



Consulting | Research |
Training | Facilitation |
Coaching | Surveys

Contract Number GS-23F-9751H

GSA MOBIS

**GSA Multiple Award Schedule for
Professional Services Schedule**

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



On-line access to contract ordering information, terms and conditions, continuous up-to-date pricing, and the option to create an electronic delivery order is available through GSA Advantage!, a menu-driven database system.

Visit <http://www.gsa.gov>

Industrial Group: 00CORP

Industrial Class: 8742

Contract Period: October 1, 2012 – September 30, 2017

100% SATISFACTION GUARANTEED

MISSION

The **MISSION** of JJA CONSULTANTS is to develop, market and deliver comprehensive performance improvement products, tools, technologies and services to help organizations achieve global competitiveness. JJA Consultants is dedicated to empowering customers, stakeholders and business associates with world-class products, tools, technologies, innovative best business practices and results for key sustainability. Products and services offerings are backed by a corporate commitment to excellence and a 100% customer satisfaction guarantee.

VISION

The **VISION** of JJA CONSULTANTS is to be the premier choice and best value provider of consulting, training and research services to public and private sector organizations. We will utilize our knowledge of best business practices and our ability to create innovative solutions to improve individual and organizational performance.



JJA

CONSULTANTS

Best Business Practices
and Innovative Solutions

Executive Coaching	Civil Rights Performance Assessment	Human Resource Management	
Leadership Training and Development	Organizational Restructuring and Staffing	Technology Management and Integration	
Customer Satisfaction Management	JJA CONSULTANTS	Employee Recognition Systems	
Diversity Solutions		Quality Improvement Systems	
Organizational Development		Labor and Management Partnerships	
Performance Measurement		Benchmarking and Performance Modeling	Employee Morale Improvement
Strategic, Tactical and Operational Planning		Process Improvement and Re-engineering	Supplier Partnership and Management

The Differentiators

4.9 of 5.0	750+	290,000+	260+	18+
Average Customer Satisfaction Index	Organizations Served	Professionals Trained	Publications	Average Years of Experience
97%	1000+	400+	100+	8-30+
Repeat Business Index	Projects Completed	Awards	Pioneering Events	Year Range of Experience

100% Customer Satisfaction Guarantee

JJA CONSULTANTS provides a full-service guarantee for all our consulting, training, facilitation, products, and research services. If any customer is not satisfied with our products and services, a **full refund** is provided. The JJA CONSULTANTS team of professionals, pioneers and world leaders in continuous performance improvement back our guarantee.

Customer Information

CORPORATE HEADQUARTERS

The Edosomwan Building
4290 Chain Bridge Road,
Suite 300
Fairfax, VA 22030
Phone: (703) 359-5969
Fax: (703) 359-5971

WASHINGTON

Phone: (360) 753-1122
Fax: (360) 753-9699

FLORIDA

Phone: (305) 279-0910
Fax: (305) 279-6030

MISSOURI

Phone: (314) 241-8585
Fax: (314) 241-7766

CALIFORNIA

Phone: (408) 778-7060
Fax: (408) 778-7479

www.jjaconsultants.com
@JJAConsultants

1. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINS):

1. SIN 874-1: Integrated Consulting Services (Includes MOBIS consulting, facilitation, survey, and coaching services.)
2. SIN 874-4: Training Services
3. SIN 100-03: Ancillary Supplies and/or Services
4. Disaster and Recovery SINS 100-03RC, 874-1RC, 874-4RC

