



**GSA FEDERAL SUPPLY SCHEDULE PRICELIST
MANAGEMENT, ORGANIZATIONAL AND BUSINESS
IMPROVEMENT SERVICES**

MOBIS



 **SOFTWARE ENGINEERING SERVICES**

1508 JF Kennedy Drive
Suite 201

Bellevue, NE 68005

Phone: (402) 292-8660

Toll Free: (800) 244-1278

Fax: (402) 292-3271

<http://www.sesolutions.com>

CONTRACT NUMBER: GS-10F-0362P

PERIOD COVERED BY CONTRACT: 6/7/04 thru 6/6/09



**General Services Administration
Federal Supply Service**

Price list current through Modification # _____, dated _____.

Ordering information, terms and conditions, pricing, and online delivery orders are available on the Internet via GSA Advantage! Agencies can find the Federal Supply Service's Home Page at <http://www/fss/gsa/gov>.

TABLE OF CONTENTS

I. INTRODUCTION TO SOFTWARE ENGINEERING SERVICES.....	1
II. AVAILABLE SERVICES	1
AWARDED SPECIAL ITEMS NUMBERS (SINs).....	1
GEOGRAPHIC SCOPE OF CONTRACT	4
STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE	4
ACCEPTANCE OF GOVERNMENT CREDIT CARDS	4
ORDERING ASSISTANCE AND PAYMENT ADDRESS.....	4
III. LABOR CATEGORIES & DESCRIPTIONS (SIN 874-1, 2, 3, 6, 7)	5
LABOR CATEGORIES	5
SKILL CATEGORY REQUIREMENTS.....	5
LABOR RATE TABLES	16
IV. TRAINING SERVICES (SIN 874-4).....	18
TERMS AND CONDITIONS.....	18
ORDER PLACEMENT	18
TIME OF DELIVERY	18
CANCELLATION AND RESCHEDULING	18
FOLLOW-UP SUPPORT	19
PRICE FOR TRAINING	19
FORMAT AND CONTENT OF TRAINING	20
COURSES OFFERED BY SES	20

GSA MOBIS SCHEDULE MODIFICATIONS

Recent Modifications to the GSA MOBIS Schedule

None

I. INTRODUCTION TO SOFTWARE ENGINEERING SERVICES

Software Engineering Services (SES) is a process-oriented Information Technology small business with headquarters in Bellevue, Nebraska. Founded in 1991, the company helped Fortune 200 companies, Federal and State Governments to develop applications within Work Force Development through Y2K. As a result of our success in these endeavors, SES has experienced substantial growth each year since the millennium. Software Engineering Services is a Veteran-owned, Certified 8(a) Small Disadvantaged Business (SDB).

Our philosophy is to exceed the expectations of the customer while maintaining scope and budget for each project. Our track record of successful projects and repeat engagements for high profile Department of Defense, State Government, and Fortune 200 companies is a testament to how well we have achieved our goals. SES maintains high standards for training, education and experience for all employees and subcontractors. This is reflected in the quality of our work.

II. AVAILABLE SERVICES

AWARDED SPECIAL ITEMS NUMBERS (SINs)

Software Engineering Services has been awarded the following Special Item Numbers (SINs) for MOBIS:

- **SIN 874-1- Consulting Services**
- **SIN 874-2- Facilitation Services**
- **SIN 874-3 Survey Services**
- **SIN 874-4 Training Services**
- **SIN 874-6 Privatization Support Services and Documentation (A-76)**
- **SIN 874-7 Program Integration and Project Management Services**

SIN 874-1 Consulting Services

Software Engineering Services will provide expert advice, assistance, guidance or counseling in support of the agencies' management, organizational and business improvement efforts. This may include studies, analyses and reports documenting any proposed developmental, consultative or implementation efforts.

Examples of consultation include, but are not limited to:

- Strategic, Business and Section planning
- Systems Alignment
- Cycle Time
- High Performance Work
- Leadership Systems
- Performance Measures and Indicators
- Process Improvement and Productivity Improvement
- Organizational Assessments
- Program Audits and Evaluations

SIN 874-2 Facilitation Services

Software Engineering Services will provide facilitation and related decision support services to agencies engaging in collaboration efforts, working groups, or integrated product, process, or self-directed teams. Agencies bringing together diverse teams and/or groups with common and divergent interests may require a neutral party to assist them in:

- Use of Problem Solving Techniques
- Resolving disputes, disagreements and divergent views
- Providing a draft of the problems and issues for the permanent record
- Defining and refining the agenda
- Logistical support for meetings and conferences
- Recording discussion content (minutes of meetings, action items)
- Meeting planning for small or large groups
- Debriefing following meetings
- Preparation of final reports

SIN 874-3 Survey Services

Software Engineering Services will provide expert consultation assistance and deliverables associated with all aspects of surveying within the context of MOBIS. This will include, but is not limited to:

- Survey Design
- Defining and refining the agenda
- Determining proper survey data collection methodology
- Production of reports, charts, graphics and summaries
- Survey database administration
- Administration of surveys using various methods of data collection
- Pilot surveys
- Assessing reliability and validity of data
- Analysis of quantitative and qualitative survey data

SIN 874-4 Training Services

Software Engineering Services will provide off-the-shelf or customized training packages to meet specific agency needs relating to management, organizational and business improvement services, including, but not limited to:

- Capability & Maturity Model (CMM)
- Capability & Maturity Model Implementation (CMMI)
- Risk Management
- Project Management
- Configuration Management
- Customer Service and Team Building
- Performance Measurement
- Business Process Reengineering
- Strategic Planning
- International Organization for Standards ISO 9000 and ISO I4000
- Statistical Process Control
- Quality Assurance
- Benchmarking

- Process Improvement
- Performance Problem Solving
- Change Management

SIN 874-6 Privatization, Support Services and Documentation (A-76)

Software Engineering Services will provide expert advice, consultation, assistance and documentation in support of studies conducted under OBM Circular A-76, other privatization or commercial activities and studies, projects, or efforts. These services may include:

- Strategic, Tactical and Operations level planning support
- Comparison of in-house bids to proposed Information Systems Security Association (ISSA) prices
- Initial Study planning
- Assessments and/or studies of potential privatization activities
- Development of Quality Assurance Surveillance Plans (QASP)
- Management studies to determine the government's most efficient organization (MEO)
- Administrative appeal process support
- Development of in-house Government cost estimates
- Development of Performance Work Statements (PWS)
- Public/Private partnership support

SIN 874-7 Program Integration and Project Management Services

Software Engineering Services will provide services in management, integration, programs and projects. These services may include:

- Program Management
- Program Integration (Team Leader)
- Program Oversight
- Project Management

GEOGRAPHIC SCOPE OF CONTRACT

The geographic scope of contract is the United States, the District of Columbia, and other U.S. territories and commonwealths.

STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE

- Data Universal Numbering System (DUNS) Number: 803728534
- Type of Contractor: Small Disadvantaged Business, Veteran Owned Business
- Contractor's Taxpayer Identification Number (TIN): 47-0760858
- Cage Code: 1FCF2
- Software Engineering Services has registered with the Central Contractor Registration Database

ACCEPTANCE OF GOVERNMENT CREDIT CARDS

Government credit cards will be accepted for orders above and below the micro-purchase threshold.

ORDERING ASSISTANCE AND PAYMENT ADDRESS

Use the address below when placing an order or for remittance of payment for previous orders:

Ordering Address: **Software Engineering Service
1508 JF Kennedy Drive, Suite 201
Bellevue, Nebraska 68005
Attn: Sonny Ashford**

Payment Address: **Software Engineering Service
1508 JF Kennedy Drive, Suite 201
Bellevue, Nebraska 68005
Attn: Esper Smith**

For ordering assistance, please contact:

Software Engineering Services

Attn: Sonny Ashford, Director of Marketing

Telephone Number: (402) 292-8660 or (800) 244-1278

Fax Number: (402) 292-3271

E-Mail Address: sashford@sessolutions.com

Information is also available on Software Engineering's Service Web Page: <http://www.sessolutions.com>. A sample Blanket Purchase Agreement (BPA) is provided on Page 34 of this document.

III. LABOR CATEGORIES & DESCRIPTIONS (SIN 874-1, 2, 3, 6, 7)

LABOR CATEGORIES

SES recognizes that one of the keys to project success is to provide the right blend of skills and experience for the task. Each labor category listed below includes the following information: level of education, overall experience and experience specific to a particular discipline. Training and certification requirements are listed where appropriate. SES recognizes that additional training and education may be substituted for experience (or vice versa) on a case by case basis.

