GENERAL SERVICES ADMINISTRATION

Federal Supply Service

Authorized Federal Supply Schedule Price List

Online access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through **GSA** *Advantage*!™, a menu-driven database system. The INTERNET address for **GSA** *Advantage*!™ is: http://www.GSAAdvantage.gov.

Multiple Award Schedule Information Technology Services and Professional Services

Contract Number: 47QTCA20D007Y A812 – MAS Consolidation: 5/27/2020

For more information on ordering from Federal Supply Schedules, click on the FSS Schedules button at http://www.gsa.gov/schedules-ordering

Contract Period: March 26, 2020 – March 25, 2025

Contractor: Vergys, LLC

4207 Fairview Vista Drive

Bowie, MD 20720

Business Size: Small Business

SBA Certified Small Disadvantaged business

Telephone: 703-864-2746 **FAX Number:** 1-866-903-9947

Web Site: http://www.vergys.com
E-mail: chris.campbell@vergys.com

Contract Administration: Chris Campbell



CUSTOMER INFORMATION:

1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers:

| SIN | SIN Description |
|----------------------------|----------------------------------|
| 54151S, 54151SRC | IT Services |
| 54151SSTLOC, 54151SSTLOCRC | IT Services – State & Local |
| 541611, 541611RC | Business Administrative Services |
| 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. 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.
- 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.
- 2. Maximum Order:

54151S: \$500,000 541611: \$1,000,000

3. Minimum Order: \$100.00

4. Geographic Coverage (delivery Area): Domestic Only

- Point(s) of production (city, county, and state or foreign country): Same as company address
- **6. Discount from list prices or statement of net price:** Government net prices (discounts already deducted).
- **7. Quantity discounts:** .5% on orders over \$500,00.00 or more
- **8. Prompt payment terms:** Net 30 days. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange other concessions.
- 9a. Notification that Government purchase cards are accepted up to the micro-purchase threshold: Yes
- 9b. Notification whether Government purchase cards are accepted or not accepted above the micropurchase threshold: Yes

- 10. Foreign items (list items by country of origin): None
- 11a. Time of Delivery (Contractor insert number of days): Specified on the Task Order
- 11b. Expedited Delivery. The Contractor will insert the sentence "Items available for expedited delivery are noted in this price list." under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: Contact Contractor
- 11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Contact Contractor
- 11d. Urgent Requirements. The Contractor will note in its price list the "Urgent Requirements" clause of its contract and advise agencies that they can also contact the Contractor's representative to effect a faster delivery: Contact Contractor
- 12. F.O.B Points(s): Destination
- 13a. Ordering Address(es): Same as Contractor
- **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): Same as company address
- **15.** Warranty provision.: Contractor's 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. contactor's website or other location). The EIT standards can be found at: www.Section508.gov/. N/A
- 25. Unique Entity Identifier (UEI) number: ZFPKNVKP8A96
- 26 Notification regarding registration in System for Award Management (SAM) database: Registered
- 27. Final Pricing: The rates shown below include the Industrial Funding Fee (IFF) of 0.75%.

| | | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|----------------------------------|--------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|
| Labor Category | SIN | 26 Mar 2020 - 25 Mar 2021 | 26 Mar 2021 - 25 Mar 2022 | 26 Mar 2022 - 25 Mar 2023 | 26 Mar 2023 - 25 Mar 2024 | 26 Mar 2024 - 25 Mar 2025 |
| IT Management SME | 54151S | \$191.82 | \$196.04 | \$200.35 | \$204.77 | \$209.27 |
| IT Project Manager | 54151S | \$146.06 | \$149.28 | \$152.56 | \$155.92 | \$159.35 |
| IT Management Consultant | 54151S | \$115.32 | \$117.85 | \$120.44 | \$123.09 | \$125.80 |
| IT Functional Specialist | 54151S | \$146.06 | \$149.28 | \$152.56 | \$155.92 | \$159.35 |
| IT Program Manager | 54151S | \$145.54 | \$148.75 | \$152.02 | \$155.37 | \$158.78 |
| Senior IT Business Consultant | 54151S | \$115.64 | \$118.18 | \$120.78 | \$123.44 | \$126.16 |
| IT Specialist I | 54151S | N/A | N/A | N/A | \$89.64 | \$91.62 |
| IT Specialist II | 54151S | N/A | N/A | N/A | \$91.81 | \$93.82 |
| IT Specialist III | 54151S | N/A | N/A | N/A | \$116.11 | \$118.67 |

| | | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|---|--------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|
| Labor Category | SIN | 26 Mar 2020 - 25 Mar 2021 | 26 Mar 2021 - 25 Mar 2022 | 26 Mar 2022 - 25 Mar 2023 | 26 Mar 2023 - 25 Mar 2024 | 26 Mar 2024 - 25 Mar 2025 |
| Project Manager | 541611 | N/A | N/A | N/A | \$161.33 | \$164.88 |
| Senior Management Consultant | 541611 | N/A | N/A | N/A | \$134.96 | \$137.93 |
| Program Manager | 541611 | N/A | N/A | N/A | \$143.34 | \$146.49 |
| Business Analyst I | 541611 | N/A | N/A | N/A | \$85.37 | \$87.24 |
| Business Analyst II | 541611 | N/A | N/A | N/A | \$87.44 | \$89.36 |
| Business Analyst III | 541611 | N/A | N/A | N/A | \$110.58 | \$113.01 |
| Subject Matter Expert I | 541611 | N/A | N/A | N/A | \$96.53 | \$98.66 |
| Subject Matter Expert II | 541611 | N/A | N/A | N/A | \$120.70 | \$123.36 |
| Subject Matter Expert III | 541611 | N/A | N/A | N/A | \$144.26 | \$147.44 |
| Business Process Reengineering (BPR SME) | 541611 | N/A | N/A | N/A | \$142.48 | \$145.61 |
| Business Functions Consultant | 541611 | N/A | N/A | N/A | \$113.29 | \$115.78 |
| Business Functions Manager | 541611 | N/A | N/A | N/A | \$138.27 | \$141.31 |
| Analyst | 541611 | N/A | N/A | N/A | \$85.32 | \$87.19 |
| Consultant | 541611 | N/A | N/A | N/A | \$110.58 | \$113.01 |
| Senior Consultant | 541611 | N/A | N/A | N/A | \$134.95 | \$137.92 |
| Principal | 541611 | N/A | N/A | N/A | \$161.56 | \$165.12 |

Labor Category Descriptions

| Labor Category/Service Title | Labor Category/Service Description | Minimum Education | Minimum Years of |
|---------------------------------|---|----------------------|---------------------|
| | | | Experience |
| IT Management SME | Responsible for providing highest level of IT domain expertise and guidance to the delivery team. 7+ years of progressive experience in supporting large information technology projects related to the individual's subject matter expertise. These personnel are often a corporate officers, leaders, and directors with many year of experience, and are nationally and/or internationally renowned experts in either functional domains in technical disciplines (e.g., computer security, network engineering, etc.) Principal Duties and Responsibilities Serve as technical experts in areas relevant to a particular project. SMEs produce and/or review substantive and/or complex technical documentation reflecting detailed knowledge of technical areas as identified in the statement of work. Documentation subjects include, but are not limited to, systems design, system architecture, feasibility studies, and system specifications. | Bachelors | 7 |
| IT Project Manager | Monitors the performance of each task or group of tasks and informs the Program Manager of all problems and accomplishments. Serves as IT authority for specific task areas and participates in solutions of systems problems with new technology. Directs IT systems analysts, programmers, and other personnel on assigned work. Provides on-site and technical direction as necessary. | Bachelors | 10 |
| IT Management Consultant | Involved with IT solution strategies, management, and operations of an IT organization. Directs research, data collection, and requirements gathering activities, and conducts systems analysis. Gathers requirements from employees, management teams, and other project stakeholders; runs focus groups; and facilitates workshops to determine IT systems and solutions best suited to customer needs. Provides recommendations and options and provides or serves as an additional resource in the implementation of IT systems. Operates across a wide variety of services in an IT organization, such business strategy, marketing of IT solutions, financial and management controls, e-business and operations, and supply-chain | Bachelors | 7 |