2. MAXIMUM ORDER: \$1,000,000

3. MINIMUM ORDER: \$100

4. GEOGRAPHIC COVERAGE (delivery area): All 50 States and US Overseas Bases

5. POINT(S) OF PRODUCTION: As required

6. DISCOUNT FROM LIST PRICES OR STATEMENT OF NET PRICE: Net prices per enclosed price list

7. QUANTITY DISCOUNTS: Quantity and volume discounts may apply

8. PROMPT PAYMENT TERMS: No discounts apply

9. GOVERNMENT CREDIT CARDS: No discounts available for Government Credit Cards

10. FOREIGN ITEMS: None

11. TIME OF DELIVERY: As agreed upon in delivery order

12. EXPEDITED DELIVERY: Terms of expedited delivery of items are negotiable at time of purchase by FSS customer

13. URGENT REQUIREMENTS: FSS customers may contact our representatives to effect faster product and service delivery

14. F.O.B. POINT(S): Destination

15. ORDERING ADDRESS for JJA CONSULTANTS

The Edosomwan Building,, 4290 Chain Bridge Road, Suite 300,
Fairfax, VA 22030

16. PAYMENT ADDRESS: Same as Ordering Address above

17. WARRANTY PROVISION: Not applicable

18. EXPORT PACKING CHARGES: Not applicable

19. TERMS AND CONDITIONS OF GOVERNMENT COMMERCIAL CREDIT CARD ACCEPTANCE: None



A full-service consulting, training, research, and facilitation company helping public, private, and non-profit organizations improve performance for several decades.

Corporate Information

CERTIFICATIONS:

- (i) Certified Small Business
- (ii) SIC CODES: 8742, 8299, 8741, 8711, 8748
- (iii) NAIC codes: 541611
- (iv) Contract Vehicles: National Aeronautics and Space Administration (NASA); United States Department of Agriculture (USDA); States of Washington, Oregon, and Virginia; Fairfax County, Virginia; and, Washington Metropolitan Area Transit Authority

FINANCIAL STATUS: Debt-free company with A+ line of credit to support contracts

FEDERAL TAX ID NUMBER: 54-1566093

COMMITMENT TO CUSTOMERS: 100% customer satisfaction guarantee offer to all customers for consulting, training, and research services

DUN & BRADSTREET (D&B) NUMBER: 78-374-5375

CAGE CODE NUMBER (DOD): OW4J4

POINT OF CONTACT (POC): Wanda Savage-Moore; Phone: (703)359-5969; Email: wsavagemoore@jjaconsultants.com

CORPORATE WEBSITE: www.jjaconsultants.com

COMPANY STRENGTHS: People, innovation, and state-of-the-art consulting, training, and research products, with global experience in delivering results and solutions.

"JJA Consultants delivers 5-star results with attentive customer service. I highly recommend utilizing JJA for any performance improvement initiative."
--Federal Sector Client

"JJA Consultants provides the expert guidance ensuring that my company receives what we need as well as what we want. JJA Consultants is a true value-add company!"
--Private Sector Client

"JJA Consultants worked with our budget and was transparent throughout the consulting project. Exceeded expectations."
--Local Government Client

Selected Client List

Aerotek
Aesculap
Alachua County Government
Alcoa
Amdahl
American Express
Anne Arundel Medical Center
Arlington County
BTG Inc.
Bureau of Engraving
Bureau of Standards
Canon USA, Inc.
CAST
CDC
Census Bureau
Center for Food and Safety Admin.
Citibank
City of Fairfax
City of St. Louis
Columbia Gas
Customs & Excise
DC Electronics
Habitat for Humanity
Defense Logistics Agency
Defense Mapping Agency
Delta Research Corporation
Department of Energy
Department of Interior
Eagle Commercial Bank
Environmental Protection Agency
Export-Import Bank of the US
Fairfax Opportunities Unlimited
Federal Highway Administration
Federal Trade Commission
General Dynamics
General Physics Corporation
General Services Administration
George Mason University
Georgia Transmission Corporation
Harbour Master Cruises
Herra Company
Hewlett Packard
Howard University
Hydel School
IBM
IKEA
Institute of Industrial Engineers
Internal Revenue Service
Lockheed Martin
Marriott Corporation
Marvin Goodman Associates, Inc.
Medasonics
Mirant Corporation
Monsanto
Monterey Water Pollution Control
Montgomery Elevator

SIN 874-1: Integrated Consulting Services

Under this SIN, JJA CONSULTANTS offers consulting, facilitation, executive coaching, and survey services to support all areas of management and business improvement services. This SIN covers consultative and leadership coaching support services, tools and instruments to support our research, organizational assessment, product design and development, data collection and analysis, planning, implementation, performance gap closure and more.

Consulting Services

Our consulting methodology involves project preparation and planning, research and definition of the client needs, customization of products, services, tools and techniques based on the client environment and culture, and delivery blended technical and behavioral transformation services to achieve measurable results. JJA CONSULTANTS provides practical, results-oriented deliverables guaranteed to achieve project objectives.

