

**General Services
Administration Federal
Supply Service Authorized
Federal Supply Service**

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 for GSA Advantage! is: GSAAdvantage.gov. For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.

MULTIPLE AWARD SCHEDULE (MAS)

Federal Supply Group: Human Capital

FSC Classes/Product Codes: R408, R431, R710, R799, 0000

Contract number: **47QREA18D000B**

Contract Period: - January 23, 2018 through January 22, 2023

Price list valid through modification # PA-0012 dated July 31, 2020



SUNTIVA, LLC

7600 Leesburg Pike, Suite 440E
Falls Church, VA 22043

Contract administration source: **David M. Acton, CFO**

Phone: 703-462-8470 and Fax: 703-462-8477

Website: <http://www.suntiva.com> Email: contracts@suntiva.com

Business Size: Small Business

Prices Shown Herein are Net (discount deducted)

CUSTOMER INFORMATION

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

SIN	Disaster Recovery SIN	SIN Description
54161	54161 RC	Agency Human Capital Evaluation
541611W	541611W RC	Workforce Analytics and Employee Records
541612EPM	541612EPM RC	Employee Performance Management
541612HC	541612HC RC	Agency Human Capital Strategy, Policy and Operations
611430TD	611430TD RC	Talent Development
OLM	OLM RC	Order-Level Materials

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.

Please see page [11](#) for awarded Net GSA Hourly Rates

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: **Please see pages [9 through 11](#) for Labor Category Descriptions**

2. Maximum order: **For SIN 541561, 541611W, 541612EPM, 541612HC, and 611430TD: \$ 1,000,000.00; and for OLM \$ 250,000.00 (please visit <https://gsa.gov/olm> for more information)**

3. Minimum order: **\$ 100.00**

4. Geographic coverage (delivery area): **Worldwide**

5. Point(s) of production (city, county, and State or foreign country): **Same as Contractor Address**

6. Discount from list prices or statement of net price: **Prices Shown Herein are Net (discount deducted)**

7. Quantity discounts: **None**

8. Prompt payment terms: **Net 30 Days. "Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions."**

9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold: **Yes.**

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: **Yes.**

10. Foreign items (list items by country of origin): **None**

11a. Time of delivery: **30 Days ARO**

11b. Expedited Delivery. **"Items available for expedited delivery are noted in this price list." Negotiated per order.**

11c. Overnight and 2-day delivery: **Not applicable**

11d. Urgent Requirements: **Agencies can contact the Contractor's representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.**

12. F.O.B. point(s): **Destination**

13a Ordering address(es): **Same as Contractor Address**

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

14. Payment address(es):

**Xenith Bank: Suntiva, LLC Depository Account
ABA/Routing #: 051405188
Account #: 5500497901**

Check Remittance including Courier and Overnight Delivery:

**Suntiva, LLC
7600 Leesburg Pike, Ste 440E
Falls Church, VA 22043-2004
email: accounting@suntiva.com
Taxpayer ID#: 03-0421907**

15. Warranty provision: **Standard commercial warranty**

16. Export packing charges, if applicable: **N/A**

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): **Contact Contractor**

18. Terms and conditions of rental, maintenance, and repair (if applicable): **N/A**

19. Terms and conditions of installation (if applicable): **N/A**

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): **N/A**

20a. Terms and conditions for any other services (if applicable): **N/A**

21. List of service and distribution points (if applicable): **N/A**

22. List of participating dealers (if applicable): **N/A**

23. Preventive maintenance (if applicable): **N/A**

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): **N/A**

24b. If applicable, indicate that 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: www.Section508.gov/.

25. Data Universal Number System (DUNS) number: **167032239** and CAGE: **34ZB1**

26. Notification regarding registration in System for Award Management (SAM) database: **Contractor has an Active Registration in the SAM database.**

(continued...)

