <li>Prepare and send the RFQ (including SOW and evaluation criteria) to at least <b>three</b> GSA Schedule contractors.</li> <li>Evaluate, then make a "Best Value" determination.</li> </ul> <p><b>Note:</b> The ordering activity should request GSA Schedule contractors to submit firm-fixed prices to perform the services identified in the SOW.</p>
<b>Orders over the Simplified Acquisition Threshold (\$150,000)</b>
<ul style="list-style-type: none"> <li>Prepare the RFQ (including the SOW and evaluation criteria) and post on eBuy to afford all Schedule contractors the opportunity to respond, or provide the RFQ to as many Schedule contractors as practicable, consistent with market research, to reasonably ensure that quotes are received from at least <b>three</b> contractors.</li> <li>Seek price reductions.</li> <li>Evaluate all responses and place the order, or establish the BPA with the GSA Schedule contractor that represents the best value (refer to FAR 8.405-2(d)).</li> </ul> <p><b>Note:</b> The ordering activity should request GSA Schedule contractors to submit firm-fixed prices to perform the services identified in the SOW.</p>

### Developing a Statement of Work (SOW)

In the SOW, include the following information:

- Work to be performed,
- Location of work,
- Period of performance;
- Deliverable schedule, and

Special standards and any special requirements, where applicable.

### Preparing a Request for Quote (RFQ)

- Include the SOW and evaluation criteria;
- Request fixed price, ceiling price, or, if not possible, labor hour or time and materials order;
- If preferred, request a performance plan from contractors and information on past experience; and include information on the basis for selection.
- May be posted on GSA's electronic RFQ system, e-Buy

For more information related to ordering services, go to <http://www.gsa.gov/schedules-ordering> and click "Ordering Information". Also see summary guidelines in the [Multiple Award Schedule \(MAS\) Desk Reference Guide, Ordering Procedures.](#)

## REQUIREMENTS EXCEEDING THE MAXIMUM ORDER

In accordance with FAR 8.404, before placing an order that exceeds the maximum order threshold, ordering offices shall:

- Review additional schedule contractors' catalogs/price lists or use the "GSA Advantage!" on-line shopping service;
- Based upon the initial evaluation, generally seek price reductions from the schedule contractor(s) appearing to provide the best value (considering price and other factors); and
- After price reductions have been sought, place the order with the schedule contractor that provides the best value and results in the lowest overall cost alternative (see FAR 8.404(a)). If further price reductions are not offered, an order may still be placed, if the ordering office determines that it is appropriate.

Vendors may:

Offer a new lower price for this requirement (the Price Reduction clause is not applicable to orders placed over the maximum order in FAR 52.216-19 Order Limitations.)

- Offer the lowest price available under the contract; or
- Decline the order (orders must be returned in accordance with FAR 52.216-19).

A task order that exceeds the maximum order may be placed with the Contractor selected in accordance with FAR 8.404. The order will be placed under the contract.

Sales for orders that exceed the Maximum Order shall be reported in accordance with GSAR 552.238-74.



## BLANKET PURCHASE AGREEMENT

Ordering activities may establish BPAs under any schedule contract to fill repetitive needs for supplies or services. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPAs and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). In determining how many BPAs to establish, consider:

- The scope and complexity of the requirement(s);
- The need to periodically compare multiple technical approaches or prices;
- The administrative costs of BPAs; and
- The technical qualifications of the schedule contractor(s).

Establishment of a single BPA, or multiple BPAs, shall be made using the same procedures outlined in 8.405-1 or 8.405-2. BPAs shall address the frequency of ordering, invoicing, discounts, requirements (*e.g.* estimated quantities, work to be performed), delivery locations, and time.

When establishing multiple BPAs, the ordering activity shall specify the procedures for placing orders under the BPAs.

Establishment of a multi-agency BPA against a Federal Supply Schedule contract is permitted if the multi-agency BPA identifies the participating agencies and their estimated requirements at the time the BPA is established.