Facilitation Services

JJA CONSULTANTS has facilitated thousands of organizational improvement sessions utilizing a proven model and approach and a set of state-of-the-art facilitation tools and methodologies. Our team consists of experienced results-oriented facilitators who have worked with teams, councils, task forces, committees, boards, and stakeholder groups to achieve synergistic excellence and high-return outputs.

Survey Services

JJA CONSULTANTS has extensive experience in the customized design and administration of mail, telephone and computer-based surveys, focus groups, one-on-one interviews, data collection conferences, and point-of-service questionnaires. JJA CONSULTANTS has designed and administered over 300 survey instruments, including on-line, scannable and non-scannable, single-page, multi-page, and booklet formats, to population sizes ranging from 400 to 40,000. JJA CONSULTANTS has experience with various forms of data entry including use of digital scanning, OCR technology, and manual data entry, and computer-based and manual data manipulation, comparative and statistical analysis of data from surveys using Excel, SAS, SPSS, SYSTAT, Foxpro, and BMDP. JJA CONSULTANTS has analyzed behavioral, technical, qualitative and quantitative data, and developed implementation-oriented recommendations to assist organizations with data-driven planning, prioritizing, and selecting improvement actions and enhancing overall performance.

Our pricing structure for SIN 874-1 consulting, facilitation and survey services is shown in Table 1.

Table 1: Pricing for Consulting, Facilitation and Survey Services	
JJA CONSULTANTS' Project Consultant Level	Rate per Hour
Senior Executive Consultant	\$299
Principal Consultant	\$228
Executive Consultant	\$210
Senior Consultant	\$193
Consultant	\$158
Staff Consultant / Trainer	\$115
Administrative Support Specialist	\$44
Senior Technical Support Specialist	\$120



Executive Coaching

The JJA CONSULTANTS Executive Coaching Series is designed to assist new, transitional and experienced executives in acquiring next-generation leadership and management skills and improving bottom-line organizational performance. JJA CONSULTANTS' Executive Coaching Series consists of results-oriented consulting and training products, and tools and services delivered through a series of facilitated interactions between professional coaches and participating executives. A customized program is designed for each executive participant to assess, evaluate and enhance their ability to lead and manage people, processes and performance. The pricing table for SIN 874-1 coaching services follows in Table 2.

Table 2: Pricing for Executive Coaching Services	
JJA CONSULTANTS' Coaching Level	Cost per Person per Session
Senior Executive Coach	\$2,490
Principal Coach	\$2,290
Executive Coach	\$2,172

Selected Client List

National Security Agency
 NY State Governor's Office
 Northern Telecom
 NY Metropolitan Transit Authority
 OPM
 Pacific Gas & Electric
 PacTel Meridian Systems
 Palace Amusement Company
 Peachtree Doors and Windows
 PA Dept. of Transportation
 PEPCO
 Pepsi
 Perkiomen Valley School District
 PHP, Inc.
 San Jose State University
 Sandals Negril
 Santa Cruz Operations
 Scientific Technologies, Inc.
 Smithsonian Institute
 Social Development Center
 Social Security Administration
 Solitron Devices, Inc.
 State Bar of Georgia
 State of Maryland
 St. Louis Airport Authority
 Strategic Defense Initiative Org.
 Sugar Industry Research Institute
 Supertyne Work
 Swept Away Resorts
 Syntex
 Syscon
 Tandem Computers
 The Analytic Sciences Corp.
 TMS
 Telecommunication of Jamaica
 Tourism Action Plan
 University of Manitoba
 US Airways, Inc.
 US Coast Guard
 US Army
 US Customs
 US Department of Agriculture
 US EPA
 US General Accounting Office
 US Geological Survey
 US Information Agency
 US Mint
 US Navy
 US Public Health
 VA Housing Development
 WA St. Dept. of Personnel
 WA St. General Administration
 WA St. Off. Financial Mgmt.
 WA State Patrol
 Washington Gas
 Xerox Engineering Systems

SIN 874-4: Training

JJA CONSULTANTS has trained over 290,000 professionals in management and business improvement service areas, including executives, managers, labor leaders, examiners, assessors, specialists, and staff level employees. Our instructional methodology and approach has been highly successful due to our commitment to customized delivery based on a practical, results-oriented customization process that incorporates knowledge of organization-specific challenges, required workplace core competencies, and unique performance improvement needs. JJA CONSULTANTS uses simulations, exercises, vignettes, examples and case studies that are relevant to the participant's competency level, learning style and pace, as well as the organizational environment and culture. We also deploy a high-retention delivery style that maximizes visual and vocal stimulation and appeal and interactive delivery methods, and is based on JJA CONSULTANTS' proven adult learning model that has been highly successful in a variety of environments and applications world-wide.