| | management. | | |
|----------------------------------|--|-----------|----|
| IT Functional Specialist | The Functional Specialist provides knowledge in industry, process in technology areas. Responsibilities may include planning and managing the work of information systems project teams, designing and implementing new organization structures, conceptual design and development of training curricula. Assisting an organization to translate its vision and strategy into core human resource and business process Leading clients through streamlining, reengineering and transforming business processes. Developing and executing project budgets. Provides strategic planning and experience with providing the overall direction, control, and reporting of multiple projects and providing technical and management guidance. | Bachelors | 10 |
| IT Program Manager | Monitors the performance of each task or group of tasks and informs the Program Manager of all problems and accomplishments. Serves as IT authority for specific task areas and participates in solutions of systems problems with new technology. Directs IT systems analysts, programmers, and other personnel on assigned work. Provides on-site and technical direction as necessary. | Bachelors | 7 |
| Senior IT Business Consultant | May serve as a project manager, to provide project team, direction, client interface and ensure overall project success. Manages the process of analyzing business and technology requirements and coordinates resources to design an IT architecture and/or build data models and working prototypes. Conducts feasibility studies to determine new or changed IT procedures or applications. Defines functional requirements and participates in system testing and implementation. Additional duties include reviewing systems for effectiveness of internal controls and integrity of data by analyzing processing flows, integration of external system interfaces, and internal subsystem modules; and recommending improvements in control techniques to comply with system reporting and disclosure standards. | Bachelors | 10 |
| IT Specialist I | Uses analytical, engineering, and computational techniques, tools and methodology for problem solutions, information systems design, programming, program design and document preparation. Designs, configures, develops, tests, and supports computer systems, hardware, software, | Bachelors | 2 |

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| | databases for application to office automation systems using programming languages and specialized software development tools. Bachelor's degree in engineering, computer science, IT, technical or other related discipline that is relevant to the contract and 2 years of progressive experience (or equivalent combination of education and experience) for IT Specialist I | | |
| IT Specialist II | Uses analytical, engineering, and computational techniques, tools and methodology for problem solutions, information systems design, programming, program design and document preparation. Designs, configures, develops, tests, and supports computer systems, hardware, software, databases for application to office automation systems using programming languages and specialized software development tools. Bachelor's degree in engineering, computer science, IT, technical or other related discipline that is relevant to the contract and 5 years of progressive experience (or equivalent combination of education and experience) | Bachelors | 5 |
| IT Specialist III | Uses analytical, engineering, and computational techniques, tools and methodology for problem solutions, information systems design, programming, program design and document preparation. Designs, configures, develops, tests, and supports computer systems, hardware, software, databases for application to office automation systems using programming languages and specialized software development tools. Bachelor's degree in engineering, computer science, IT, technical or other related discipline that is relevant to the contract and 10 years of progressive experience (or equivalent combination of education and experience) | Bachelors | 10 |
| Project Manager | Monitors the performance of each task or group of tasks and informs the Program Manager of all problems and accomplishments. Serves as authority for specific task areas and participates in solutions of problems with . Directs systems analysts, programmers, and other personnel on assigned work. Provides on-site and technical direction as necessary. | Masters | 6 |
| Senior Management | Experience in providing strategic advice, expert | Masters | 4 |