Firm Overview

Suntiva is a business transformation and technology company serving Federal Government agencies. We are committed to Enabling Smart Government™ by supporting government leaders with Digital, Workforce and Business Process Transformation solutions and services designed to improve performance through people, process and technology in significant, measurable and sustainable ways.

Our solutions and services are built using a multi-disciplinary lens integrating deep and specific domain expertise with information technology, governance and organizational performance, human capital and federal acquisition lifecycle knowledge. We incorporate change management and technology adoption practices throughout the project lifecycle to ensure successful outcomes for the mission and stakeholders.

Services

SIN 611430TD, Talent Development

OPM defines the Talent Development function as the implementation and maintenance of comprehensive employee development and engagement programs to meet current and future talent demands of the agency and to develop and retain quality, high performing, and diverse talent.

The approach is to ensure that agency employees have the right competencies and skills for current and future work assignments. This sub-function includes conducting employee development needs assessments; designing employee development programs; administering and delivering employee development programs (Learning Management) and evaluating the overall effectiveness of the agency's employee development approach.

Provides for the implementation and maintenance of comprehensive employee development and engagement programs to meet current and future talent demands of customer agencies and to develop and retain highly qualified, high performing and diverse talent. The function includes the following sub-functions: A.3.1 Talent Development Planning and Strategy; A3.2 Workforce Development and training; A.3.3 Learning Management.

Talent Development Planning & Strategy:

Talent Development Planning & Strategy determines talent development needs through analysis of required and available skills aligned to organizational objectives.

Examples of Talent Development Planning & Strategy work include but are not limited to: Providing advice, guidance and assistance to supervisors and employees as well as HR/personnel staff in managing self-improvement training resources, providing assistance in identifying training needs and requirements, coordinating the availability of various training programs, developmental career programs, executive leadership programs, and tuition assistance programs; encouraging participation and accountability from management and employees in the training program(s), counseling management and employees to determine the best and most cost-effective methods of meeting organizational and career developmental needs, and recommending, design, and/or conducting programs in areas related to human resources. (GSA)

Workforce Development, Training & Training Devices:

Workforce Development and Training is the creation and delivery of resources and opportunities increasing the employees' capacity to successfully perform in their roles and advance their careers. Workforce Development, Training and Training Devices also includes professional training and individual development services Such as HR Training-Leadership and management training, internships and apprenticeship programs; (off- the-shelf only). (OPM\Federal Human Capital Business Reference Model)

Examples of Workforce Development, Training and Training Devices include, but are not limited to: Conducting leadership training workshops and seminars not provided via traditional management training curricula available elsewhere, and conducting Speakers Bureau services and Leadership assessment surveys. (GSA)

Learning Management:

Learning Administration is the management and administration of agency talent development programs. (OPM\Federal Human Capital Business Reference Model)

Examples of Learning Management include, but are not limited to: Providing comprehensive professional support to the administration of traditional and automated Learning Management Systems (LMS), gathering and assessing of data (data analytics), reporting, testing and conducting test administration, Educational Program Research & Development, and general HR Consulting Services.

SIN 541612EPM, Employee Performance Management

The creation, implementation, and maintenance of comprehensive employee performance management practices, programs, and activities that support customer agency mission objectives. This function includes the following sub-functions: A.4.1 Employee Performance Management; and A.4.2 Recognition Management.

A.4.1 Employee Performance Management involves defining performance objectives, reviewing, appraising, and managing employee performance, and evaluating and reviewing the performance management program. Services include HR planning, and designing, developing and implementing a comprehensive performance management strategy that enables managers to make distinctions in performance and links individual performance to agency goal and mission accomplishment.

A.4.2 Recognition Management provides for analyzing current recognition and reward programs and practices to ensure they are aligned to organizational business and people strategies, motivating individual/team/organizational achievement, ensuring award criteria are sufficiently met, encouraging managers to champion recognition programs, communicating the recognition and reward strategy to employees and managing employee performance at the individual level and evaluating the overall effectiveness of the agency's employee development approach and incentives.