Our training services based on per person, per day training rates and level of trainee as shown in Table 3.

Table 3: Pricing for Training Services		
JJA CONSULTANTS' Training Participant Level	Cost per Person per Day	Material Cost per Person per Day
Executive	\$208	\$128
Manager	\$144	\$118
Staff	\$127	\$93
Train-the-Trainer	\$599	\$499



Category 100-3: Support Products

(Purchased Separately)

JJA CONSULTANTS provides various products in support of our management, organization and business improvement services. Our products are developed to align with and support all of our service delivery areas. We provide videos, publications, assessment and resource tools, surveys, books, training guides, pocketbooks, posters and laminated pocket reminder cards. Table 6 provides a list of selected products offered by JJA CONSULTANTS. These products are charged to the client as part of the "Other Direct Charges" on any contract when purchased.

Video Tapes

- Managing Change
- Excellent Customer Service
- Organizational Transformation and Reengineering
- Process Reengineering
- Quality Through People
- Leadership for Continuous Improvement

Books

- Customer and Market-Driven Quality Management
- Organizational Transformation and Reengineering
- International Who's Who in Quality
- Integrating Productivity and Quality Management
- Continuous Improvement Tools and Techniques
- Organizational Reengineering Tools & Techniques
- Productivity Measurement and Management
- Facilitating Teams
- Total Quality Management
- Winning Leaders and Managers
- World-Class Leadership Competencies
- One Race Human – Diversity Solutions
- Customer Satisfaction Management Frontiers – I
- Customer Satisfaction Management Frontiers – II
- Customer Satisfaction Management Frontiers – III
- Customer Satisfaction Management Frontiers – IV
- Customer Satisfaction Management Frontiers – V
- Customer Satisfaction Management Frontiers – VI

Surveys

- Employee Satisfaction Survey
- Customer Satisfaction Survey
- Continuous Quality Improvement Survey
- Pre-Baldrige Assessment Survey
- Executive Leadership Survey
- Supplier Quality Survey

Laminated Cards

- Excellent Customer Service
- Organizational Transformation and Reengineering
- Process Reengineering
- Quality Through People
- Leadership for Continuous Improvement
- Attitudes and Habits of Effective People
- Performance Management
- Productivity Improvement
- Working in Teams

Support Packages and Tool Kits

- Process Reengineering Tool Kit
- Service Assessment Scorecard® (Base Kit)
- Strategic Planning Instrument Kit
- Quality Improvement Facilitator's Tool Kit
- High-Performance Team Survival Kit

Pocket Books

- Customer Service Measurement
- Winning Attitudes and Habits
- Common Sense Manager
- Strategic Planning for Competitiveness
- Benchmarking and Performance Modeling
- Quality Leadership
- Organizational Reengineering
- Productivity Measurement
- Implementing Total Quality Management
- Performance Management

Tools and Instruments

- Edosomwan Diversity Assessment Tool
 - Baldrige-based Assessment Tool
 - Employment Compliance Review Assessment Tool
 - 360 Leadership Assessment
- MBTI, StrengthsFinder, FIRO-B, Emotional Intelligence and Other Assessments Available

JJA Position Descriptions

JJA CONSULTANTS offers eleven (11) consulting, training, and coaching position descriptions:

SENIOR EXECUTIVE CONSULTANT: Senior Executive Consultants provide consultation, advice, counsel, and assistance with problem identification and resolution at the highest levels of organizations. They bring expertise across a variety of functional areas, management levels, and sectors. They are required to have 20+ Years of Relevant Experience, an MS, MBA, MA and/or PhD. or 30+ Years of Experience with a BS, With Publications, Pioneer / Leader in their Areas of expertise.

PRINCIPAL CONSULTANT: Principal Consultants provide consultation, advice, counsel, and assistance with problem identification and resolution at the middle and upper levels of organizations. They bring expertise across a multiple functional areas, management levels, and one or more sectors. Principal Consultants lead analytical teams and develop and deploy innovative solutions to complex problems. They are required to have 15+ Years of Relevant Experience, an MS, MBA, MA and/or PhD. or 25+ Years of Experience with a BS Degree.