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| Consultant | assessments, organizational and program analysis, | | |
| | and acquisition support. Demonstrated presentation, | | |
| | communication, and leadership skills | | |
| Program Manager | Monitors the performance of each task or group of | Bachelors | 15 |
| | tasks and informs the Project Manager of all | | |
| | problems and accomplishments. Serves as authority | | |
| | for specific task areas and participates in solutions of | | |
| | problems. Directs systems analysts, programmers, | | |
| | and other personnel on assigned work. Provides on- | | |
| | site and technical direction as necessary. | | |
| Business Analyst I | Provide expertise in business process and system analysis, design, improvement, and implementation efforts and in translating | Bachelors | 2 |
| | business process needs into technical | | |
| | requirements. | | |
| | Provide change management and training | | |
| | support. | | |
| | Provide organizational and strategic planning for | | |
| | a wide variety of technical and functional | | |
| | environments. | | |
| | Assist in applying common best practices for the | | |
| | industry to the customer using a knowledge base | | |
| | to create conceptual business models and to | | |
| | identify relevant issues and considerations in | | |
| | selecting application software packages. | | |
| | Assess the operational and functional baseline of | | |
| | an organization and its organizational | | |
| | components and help to define the direction and | | |
| | strategy for an engagement while ensuring the | | |
| | organizational needs are being addressed. | | |
| | Provide expertise in, but not limited to, | | |
| | Configuration Management, Strategic Planning, | | |
| | Knowledge Management, Business Analysis and | | |
| | Technical Analysis. | | |
| | Bachelor's degree in business management, | | |
| | engineering, technical or other related discipline | | |
| | that is relevant to the contract and 2 years of | | |
| | progressive experience (or equivalent | | |
| | combination of education and experience) | | |
| Business Analyst II | Provide expertise in business process and system | Bachelors | 5 |
| | analysis, design, improvement, and | | |
| | implementation efforts and in translating | | |
| | business process needs into technical | | |
| | requirements. | | |
| | Provide change management and training | | |
| | support. | | |
| | Provide organizational and strategic planning for | | |
| | a wide variety of technical and functional | | |
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| | environments. | | |
| | Assist in applying common best practices for the industry to the system or using a large place has a | | |
| | industry to the customer using a knowledge base | | |
| | to create conceptual business models and to | | |
| | identify relevant issues and considerations in | | |
| | selecting application software packages. | | |
| | Assess the operational and functional baseline of | | |
| | an organization and its organizational | | |
| | components and help to define the direction and | | |
| | strategy for an engagement while ensuring the | | |
| | organizational needs are being addressed. | | |
| | Provide expertise in, but not limited to, | | |
| | Configuration Management, Strategic Planning, | | |
| | Knowledge Management, Business Analysis and | | |
| | Technical Analysis. | | |
| | Bachelor's degree in business management, | | |
| | engineering, technical or other related discipline | | |
| | that is relevant to the contract and 5 years of | | |
| | progressive experience (or equivalent | | |
| | combination of education and experience) | | |
| Business Analyst III | Provide expertise in business process and system | Bachelors | 10 |
| Dusiness Analyse in | analysis, design, improvement, and | Dacriciois | 10 |
| | implementation efforts and in translating | | |
| | business process needs into technical | | |
| | requirements. | | |
| | • | | |
| | Provide change management and training | | |
| | support. | | |
| | Provide organizational and strategic planning for wide veriety of technical and functional | | |
| | a wide variety of technical and functional | | |
| | environments. | | |
| | Assist in applying common best practices for the | | |
| | industry to the customer using a knowledge base | | |
| | to create conceptual business models and to | | |
| | identify relevant issues and considerations in | | |
| | selecting application software packages. | | |
| | Assess the operational and functional baseline of | | |
| | an organization and its organizational | | |
| | components and help to define the direction and | | |
| | strategy for an engagement while ensuring the | | |
| | organizational needs are being addressed. | | |
| | Provide expertise in, but not limited to, | | |
| | Configuration Management, Strategic Planning, | | |
| | Knowledge Management, Business Analysis and | | |
| | Technical Analysis. | | |
| | Bachelor's degree in business management, | | |
| | engineering, technical or other related discipline | | |
| | that is relevant to the contract and 10 years of | | |
| 1 | progressive experience (or equivalent | Ì | 1 |

