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Consultation (SINs 874-1, 874 1RC)

Facilitation (SINs 874-2, 874 2RC)

Program Integration and Project Management Services (SINs 874-7, 874 7RC)

Pricing Information: GSA Contract GS-10F-0134L

Labor Category	Calendar Year 2011 Government Site	Calendar Year 2011 Zeiders Site	Calendar Year 2012 Government Site	Calendar Year 2012 Zeiders Site
Project Manager MA/BA in technical or professional discipline with 6 years professional experience that demonstrates planning, organizing, and managing project operations.	\$85.59	\$104.02	\$88.16	\$107.14
Sr. Management Analyst MS/BS in Computer Science, MIS, Business, Engineering or other relevant discipline with 6 years professional experience in planning, conducting, and participating in management studies/program evaluation/analysis. Specialized experience in specific functional area of expertise. Able to incorporate automated solutions for functional processes.	\$62.49	\$75.94	\$64.36	\$78.22
Management Analyst BS in Computer Science, MIS, Business, Engineering or other relevant discipline with 4 years of professional experience in planning, conducting, and participating in management studies, program evaluation and analysis. Specialized experience in specific functional area of expertise. Able to incorporate automated solutions for functional processes.	\$47.67	\$57.93	\$49.10	\$59.67
Sr. Applications Program Analyst BS in Computer Science, MIS, Engineering, Business or other relevant discipline. HS diploma/equivalent	\$80.29	\$97.57	\$82.70	\$100.50

with 7 years experience may be substituted for degree. Five years of general experience, 3 of which must be developing functional requirements for complex integrated automated systems.				
Applications Program Analyst BS in Computer Science, MIS, Mathematics, Engineering, Business, or other relevant discipline. HS diploma/equivalent with 4 years' general experience may be substituted for degree. Must have 2 years' general computer experience in MIS design with 1 year as an application programmer on database management systems. Must possess knowledge of computer hardware and ability to develop, write, analyze, and debug complex software.	\$49.29	\$59.89	\$50.76	\$61.69
Training Specialist BA/BS with three years' experience as a trainer in relevant areas. Must demonstrate competence in using virtual classrooms and electronic training materials.	\$37.81	\$45.95	\$38.95	\$47.33
Technical Writer BA in English, Journalism, Information Management or other relevant discipline. HS diploma/equivalent with 4 years experience performing similar work may be substituted for degree. Must have at least one year as a technical writer with excellent oral and written communication skills. Proficient with word processing and editing programs.	\$29.89	\$36.32	\$30.79	\$37.41

Program and Project Management Products

... Zeiders creates value by delivering end-to-end solutions for human and social service programs.

Our GSA MOBIS schedule helps facilitate the delivery of products that can support your organization's mission including facilitating strategic planning sessions and working groups, developing policy and procedures desk guides, conducting benchmarking studies and other program management support.

Zeiders' subject matter experts have conducted benchmarking studies for several U.S. Marine Corps and U.S. Navy organizations and then provided follow-on management advisory services to implement recommendations. For example, we facilitated the implementation of a major organizational change for the Navy when it regionalized the Fleet and Family Support Program. We provided the Marine Corps with the basis for inspecting their quality of life programs by creating accreditation standards and procedures.

Desk Guides are a useful tool to standardize programs across geographically dispersed areas and may include standard forms, definitions and key terms, checklists, and other applicable resource materials. For example, for the U.S. Navy, Zeiders developed a Clinical Counseling Desk Guide for use in daily operations. Zeiders developed and integrated all applicable instructions and orders, accreditation standards and inspection requirements, background and

philosophy of program, service level standards, staffing models and requirements, quality assurance methods, performance measures, program management guidance, and service delivery venues.

Professional Development and Training Services

... Zeiders supports the full training lifecycle from developing curriculum to assisting customers with the technical portions of their online presentation.

One of Zeiders' core competencies is developing and delivering curriculum and related educational resources for human, social service and military quality of life professionals. Our services include:

- **Curriculum Design and Development**
- **Courseware Development**
- **Train-the-Trainer Seminars**
- **Instructor-led Webinars**
- **Computer-based Training**

We ensure that our customer's goals and objectives are met by defining clear outcomes at the front end. Our Instructional System Designers follow the American Society of Training and Development's (ASTD) ADDIE model to ensure that our products and services are of the highest quality consistent with the best in the industry.

Zeiders' subject matter experts and master trainers develop and deliver hundreds of courses to thousands of participants each year in a variety of formats. We are frequently asked to deliver training to the end-user using standardized curricula or through 'train the trainer' seminars to equip program specialists with the skills necessary to deliver their own material. We have also directly executed training across the globe through deployed mobile training teams, as well as developed computer-based training modules. Examples of Zeiders-developed curriculums are:

- U.S. Navy' Personal Financial Management (4 editions)
- U.S. Navy's Relocation Assistance Program Curriculum Guide CONSEP (2 courses)
- U.S. Navy's Deployment Readiness Curriculum
- U.S. Navy's Casualty Assistance Calls Officer (CACO) Training
- USMC's Victim Advocate Training (3 editions)
- DoD's Family Member Employment Readiness Program Curriculum Guide

Our proprietary, internet-based **Professional Support Network** is used to educate and train hundreds of direct service providers and support professionals world-wide. At the core of this network are web-based seminars (webinars) that are developed and delivered by our team of subject matter experts and trainers. The professional quality of our training has been recognized and approved by the Association of Social Work Boards to grant Continuing Education Units (CEUs). Topics are continually added based on the needs of employees and customers. Some webinar examples include:

- Combat Post-Traumatic Stress Disorder
- Confidentiality
- Effective Training Techniques for Adult Learners.

Service Member and Military Family Readiness Services

... Zeiders provides trained staff support and program expertise to help military service members and their families manage the unique aspects of their call to duty.

Zeiders understands the unique characteristics, benefits and stresses of life in the military. We provide a wide range of staff services, products and expertise that help our military service members and their families prepare and cope in their unique way of life, including:

- **Deployment and Mobilization Support, including** pre, mid and post deployment seminars
- **Ombudsman and Family Readiness Officer Support**, including available resources, return and reunion strategies, and Family Care Plans
- **Disaster Preparedness and Crisis Response**, such as Family Assistance Center plans and operations

Zeiders' staff develops and tailors information materials and workshops on a real-time basis to meet the ever-changing requirements of the military community. These requirements include dynamics associated with terrorism, mobilization, extended deployment, and military policy. In addition to in-person services, information is provided via the Internet, email, and telephone.

Human and Social Services Program Management Support Services

... Zeiders offers full range management services for turn-key operations that deliver mission results.

Zeiders knows how to manage human and social service programs and has been doing this successfully for 25 years. We have in-depth real-world knowledge and expertise in integrating multiple functional disciplines, establishing standard operating procedures, and implementing quality control processes that deliver the desired mission results.

Zeiders is proud to have been awarded four competitive contracts, representing 20 years of service, to provide full management support of the Navy's largest Fleet concentration area – Hampton Roads, Virginia. Zeiders manages a 140-person staff that includes counselors, trainers, and IT, graphics, and administrative support. Our centers are fully compliant with U.S. Navy program accreditation standards.

Zeiders provides top-quality MOBIS services to government clients at competitive prices. All products and services are customized to meet your organization's specific need. Please contact us at 703-496-9000 or email info@zeiders.com.