Ordering from BPAs:

Single BPA. If the ordering activity establishes one BPA, authorized users may place the order directly under the established BPA when the need for the supply or service arises.

Multiple BPAs. If the ordering activity establishes multiple BPAs, before placing an order exceeding the micro-purchase threshold, the ordering activity shall:

- Forward the requirement, or statement of work and the evaluation criteria, to an appropriate number of BPA holders, as established in the BPA ordering procedures; and
- Evaluate the responses received, make a best value determination (see 8.404(d)), and place the order with the BPA holder that represents the best value.

BPAs for hourly rate services. If the BPA is for hourly rate services, the ordering activity shall develop a statement of work for requirements covered by the BPA. All orders under the BPA shall specify a price for the performance of the tasks identified in the statement of work.

Duration of BPAs. BPAs generally should not exceed five years in length, but may do so to meet program requirements. Contractors may be awarded BPAs that extend beyond the current term of their GSA Schedule contract, so long as there are option periods in their GSA Schedule contract that, if exercised, will cover the BPA's period of performance.

Review of BPAs:

The ordering activity that established the BPA shall review it at least once a year to determine whether:

- The schedule contract, upon which the BPA was established, is still in effect;
- The BPA still represents the best value (see 8.404(d)); and
- Estimated quantities/amounts have been exceeded and additional price reductions can be obtained.

The ordering activity shall document the results of its review.

## Labor Category Descriptions

<b>Title: Project Director</b>
<b>Summary of Responsibilities:</b> Responsible for the overall management of multiple system condition assessment projects executed by the professional staff under their supervision. Maintains client contact, and oversees all project activities, maintaining ultimate control over budget and schedule criteria.
<b>Essential Functions:</b> Computer systems management, integration architecture, and application scheme design; Provides strategic, technical, and administrative direction for all aspects of the project development and execution; Maintains executive oversight of project; Develops products and services specifically designed to match a clients requirements using the proven methodologies and systems inherent to VFA's techniques; Makes final customer presentations and assists in the final software installation and training of client personnel; Maintains ultimate control and responsibility for the quality and accuracy of the final client database and reporting; Delivers final product to client and manages ongoing support; Serves as primary liaison to the client for planning and customer service issues.
<b>Education &amp; Experience:</b> A degree in architecture, engineering, or related field and professional certification (PE, AIA, or the like) with a minimum of ten (10) years accumulated experience, together with intimate knowledge of codes, regulations, and standard practices in the associated field of expertise and a minimum of five (5) years accumulated experience managing medium scale projects, staff and associated profit and loss responsibility. The individual at this level will also be expertly skilled in the us of PC based application including but not limited to VFA proprietary systems, database, spreadsheet, word processing, CAD, and project management software.

<b>Title: Project Manager</b>
<b>Summary of Responsibilities:</b> Responsible for management activities of multiple assessment, software and consulting projects executed by consultants under their supervision. Project managers will be responsible for overall client satisfaction and meeting budget gross margins and schedules.
<b>Essential Functions:</b> Executing and coordinating project transfer from sales representative including receiving all relevant documentation (RFP, proposal, fee schedules, project schedules, communications, etc.); Handling all project management tasks from start to completion of project including client contact, team coordination and management, monthly invoicing, project costs management, scheduling, and submission of draft and final deliverables to client; Oversee VFA consultants assigned to Project Manager's projects and ensure quality product delivered on schedule and within budget; Monitor project costs weekly and monthly and make adjustments to project approach or procedures to rectify problems that may cause schedule slippage and budget overages; Submit staffing requirements for weekly scheduling meetings and maintain up to date requirements across the life of the project; Request software development at commencement of project and coordinate any software development activities with assigned software engineers; Assist sales department in developing project approach, reviewing/assisting in proposal development or participating in client presentations; Assist VFA staff in internal training or software and survey procedures as needed.
<b>Education &amp; Experience:</b> A degree in management, business, architecture, engineering, or related field with a minimum of ten (10) accumulated years of experience together with intimate knowledge of codes, regulations, and standard practices in the associated field of expertise and a minimum of five (5) years accumulated experience managing medium to large scale projects, staff and associated profit and loss responsibility. The individual at this level will also be skilled in the use of PC based applications including but not limited to VFA proprietary systems, database, spreadsheet, word processing, CAD, and project management software.