SIN 541611W, Workforce Analytics and Employee Records

This function requires the implementation of systematic, flexible, and inclusive process to review workforce and performance data, metrics, and results, to anticipate and plan for future strategic and operational requirements and to make holistically informed Human Capital Management decisions. The function includes the following sub-functions: A.9.1 Employee

Inquiry Processing; A.9.2 Employee Research; A.9.3 Workforce and Performance Analytics; A.9.4 Workforce and Performance Reporting; A.9.5 Records Management; and A.9.6 Records Disclosure.

A.9.1 Employee Inquiry Processing refers to the process of receiving, responding to, and recording information related to employee inquiries, questions, concerns, complaints or suggestions.

A.9.2 Employee Research involves the use of surveys, focus groups and other data-gathering methods to reveal the attitudes, opinions and feelings of employees that could influence change within the organization.

A.9.3 Workforce and Performance Analytics refer to an advanced set of data analysis tools and metrics that comprehensively measure workforce performance and facilitate ongoing improvement. It includes analysis of recruitment, staffing, training and development, personnel, and compensation and benefits, as well as standard ratios such as time to fill, cost per hire, accession rate, retention rate, replacement rate, offer acceptance rate, etc.

A.9.4 Workforce and Performance Reporting involve communicating organizational composition, resources utilization, and/or achievements data to relevant stakeholders to inform goal creation and drive positive change.

A.9.5 Records Management involves establishing standards of accuracy, relevancy, necessity, timeliness, and completeness for personnel records, and prescribes processes for the creation, collection, processing, use, revision, and maintenance of employee data.

A.9.6 Records Disclosure refers to the maintenance, protection, furnishing, and amendment of records within a system of records as defined by the Privacy Act of 1974 (5 U.S.C. 552a).

SIN 54161, Agency Human Capital Evaluation

This function assesses results achieved across all Human Capital Management systems and activities in support of mission goals to identify and implement improvements. This function includes the following sub-function:

A.10.1 Human Capital Programmatic Evaluation. Human Capital Programmatic Evaluation refers to an agency's self-assessment of its human capital strategy, services, and practices to improve its return on human capital investment, quality, efficiency, and employee satisfaction.

SIN 541612HC, Agency Human Capital Strategy, Policy and Operations

OPM defines the Agency Human Capital, Policy and Operational Plan sub-function as the development of effective human capital management strategies, enhanced policy, and plans that ensure Federal organizations are able to manage a highly qualified, productive, and diverse workforce focused on results aligned with agency mission, goals, and objectives in accordance with merit system principles.

This Function contains the following Sub-Functions A.1.1 Workforce Planning; A.1.2 Human Capital Strategy; A.1.3 Organization Design and Position Classification; A.1.4 Diversity and Inclusion; A.1.5 employee Engagement and Communications; A.1.6 Organizational Development

Workforce Planning:

Workforce Planning is the continual, systematic process for identifying and addressing the gaps between the workforce of today and the human capital needs of tomorrow (e.g., size, type, experience, knowledge, skills, mission, competencies, etc.) including the strategic succession management to strengthen current and future organization leadership capacity, to achieve organizational objectives and remain resilient to internal and environmental changes. Contractor shall provide support in systematic approaches to forecasting the future demand for and supply of employees.

Examples of Workforce Planning include but are not limited to: Conducting traditional & web-based modeling and analysis of needs and future trends; and conducting human resource audits; and providing forecasting techniques through the use of experts, workforce skills assessment, trend projection and other forecasting methods.

Human Capital Strategy:

Human capital Strategy includes identifying strategic HR needs, defining HR and business function roles and accountabilities, determining HR costs, establishing HR measures, developing /administering HR programs and policies, developing strategies for HR systems, tools, and technologies, and developing a Human Capital service delivery plan. (OPM/Federal Human Capital Business Reference Model)

Examples of Human Capital Strategy include but are not limited to: Conducting both internal and external environmental scans; assisting the development of human resources ad human capital strategies and plans; researching and validating human resources policy and practices; managing current and future work force competencies; developing workforce plans; developing succession plans; managing the human resources budget; providing human resources and human capital consultative support; and measuring and improving human resources performance.