EXECUTIVE CONSULTANT: Executive Consultants provide consultation, advice, counsel, and assistance with problem identification and resolution at the middle and upper levels of organizations. They bring expertise across one or more functional areas, management levels, and sectors. Executive Consultants lead project teams and deploy innovative solutions to complex problems. They are required to have 10+ Years of Relevant Experience, an MS, MBA, MA and/or PhD. or 20+ Years of Experience with a BS Degree.

SENIOR CONSULTANT: Senior Consultants provide consultation, advice, counsel, and assistance with problem identification and resolution to teams, work-units, and diverse staff levels of organizations. They bring expertise across one or more functional areas, management levels, and sectors. Senior Consultants perform research, lead and support analytical teams working to resolve workplace problems. They are required to have 8-12 Years of Relevant Experience, an MS, MBA, MA and/or PhD. or 15+ Years of Experience with a BS Degree.

CONSULTANT: Consultants provide consultation, advice, counsel, and assistance with problem identification and resolution to individuals, teams, and work-units within organizations. They bring expertise in a specific line of business or functional areas. Consultants perform research, support analytical teams, and work to resolve a variety of workplace problems. They are required to have 5-12 Years of Relevant Experience with an MS, MA or MBA or 10+ Years of Relevant Experience with BS Degree.

STAFF CONSULTANT: Staff Consultants provide assistance with problem identification and resolution to teams, work-units, and diverse staff levels of organizations. Staff Consultants perform research and analysis to resolve workplace problems. They are required to have 3-6 Years of Relevant Experience with an MS, MA or MBA or 8+ Years of Relevant Experience with BS Degree.

JJA Position Descriptions

SENIOR TECHNICAL SUPPORT: Senior Technical Support staff members provide technical support and advice in or more functional disciplines to aid consultants in research, problem identification and resolution. Senior Technical Support staff members perform research and analysis to support consultants in the resolution of workplace problems. They are required to have 4 Years of Relevant Technical Support or Analytical Experience with a BA and BS Degree.

ADMINISTRATIVE SUPPORT: Administrative Support staff members provide administrative, clerical, communication, and logistical support to project teams and consultants. They are required to have a BA or BS Degree or 8 Years of Relevant Administrative or Technical Writing Experience.

SENIOR EXECUTIVE COACH: Senior Executive Coaches provide consultation, advice, counsel, and assistance to Executives with performance assessments, identification of strengths and opportunities, and performance improvement. They bring expertise across a variety of functional areas, management levels, and sectors. Senior Executive Coaches are required to have 20+ Years of Relevant Experience inclusive of 10+ Years of Coaching Experience, an MS, MBA, MA and/or PhD. or 30+ Years of Experience with BS, With Publications, Pioneer / Leader in their Areas of expertise.

PRINCIPAL COACH: Principal Coaches provide consultation, advice, counsel, and assistance to Senior Managers with performance assessments, identification of strengths and opportunities, and performance improvement. They bring expertise across multiple functional areas, management levels, and one or more sectors. Principal Coaches are required to have 15+ Years of Relevant Experience inclusive of 5+ Years of Coaching Experience, an MS, MBA, MA and/or PhD. or 25+ Years of Experience with BS Degree.

EXECUTIVE COACH: Executive Coaches provide consultation, advice, counsel, and assistance to Managers and Supervisors with performance assessments, identification of strengths and opportunities, and performance improvement. They bring expertise across one or more functional areas, management levels, and sectors. Executive Coaches are required to have 10+ Years of Relevant Experience inclusive of 1+ Years of Coaching Experience and/or Coaching Certification, an MS, MBA, MA and/or PhD. or 20+ Years of Experience with a BS Degree.

The **SERVICE CONTRACT ACT (SCA)** is applicable to this contract as it applies to the entire Professional Services Schedule (PSS) Schedule and all services provided. While no specific labor categories have been identified as being subject to SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CRF 541.300), this contract still maintains the provisions and protections for SCA eligible labor categories. If and / or when the contractor adds SCA labor categories / employees to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCA matrix identifying the GSA labor category titles, the occupational code, SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.

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Best Business Practices and Innovation

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