



Public Focus. Proven Results.™

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

Multiple Award Schedule (MAS)

Public Consulting Group LLC

148 State St. 10th Floor

Boston, MA 02109

Phone: (617) 426-2026 FAX: (617) 426-2036

www.publicconsultinggroup.com

CONTRACT NUMBER: 47QTCA20D004Y

PERIOD COVERED BY CONTRACT: January 23, 2020 – January 22, 2030

PRICELIST CURRENT THOROUGH MODIFICATION #PS-0024 October 16, 2024

For more information on ordering, go to the following website: <https://www.gsa.gov/schedules>

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



CUSTOMER INFORMATION

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

SINs	Recovery	SIN Title
511210	511210RC/ 511210STLOC	Software Licenses
522310	522310RC	Financial Advising, Loan Servicing and Asset Management Services
524292INS	524292INSRC	Third Party Administration of Insurance and Pension Funds
531210	531210RC	Financial Asset Resolution Services
541211	541211RC	Auditing Services
541219	541219RC	Budget and Financial Management Services
54151S	54151SRC/ 54151SSTLOC	Information Technology Services
541611	541611RC	Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services
OLM	OLMRC/ OLMSTLOC	Order-Level Materials (OLM's)

- 1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.: **See Page 18**
- 1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item.: **See Page 5**
2. Maximum order:

SINs	Maximum Order
511210	\$500,000
522310	\$1,000,000
524292INS	\$1,000,000
531210	\$1,000,000
541211	\$1,000,000
541219	\$1,000,000
54151S	\$500,000
541611	\$1,000,000
OLM	\$250,000

3. Minimum order: **\$100**
4. Geographic coverage (delivery area): **The geographic scope of this contract is the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. territories.**



5. Point of production: **Company address**
6. Discount from list prices or statement of net price: **Government Net Prices (discounts already deducted.)**
7. Quantity discounts: **None Offered**
8. Prompt payment terms: **None, Net 30 Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.**
9. Foreign items: **None**
- 10a. Time of delivery: **To Be Determined at the Task Order level**
- 10b. Expedited delivery: **Contact Contractor**
- 10c. Overnight and 2-day delivery: **Contact Contractor**
- 10d. Urgent requirements: **Contact Contractor**
11. F.O.B. point: **Destination**
- 12a. Ordering address: **Public Consulting Group LLC
148 State St. 10th Floor
Boston, MA 02109**
- 12b. Ordering procedures: **See Federal Acquisition Regulation (FAR) 8.405-3.**
13. Payment address: **Same as Ordering Address**
14. Warranty provision: **Standard Commercial Warranty**
15. Export packing charges: **Not Applicable**
16. Terms and conditions of rental, maintenance, and repair: **Not Applicable**
17. Terms and conditions of installation: **Not Applicable**
- 18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: **Not Applicable**
- 18b. Terms and conditions for any other services: **Not Applicable**
19. List of service and distribution points: **Not Applicable**
20. List of participating dealers: **Not Applicable**
21. Preventive maintenance: **Not Applicable**



- 22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): **Not Applicable**
- 22b. If applicable, indicate that Section 508 compliance information is available for the information and communications technology (ICT) products and services and show where full details can be found (e.g. contractor's website or other location.) ICT accessibility standards can be found at: <https://www.Section508.gov/>
Not Applicable
- 23. Unique Entity Identifier (UEI) number: **TPJKF9K5HNL5**
- 24. Notification regarding registration in System for Award Management (SAM) database. **Contractor registered and active in SAM**



PUBLIC CONSULTING GROUP LLC LABOR CATEGORY DESCRIPTION

SIN 54151S Information Technology Professional Services

IT Project Director

Functional Responsibility: The IT Project Director leads IT Consulting engagements, providing overall leadership and coordinating resources.