SKILL CATEGORY REQUIREMENTS

- a. QUALIFICATION REQUIREMENTS.** To perform on this schedule, contractor personnel must meet the minimum requirement for the skill categories described herein. In addition to the total and specialized experience defined in the skill categories, specific areas of required expertise may be further defined in a Government task request.
- b. TASK LEADER.** Where the size of a task order warrants, a task leader shall be named for the task order by Software Engineering Services to manage Software Engineering Services' efforts.
- c. SUBSTITUTION OF EDUCATION FOR EXPERIENCE.** A Bachelor's degree or higher may be substituted for the general and specialized experience for those labor categories requiring a high school diploma. Substitution shall be approved by the COTR.
- d. SUBSTITUTION OF EXPERIENCE FOR EDUCATION.** Substitution of experience for education is not allowed for some of the categories. The restriction has been identified within the category descriptions where it applies. The substitution rate for categories with no restriction will be 2 years of experience for 1 year of education unless otherwise specified. Substitution shall be approved by the COTR.

Labor Categories

Job Title	Description
<p>1. Engagement Manager</p>	<p>Responsible for managing multiple project engagements/tasks, interfacing with senior leadership, and assuring the quality of overall programs. They create an environment that inspires and champions the team to exceed desired results. They lead and integrate elements of complex projects to achieve desired results by setting strategically aligned goals. The Engagement Manager is responsible for oversight, coordination, and integration of multiple business improvement and enterprise transformation projects. They assist the customer in determining schedules, reviewing deliverables, and participating in project reviews that look across the totality of the Client’s programs. They set project ‘point-of-view’ and overall approach to engagements, and shape senior management agendas to create and maintain an executive level momentum for change. They facilitate and lead team discussions and meetings.</p> <p>The Engagement Manager must possess a strong background in business and management; have up-to-date knowledge of, and skills in, the latest management techniques and practices; know process improvement strategies for difficult projects; know business analysis methods and techniques; employ sophisticated consulting strategies and techniques; know functional area test practices and organizational development; and employ systems approaches to integrating total solutions. They must be able to guide teams to envision and achieve the desired results, and motivate teams to meet time sensitive demands. Other areas of expertise may include business process reengineering, statistical process control, individual and organizational assessment and evaluation, process modeling and simulation, strategic and business planning, performance measurement, organizational development, change management, and the development of leadership management skills. The Engagement Manager must also possess strong facilitation and cross-functional team facilitation skills at the senior management level.</p> <p><u>Minimum Education and Experience:</u> This position requires a Bachelor's Degree from an accredited college or university, twenty (20) years of general experience, and fifteen (15) years of specific program management experience. A Masters Degree is preferred.</p>
<p>2. Program Manager</p>	<p>Serves as the contractor's single manager for a large, complex task order, or a group of task orders affecting the same organization, and shall be the contractor's authorized interface with the Client’s management personnel. They are responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinates.</p> <p>The Program Manager shall be responsible for the overall contractor’s performance, planning and supervising of multiple projects and/or task orders involving complex management, organizational, or business improvement services. They shall have specific experience in program management from contract award to contract conclusion, demonstrated ability to provide guidance and direction in tasks of varying levels of size and scope of effort, proven expertise in the management and control of funds and resources, and the demonstrated capability in managing multi-task contracts of this type and complexity.</p> <p><u>Minimum Education and Experience:</u> This position requires a Bachelor of Science Degree from an accredited college or university and fifteen (15) years of</p>

Job Title	Description
	<p>general experience, and ten (10) years of specific Project Management experience. A Masters Degree is preferred.</p>
<p>3. Project Manager</p>	<p>Serves as the Project Manager for a large, complex task order, or a group of task orders affecting the same organization, and shall assist the Program Manager in working with the Client. The Project Manager must be able to work without guidance and is responsible for the overall management of the specific task order(s), ensuring that the solutions and schedules in the task order are implemented in a timely manner. The Project Manager will plan and supervise multiple projects and/or task orders involving management, organizational and business improvement services.</p> <p>The Project Manager requires progressive experience in project management, analysis, training, facilitation of issues and disputes, and in the use of contemporary tools and techniques for project management. Specific experience is required in project management from contract award to completion. A demonstrated ability to provide guidance and direction in tasks of varying levels of size and scope of effort, proven expertise in the management and control of funds and resources, demonstrated capability in managing multi-task contracts of this type and complexity is required.</p> <p><u>Minimum Education and Experience:</u> This position requires a Bachelor of Science Degree from an accredited college or university, twelve (12) years of progressive experience, and ten (10) years of specific experience in project development.</p>
<p>4. Principal Consultant</p>	<p>Responsible for applying business improvement and reengineering principles to organizational development and process modernization projects without supervision. They are responsible for effectively transitioning existing project teams and facilitating project teams in the accomplishment of project activities and objectives. They quickly identify Client issues, likely solutions, and then support the development and implementation of approaches. They establish critical Client relationships as credible thought-partners and key influencers, leveraging the collective knowledge and experience of the Company. They must understand interrelationships and dynamics that affect performance, and select and use the appropriate analysis, tools, and techniques. They provide group facilitation, interviewing, training, and additional forms of knowledge transfer to on-site teams.</p> <p>The Principal Consultant must possess strong facilitation, management consulting, training, and process reengineering or business improvement skills, and the ability to effectively use applicable tools and techniques. They must be able to anticipate reactions to change and develop effective, creative solutions or responses, and guide the Client while managing their expectations. They must be skilled in areas such as, but not limited to, strategic and business planning, activity based costing, financial management analysis related to an improvement effort, methodology development, change management, organizational development, activity and data modeling, performance measurement, benchmarking, and identifying best practices. The Principal Consultant must be able to lead in the facilitation of discussions and meetings with senior level Client staff, and may provide guidance and training to either Client of Company staff, as required.</p> <p><u>Minimum Education and Experience:</u> Bachelor's degree and fifteen (15) years of general experience, with ten (10) years of specific consulting experience, or a Master's degree and eight (8) years of general experience, with six (6) years of specific consulting experience.</p>

Job Title	Description
<p>5. Senior Consultant</p>	<p>Responsible for applying business improvement and reengineering principles to organizational development and process modernization projects with minimal supervision. They are responsible for effectively transitioning existing project teams and facilitating project teams in the accomplishment of project activities and objectives. They quickly identify Client issues, likely solutions, and then support the development and implementation of approaches. They establish critical Client relationships as credible thought-partners and key influencers, leveraging the collective knowledge and experience of the Company. They must understand interrelationships and dynamics that affect performance, and select and use the appropriate analysis, tools, and techniques. They provide group facilitation, interviewing, training, and additional forms of knowledge transfer to on-site teams.</p> <p>The Senior Consultant must possess strong facilitation, management consulting, training, and process reengineering or business improvement skills, and the ability to effectively use applicable tools and techniques. They must be able to anticipate reactions to change and develop effective, creative solutions or responses, and guide the Client while managing their expectations. They must be skilled in areas such as, but not limited to, strategic and business planning, activity based costing, financial management analysis related to an improvement effort, methodology development, change management, organizational development, activity and data modeling, performance measurement, benchmarking, and identifying best practices. The Senior Consultant must be able to lead in the facilitation of discussions and meetings with senior level Client staff, and may provide guidance and training to either Client or Company staff, as required.</p> <p>Minimum Education and Experience: Bachelor's degree and twelve (12) years of general experience, with eight (8) years of specific consulting experience, or a Master's degree and five (5) years of general experience, with five (5) years of specific consulting experience.</p>
<p>6. Consultant</p>	<p>Responsible for assisting with the application of business improvement and reengineering principles to organizational development and process modernization projects. With low levels of supervision, they are responsible for assisting in transitioning existing project teams, and facilitating project teams in the accomplishment of project activities and objectives. They must understand the fundamental drivers of business performance; interpret data to discern problems, identify opportunities, understand issues, and predict trends; and translate data into powerful displays that facilitates the understanding of others. They provide group facilitation, interviewing, training, and additional forms of knowledge transfer.</p> <p>The Consultant must possess facilitation, management consulting, training, or business improvement skills and techniques. They must be skilled in areas such as, but not limited to, methodology development, change management, organizational development, activity and data modeling, performance measurement, benchmarking, and identifying best practices. They must be able to assist or lead in the facilitation of discussions and meetings with Client staff.</p> <p>Minimum Education and Experience: Bachelor's degree and eight (8) years of general experience, with six (6) years of specific consulting experience, or a Master's degree and four (4) years of general experience, with two (2) years of specific consulting experience. Additionally, Candidate may possess an Associate's degree (or equivalent) and ten (10) years of general experience, with six (6) years of specific consulting experience.</p>