<b>Title: Facilities Assessor</b>
<b>Summary of Responsibilities:</b> Performs onsite system condition assessments and evaluations. The work scope is determined by contract and typically includes the detailed review of one or more systems related to the consultant's area of expertise.
<b>Essential Functions:</b> Expert use of software systems, data populating, and costing; Gathers building drawings and related reports to facilitate an onsite assessment; Meets with and interviews client representatives for data gathering purposes; Develops unpopulated, "shell" database of the client's system; Identifies, photographs and records system deficiencies; Develops recommendations and associated line item estimates for corrections to system deficiencies; Assists in the creation of standard reports for client use; Manages time and materials to maximize productivity and profitability; Other duties and responsibilities reasonably associated with the work described above.
<b>Education &amp; Experience:</b> A BS or BA degree and professional certification in architecture, engineering, or facilities management, plus a minimum of five (5) years of accumulated experience together with intimate knowledge of codes, regulations, and standard practices in the associated field of expertise. The individual at this level will also be skilled in the use of PC applications including but not limited to database manipulation, Internet technology, spreadsheet, word processing and CAD software. Additionally, the individual is skilled in the use of Microsoft Access, Oracle and Crystal Reports under Windows operating systems.

<b>Title: Systems Software Project Manager</b>
<b>Summary of Responsibilities:</b> Responsibilities include the management and detail oversight of the development and production of all software system solutions. The systems software project manager is the key leader of the development team providing strategic and technical direction for custom product development. The scope of the work is of a broad nature, encompassing leadership of staff, supervision of projects. The scope of work includes all aspects of development management from product design through release, with particular emphasis on the development of database architecture, functional components and/or graphic user interface. Additionally, support is provided to the client addressing specific information system and database issues pursuant to the application and installation of VFA software. This includes, but is not limited to , designing and implementing custom modifications to VFA's application software.
<b>Essential Functions:</b> Serves as the senior member of the management/development team, determines strategic direction for all aspects of product development; Establishes and monitors a software quality assurance program for all products; Establishes and monitors a technical documentation process for all products; Working through senior staff members or directly as appropriate, directs the work of staff and projects; Plans and manages the most effective efficient use of project resources; Conducts team meetings to supervise ongoing projects; Serves as primary liaison to the senior client representative for customer service and technical problem resolution; Makes high-level, customer presentations as needed; Supervises the development of facilities model for core product, and the development of system architecture for core product; Supervises the creation of a web based architecture for core product to enable cross platform access and the design of security features; Other tasks as required related to the functions described above.
<b>Education &amp; Experience:</b> An MBA or advanced degree coupled with a BS/BA in Computer Science, Mechanical or Electrical Engineering or a related degree with fifteen (15) or more years of experience working in a software development environment, of which at least five (5) years have been in an executive position managing medium to large scale projects and staff with associated profit and loss responsibility. Experience includes, but is not limited to, a demonstrated skill in bringing software products to market, including management skill in product design, development and delivery; technical competency with contemporary software development tools, their evaluation and implementation; polished written and verbal communication skills both technical and non-technical areas; ability to prepare, evaluate, and present operating budgets; past experience in human resources management; exposure to general concepts of product marketing and their implementation; ability to interact with senior management both internally and with business partners.