Responsibilities:

- Provide overall leadership, coordination and oversight over the scope of work
- Exercise authority to commit resources needed to successfully perform work
- Communicate with client executives and other key stakeholders
- Function as the primary point of contact with the appropriate governance bodies and key stakeholders for activities related to contract administrations, overall program and/or project management and scheduling, communications with sponsors, dispute resolution, and engagement status reporting
- Responsible for planning and execution of engagement budgets
- Managed large teams, including training, assignments, performance evaluations, and managing issues, ensuring the overall program and project management discipline, driving its consistent use, overseeing development and monitoring of program and project management standards, tools, and processes. Experienced with direct demand management and reporting across a portfolio of projects, direct budget forecasting, developing and managing to portfolio, program, and project performance criteria.
- Has extensive experience in: project/program planning, assessment and management, project accounting, budgeting/forecasting systems and procedures, partnering strategies and contract law, performance appraisal techniques and development strategies, staffing strategies and options, skills inventory tools and capability planning, corrective action policies and procedures, development strategies, capability and capacity planning, effective interviewing techniques, information resources, corporate standards of excellence in customer service, problem escalation and resolution channels and risk management.

Minimum/General Experience: Minimum of 10 years' experience.

Minimum Education: Bachelor's Degree in computer science or related field.



IT Subject Matter Expert (SME)/Advisor

Functional Responsibility: The IT Subject-Matter Expert (SME)/Advisor is responsible for providing technical support and/or leadership in the creation and delivery of technology solutions designed to meet customers' business needs and consequently, for understanding customers' businesses. As trusted advisor, create and maintain effective customer relationships to ensure customer satisfaction. Maintain knowledge of leading-edge technologies and industry/market domain knowledge. Shape technical direction and technical strategies for external customers.

Responsibilities:

- Applies advanced subject matter knowledge to complex business issues and is regarded by others as a subject matter expert
- Frequently contributes to the development of new ideas/methods
- Usually works on complex problems or projects where analysis of situations or data requires an in-depth evaluation of multiple factors
- Regularly exercises significant independent judgment within broadly defined policies and practices to determine best method for accomplishing work and achieving objectives
- Leads and/or provides expertise to functional project teams and may participate in cross functional initiatives
- Provides mentoring and guidance to employees at lower job levels
- Responsible for verifying and implementing the technical design solution to the problem as identified by the Project/Technical Manager
- Often responsible for providing a detailed technical design for enterprise IT Management solution
- Regularly leads in the technical assessment and delivery of specific technical solutions to the customer
- Coordinates implementation of new installations, designs, and migrations for SW solutions
- Provides advanced technical assistance and advice to others on proposal efforts, solution design, system management, tuning and modification of SW solutions
- Collects and determines data from appropriate sources to assist in determining customer needs and requirements
- Responds to requests for technical information from customers
- Develops customer technology solutions based upon SW products
- Engages in technical problem solving across multiple technologies; often needs to develop new methods to apply to the situation

Minimum/General Experience: Minimum of 10 years' experience.

Minimum Education: Bachelor's Degree in computer science or related field.



IT Project Manager II

Functional Responsibility: The IT Project Manager II leads IT Consulting projects to ensure that scope, time, budget and quality expectations are met through planning, controlling and managing customer projects. The IT Project Manager II manages corporate, customer and third-party vendor efforts to plan, sell and implement solutions to resolve customer problems. Responsible for business as well as team management.

Responsibilities:

- Has accountability for a large IT projects with significant impact on business unit results and organizational strategy
- Applies expert subject matter knowledge to manage staff activities in solving most complex business/technical issues within established policies
- Acts as a key advisor to senior management on the development of overall policies and long-term goals of the project
- Plans, directs and monitors high-end operational/tactical activities of staff
- Recruits and supports development of direct staff members
- Has extensive experience in: project/program planning, assessment and management, project accounting, budgeting/forecasting systems and procedures, partnering strategies and contract law, performance appraisal techniques and development strategies, staffing strategies and options, skills inventory tools and capability planning, corrective action policies and procedures, development strategies, capability and capacity planning, effective interviewing techniques, information resources, corporate standards of excellence in customer service, problem escalation and resolution channels and risk management.

Minimum/General Experience: Minimum of 8 years' experience.

Minimum Education: Bachelor's Degree in computer science or related field.

IT Project Manager I

Functional Responsibility: The IT Project Manager I lead IT Consulting projects to ensure that it meets all scope, time, budget and quality expectations, through planning, controlling and managing customer projects.