Job Title	Description
<p>7. Task Team Leader</p>	<p>Responsible for the overall management of large task order(s), ensuring that the technical requirements and schedules in the task order are being fully supported in a timely manner. This individual organizes, directs, and coordinates estimating, planning, conducting, producing, monitoring, and reporting of all the contractor's personnel support activities. The Task Team Leader develops and presents technical presentations; assign, schedules, and reviews work of subordinates and subcontractors; and interfaces with the Client's technical personnel. This person is responsible for the provision of technical guidance during the development of new task orders.</p> <p>The Task Team Leader must possess experience in leading projects in all phases of consulting, surveying, training, and facilitation. This person also requires progressive management responsibly related to technical experience.</p> <p>Minimum Education and Experience: This position requires a Bachelor's Degree from an accredited college or university, eight (8) years of general experience, and five (5) years experience leading projects.</p>
<p>8. Senior Project Support Analyst</p>	<p>Supports the management consulting, facilitation, training, and survey teams. They assist in preparing management plans, reports, and contract deliverables; coordinate schedules to facilitate timely completion of tasks, training sessions, deliverables and conduct Work Request reviews, briefings, electronic meetings, and surveys. They perform analysis, development, and review of program administrative operating procedures, and may give guidance and direction to other support staff.</p> <p>This individual must be able to work independently with minimal supervision, and be able to effectively use software packages such as MS Word, Excel, PowerPoint, and electronic mail. They must have demonstrated experience in providing administrative support in areas of office management, briefing and deliverable preparation, scheduling, meeting coordination, and copier and fax equipment use. When participating in electronic meetings or surveys, the individual must be able to support the facilitator and/or data modeler in preparing and conducting meetings and follow-up activities.</p> <p>Minimum Education and Experience: This position requires a Bachelor's Degree from an accredited college or university in any field, five (5) years of general experience and three (3) years of specific experience, or an Associate's Degree with seven (7) years of general experience and five (5) years of specific experience. Further, this Candidate may possess a High School Diploma with ten (10) years of general experience and seven (7) years of specific experience.</p>
<p>9. Project Support Analyst</p>	<p>Supports the management consulting, facilitation, training, and survey teams. Assists in preparing management plans, reports, and deliverables. Assists in coordinating schedules to facilitate completion of tasks, training sessions, deliverables, Work Request reviews, briefings, electronic meetings, and surveys. May perform analysis, development, and review of program administrative operating procedures. Orders materials and supplies for consulting, training, facilitation, and survey engagements.</p> <p>Candidate must be able to work fairly independently with minimal supervision. Must be able to use software packages such as MS Word, Excel, PowerPoint, and electronic mail effectively. Must have demonstrated experience in providing administrative support in areas of office management, briefing and deliverable preparation, scheduling, meeting coordination, and copier and fax equipment use. Assist technographer and facilitator during electronic meetings and surveys, and assist in the completion of the related follow-up activities.</p>

Job Title	Description
	<p><u>Minimum Education and Experience:</u> This position requires a Bachelor's Degree from an accredited college or university in any field, two (2) years of general experience and one (1) year of specific experience, or an Associate's degree with four (4) years of general experience and three (3) years of specific experience. Further, this Candidate may possess a High School diploma with six (6) years of general experience and four (4) years of specific experience.</p>
<p>10. Senior Quality Assurance Consultant</p>	<p>Provides quality management for information systems using the standard methodologies, techniques, and metrics for assuring product quality and key activities in quality management. Establish capable processes, monitoring and control of critical processes and product mechanisms for feedback of performance, implementation of an effective root cause analysis and corrective action system, and continuous process improvement. Provides strategic quality plans in targeted areas of the organization. Provides quality assurance (QA) strategies to ensure continuous regulations and customer requirements. Develops and implements life cycle and QA methodologies, and educates and implements QA metrics.</p> <p>Candidate must possess extensive experience working with statistical methods and quality standards with information systems quality assurance, must have good QA/process knowledge, and possess superior written and verbal communication skills.</p> <p><u>Minimum Education and Experience:</u> This position requires a Bachelor's Degree from an accredited college or university in Business, Engineering, Computer Science, Information Systems, or other related discipline, eight (8) years of specific experience, and six (6) years of general experience. A Master's degree is preferred.</p>
<p>11. Quality Assurance Consultant</p>	<p>With minimal direction and oversight, provides quality management for information systems using the standard methodologies, techniques, and metrics for assuring product quality and key activities in quality management. Establish capable processes, monitoring and control of critical processes and product mechanisms for feedback of performance, implementation of an effective root cause analysis and corrective action system, and continuous process improvement. Provides strategic quality plans in targeted areas of the organization. Provides quality assurance (QA) strategies to ensure continuous regulations and customer requirements. Develops and implements life cycle and QA methodologies, and educates and implements QA metrics.</p> <p>Candidate must possess experience working with statistical methods and quality standards with information systems quality assurance, must have good QA/process knowledge, and possess good written and verbal communication skills.</p> <p><u>Minimum Education and Experience:</u> This position requires a Bachelor's Degree from an accredited college or university in Business, Engineering, Computer Science, Information Systems, or other related discipline, four (4) years of specific experience, and two (2) years of general experience.</p>
<p>12. Senior Capability Maturity Model Integration (CMMI)</p>	<p>Develop and implement a program to change and improve major software development processes. Develop, implement and lead software development processes that result in the organization achieving the various Capability Maturity Model (CMM) levels. Perform CMM based activities, including internal process assessments, establishment of standards, and act as a change agent. Manage one or more aspects of the development of a software system, such as requirements definition, programming or acceptance. Coordinate projects</p>

Job Title	Description
Consultant	<p>of a group or team. Establish or participate in the establishment of a software engineering process group (SEPG). Maintain a process database, establish process standards and evaluate results. Lead presentations on technical or otherwise complex issues. Speak at symposiums, conferences, or training sessions.</p> <p>Candidate must have led the implementation software development processes that resulted in an organization achieving CMM or CMMI level two or three.</p> <p>Minimum Education and Experience: This position requires a Bachelor's Degree from an accredited college or university in Business, Computer Science, Information Sciences, or another related discipline, ten (10) years of general experience, and five (5) years of CMM/CMMI specific experience. Master's degree preferred.</p>
13. Capability Maturity Model Integration (CMMI) Consultant	<p>Support the development and implementation of a program to change and improve major software development processes. Support the development and implementation of software development processes that result in the organization achieving the various Capability Maturity Model (CMM) levels. Perform CMM based activities, including internal process assessments, establishment of standards, and act as a change agent. Support the management of one or more aspects of the development of a software system, such as requirements definition, programming or acceptance. Coordinate projects of a group or team. Establish or participate in the establishment of a software engineering process group (SEPG). Maintain a process database, establish process standards and evaluate results. Support presentations on technical or otherwise complex issues. Must be able to support symposiums, conferences, or training sessions.</p> <p>Candidate must have supported the implementation software development processes that resulted in an organization achieving CMM or CMMI level two or three.</p> <p>Minimum Education and Experience: This position requires a Bachelor's Degree from an accredited college or university in Business, Computer Science, Information Sciences, or another related discipline, five (5) years of general experience, and three (3) years of CMM/CMMI specific experience.</p>
14. Senior Configuration Management Specialist	<p>Provides support to write plans and procedures; perform inspections, audits, and reviews; and determine or confirm adherence to project specific and/or corporate technical standards and operational procedures. Supports Quality Assurance and Configuration Management throughout a project life-cycle and/or validates deliverables prior to release. Establishes, produces, manages, and maintains Quality Assurance and/or Configuration Management forms, records, files, reports, and automated information databases. Must be able to use applicable methodologies, tools, applications, systems, software, or databases to perform assigned tasks.</p> <p>Minimum Education and Experience: This position requires a Bachelor's Degree from an accredited college or university in Business, Computer Science, Information Sciences, or another related discipline, seven (7) years of general Configuration Management experience, and four (4) years of specific experience in process, application, system, or software development.</p>
15. Configuration Management Specialist	<p>Must be able to write plans and procedures; perform inspections, audits, and reviews; and determine or confirm adherence to project specific and/or corporate technical standards and operational procedures. Supports Quality Assurance and Configuration Management throughout a project life-cycle and/or validates deliverables prior to release. Establishes, produces, manages, and maintains</p>