Organization Design & Position Classification:

Organizational Design and Position Classification involves assessing workforce composition, including the types, grades, numbers of positions, and employee skills along with workloads and work processes to align organizational and positional structure with the strategic mission and objectives of the organization.

Contractor shall provide HR Management Consulting, Position Classification, Integration, Change management, Internal Placement, and Succession Planning, and Internships. Position Classification: Contractor shall provide support services in a range of classification functions for a variety of occupations and grades in the General Schedule, the Federal Wage System, or other Federal classification systems, in accordance with Title 5, United States Code (USC) or other appropriate authorities.

Examples of Position Classification support include but are not limited to: Reviewing position descriptions for adequacy; implementing classification standards; preparing evaluation statements; conducting audits; counseling employees who wish to submit classification appeals; providing advice on position management, organization structure, supervisor/worker ratio and impact of mission/workload changes; and assisting in the preparation of position descriptions. Services may be provided with or without delegation of classification signature authority to line managers dependent upon agency policies and requirements.

Diversity & Inclusion:

Diversity and Inclusion involves bringing together individuals with a range of similarities and differences (including but not limited to race, ethnicity, gender, gender identity, sexual orientation, age, social class, physical ability, religious or ethical values system, national origin, and political beliefs) to create an environment of involvement, fairness, and respect – where employees have equal access to opportunities and resources, and where the richness of ideas, experiences, backgrounds, and perspectives are harnessed to create business value.

Examples of Diversity and Inclusion work would include but not limited to providing HR Consulting, recruitment planning, workforce assessment, and assisting in the design and programs and review and integration services that maximize diversity in the workplace.

*Function Review: Contractor shall provide a review of the human resources department and other offices relating to the implementation function outsourced. Examples include but are not limited to: The Contractor selected to perform the outsourced function meets with the human resources personnel and other personnel as necessary to gain an understanding of the environment in which the work will be performed. This includes establishing agency unique requirements and project management throughout the life cycle of the outsourced function concerning transition, project status, results, and possible recommendations for change and managing change during the contract period. Function review SHALL NOT include consultation on the business improvement process or preliminary studies under OMB Circular A-76 (GSA)

Employee Engagement & Communications

Employee engagement and communications involves enhancing employees' involvement in, commitment to, and satisfaction with organizational objectives, and developing internal communications plans to manage ongoing dialogue between the organization and its employees. (OPM/Federal Human Capital Business Reference Model)

Examples of Employee Engagement and Communications work would include but not limited to providing HR consulting services necessary to plan, and implementing programs and methodologies to enhance employee engagement, satisfaction, and effective communications, and improving individual and group dynamics, morale and team building, and internal and external social media utilization. (OPM)

Organizational Development (Optimization):

Organization Development is a system-wide application and transfer of behavioral science knowledge to the planned development, improvement, and reinforcement of strategies, structures, and processes that lead to organization effectiveness. (OPM/Federal Human Capital Business Reference Model)

This sub-function provides for HR Management Consulting, Change Management, and HR Process Improvement as well as transactional personnel actions that support Customer Agency goals.

OPM defines a Personnel Action as the process necessary to appoint, separate or make other personnel changes. The concept of personnel action is not specific to a single OPM Business Reference Model sub-function. Rather, it is a concept that converges with multiple activities across the BRM – activities that result in a change to employee status or other key employee data. Personnel actions related to the federal employee lifecycle from acquisition to retirement.