Responsibilities:

- Manage customer project delivery
- Manage project financials including P&L
- Manage project team; plan, direct and monitor operational/tactical activities of staff
- Apply subject matter knowledge to manage staff activities in solving common and complex business/technical issues within established policies
- Provide guidance on process and technical improvements and recommends changes in alignment with business tactics and strategy
- Assess business impact of specific technologies and/or strategies
- Identify and address technical or operational risks/issues
- Provide review/input on project activities for IT-related projects
- Collaborate with the project team to develop detailed project plans and work breakdown structures for IT projects
- Recruit and support development of direct staff members
- Experience in project/program planning, assessment and management, project accounting, skills inventory tools, and the application of IT Project Management best practices and industry standards
- Knowledgeable of IT trends in the marketplace.

Minimum/General Experience: Minimum of 5 years' experience.

Minimum Education: Bachelor's Degree in computer science or related field.



System Analyst I

Functional Responsibility: The Systems Analyst is responsible for conducting research on various hardware and software to decide if they will improve the overall IT function. The Systems Analyst will install, deploy, and test new systems.

Responsibilities:

- Consult with colleagues about their IT needs.
- Research hardware and software technologies to decide if they offer improvements.
- Help the management team decide if IT systems and infrastructure upgrades make business sense.
- Develop new functionality for existing computer systems.
- Select and install new software and hardware systems.
- Oversee new system installation and setup and customize them for business needs.
- Run tests on systems.
- Train end users and write instruction manuals as necessary.
- Knowledge of and experience with distributed networking concepts.
- Experience using computer aided software engineering tools and applications.
- Deep knowledge of hardware and software applications.
- Proven track record developing and supporting effective business systems.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Strong understanding of and ability to use mathematics.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Work well with our network administrator, security analyst, hardware analyst, business analyst, support specialist and other team members.
- Assist with inventory control.
- Provide technical support as needed.

Minimum/General Experience: Minimum of 4 years' experience.

Minimum Education: Bachelor's Degree in computer science or related field.



Technical Business Analyst I

Functional Responsibility: The Technical Business Analyst serves as the liaison between the program area staff and the technical team. This position will be responsible for understanding the needs of the program office and working with the technical team to incorporate these needs into the design of the application. Key Responsibilities include soliciting business requirements, directing a technical writer in developing test scenarios and training materials.

Responsibilities

- Understand the business functions and requirements of the program office and work in tandem with the program office staff to prioritize changes
- Facilitate sessions to elicit requirement details
- Analyze requirements to determine appropriate features for the application
- Create business requirements documentation
- Translate business requirements into technical specifications and develop test scenarios
- Create documentation
- Develop test cases, coordinate testing
- Develop training materials.
- Experience planning test cases and analyzing test outcomes
- Experience developing test documentation, including test scenarios and test scripts
- Analysis of changes requests, services requests, and problem reports
- Identification of possible solutions and making recommendations based on a variety of factors.
- Creating or updating use cases and artifacts
- Capturing and documenting requirements
- Functional elaboration using requirements attributes and traceability to manage scope and change through the product lifecycle
- Develop and update of test case scenarios
- Development of training materials
- A proven work history of excellent verbal and written communications with clients and technical staff in English.

Minimum/General Experience: Minimum of 4 years' experience.

Minimum Education: Bachelor's Degree in computer science or related field.



Quality Assurance Software Tester

Functional Responsibility: The Quality Assurance Software Tester is responsible for test planning, test script design, defect tracking, test summary, and test metrics reporting within a software project team.

Responsibilities

- Lead the QA testing for new software project development as well as ongoing production defect fixes
- Communicate the ongoing progress of the projects testing effort
- Actively participate in walk-through, inspection, review and user group meetings for quality assurance
- Assist QA analysts with complex problems regarding testing approaches, application knowledge, and technical knowledge
- Plan, document, evaluate and track testing results to ensure system applications are free from defects
- Develop and provide testing metrics and reports to effectively communicate quality measures and metrics to the project team and management
- Estimate quality assurance efforts on approved projects with IT Manager
- Manage toward results, by process, with facts and with continuous process improvement in mind
- Provide leadership and mentoring to team members
- Excellent understanding of Automation/Manual Testing and Strategies
- Thorough knowledge of the entire SDLC, testing methodologies and their direct implementation to projects.
- Ability to plan, manage, and organize multiple concurrent projects
- Experience in both Agile/Scrum and Waterfall Methodologies
- Experience testing browser-based/web applications
- Extremely detail-oriented and organized
- Extensive experience with User testing (UAT)

Minimum/General Experience: Minimum of 3 years' experience.