Job Title	Description
	<p>Quality Assurance and/or Configuration Management forms, records, files, reports, and automated information databases. Uses applicable methodologies, tools, applications, systems, software, or databases to perform assigned tasks.</p> <p><u>Minimum Education and Experience:</u> This position requires a Bachelor's Degree from an accredited college or university in Business, Computer Science, Information Sciences, or another related discipline, five (5) years of general Configuration Management experience, and two (2) years of specific experience in process, application, system, or software development.</p>
<p>16. Senior Functional Analyst</p>	<p>Must demonstrate the ability to work independently without supervision. Functional responsibility at a large-scale information system or enterprise-wide level includes analyze user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task. Provides daily supervision and direction to support staff when required.</p> <p>Candidate must possess progressive experience in the development of systems in broad-based information technology (IT) settings providing in-depth subject matter expertise and an ability to translate these into system requirements. Candidate must have superior functional knowledge of task order specific requirements, or developing functional requirements for complex integrated ADP systems.</p> <p><u>Minimum Education and Experience:</u> This position requires a Bachelor of Science Degree from an accredited college or university, ten (10) years of general experience and seven (7) years of specific functional experience.</p>
<p>17. Functional Analyst</p>	<p>Must demonstrate the ability to work independently with only minimal supervision. Functional responsibility at a large-scale information system or enterprise-wide level includes analyze user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task. Provides daily supervision and direction to support staff when required.</p> <p>Candidate must possess progressive experience in the development of systems in broad-based information technology (IT) settings providing in-depth subject matter expertise and an ability to translate these into system requirements. Candidate must have functional knowledge of task order specific requirements, or developing functional requirements for complex integrated ADP systems.</p> <p><u>Minimum Education and Experience:</u> This position requires a Bachelor of Science Degree from an accredited college or university, five (5) years of general experience and three (3) years of specific functional experience.</p>
<p>18. Sr. Business Process Reengineering Specialist</p>	<p>Applies process improvement and reengineering methodologies and principles to conduct process modernization projects. Responsible for effective transitioning of existing project teams, and the facilitation of project teams in the accomplishment of project activities and objectives. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts.</p> <p>Candidate must have extensive experience in the development of systems in broad-based information technology (IT) settings providing in-depth process improvement and reengineering methodologies. Specific experience in facilitating, training, methodology development and evaluation, process reengineering across all phases, identifying best practices, change management,</p>

Job Title	Description
	<p>business management techniques, organizational development, activity and data modeling, and information system development methods and practices is required.</p> <p>Minimum Education and Experience: This position requires a Bachelor of Science Degree from an accredited college or university, ten (10) years general experience, and six (6) years of specific Business Process Reengineering experience.</p>
<p>19. Business Process Reengineering Specialist</p>	<p>Applies process improvement and reengineering methodologies and principles to conduct process modernization projects. Duties include activity and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. May be under the supervision and direction of a Principal Business Process Reengineering Specialist or may work independently.</p> <p>Candidate must have experience in the development of systems in broad-based information technology (IT) settings providing in-depth process improvement and reengineering methodologies. Specific experience in facilitating, training, methodology development and evaluation, process reengineering across all phases, identifying best practices, change management, business management techniques, organizational development, activity and data modeling, and information system development methods and practices is desired.</p> <p>Minimum Education and Experience: This position requires a Bachelor of Science Degree from an accredited college or university, five (5) years general experience, and three (3) years of specific Business Process Reengineering experience.</p>
<p>20. Senior Technical Professional</p>	<p>At a large-scale information system or enterprise-wide level, analyze user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Applies business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives.</p> <p>Candidate must possess progressive experience in the development of systems in broad-based information technology (IT) settings providing in-depth subject matter expertise and an ability to translate these into system requirements, systems architecture, and research, development, and test tasks. Candidate must possess requisite knowledge and expertise to be recognized as a specialist in the field for a specific Task Assignment. Specialized Experience with superior functional knowledge of task order specific requirements, or developing functional requirements for complex integrated ADP systems, is required. Candidate must demonstrate the ability to work independently or under only general direction.</p> <p>Minimum Education and Experience: This position requires a Bachelor of Science Degree from an accredited college or university, ten (10) years of</p>

Job Title	Description
<p>21. Technical Professional</p>	<p>general experience, and six (6) years of specific experience.</p> <p>At a large-scale complex information system or enterprise-wide level, analyze user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Applies business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound and logical improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives.</p> <p>Candidate must possess progressive experience in the development of systems in broad-based information technology (IT) settings providing in-depth subject matter expertise and an ability to translate these into system requirements, systems architecture, and research, development, and test tasks. Specialized Experience with functional knowledge of task order specific requirements, or developing functional requirements for complex integrated ADP systems, is required.</p> <p>Minimum Education and Experience: This position requires a Bachelor of Science Degree from an accredited college or university, five (5) years of general experience, and three (3) years of specific experience.</p>
<p>22. Senior Project Administrator</p>	<p>Specifies proper types of files organization, indexing methods, and security procedures. Advises project teams on the design of complex data bases (e.g., schema and sub-schema details). Defines specialized aspects of user's data base administrator documentation. Performs detailed comparisons of various data base systems. Performs duties in a complex, distributed, heterogeneous computing environment, which may involve different types of hardware platforms, operating systems applications, and network environments. Provides expertise in data storage systems. Performs administration tasks (installing, maintaining, monitoring, recovering, rebuilding, upgrading, patching and performance tuning). Implements software solutions for performance enhancement, operator interface, and increased user capability. Augments other skill categories by providing unique IS/ADP systems administration knowledge in areas that require in-depth current knowledge of a specialized IS discipline. Such specialized knowledge can only be achieved through intensive, extensive, and continuous application of the specialty at a level exceeding that of the more general and broad based IS requirements of the skill category series.</p> <p>Minimum Education and Experience: This Position requires a Bachelor of Science Degree from an accredited college or university, seven (7) years of general experience, and three (3) years of specific experience.</p>
<p>23. Project Administrator</p>	<p>Specifies proper types of files organization, indexing methods, and security procedures. Advises project teams on the design of complex data bases (e.g., schema and sub-schema details). Defines specialized aspects of user's data base administrator documentation. Performs detailed comparisons of various data base systems. Performs duties in a complex, distributed, heterogeneous computing environment, which may involve different types of hardware platforms, operating systems applications, and network environments. Provides expertise in data storage systems. Performs administration tasks (installing,</p>

Job Title	Description
	<p>maintaining, monitoring, recovering, rebuilding, upgrading, patching and performance tuning). Implements software solutions for performance enhancement, operator interface, and increased user capability. Augments other skill categories by providing unique IS/ADP systems administration knowledge in areas that require in-depth current knowledge of a specialized IS discipline. Such specialized knowledge can only be achieved through intensive, extensive, and continuous application of the specialty at a level exceeding that of the more general and broad based IS requirements of the skill category series.</p> <p><u>Minimum Education and Experience:</u> This position requires a Bachelor of Science Degree from an accredited college or university, five (5) years of general experience, and one (1) year of specific experience.</p>
<p>24. Technical Writer</p>	<p>Analyzes and interprets highly specialized technical information to compose detailed documentation and technical manuals. Conducts complex documentation and user needs analysis. Studies customer environment by analyzing job tasks, organizational structure and user needs to propose documentation solutions. Observes developmental and experiential activities to determine operating procedure and detail for document content. Interviews technical personnel, interprets reports, specifications and drawings to increase understanding of processes and document requirements. Assists others with technical interpretation and appropriate phrasing for document content. May plan documentation development process and coordinate writing projects. Reviews documentation for an entire project to ensure validity, completeness of content and consistency with order, style and terminology standards. Assists in collecting and organizing information required for preparation of user's manuals, training materials, installation guides, proposals and reports. Edits functional descriptions, system specifications, user's manuals, special reports or any other customer deliverables and documents.</p> <p>Candidate must demonstrate experience in editing documents, including technical documents, and the ability to work independently or under only general direction.</p> <p><u>Minimum Education and Experience:</u> This position requires seven (7) years general experience, of which at least five (5) years is specialized, a degree is not required.</p>