Examples of Personnel Actions support but are not limited to processing Standard Form 50 and related forms and documents manually and electronically to affect the full range of Federal personnel actions for SES, General Schedule, Federal Wage System, and other employee pay systems, maintaining on-line data in HR Information Systems (HRIS) and any automated personnel subsystems to include, if needed, electronic interface with finance and OPM systems; providing advice and assistance on technical matters related to employee records; preparing reports; electronic processing of resumes; providing for custody and maintenance of Official Personnel Files (OPFs); maintaining OPFs in a secured area, protected from unauthorized access in accordance with regulatory requirements; forwarding OPFs to National Records Center; and providing required employment verification. Contractor shall act in support of the program manager to connect/integrate the various functions performed by multiple Contractors. Examples include but are not limited to interconnecting the operations of different Contractors performing human resources outsourcing activities within an agency and maintaining the interconnection among Contractors and their functions while acting in a key contractor role. Examples include maintaining the interface between a Contractor performing payroll functions and another Contractor performing personnel records functions. (GSA).

Labor Category Descriptions:

Labor Category	Minimum Education	Minimum Years Experience	Educational Requirements	Functional Responsibilities
Associate Consultant	Bachelors	4	Bachelor's degree and at least 4 years experience as a business-area consultant on government or private sector projects and programs.	Subject matter expert and delivery on mid-size projects; coach and management consultant in small to mid-size engagements, or in support of larger efforts.
Associate Consultant/ Trainer/ Facilitator	Bachelors	6	Bachelor's degree and training in OD/CM, psychology, or related field; 6+ years of as a business-area consultant on public or private sector projects.	Management consultant that delivers in small to mid-size engagements, ability to lead tasks in larger efforts.
Consultant	Bachelors	2	Bachelor's degree and at least 2 years experience as a business-area consultant on government or private sector projects and programs.	Subject matter expert and delivery on mid-size projects; coach and management consultant in small to mid-size engagements, or in support of larger efforts.
Consultant/ Subject Matter Expert	Bachelors	10	Possess a BA/BS degree with 10 years of specialized experience as technical analyst in the assessment, analysis and integration of complex programs and projects.	Serves as a member of a team performing mid-level analytical assignments for implementation, including consulting, facilitation, surveys, training and integration services.
Consultant/ Trainer/ Facilitator I	Bachelors	10	BS and a minimum of 10 years of work experience with leadership and management in either government or private-public partnerships.	Displays flexible use of relevant knowledge and techniques in consulting, facilitation, or training. Can apply this knowledge in complex assignments. Examples may include consulting/facilitation of major client projects, course instruction, and participating in briefing stakeholders on the results of consulting/facilitation/training projects. Recognized as a contributor, having produced strong technical work.

Consultant/ Trainer/ Facilitator II	Bachelors	12	BS and a minimum of 12 years of work experience with senior leadership in either government or private-public partnerships.	Displays full and flexible use of relevant knowledge and techniques in consulting, facilitation, or training and demonstrates innovative use of concepts and principles in complex assignments. Examples may include assisting in the design of consulting/facilitation methodology, course development, consulting/facilitation of client projects, course instruction, and assisting in briefing stakeholders on the results of consulting/facilitation/training projects. Recognized a key contributor, having produced unquestionable technical work. Works with minimal supervision and technical guidance.
Executive Coach	Bachelors	10	Bachelor's degree, ICF coaching certification or equivalent, and at least 10+ years of experience as a business-area consultant on government or private sector projects and programs.	Subject matter expert and delivery on mid-size projects; coach and management consultant to senior or mid-level level customer executives. Certification from the International Coaching Federation (ICF) or equivalent. Experience with working with Federal Government leaders, preferably with HHS and/or FDA.
Executive Consultant	Bachelors	10	Bachelor's degree and training in OD/CM, psychology, or coaching; 10+ years of management consulting to the government or private sector.	Subject matter expert and delivery on mid-size projects; coach and management consultant to senior and mid-level customer executives.
Executive Psychology Consultant	PhD	10	Doctoral-level psychology degree and a business-related degree, with 10+ years combined practical experience in psychology and business consulting.	Subject matter expert and delivery on the largest, most complex projects; coach and management consultant to the most senior customer executives.
Principal Consultant	Bachelors	6	Bachelor's degree and at least 6 years experience as a business-area consultant on government or private sector projects and programs.	Subject matter expert and delivery on mid-size projects; coach and management consultant to senior and mid-level customer executives.
Project Manager	Bachelors	10	Possess a BA/BS degree in appropriate field with or higher with 10 years or specialized experience in directing, planning and managing complex programs and projects.	Provides supervision of large and complex specific projects and principle liaison to the client. Interfaces with client on a day-to-day basis. Direct completion of project specific tasks within time frames and budget constraints. Manages day-to-day activities and reviews work products for completeness and adherence to client's standards. Delivers presentation and leads client meetings.
Senior Consultant/ Trainer/ Facilitator	Bachelors	15	BS and a minimum of 15 years of work experience with senior leadership in either government or private-public partnerships.	Displays expert and flexible use of relevant knowledge and techniques in consulting, facilitation, or training. Contributes to advanced methods and techniques in the fields of consulting, facilitation or training including the design of consulting/facilitation methodology, course development, consulting/facilitation of major client projects, course instruction, and briefing stakeholders on the results of consulting/facilitation/training projects. Is able to conceptualize, coordinate, and carry on difficult consulting/facilitation/training projects. Recognized as a senior level contributor. Meets and confers with customer management officials regarding the status of specific contracts. Participates in