Minimum Education: Bachelor's Degree in computer science or related field.



Developer I

Functional Responsibility: The Software Developer 1 is junior developer position responsible for the development of information technology projects. The Developer will primarily revolve around building software by writing code, as well as modifying software to fix errors, adapt it to new hardware, improve its performance, or upgrade interfaces.

Responsibilities:

- Modifying software to fix errors, adapt it to new hardware, improve its performance, or upgrade interfaces.
- Directing system testing and validation procedures.
- Directing software programming and documentation development.
- Consulting with departments or customers on project status and proposals.
- Working with customers or departments on technical issues including software system design and maintenance.
- Analyzing information to recommend and plan the installation of new systems or modifications of an existing system.
- Consulting with engineering staff to evaluate software-hardware interfaces and develop specifications and performance requirements.
- Designing and developing software systems using scientific analysis and mathematical models to predict and measure outcomes and design consequences.
- Preparing reports on programming project specifications, activities, or status.
- Conferring with project managers to obtain information on limitations or capabilities.
- Knowledge of the software development life-cycle.
- The desire to work in fast-paced environment.
- Ability to develop unit testing of code components or complete applications.
- Creativity is always a plus.
- Must be a full-stack developer and understand concepts of software engineering.
- Experience working on a variety of software development projects.
- Deep programming language knowledge.

Minimum/General Experience: Minimum of 2 years' experience.

Minimum Education: Associates Degree in computer science or related field.



SINS 522310 (Financial Advising, Loan Servicing and Asset Management Services), 531210 (Financial Asset Resolution Services), 541211(Auditing Services), 541219 (Budget and Financial Management Services), 524292INS (Third Party Administration of Insurance and Pension), and 541611 (Management & Financial Consulting, Acquisition & Grants Management Support, & Business Program & Project Management Services)

Consulting Management Executive - Senior

Functional Responsibility: Provides executive leadership to the overall engagement effort and serves as a principal contact to the agency lead. Establishes executive direction to a team of experts and advisors who make recommendations, guide, determine best practices and deliver specialized subject matter knowledge to support effective and efficient management of agency programs and business functions. Provides corporate-level quality assurance for the engagement and oversees compliance with the firm's professional service standards. This position monitors the progress of the engagement to assure overall excellence in completion of deliverables and tasks. In collaboration with the agency lead, makes decisions about the direction of the engagement and provides a central point of authority and accountability for the firm.

Minimum/General Experience: Minimum of 15 years' experience

Minimum Education: Bachelor's Degree in a related field.

Consulting Management Executive

Functional Responsibility: Provides executive leadership to the overall engagement effort and serves as a principal contact to the agency lead. Establishes executive direction to a team of experts and advisors who make recommendations, guide, determine best practices and deliver specialized subject matter knowledge to support effective and efficient management of agency programs and business functions. Provides corporate-level quality assurance for the engagement and oversees compliance with the firm's professional service standards. This position monitors the progress of the engagement to assure overall excellence in completion of deliverables and tasks. In collaboration with the agency lead, makes decisions about the direction of the engagement and provides a central point of authority and accountability for the firm.

Minimum/General Experience: Minimum of 10 years' experience

Minimum Education: Bachelor's Degree in a related field.

Senior Consultant

Functional Responsibility: Supervises the engagement team, provides day-to-day engagement oversight, review and approval of deliverables and tasks, compliance with engagement standards and quality control of engagement reporting. Leads ongoing efforts of team of experts and advisors who make recommendations, guide, determine best practices and deliver specialized subject matter knowledge to support effective and efficient management of agency programs and business functions. The Consulting Senior Manager works closely with the Consulting Management Executive in the development of the overall engagement approach.