LABOR RATE TABLES

SOFTWARE ENGINEERING SERVICES CORPORATION						
SKILL CATEGORY DESCRIPTIONS AND QUALIFICATIONS						
for SINs 874-1, 874-2, 874-3, 874-6, and 874-7						
Basic Period		Government Rates (Hourly, on or off-site)				
		Note: CY = Calendar Year				
		(12 months From date of award)				
SEQ.	LABOR CATEGORY	CY04	CY05	CY06	CY07	CY08
1	Engagement Manager	\$158.87	\$163.64	\$168.55	\$173.60	\$178.81
2	Program Manager	\$112.35	\$115.72	\$119.19	\$122.77	\$126.45
3	Project Manager	\$101.12	\$104.15	\$107.28	\$110.50	\$113.81
4	Principal Consultant	\$118.66	\$122.22	\$125.89	\$129.66	\$133.55
5	Senior Consultant	\$106.80	\$110.00	\$113.30	\$116.70	\$120.20
6	Consultant	\$96.11	\$98.99	\$101.96	\$105.02	\$108.17
7	Task Team Leader	\$91.93	\$94.69	\$97.53	\$100.45	\$103.47
8	Senior Project Support Analyst	\$91.93	\$94.69	\$97.53	\$100.45	\$103.47
9	Project Support Analyst	\$83.51	\$86.02	\$88.60	\$91.25	\$93.99
10	Senior Quality Assurance Consultant	\$83.51	\$86.02	\$88.60	\$91.25	\$93.99
11	Quality Assurance Consultant	\$71.49	\$73.63	\$75.84	\$78.12	\$80.46
12	Senior CMMI Consultant	\$96.11	\$98.99	\$101.96	\$105.02	\$108.17
13	CMMI Consultant	\$83.51	\$86.02	\$88.60	\$91.25	\$93.99
14	Senior Configuration Management Specialist	\$83.51	\$86.02	\$88.60	\$91.25	\$93.99
15	Configuration Management Specialist	\$71.49	\$73.63	\$75.84	\$78.12	\$80.46
16	Senior Functional Analyst	\$86.82	\$89.42	\$92.11	\$94.87	\$97.72
17	Functional Analyst	\$76.60	\$78.90	\$81.26	\$83.70	\$86.21
18	Senior Business Process Reengineering Specialist	\$83.51	\$86.02	\$88.60	\$91.25	\$93.99
19	Business Process Reengineering Specialist	\$69.47	\$71.55	\$73.70	\$75.91	\$78.19
20	Senior Technical Professional	\$96.11	\$98.99	\$101.96	\$105.02	\$108.17
21	Technical Professional	\$83.51	\$86.02	\$88.60	\$91.25	\$93.99
22	Senior Project Administrator	\$76.60	\$78.90	\$81.26	\$83.70	\$86.21
23	Project Administrator	\$69.47	\$71.55	\$73.70	\$75.91	\$78.19
24	Technical Writer	\$62.52	\$64.40	\$66.33	\$68.32	\$70.37

Note: The contract year runs 12 months from date of award (June 7, 2004).

The date of delivery of services will determine the hourly rate. Services delivered after June 6th of any contract year will be billed at the hourly rate for the next calendar year. For example, services to be delivered through December 31, 2004 will be billed at the calendar year 04 rate while services to be delivered between January 1, 2005 and June 6th 2005 will be billed at the calendar year 05 rate.

SOFTWARE ENGINEERING SERVICES CORPORATION						
SKILL CATEGORY DESCRIPTIONS AND QUALIFICATIONS						
for SINs 874-1, 874-2, 874-3, 874-6, and 874-7						
Option Periods 1, 2 and 3			Government Rates Hourly on or off-site			
			Note: CY = Calendar Year			
			(12 months From date of award)			
SEQ.	LABOR CATEGORY	Option 1 CY09-13	Option 2 CY14-18	Option 3 CY19-23		
1	Engagement Manager	\$184.17	\$189.70	\$195.39		
2	Program Manager	\$130.24	\$134.15	\$138.17		
3	Project Manager	\$117.23	\$120.75	\$124.37		
4	Principal Consultant	\$137.56	\$141.69	\$145.94		
5	Senior Consultant	\$123.81	\$127.52	\$131.35		
6	Consultant	\$111.42	\$114.76	\$118.20		
7	Task Team Leader	\$106.57	\$109.77	\$113.06		
8	Senior Project Support Analyst	\$106.57	\$109.77	\$113.06		
9	Project Support Analyst	\$96.81	\$99.71	\$102.70		
10	Senior Quality Assurance Consultant	\$96.81	\$99.71	\$102.70		
11	Quality Assurance Consultant	\$82.88	\$85.37	\$87.93		
12	Senior CMMI Consultant	\$111.42	\$114.76	\$118.20		
13	CMMI Consultant	\$96.81	\$99.71	\$102.70		
14	Senior Configuration Management Specialist	\$96.81	\$99.71	\$102.70		
15	Configuration Management Specialist	\$82.88	\$85.37	\$87.93		
16	Senior Functional Analyst	\$100.65	\$103.67	\$106.78		
17	Functional Analyst	\$88.80	\$91.46	\$94.20		
18	Senior Business Process Reengineering Specialist	\$96.81	\$99.71	\$102.70		
19	Business Process Reengineering Specialist	\$80.53	\$82.95	\$85.44		
20	Senior Technical Professional	\$111.42	\$114.76	\$118.20		
21	Technical Professional	\$96.81	\$99.71	\$102.70		
22	Senior Project Administrator	\$88.80	\$91.46	\$94.20		
23	Project Administrator	\$80.53	\$82.95	\$85.44		
24	Technical Writer	\$72.48	\$74.65	\$76.89		

IV. TRAINING SERVICES (SIN 874-4)

TERMS AND CONDITIONS

SES shall provide training courses normally available to commercial customers, which will permit Government users to make full, efficient use of general purpose, commercial software products. Training is restricted to training courses for those products within the scope of this contract.

SES shall provide training at the Contractor's facility and/or at the Government's location, as agreed to by the Contractor and the Government.

ORDER PLACEMENT

Written orders, EDI orders (GSA Advantage!), credit card orders, and orders placed under blanket purchase agreements (BPAs) shall be the basis for the purchase of training courses in accordance with the terms of this contract. Orders shall include the student's name, course title, course date and time, and contracted dollar amount of the course.

TIME OF DELIVERY

The Contractor shall conduct training on the date (time, day, month, and year) agreed to by the Contractor and the Government.

CANCELLATION AND RESCHEDULING

- a.** The Government will notify the Contractor at least seventy-two (72) hours before the scheduled training date, if a student will be unable to attend. The Contractor will then permit the Government to either cancel the order or reschedule the training at no additional charge. In the event the training class is rescheduled, the Government will modify its original training order to specify the time and date of the rescheduled training class.
- b.** In the event the Government fails to cancel or reschedule a training course within the time frame specified in paragraph a, above, the Government will be liable for the contracted dollar amount of the training course. The Contractor agrees to permit the Government to reschedule a student who fails to attend a training class within ninety (90) days from the original course date, at no additional charge.
- c.** The Government reserves the right to substitute one student for another up to the first day of class.
- d.** In the event the Contractor is unable to conduct training on the date agreed to by the Contractor and the Government, the Contractor must notify the Government at least seventy-two (72) hours before the scheduled training date.
- e.** If the training is scheduled for a government facility and is cancelled, the contractor will be reimbursed for non-refundable expenses incurred, such as airline tickets.

FOLLOW-UP SUPPORT

The Contractor agrees to provide each student with unlimited telephone support for a period of one (1) year from the completion of the training course. During this period, the student may contact the Contractor's instructors for refresher assistance and answers to related course curriculum questions.

PRICE FOR TRAINING

The price the Government will be charged for training will be the price in effect at the time of order placement, or the Government price in effect at the time the training course is conducted, whichever is less. The Government may receive an additional volume discount (10% for two classes, 15% for three or more classes) when placing orders for multiple classes. The classes must be attended with a 12-month period, or for such period as mutually agreed to and set forth on the order.

The table below outlines currently available training courses through SES. Rates listed are for training in Omaha, NE. For other locations, instructor's charges will include mileage and daily living expenses, in accordance with the Joint Travel Regulation in effect on the date that travel is performed. The listed price for each course is PER PARTICIPANT. Minimum and maximum class size is 8/20 students per course.