<b>Title: Systems Software Developer</b>
<b>Summary of Responsibilities:</b> Responsibilities include the development of significant aspects of the company's software products. The scope of work includes all aspects of development from product design through release, with particular emphasis on the development of database architecture, functional components and/or graphic user interface. Additionally, support is provided to the client addressing specific information system and database issues pursuant to the application and installation of VFA software.
<b>Essential Functions:</b> Develop facilities model and system architecture for core product, and investigates development tools/environments for core product implementation; Implement proof of concept prototypes for core product modules; Working with a cross-functional team, assist with the definition of product features and create the architectural design in which they will operate; Write programs that access read/write databases (Access and/or Oracle) using RDO, ODBC, DAO; Use GUI development tools to facilitate ease of use and access to functions of the core product; Create a web based architecture to enable cross platform access; Design security features that protect integrity of system architecture and allow flexible user access; Review, test and modify code to ensure quality, and provides second-level product technical support; Create tools and reusable components for future projects.
<b>Education &amp; Experience:</b> A BS degree in Computer Science or a related area with at least five (5) to seven (7) years of relevant applications development experience with an emphasis on development of distributed or Web-based database applications, as well as, prior OOD experience creating robust, modular, maintainable programs in the architectural, mechanical or electrical engineering domains. This individual possess the ability to create software applications, and is skilled in the use of Visual Basic 5.0, Microsoft Access 97, Crystal Reports 6.0 under Windows NT 4.0/97, DCOM, and OLE Automation to support the product life-cycle through all phases of development.
<b>Title: Project Assistant</b>
<b>Summary of Responsibilities:</b> Provides technical and administrative support to engineering consultants and software developers on projects. The scope of the work may vary depending upon the degree of support required and the nature of the project. Work is performed under the guidance and direction of the Associate Project Director and Engineering Consultants.
<b>Essential Functions:</b> Enter building drawings and related reports into client database to facilitate onsite assessment; Using templates, populate client database with known deficiencies as directed; Scan building photographs into client database; Using client data, assist in the creation of standard reports for client use; Print, copy and collate final audits and other materials for distribution; Identifies, photographs and records system deficiencies; Database maintenance and development; Other duties and responsibilities reasonably associated with the work described above.
<b>Education &amp; Experience:</b> A BS/BA in Business Administration or related degree with three (3) or more years experience suitable skills in the use of basic spreadsheet, word processing graphics, and database PC applications. The individual at this level reads and makes grammatical corrections to technical documents, with assistance, and creates original, written communications within prescribed standards of time, quantity and quality as necessary to assist project. Additionally, with little or no supervision, this individual manipulates the database files and coordinates various graphic components comprising the supporting information for the summary results presented in a survey report.

<b>Senior Business Consultant</b>
<b>Summary of Responsibilities:</b> Responsible for strategic focus on promoting, executing and managing the business consulting services offered by VFA.
<b>Essential Functions:</b> Direct and manage consulting engagements from start to finish with specific focus on strategic implementation and value adding opportunities. Define project scope, develop specifications, analyze resource requirements, establish timelines, manage budgets, resolve conflicts, work with external vendors and manage the project to conclusion. Responsible for all customer contact for the jobs they manage. Ability to relate, respond, and interact with clients in order to develop lasting and productive relationships is important. Consult with client to ascertain and define need or problem area, and determine scope of investigation required obtaining solution. Conduct study or survey on need or problem where necessary to obtain data required for solution. Analyze data to determine appropriate solution including changes in processing methods in practices. Document and present findings to client. Perform non-programming customizations to VFA facility and other VFA software products where required to execute the solution. Coordinate with VFA software services staff to scope and propose customizations requiring code modifications.
<b>Education &amp; Experience:</b> Specific knowledge and experience with federal government clients as well as in-depth expertise in unique business areas pertaining to federal government clients. A degree in Business Administration or related field and background in Engineering or Facility Management with a minimum of twelve (12) years accumulated experience together with intimate knowledge of codes, regulations, and standard practices in the associated field of expertise and a minimum of two (2) years accumulated experience managing medium scale projects, staff, and associated profit and loss responsibility. The individual at this level will also be expertly skilled in the use of PC based applications including but not limited to VFA proprietary systems, database, spreadsheet, word processing, CAD, and project management software.