Minimum/General Experience: Minimum of 7 years' experience

Minimum Education: Bachelor's Degree in a related field.

Consultant

Functional Responsibility: The Consultant is responsible for the completion of a wide variety of engagement and deliverables. The Consultant provides subject matter expertise and advice, prepares recommendations, and determines best practices to support effective and efficient management of agency programs and business functions. Prepares technical reports by analyzing and summarizing information and trends. Possesses comprehensive knowledge of subject matter. Provides leadership, coaching, and/or mentoring to a subordinate group.

Minimum/General Experience: Minimum of 5 years' experience

Minimum Education: Bachelor's Degree in a related field.



Consulting Business Analyst

Functional Responsibility: The Consulting Business Analyst plays a key role in completion of engagement deliverables by assessing best practices, collecting information, and analyzing quantitative and qualitative data to promote effective and efficient management of agency programs and business functions. Supports preparation of recommendations and prepares technical reports by analyzing and summarizing information and trends.

Minimum/General Experience: Minimum of 3 years' experience

Minimum Education: Bachelor's Degree in a related field.

Consulting Senior Subject Matter Expert

Functional Responsibility: Provides specialized subject matter expertise relevant to the business requirements of the engagement. Expertise is highly technical in nature and may include expansive knowledge of industry regulations, best practices and emerging trends.

Minimum/General Experience: Minimum of 5 years' experience

Minimum Education: Bachelor's Degree in Public Policy, Public Administration, Business Administration, or related degree preferred

Program Operations Director

Functional Responsibility: Oversees recurring program functions or processes necessary to support the engagement. Develops program strategies meant to assist engagement goals and objectives. Evaluates and recommends changes to program policies or procedures. Has extensive experience with program concepts and principles. Leads and directs the work of other program operations employees and has responsibility for personnel actions including hiring, performance management, and termination. Supervision is often provided through a team of subordinate managers.

Minimum/General Experience: 5+ years' experience managing complex operations projects in relevant area of discipline

Minimum Education: Bachelor's degree or higher in a related business discipline or the equivalent required

Program Operations Supervisor

Functional Responsibility: Supervises program operational components of an engagement. Implements and administers program functions or processes, ensuring that they are completed accurately, on time, and in compliance with established policies and regulations. Tracks program processes and reports during engagement detailing quality. Assigns staff to tasks based on availability or expertise. Monitors program operations team to ensure engagement effectiveness. Knowledge of the field's policies, procedures, and practices.

Minimum/General Experience: 3 years of relevant work experience in the fields of business, healthcare, public policy, vocational rehabilitation, disability services, employment services, workforce development, human services, or public policy.

Minimum Education: Bachelor's degree in business administration, and accounting. Appropriate certifications accepted in lieu of degree for the disciplines of social work, public policy, project management, education, and healthcare where relevant (i.e. Registered Nurse, Certified Coder, Certified Project Management Professional, Masters in Social Work, etc.)

Program Senior Operations Manager

Functional Responsibility: Administers recurring program functions or processes necessary to support the engagement. Develops and implements strategies meant to assist the engagement objectives. Evaluates and recommends changes to program policies or procedures. Comprehensive knowledge of the field's concepts and principles. Performs complex tasks typically following established processes. Leads and directs the work of other employees and has full authority for personnel decisions.

Minimum/General Experience: Minimum of 5 years' experience

Minimum Education: Bachelor's Degree in business, Business Administration, Accounting, Social Work, Public Policy, or other closely related fields



Program Operations Manager

Functional Responsibility: Manages daily financial operations during the engagement. Administers recurring or daily financial functions or processes necessary for audit execution. Develops and implements financial strategies meant to assist meeting engagement goals. Approves and allocates resources based on financial engagement priorities. Performs complex engagement tasks typically following established financial processes. Leads and directs the work of other employees and has full authority for personnel decisions.