Course Number and Title	Cost/Participant	Duration
100 Project Management Training & Certification Program	\$1,665.00	4 Days
110 Process Improvement Training & Certification Program	\$1,665.00	4 Days
120 Configuration Management Training & Certification Program	\$833.00	2 Days
130 Quality Assurance Training & Certification Program	\$833.00	2 Days
140 Organizational Change Training & Certification Program	\$833.00	2 Days
200 Proactive Project Management Workshop	\$1,350.00	3 Days
210 Scheduling for Success Workshop	\$1,350.00	3 Days
211 Detailing Project Schedules Workshop	\$450.00	1 Day
212 Microsoft Project Workshop	\$900.00	2 Days
220 Project Restoration: Beyond the Nightmare Workshop	\$900.00	2 Days
230 Mastering Requirements Engineering Workshop	\$900.00	2 Days
240 Risk Management Workshop	\$900.00	2 Days
250 Implementing Software Capability Maturity Model Workshop	\$1,350.00	3 Days
260 Implementing Capability Maturity Model Integration Workshop	\$1,350.00	3 Days
270 Successful Quality Reviews/Peer Reviews Workshop	\$450.00	1 Day
280 Developing High Performing Teams	\$900.00	2 Days
290 Managing Management Behavior: Organizational Change	\$675.00	1.5 Days
300 Proactive Project Management Fast Track	\$450.00	1 Day
310 Capability Maturity Model Integration Fast Track	\$338.00	6 Hours
320 Software Capability Maturity Model Fast Track	\$338.00	6 Hours

FORMAT AND CONTENT OF TRAINING

All training courses are provided in a classroom setting, unless otherwise agreed upon by SES and the client. SES will provide written materials (manuals, handouts, etc.) for each course. The distributed materials will become the property of the students following completion of the course. Each student will receive a Certificate of Training following completion of the course.

COURSES OFFERED BY SES

Software Engineering Services has tailored our training catalog to meet the needs of a diverse business community. Our course offerings include Training & Certification Programs, Workshops and Fast Track Training. Here is a summary of each category:

Training & Certification – Training and Certification courses provide a mixture of theory and hands-on utilization of concepts learned during the instructional period. The objective of the course is to certify the participant’s level of expertise in the subject matter presented.

Workshops – The Workshop offering is a hands-on approach to the subject matter. Participants utilize their prior experiences and knowledge of fundamentals to solve realistic workplace situations.

Fast Track – The Fast Track approach is tailored for the office that is always too busy for training but knows that they desperately need it. Fast Track is the “roll up your sleeves and come prepared to participate” approach to training.

SES Training & Certification Programs		
Course	Title	Length
100	Project Management Training & Certification Program	4 days
110	Process Improvement Training & Certification Program	4 days
120	Configuration Management Training & Certification Program	2 days
130	Quality Assurance Training & Certification Program	2 days
140	Organizational Change Training & Certification Program	2 days

Course 100: Project Management Training and Certification Program

Course Description: Most organizations are constantly fighting fires. Program staff is frequently reacting with no time for fact-based planning, forecasting, decision-making and improving. Hero’s and firefighters, who should not be, are more valued than staff who use systematic, proven, common-sense methods for managing programs. This program merges successfully proven philosophies of the Software Engineering Institutes (SEI®) Capability Maturity Model – Integrated (CMMI®) and the Project Management Institutes (PMI®) Project Management Book of Knowledge (PMBOK®) into a comprehensive course designed for both beginner managers looking for guidance and seasoned managers looking for a new way of looking at things. The ultimate goal for both of these proven products is to provide a way of making projects and programs successful with a concentration on project management.

CMMI® provides the process framework and the PMBOK® provides the how-tos. Many organizations struggle with the how-tos when using the CMMI® where many organizations that adhere to the PMBOK® standards need discipline in other related areas as well, hence a merge of these two notable products brings the best of both worlds. We will go through an actual project as part of the

workshop program to give attendees hands-on experience using the methodologies and techniques discussed during session. There will be a final exam for certification.

Certification Program Description

Industry recognized accreditation and validation of participant's knowledge and ability to effectively plan and execute IT projects. The in-depth exam with detailed questions and exercises will validate the participant's project management experience and understanding of CMMI® and Project Management Key Process Areas (KPA's) process requirements.

Training Course Objectives

- Identify and discuss CMM® Project Planning KPA requirements
- Identify and discuss CMM® Project Monitoring and Control KPA requirements
- Cover CMM® compliant processes and procedures
- Integrate the use of tools, templates, forms
- Discuss project implementation barriers
- Address necessary support elements (project sponsor, commitment, etc.)
- Identify the Project Management Key Success Indicators
- Build a Real, Practical, Project Plan
- Gain hands-on understanding and experience with processes, tools and templates

Certification Program Objectives

- Determine and validate participant knowledge and understanding of CMM® PM requirements
- Determine and validate participant's ability to apply CMM® PM processes

Certification Program Prerequisites

- At least 3 years of Project Management experience
- At least 1 formal training course in Project Management

Intended Audience

Experienced IT Project Mangers, Project Leaders, and Project Sponsors

Course 110: Process Improvement Training and Certification Program

Course Description: Mature processes have been proven to result in consistent quality products that require a significant amount of less rework which is very costly both in time and dollars. The course is designed to introduce Capability Maturity Model Integration CMMI® and provide real-world, practical methods for implementing the model in organizations. It incorporates the entire effort from developing processes to the people side of process improvement.

We will discuss software process maturity; what it is, what it is not, and then explore process maturity's effect on your bottom line. This course explains the reason why Level 1 organizations exist and it explains initiatives needed to get to Level 2. Then, we provide a detailed analysis of Level 2 and Level 3 Process Areas.

This course will provide you with insight and tools to determine the general maturity of your organization. We will provide you with specific guidance on initiating and implementing CMMI®. This course explores the varied committees and interpersonal relationships that lead to a successful, effective and lasting implementation of CMMI®. Finally, the notion of metrics will be examined, with suggestions on what to collect and how to interpret the metrics that are collected.

Hands-on exercises will help attendees fully understand what needs to be accomplished. Instructors will share their real-world experience in accomplishing this challenging organizational change. A final exam will be accomplished in order to certify attendees as Process Improvement Professionals.

* This course can be customized to the Software Capability Maturity Model (CMM®).

Certification Program Description:

Industry recognized accreditation and validation of participant's knowledge and ability to effectively define and implement processes. In-depth exam with detailed questions and exercise will rely upon participant's process management experience and understanding of CMM® Project Management KPAs process requirements.

Training Course Objectives:

- Identify and discuss CMM® Project Planning KPA requirements
- Identify and discuss CMM® Project Monitoring and Control KPA requirements
- Cover CMM® compliant processes and procedures
- Integrate the use of tools, templates, forms
- Discuss process improvement barriers
- Collecting and interpreting data
- Use of metrics as a measurement of success
- Gain hands-on understanding and experience with processes, tools and templates

Certification Program Objectives:

- Determine and validate participant knowledge and understanding of process improvement techniques
- Determine and validate participant's ability to apply process improvements

Certification Program Prerequisites:

- At least 3 years of Project Management experience
- At least 1 formal training course in Process Improvement

Intended Audience:

Experienced IT Project Managers, Project Leaders, and Project Sponsors

Course 120: Configuration Management Training and Certification Program

Course Description: This program focuses on the basic configuration management musts such as identifying the software and hardware configuration, systematically controlling changes to the configuration, and maintaining the integrity and traceability of the controlled configuration through final testing and acceptance as well as touching on some data management topics for managing the vast amounts of documentation associated with any product development effort.

Certification Program Description:

Industry recognized accreditation and validation of participant's knowledge and ability to effectively follow an established configuration management process. In-depth exam with detailed questions and exercise will rely upon participant's configuration management experience.

Training Course Objectives:

- Identify and discuss basic configuration management practices such as source control
- Develop a hierarchy for promotion of software upgrades
- Identify documentation requirements for Configuration Management practices

Certification Program Objectives:

- Determine and validate knowledge and understanding of Configuration Management techniques
- Determine and validate participant's ability to apply Configuration Management principles

Certification Program Prerequisites

- At least 1 year of Configuration Management experience
- At least 1 formal training course in Configuration Management

Intended Audience:

Project Mangers, Software Engineers, QA Engineers

Course 130: Quality Assurance Training and Certification Program

Course Description: The Quality Assurance team provides critical software development functions, including product and process evaluation and audit; identification and remediation of software issues and defect prevention techniques. This course focuses on these vital areas to ensure a high level of confidence in the success of a product to be delivered for external use or within the company.