				stakeholder briefings. Supervises multiple, overlapping project teams.
Senior Executive Coach	Bachelors	15	Bachelor's degree, ICF coaching certification or equivalent, and at least 15+ years of experience as a business-area consultant on government or private sector projects and programs.	Subject matter expert and delivery on mid-size projects; coach and management consultant to senior level customer executives. Certification from the International Coaching Federation (ICF) or equivalent. Experience with working with Federal Government leaders, preferably with HHS and/or FDA.
Senior Executive Consultant	Bachelors	15	Bachelor's degree and training in OD/CM, psychology, or coaching; 15+ years of management consulting to the government or private sector.	Subject matter expert and delivery on large to mid-size and complex projects; coach and management consultant to senior customer executives.

AWARDED NET GSA RATES:

Labor Category	YEAR 1 Jan 23, 2018 – Jan 22, 2019	YEAR 2 Jan 23, 2019 – Jan 22, 2020	YEAR 3 Jan 23, 2020 – Jan 22, 2021	YEAR 4 Jan 23, 2021 – Jan 22, 2022	YEAR 5 Jan 23, 2022 – Jan 22, 2023
Associate Consultant	\$126.65	\$130.45	\$134.36	\$138.39	\$142.54
Associate Consultant / Trainer / Facilitator	\$72.20	\$74.37	\$76.60	\$78.90	\$81.27
Consultant	\$92.63	\$95.41	\$98.27	\$101.22	\$104.26
Consultant / Subject Matter Expert	\$168.34	\$173.39	\$178.59	\$183.95	\$189.47
Consultant / Trainer / Facilitator I	\$142.80	\$147.08	\$151.49	\$156.03	\$160.71
Consultant / Trainer / Facilitator II	\$152.62	\$157.20	\$161.92	\$166.78	\$171.78
Executive Coach	\$219.86	\$226.46	\$233.25	\$240.25	\$247.46
Executive Consultant	\$194.43	\$200.26	\$206.27	\$212.46	\$218.83
Executive Psychology Consultant	\$283.66	\$292.17	\$300.94	\$309.97	\$319.27
Principal Consultant	\$144.79	\$149.13	\$153.60	\$158.21	\$162.96
Project Manager	\$133.44	\$137.44	\$141.56	\$145.81	\$150.18
Senior Consultant / Trainer / Facilitator	\$177.07	\$182.38	\$187.85	\$193.49	\$199.29
Senior Executive Coach	\$268.17	\$276.22	\$284.51	\$293.05	\$301.84
Senior Executive Consultant	\$233.92	\$240.94	\$248.17	\$255.62	\$263.29