Minimum/General Experience: Minimum of 3 years' experience

Minimum Education: Bachelor's Degree in business, Business Administration, Accounting, Social Work, Public Policy, or other closely related fields preferred

Program Operations Analyst

Functional Responsibility: Monitors and analyzes program operations that impact performance. Identifies, analyzes and solves technical program problems. Responds to customer problems and complaints. Assesses program needs and makes recommendations for change. Designs program tools to detect and report on performance. Troubleshoots and provides support to users. Performs work under direct supervision. Handles basic issues and problems and refers more complex issues to higher-level staff. Possesses entry to journey knowledge of subject matter.

Minimum/General Experience: Minimum of 1 years' experience

Minimum Education: Bachelor's Degree in business, business administration, accounting, social work, public policy, or other closely related fields.

Training Operations Director

Functional Responsibility: Oversees recurring training functions or processes necessary to support the engagement. Develops training strategies meant to assist engagement goals and objectives. Evaluates and recommends changes to training policies or procedures. Has extensive experience with training concepts and principles. Leads and directs the work of other training operations employees and has responsibility for personnel actions including hiring, performance management, and termination. Supervision is often provided through a team of subordinate managers.

Minimum/General Experience: 5+ years' experience managing complex operations projects in relevant area of discipline

Minimum Education: Bachelor's degree or higher in a related business discipline or the equivalent required

Training Operations Supervisor

Functional Responsibility: Supervises training operational components of an engagement. Implements and administers training functions or processes, ensuring that they are completed accurately, on time, and in compliance with established policies and regulations. Tracks training processes and reports during engagement detailing quality. Assigns staff to tasks based on availability or expertise. Monitors training operations team to ensure engagement effectiveness. Knowledge of the field's policies, procedures, and practices.

Minimum/General Experience: 3 years of relevant work experience in the fields of business, healthcare, public policy, vocational rehabilitation, disability services, employment services, workforce development, human services, or public policy.

Minimum Education: Bachelor's degree in business administration, and accounting. Appropriate certifications accepted in lieu of degree for the disciplines of social work, public policy, project management, education, and healthcare where relevant (i.e. Registered Nurse, Certified Coder, Certified Project Management Professional, Masters in Social Work, etc.)

Training Senior Operations Manager

Functional Responsibility: Administers recurring training functions or processes necessary to support the engagement. Develops and implements strategies meant to assist the engagement objectives. Evaluates and recommends changes to training policies or procedures. Comprehensive knowledge of the field's concepts and principles. Performs complex tasks typically following established processes. Leads and directs the work of other employees and has full authority for personnel decisions.

Minimum/General Experience: Minimum of 5 years' experience

Minimum Education: Bachelor's Degree in business, Business Administration, Accounting, Social Work, Public Policy, or other closely related fields



Training Operations Manager

Functional Responsibility: Manages daily financial operations during the engagement. Administers recurring or daily financial functions or processes necessary for audit execution. Develops and implements financial strategies meant to assist meeting engagement goals. Approves and allocates resources based on financial engagement priorities. Performs complex engagement tasks typically following established financial processes. Leads and directs the work of other employees and has full authority for personnel decisions.

Minimum/General Experience: Minimum of 3 years' experience

Minimum Education: Bachelor's Degree in business, Business Administration, Accounting, Social Work, Public Policy, or other closely related fields preferred

Training and Curriculum Specialist

Functional Responsibility: Develops and delivers training programs. Identifies skill or knowledge gaps and develops training content in response to identified training needs. Selects training tools or training delivery mechanisms, based on the material being taught and the audience being targeted. Creates and maintains course content, manuals, or other training materials. Coordinates guest trainers or subject matter experts (SMEs). Assesses the impact of training programs by measuring employee understanding of the subject matter.

Minimum/General Experience: 3 years' experience in a relative subject matter area

Minimum Education: Bachelor's degree or higher or 5 years or more of relevant subject matter experience

Training Operations Analyst

Functional Responsibility: Monitors and analyzes training operations that impact performance. Identifies, analyzes and solves technical training problems. Responds to customer problems and complaints. Assesses training needs and makes recommendations for change. Designs training tools to detect and report on performance. Troubleshoots and provides support to users. Performs work under direct supervision. Handles basic issues and problems and refers more complex issues to higher-level staff. Possesses entry to journey knowledge of subject matter.