Certification Program Description:

Industry recognized accreditation and validation of participant's knowledge and ability to effectively follow an established Quality Assurance process. In-depth exam with detailed questions and exercises will gauge the participant's level of Quality Assurance expertise.

Training Course Objectives:

- Learn to develop and implement a Quality Assurance program
- Learn the relationship between the quality of the design process and software performance
- Identification and remediation of software performance issues

Certification program Objectives

- Determine and validate knowledge and understanding of Quality Assurance techniques
- Determine and validate participant's ability to apply Quality Assurance principles

Certification Program Prerequisites

- At least 1 year of Quality Assurance experience
- At least 1 formal training course in Quality Assurance

Intended Audience:

Project Mangers, Software Engineers, QA Engineers

Course 140: Organizational Change Training and Certification Program

Course Description: Learn how to achieve lasting and significant changes within your organization in order to enhance your position within the super competitive high-tech industry. The course offers a look behind the scenes to understand how successful businesses are able to stay ahead of their competition. Participants will develop a comprehensive and detailed action plan for an improvement effort.

Certification Program Description:

Industry recognized accreditation and validation of participant’s knowledge and ability to effectively design and implement an organizational change process. In-depth exam with detailed questions and exercises will gauge the participant’s level of organizational change management expertise.

Training Course Objectives:

- Examine the reasons for organizational change
- Learn how to motivate participants in the change process
- Avoiding common mistakes of organizational change

Certification Program Objectives:

- Determine and validate knowledge and understanding of Organizational Change techniques
- Determine and validate participant’s ability to apply Organizational Change principles

Certification Program Prerequisites

- At least 3 years of Project Management experience
- At least 1 formal training course in Project Management

Intended Audience:

Project Mangers, Team Leaders, prospective managers or team leads

SES Workshops		
Course	Title	Length
200	Proactive Project Management Workshop	3 days
210	Scheduling for Success Workshop	3 days
211	Detailing Project Schedules Workshop	1 day
212	Microsoft Project Workshop	2 days
220	Project Restoration: Beyond the Nightmare Workshop	2 days
230	Mastering Requirements Engineering Workshop	2 days
240	Risk Management Workshop	2 days
250	Implementing the Software Capability Maturity Model Workshop	3 days
260	Implementing the Capability Maturity Model Integration Workshop	3 days
270	Successful Quality Reviews/Peer Reviews Workshop	1 day
280	Developing High Performing Teams	2 days
290	Managing Management Behavior: Organizational Change	1.5 days

Course 200: Proactive Project Management Workshop

Course Description: This workshop merges proven philosophies of the Software Engineering Institutes (SEI®) Capability Maturity Model – Integrated (CMMI®) and the Project Management Institutes (PMI®) Project Management Book of Knowledge (PMBOK®) into a comprehensive course on project management. The ultimate goal is to achieve successful projects and programs by concentrating on project management.

Workshop Objectives:

- Learn to mitigate risks before, during and after the project
- Avoiding common project management mistakes
- Learn the philosophy of project management
- The importance of communication in effective project management

Workshop Prerequisites:

- At least 1 year of Project Management experience
- Basic understanding of the principles of Project Management

Intended Audience:

Project Mangers, Team Leaders, prospective managers or team leaders

Course 210: Scheduling for Success Workshop

Course Description: The course will introduce attendees to Microsoft Project® as a tool for managing projects and tasks. The course combines project management theory with an application tool for project management. This combination provides the attendees with the ‘why’ and ‘how’ approach to managing projects through effective, use of project schedules.

Workshop Objectives:

- Learn to develop and maintain a project schedule
- Learn to identify tasks and hierarchies of tasks
- Outline the critical path for project success
- Learn the theory of project management and the application of project management principles

Workshop Prerequisites:

- At least 1 year of Project Management experience
- Basic understanding of scheduling principles and resource management

Intended Audience:

Project Mangers, Team Leaders, prospective managers or team leads

Course 211: Detailing Project Schedules Workshop

Course Description: This workshop, a subset of the **Scheduling for Success** Workshop, will provide hands-on exercises in developing milestones and creating tasks to provide attendees with experience in developing project schedules from inception to closing.

Workshop Objectives:

- Learn to identify tasks and resources
- Learn to create milestones for project management
- Learn to adjust available resources, add resources and alter project timelines

Workshop Prerequisites:

- At least 1 year of Project Management experience
- Intermediate level of understanding of scheduling principles and resource management

Intended Audience:

Project Mangers, Team Leaders, prospective managers or team leads

Course 212: Microsoft Project® Workshop

Course Description: Microsoft Project® has become one of the most popular Project Management tools available. This workshop, a subset of the Scheduling for Success Workshop, will provide hands-on exercises using Microsoft Project® to provide attendees with experience in developing and maintaining project schedules.

Workshop Objectives:

- Learn to create reports using Microsoft Project®
- Learn to monitor variances in scheduling and resource allocation
- Learn to use metrics to monitor project performance

Workshop Prerequisites:

- Intermediate level of understanding of scheduling principles and resource management

Intended Audience:

Project Managers, Team Leaders, prospective managers or team leads

Course 220: Project Restoration: Beyond the Nightmare Workshop

Course Description: This course gives attendees a proven, successful, step-by-step process to help projects recover. Techniques will be presented in a manner that will enable attendees to tailor the method to meet the needs of their organization.

Workshop Objectives:

- Learn project recovery strategies through role playing
- Learn the project recovery process
- Examine real life examples of projects in distress

Workshop Prerequisites:

- Introductory level of understanding of project management

Intended Audience:

Project Managers, Team Leaders, Software Engineers, Quality Assurance Engineers

Course 230: Mastering Requirements Engineering Workshop

Course Description: One of the leading causes of project failure and cost overrun is missing or poorly defined requirements. Building a successful project requires a clear understanding of the various types of requirements by the customer and the entire project team.

Workshop Objectives:

- Identify the various types of requirements (Business, User, System)
- Learn to identify missing or hidden requirements
- Learn to link requirements to project tasks

Workshop Prerequisites:

- Introductory level of understanding of requirements management

Intended Audience:

Project Mangers, Team Leaders, Software Engineers, Quality Assurance Engineers

Course 240: Risk Management Workshop

Course Description: Risk is an inevitable component of doing anything or doing nothing. This course will help you to identify the risks involved with your project and to formulate processes for managing these risks to ensure the success of your project.

Workshop Objectives:

- Learn to identify project risks, such as time or budget constraints, hardware, software, etc.
- Learn to categorize risks and to rank them according to probability, business impact or other criteria
- Learn to maximize the probability of project success through risk management

Workshop Prerequisites:

- Intermediate level of understanding of risk management

Intended Audience:

Project Mangers, Team Leaders, Software Engineers, Quality Assurance Engineers

Course 250: Implement Software Capability Maturity Model CMMI® Workshop

Course Description: Implementation of the Software Capability Maturity Model (CMM)® is the primary objective of this workshop. This workshop answers the questions “What is process maturity”, “why is it important”, and “what are the benefits”. It includes discussions of some of the barriers to process improvement and some of the enhancers to the process improvement effort. The evolution of software process maturity is explored to provide a comprehensive understanding of where we came from and where we’re going in the process world.

The SEI’s IDEAL® model is discussed along with each phase of the model. Some tools and techniques for each phase are presented with hands on exercises to provide a full understanding. In addition, process improvement planning is reviewed including planning documents, some barriers, and enhancers. How to launch projects, developing useful processes including some pitfalls to watch, samples to help in developing processes, some characteristics of useable processes, and methods for enforcing use of the developed processes is discussed. The structural components of the CMM® are discussed in detail including each level and the associated key process areas, their purpose, goals, barriers, and implementation ideas. Brainstorming will be used to explore how these can be implemented in your unique environment. CMM® assessments are discussed to include both formal and informal assessments such as Mini-Assessments including the what, the why, the who, the where, the when, and the how.

Finally, the people side of CMM® including sponsors, steering committees, software process improvement groups (SEPG), action teams/working groups, and facilitator/coordinator/mentor including the responsibilities for each role is discussed. The focus is on defining and characterizing the SEPG and facilitator/coordinator.