<b>Title: Business Consultant</b>
<b>Summary of Responsibilities:</b> Responsible for promoting, executing and managing the business consulting services offered by VFA.
<b>Essential Functions:</b> Manage consulting engagements from start to finish. Define project scope, develop specifications, analyze resource requirements, establish timelines, manage budgets, resolve conflicts, work with external vendors and manage the project to conclusion. Responsible for all customer contact for the jobs they manage. Ability to relate, respond, and interact with clients in order to develop lasting and productive relationships is important. Consult with client to ascertain and define need or problem area, and determine scope of investigation required obtaining solution. Conduct study or survey on need or problem where necessary to obtain data required for solution. Analyze data to determine appropriate solution including changes in processing methods in practices. Document and present findings to client. Perform non-programming customizations to VFA facility and other VFA software products where required to execute the solution. Coordinate with VFA software services staff to scope and propose customizations requiring code modifications.
<b>Education &amp; Experience:</b> A degree in Business Administration or related field and background in Engineering or Facility Management with a minimum of eight (8) years accumulated experience together with intimate knowledge of codes, regulations, and standard practices in the associated field of expertise and a minimum of two (2) years accumulated experience managing medium scale projects, staff, and associated profit and loss responsibility. The individual at this level will also be expertly skilled in the use of PC based applications including but not limited to VFA proprietary systems, database, spreadsheet, word processing, CAD, and project management software.

<b>Title: Technical Support</b>
<b>Summary of Responsibilities:</b> Responsible for supporting end-users on the technical aspects of VFA solutions.
<b>Essential Functions:</b> Interfacing with software development engineers, technical leads and fellow quality staff on designing "testability" into a product, and developing efficient debugging and fault isolation techniques. Must be able to isolate and troubleshoot bugs, and not just report on "symptoms." Participating in code reviews considered a strong plus, along with the ability to translate the observations and output into streamlined, effective test strategies. Excellent analytical, interpersonal and communication skills.
<b>Education &amp; Experience:</b> 5+ years of experience in software quality assurance with a strong understanding of current internet application development technology. Significant experience automating functional tests within a web-based application environment is required. B.S. Degree in applicable field, preferably Computer Science, Engineering or Information Technology. Advanced degree preferred. Solid understanding of, and experience adapting and applying QA methodology process and principles in a "time-to-market" driven environment. Experience creating test schedules detailing test plans, and consolidating and reporting test results; Prior hands-on supervisory experience of small (1 to 2 person) QA project teams. A proven track record testing a multi-tier web-based architecture utilizing the latest Microsoft internet technologies: Windows 2000 & XP/MTS/IIS/ASP/.NET/XML. 2+ years coding experience, with at least one of C++, C#, or Java. Experience testing an API and/or Microsoft .NET experience considered pluses. 2+ years of database testing experience, ideally with Microsoft SQL Server or Oracle. 3+ years of test automation experience with at least one commercial test tool, such as Mercury Interactive WinRunner, Segue SilkTest, Rational Robot, Empirix E-Test, etc. (Mercury Interactive WinRunner or QuickTest expertise considered a strong plus). 2+ years experience in automated performance and scalability testing using a commercial performance test tool. (Mercury Interactive LoadRunner experience considered a significant plus).

**HOURLY Rates for Services  
SIN(s) 874-1 / 874-1RC & 874-4 / 874-4RC**

<b>Labor Category</b>	<b>Current GSA On Site/Off Site Hourly Rate</b>
Project Director	\$150.89
Project Manager	\$134.01
Facilities Assessor	\$116.77
Software Project Manager	\$212.58
Software Developer	\$170.10
Project Assistant	\$62.42
Senior Business Consultant	\$201.71
Business Consultant	\$176.35
Technical Support	\$125.43

**OTHER Rates for Services  
SIN 874-4 / 874-4RC**

<b>Training Course</b>	<b>Item #</b>	<b>Description</b>	<b>Current GSA Rate w/IFF</b>
Assessment Certification Program	VFA-FIC-BOC-TRAINING	Regularly scheduled training in Boston, VFA Assessment Certification Program (Facilities Inspection Certificate), includes 2.5 days of training on assessment methodology as well as associated use of technology, price per student.	\$1,914.25