Minimum/General Experience: Minimum of 1 years' experience

Minimum Education: Bachelor's Degree in business, business administration, accounting, social work, public policy, or other closely related fields.

Program Quality Assurance/Testing Specialist

Functional Responsibility: Establishes quality assurance/testing standards for engagement processes and serves as QA and testing resource to the project. Works closely with cross-functional teams to identify and mitigate quality risks. Reviews processes and inputs to assure that established quality standards are met. Conducts root cause analysis for defects, non-conformities, or other quality failures. May be responsible for ensuring compliance with formal external quality standards. Performs work under general supervision. Handles moderately complex issues and problems and refers more complex issues to higher-level staff. Possesses solid working knowledge of subject matter. May provide leadership, coaching, and/or mentoring to a subordinate group.

Minimum/General Experience: Minimum of 4 years' experience

Minimum Education: Bachelor's Degree in a related field

Program Clinical/Claims Analyst

Functional Responsibility: Reviews claims for irregularities, accuracy and completeness. Requests additional information, where necessary, for completion of claim processing. Reviews claims for eligibility. Maintains updated records and prepares required reports. Assists in claims cost control. Contacts individuals about claims and may provide counsel regarding the amount of benefits. Performs work under general supervision. Handles moderately complex issues and problems and refers more complex issues to higher-level staff. Possesses solid working knowledge of subject matter. May provide leadership, coaching, and/or mentoring to a subordinate group. Typically requires a bachelor's degree and 2 to 4 years of experience. Reports to: Typically reports to a department head or manager. Competencies: Problem-solving skills. Oral and written communication skills. Organizational skills.

Minimum/General Experience: 2 or more years of experience

Minimum Education: Bachelor's degree or Registered Nurse License or Registered Coder or Licensed Social Worker or High School diploma with 4 years or more relevant job experience



Program Compliance Investigator

Functional Responsibility: Promotes the use of compliance services or interventions that are necessary and appropriate, effective, and allowable. Investigates and substantiates claims/allegations of non-compliance. Establishes and tracks performance against measures of productivity, efficiency, and effectiveness. Oversees the work of staff that evaluates needs and determines necessity of plans or accuracy of charges. Collaborates to develop plans that balance quality with cost, ensuring appropriate use of resources. Prepares reports summarizing trends and identifies opportunities for cost reduction. Comprehensive knowledge of the field's concepts and principles. Performs complex tasks typically following established processes. Leads and directs the work of other employees and has full authority for personnel decisions.

Minimum/General Experience: At least 6 years of relevant experience in healthcare field or related work experience

Minimum Education: Bachelor's degree or higher and/or relevant certificate (i.e. Registered Nurse, Master of Social Work, Certified Coder, etc.)

Customer Service Representative**

Functional Responsibility: Performs in-bound or out-bound customer service support using computer or telephone technology for the purposes of providing educational information, program enrollment support, account status updates, and/or assistance with client program navigation. Assists client programs by providing computer or telephonic support. Creates, collaborates, triages, and/or works on support tickets to client/member satisfaction. Schedules appointments or support follow-up with end users. Works reported tickets and documents outcomes and feedback. Resolves and closes completed tickets.

Minimum/General Experience: At least 1 year of customer service-related experience

Minimum Education: High School degree or higher and/or relevant certificate (i.e. GED)

Substitutions:

Public Consulting Group LLC reserves the right to make the following substitutions in the education and/or experience requirements of any of the service skill categories set forth herein.

1. One year of experience is the equivalent of one year of education.
2. One year of education is the equivalent of one year of experience.
3. Certification related to the technology is equivalent to two years of experience or education requirement.

SCA/SCLS Matrix		
SCLS Eligible Contract Labor Category/Fixed Price Service	SCLS Equivalent Code Title	WD Number
Customer Service Representative	01041 – Customer Service Representative I	2015-4047

The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes SCLS applicable labor categories. Labor categories and fixed price services marked with a (**) in this pricelist are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).