| | combination of education and experience). | | |
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| Subject Matter Expert I | Considered expert and advisor in either functional (business, financial IT systems, accounting, human capital management, public health, statistics, supply chain management, etc.) or technical (engineering, database administration, computer science, security, IT etc.) domains and assists in establishing and overseeing project direction. Other areas of expertise may include, but is not limited to, business process reengineering, statistical process control, change management, communications and training, process modeling, and strategic and business planning. Collaborates with business requirements and translating the business requirements and translating them to functional specifications. Conducts focus groups and interviews with business users and other end users. Plans, designs, and conducts studies to include risk analyses, contingence planning and feasibility studies. Analyzes data and presents data in reports. Recommends policies and procedures for implementing and updating processes. Champions firm initiatives and leads developments in new business enterprises through functional or technical innovations. Master's degree in engineering, scientific, technical or other related discipline that is relevant to the contract and 5 years of progressive experience (or equivalent combination of education and experience) | Masters | 5 |
| Subject Matter Expert | Considered expert and advisor in either functional (business, financial IT systems, accounting, human capital management, public health, statistics, supply chain management, etc.) or technical (engineering, database administration, computer science, security, IT etc.) domains and assists in establishing and overseeing project direction. Other areas of expertise may include, but is not limited to, business process reengineering, statistical process control, change management, communications and training, process modeling, and strategic and business planning. Collaborates with business stakeholders in understanding the business requirements and | Masters | 10 |

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| | translating them to functional specifications. | | |
| | Conducts focus groups and interviews with | | |
| | business users and other end users. | | |
| | Plans, designs, and conducts studies to include | | |
| | risk analyses, contingence planning and | | |
| | feasibility studies. | | |
| | Analyzes data and presents data in reports. | | |
| | Recommends policies and procedures for | | |
| | implementing and updating processes. | | |
| | Champions firm initiatives and leads | | |
| | developments in new business enterprises | | |
| | through functional or technical innovations. | | |
| | Master's degree in engineering, scientific, | | |
| | technical or other related discipline that is | | |
| | relevant to the contract and 10 years of | | |
| | progressive experience (or equivalent | | |
| | combination of education and experience) | | |
| Subject Matter Expert | Considered expert and advisor in either | Masters | 15 |
| III | functional (business, financial IT systems, | | |
| | accounting, human capital management, public | | |
| | health, statistics, supply chain management, etc.) | | |
| | or technical (engineering, database | | |
| | administration, computer science, security, IT | | |
| | etc.) domains and assists in establishing and | | |
| | overseeing project direction. | | |
| | • Other areas of expertise may include, but is not | | |
| | limited to, business process reengineering, | | |
| | statistical process control, change management, | | |
| | communications and training, process modeling, | | |
| | and strategic and business planning. | | |
| | Collaborates with business stakeholders in | | |
| | understanding the business requirements and | | |
| | translating them to functional specifications. | | |
| | Conducts focus groups and interviews with | | |
| | business users and other end users. | | |
| | Plans, designs, and conducts studies to include | | |
| | risk analyses, contingence planning and | | |
| | feasibility studies. | | |
| | • Analyzes data and presents data in reports. | | |
| | Recommends policies and procedures for | | |
| | implementing and updating processes. | | |
| | Champions firm initiatives and leads | | |
| | developments in new business enterprises | | |
| | through functional or technical innovations. | | |
| | Master's degree in engineering, scientific, | | |
| | technical or other related discipline that is | | |
| | relevant to the contract and 15 years of | | |
| | progressive experience (or equivalent | | |