Workshop Objectives:

- Learn to identify process maturity and the benefits associated with process maturity
- Discussion of the SEI’s IDEAL® model
- Discussion of key processes, goals, barriers and implementation ideas

Workshop Prerequisites:

- Intermediate level understanding of the Capability Maturity Model®
- Minimum of three years of Project Management experience

Intended Audience:

Project Mangers, Team Leaders, prospective managers or team leads

Course 260: Implement Capability Maturity Model CMMI® Integration Workshop

Course Description: Implementation of the Capability Maturity Model Integration (CMMI)® is the primary objective of this workshop. This workshop answers the questions “What is process maturity”, “why is it important”, and “what are the benefits”. It includes discussions of some of the barriers to process improvement and some of the enhancers to the process improvement effort. The evolution of software process maturity is explored to provide a comprehensive understanding of where we came from and where we’re going in the process world.

The SEI’s IDEAL® model is discussed along with each phase of the model. Some tools and techniques for each phase are presented with hands on exercises to provide a full understanding. In addition, process improvement planning is reviewed including planning documents, some barriers, and enhancers. How to launch projects, developing useful processes including some pitfalls to watch,

samples to help in developing processes, some characteristics of useable processes, and methods for enforcing use of the developed processes is discussed. The structural components of the CMMI® are discussed in detail including each level and the associated process areas, their purpose, goals, barriers, and implementation ideas. Brainstorming will be used to explore how these can be implemented in your unique environment. CMMI® assessments are discussed to include both formal and informal assessments such as Mini-Assessments including the what, the why, the who, the where, the when, and the how.

Finally, the people side of CMMI® including sponsors, steering committees, software process improvement groups (SEPG), action teams/working groups, and facilitator/coordinator/mentor including the responsibilities for each role is discussed. The focus is on defining and characterizing the SEPG and facilitator/coordinator.

Workshop Objectives:

- Learn to identify process maturity and the benefits associated with process maturity
- Discussion of the SEI's IDEAL® model
- Discussion of key processes, goals, barriers and implementation ideas

Workshop Prerequisites:

- Intermediate level understanding of the Capability Maturity Model®
- Minimum of three years of Project Management experience

Intended Audience:

Project Mangers, Team Leaders

Course 270: Successful Quality Review/Peer Review Workshop

Course Description: This course is designed to train individuals to be effective quality review moderators and participants. The quality review methodology is based on the *Fagan Inspection Technique*, developed by Michael Fagan at IBM in 1976.

Workshop Objectives:

- How to conduct a quality review
- Gaining acceptance of quality review
- Impact of quality review on deliverables and client satisfaction

Workshop Prerequisites:

- Introductory level understanding of the Quality Review Process
- Minimum of six months of Quality Review experience

Intended Audience:

Project Mangers, Team Leaders, Software Engineers, QA Engineers

Course 280: Developing High Performing Teams Workshop

Course Description: This course is based on *Leading Teams*, by Sam R. Lloyd and *Taking the Step Up to Supervisor*, by Geoff Nichols. High Performing Teams produce higher quality work and are more productive, happier, more likely to pursue personal development, more flexible, and ultimately provide much higher levels of satisfaction whether the customer is internal or external. This course will help a manager to develop a winning team or a team member to understand their role.

Workshop Objectives:

- Team building and development
- Setting expectations
- Time management, stress management, leading by example

Workshop Prerequisites:

- None

Intended Audience:

Project Mangers, Team Leaders, Software Engineers, Quality Assurance Engineers

Course 290: Managing Management Behavior: Organizational Change

Course Description: The course provides a look at the dynamics of the high-tech industry where change is necessary for survival. We will examine how successful businesses are able to stay ahead of their competition and discuss how to motivate your managers by providing them with new tools and strategies to build a cohesive, flexible, and FAST organization. Using the tools and knowledge learned, participants will develop a comprehensive and detailed action plan for an improvement effort.

Workshop Objectives:

- Using change to stay ahead of the competition
- How to motivate a manager
- Strategies of successful organizations

Workshop Prerequisites:

- Three years of project management experience
- Three years of human resource management experience

Intended Audience:

Project Mangers, Senior Level Managers

SES FastTrack Training		
Course	Title	Length
300	Proactive Project Management FastTrack	1 day
310	Software Capability Maturity Model FastTrack	6 hours
320	Capability Maturity Model Integration FastTrack	6 hours

Course 300: Proactive Project Management Fast Track

Course Description: This is a FastTrack version of the Proactive Project Management Workshop. The focus is on concepts and tools of project management without the hands-on exercises. This course will focus on how to avoid common project management errors using real-world, proven, practical methods for implementing project management concepts. This workshop merges successfully proven philosophies of the Software Engineering Institutes (SEI®) Capability Maturity Model – Integrated (CMMI®) and the Project Management Institutes (PMI®) Project Management Book of Knowledge (PMBOK®) into a comprehensive course designed for entry level managers looking for guidance and seasoned managers looking for a new approach.

Objectives:

- Leading a project to success using project management philosophy and tools
- Avoiding common errors
- Identifying and evaluating risks

Prerequisites:

- Basic understanding of project management tools and concepts
- One year of project management experience

Intended Audience:

Project Mangers, Team Leaders

Course 310: Capability Maturity Model Integration Fast Track

Course Description: This is a FastTrack version of the Software Capability Maturity Model Workshop hence it will only touch on areas that are detailed in the Workshop and the hands-on exercises are not provided. Implementation of the Capability Maturity Model Integration (CMMI)® is the primary objective of this workshop. This workshop answers the questions “What is process maturity”, “why is it important”, and “what are the benefits”. It includes discussions of some of the barriers and enhancers to process improvement. The evolution of software process maturity is explored to provide a comprehensive understanding of where we came from and where we’re going in the process world.

The SEI’s IDEAL® model is discussed along with each phase of the model. Some tools and techniques for each phase are presented with hands on exercises to provide a full understanding. In addition, process improvement planning is reviewed including planning documents, some barriers, and enhancers. How to launch projects, developing useful processes including some pitfalls to watch,

samples to help in developing processes, some characteristics of useable processes, and methods for enforcing use of the developed processes is discussed. The structural components of the CMMI® are discussed in detail including each level and the associated process areas, their purpose, goals, barriers, and implementation ideas. Brainstorming will be used to explore how these can be implemented in your unique environment. CMMI® assessments are discussed to include both formal and informal assessments such as Mini-Assessments including the what, the why, the who, the where, the when, and the how.

Finally, the people side of CMMI® including sponsors, steering committees, software process improvement groups (SEPG), action teams/working groups, and facilitator/coordinator/mentor including the responsibilities for each role is briefly discussed.

Objectives:

- Mature processes lead to a higher quality of products
- Using processes to gain a competitive edge
- Developing a proactive approach to issue resolution

Prerequisites:

- Basic understanding of project management tools and concepts
- Two years of project management experience

Intended Audience:

Project Mangers, Team Leaders

Course 320: Software Capability Maturity Model Fast Track

Course Description: The FastTrack version of the Software Capability Maturity Model Workshop provides an introduction to theory and tools without the hands-on exercises. It includes discussions of barriers to process improvement and the evolution of software process maturity. The SEI's IDEAL® model is reviewed along with tools and techniques for process improvement. Topics include how to launch projects, developing useful processes and process pitfalls. Finally, the people side of CMMI®, including sponsors, steering committees, software process improvement groups (SEPG), action teams/working groups, and the roles of the facilitator, coordinator, and mentor are discussed.

Objectives:

- Overcoming barriers to process improvement
- Tools and techniques for process improvement
- Combining Process Improvement and people

Prerequisites:

- Basic understanding of project management tools and concepts
- One year of project management experience

Intended Audience:

Project Mangers, Team Leaders

SAMPLE BPA

BPA NUMBER _____

**(CUSTOMER NAME)
BLANKET PURCHASE AGREEMENT**

Pursuant to GSA Federal Supply Schedule Contract Number(s) _____, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (Ordering Agency):

- (1) The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

SIN/DESCRIPTION	*PRICE
_____	_____
_____	_____
_____	_____

- (2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____
_____	_____

- (3) The Government estimates, but does not guarantee, that the volume of purchases through this agreement will be _____.
- (4) This BPA does not obligate any funds.
- (5) This BPA expires on _____ or at the end of the contract period, whichever is earlier.
- (6) The following office(s) is hereby authorized to place orders under this BPA:

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

- (7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.
- (8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:
 - a. Name of Contractor;
 - b. Contract Number;
 - c. BPA Number;
 - d. Purchase Order Number;
 - e. Date of Purchase;
 - f. Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
 - g. Date of Shipment.