PUBLIC CONSULTING GROUP LLC GSA SCHEDULE CONTRACT PRICE LIST

SIN(s)	LABOR CATEGORY	GSA PRICE JANUARY 23, 2024 – JANUARY 22, 2025	GSA PRICE JANUARY 23, 2025 – JANUARY 22, 2026	GSA PRICE JANUARY 23, 2026 – JANUARY 22, 2027	GSA PRICE JANUARY 23, 2027 – JANUARY 22, 2028	GSA PRICE JANUARY 23, 2028 – JANUARY 22, 2029	GSA PRICE JANUARY 23, 2029 – JANUARY 22, 2030
54151S	IT Project Director	\$275.77	\$282.12	\$288.60	\$295.24	\$302.04	\$308.98
54151S	IT Subject Matter Expert (SME)/Advisor	\$270.51	\$276.74	\$283.10	\$289.61	\$296.27	\$303.08
54151S	IT Project Manager II	\$259.44	\$265.40	\$271.51	\$277.75	\$284.14	\$290.68
54151S	IT Project Manager I	\$237.23	\$242.69	\$248.27	\$253.98	\$259.83	\$265.80
54151S	System Analyst I	\$177.77	\$181.86	\$186.05	\$190.33	\$194.70	\$199.17
54151S	Technical Business Analyst I	\$171.09	\$175.03	\$179.06	\$183.18	\$187.40	\$191.71
54151S	Quality Assurance Software Tester	\$160.08	\$163.76	\$167.53	\$171.38	\$175.31	\$179.35
54151S	Developer I	\$99.59	\$101.87	\$104.22	\$106.62	\$109.07	\$111.58

SIN(s)	LABOR CATEGORY	GSA PRICE
522310, 524292INS, 531210, 541211, 541219, and 541611	Consulting Management Executive - Senior	\$317.68
522310, 524292INS, 531210, 541211, 541219, and 541611	Consulting Management Executive	\$297.18
522310, 524292INS, 531210, 541211, 541219, and 541611	Senior Consultant	\$276.69
522310, 524292INS, 531210, 541211, 541219, and 541611	Consultant	\$230.57
522310, 524292INS, 531210, 541211, 541219, and 541611	Consulting Business Analyst	\$179.32
522310, 524292INS, 531210, 541211, 541219, and 541611	Consulting Senior Subject Matter Expert	\$230.57
522310, 524292INS, 531210, 541211, 541219, and 541611	Program Operations Director	\$263.36
522310, 524292INS, 531210, 541211, 541219, and 541611	Program Operations Supervisor	\$156.79
522310, 524292INS, 531210, 541211, 541219, and 541611	Program Senior Operations Manager	\$215.20
522310, 524292INS, 531210, 541211, 541219, and 541611	Program Operations Manager	\$179.32



SIN(s)	LABOR CATEGORY	GSA PRICE
522310, 531210, 541211, 541219, and 541611	Program Operations Analyst	\$110.35
522310, 531210, 541211, 541219, and 541611	Program Quality Assurance/Testing Specialist	\$104.83
522310, 531210, 541211, 541219, and 541611	Program Clinical/Claims Analyst	\$141.25
522310, 531210, 541211, 541219, and 541611	Program Compliance Investigator	\$120.28
522310, 524292INS, 531210, 541211, 541219, and 541611	Customer Service Representative**	\$57.56
541219 and 541611	Training Operations Director	\$263.36
541219 and 541611	Training Operations Supervisor	\$156.79
541219 and 541611	Training Senior Operations Manager	\$215.20
541219 and 541611	Training Operations Manager	\$179.32
541219 and 541611	Training and Curriculum Specialist	\$104.83
541219 and 541611	Training Operations Analyst	\$115.87
524292INS	Program Operations Analyst	\$95.72
524292INS	Program Quality Assurance/Testing Specialist	\$100.76
524292INS	Program Clinical/Claims Analyst	\$109.82
524292INS	Program Compliance Investigator	\$128.97

SIN	MFR PART NO	PRODUCT DESCRIPTION	GSA PRICE	COO
511210	EdPlan-EasyIEP-ON	EdPlan - Special Education Management System - EasyIEP - Annual License – Per Special Education Student – On Premise	\$12.92	US