| | combination of education and experience) | | |
|----------------------------------|--|-----------|----|
| BPR SME | Monitors the performance of each task or group of tasks and informs the Project Manager of all problems and accomplishments. Serves as authority for specific task areas and participates in solutions of problems. Directs systems analysts, programmers, and other personnel on assigned work. Provides onsite and technical direction as necessary. | Bachelors | 10 |
| Business Functions Consultant | General experience in business architecture design implementation, change management efforts, business support, analysis, or business process redesign. Functional Responsibility. Apply their advanced skills and experience in systems development, detailed knowledge of business processes, technical background and supervisory skills to implement business solutions. On Accenture projects, Business Functions Consultants provide direction to project teams and interact with clients at the supervisory level. Qualified to perform tasks such as: Supervise Business Functions analysts in the development of technical or business solutions, testing or assessment reviews, or training curricula Lead business process redesign teams in the development of new business process architectures. Design training programs for business architecture design users Participate in quality reviews to ensure work complies with specified standards Develop team workplans / Perform workflow analyses Define business architecture design requirements Conduct or provide guidance on research analysis Assist in project budget preparation. | Bachelors | 5 |
| Business Functions Manager | General Experience. Experience in business architecture, design implementation, change management efforts, business support, analysis, or business process redesign. Functional Responsibility. Apply their broad management skills and specialized functional and technical expertise to guide project teams in delivering client solutions or to manage the dayto-day operations of Accenture projects. Business Functions Managers provide subject matter expertise in industry, process or business process | Bachelors | 6 |

| Analyst | redesign. Qualified to perform such tasks as: Plan and manage the work of business architecture design project teams Design and implement new organization structures Conceptual design and development of training curricula Assist an organization translate its vision and strategy into core human resource and business processes Lead clients through streamlining, reengineering and transforming business processes Develop and execute project budgets. Under direct supervision, shall assist with the review | Bachelors | 1 |
|-------------------|--|-----------|---|
| | and analysis of customer requirements or problems and the development of proposals of cost effective solutions. Shall assist Analysts and Consultants in developing detailed documentation and specifications. Under close supervision, performs basic quantitative or qualitative analyses to assist in the identification of customer issues and the development of customer specific solutions. Shall assist other Analysts and/or Consultants in design and structures of presentations that are appropriate to the characteristics or needs of the audience. Continually develops a basic knowledge of consulting methodologies and the marketplace through the delivery of consulting engagements and participation in formal and informal learning opportunities. Engagement based responsibilities are assigned and closely managed by consultants, engagement managers or principals. | | |
| Consultant | Similar responsibilities and duties as an Analyst but performed more independently and at a higher level of ability. Proactively develops a basic knowledge of consulting methodologies and the marketplace through consulting engagements and participation in formal and informal learning opportunities. Engagement based responsibilities are assigned and closely managed by engagement managers or principals. | Bachelors | 3 |
| Senior Consultant | Participates or leads teams in the design, development and delivery of consulting projects or components of larger, complex projects. Reviews and analyzes customer requirements or problems and assists in the development of cost-effective solutions that ensure high customer satisfaction. Provides direction and guidance to Analysts and | Bachelors | 5 |

| | Consultants assigned to engagement. Develops detailed documentation and specifications. Performs qualitative and/or quantitative analyses to assist in the identification of customer issues and the development of customer specific solutions. Designs, structures, and delivers customer reports and presentations that are appropriate to the characteristics or needs of the audience. Recommends improvements and alternative solutions to resolve problems. Provides follow-up with customer after project deliverable has been completed to ensure customer satisfaction. Proactively develops broader and deeper knowledge of related consulting methodologies through on the job experience and participation in training opportunities. Begins to develop practice specific subject matter expertise. | | |
|-----------|---|-----------|----|
| Principal | Primary owner of customer engagements with ultimate responsibility for customer satisfaction and delivering high levels of quality/added value. Meets or exceeds customer expectations by developing and delivering insightful, value-added solutions that address complex customer issues. Responsible for significant and tangible customer impact from all engagements. Customer manages customer interface and project team to achieve efficient and effective project delivery. Serves as a solutions-based expert, internally and externally, by applying consultative problem-solving skills. Identifies issues of importance to the industry/customers and works with the Practice Leader to develop tangible effective solutions. Maintains in-depth and extremely current knowledge of customer's strategies, business issues and relationships from senior management on down. Remains current on industry, customer and market trends and directions in order to anticipate and identify new business challenges and issues. Contributes to the expert body of knowledge in the marketplace, for example through speaking engagements, customer meetings, publications etc. | Bachelors | 10 |