



**Contract Number: GS-10F-0330K**

**BACKGROUND**

Transformation Systems Inc. (TSI) is a leadership and management consulting firm founded in 1994 by leadership author and consultant, Dr. Marta Wilson. The firm's purpose is to *KEEP LEADERS IN MOTION* to exceed their transformation goals. TSI is a woman-owned small business. We specialize in helping leaders exceed their goals at all levels: individual, team, and organizational.

TSI's record includes client outcomes such as significant cost reductions and exceptional performance leaps. For example, TSI recently helped one client improve so much that its revenues doubled from one year to the next.

TSI's specialized team of 30 experts hold advanced credentials in business, psychometrics, conflict resolution, criminology and industrial engineering.

The firm offers an array of services that keep leaders in motion to transform their organizations including expertise in:

- Change management
- Workplace transformation
- Meeting facilitation
- Strategic planning
- Results measurement
- Program evaluation
- Developmental training
- Executive coaching
- Process improvement

TSI publishes what we practice. The team has authored:

- scores of articles
- 7 leadership books and
- the new Strategic Performance Measurement chapter in the *Handbook of Industrial and Systems Engineering*

TSI's clients include Government, Commercial and Non-Profit organizations. The firm is based in the Metro Washington, DC area with offices in Arlington, Stafford and Washington, DC

**Contact Information:**

**Transformation Systems, Inc**

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## **SIN 874 - 1**

### **SIN 874 - 1RC**

## **INTEGRATED CONSULTING SERVICES**

Each of the services below is part of our comprehensive approach to organizational transformation. These services can also stand alone as independent interventions. Whether independently accessed or deployed in the context of a comprehensive transformation approach, all our services enhance government agencies' efforts to improve performance, quality, timeliness and efficiency.

### ***Measurement Consultation***

In the context of improvement, planning and measurement are inseparable. Our contributions to our clients' measurement systems are balance, visibility, deployment, and learning. We view balance much more broadly than the popular literature. We believe that visibility of measures is a key to improvement. We use visibility as a deployment tool to align initiatives throughout the organization, and we contend the highest purpose of measurement is its place in making decisions and learning from them.

TSI's measurement services help organizations plan new initiatives and enhance the progress and success of existing ones with the power of quantitative data that supports executive decision-making. Our measurement framework blends lessons from three foundational approaches: the scientific research method, Logical Framework Analysis and the Balanced Scorecard model. We draw on the best aspects of these approaches to create flexible and meaningful measurement solutions. Critical questions we help you address include:

- Are we achieving our business goals and objectives? Why or why not?
- What risk factors are impacting the success of our internal initiatives?
- What hidden story does our historical data have to tell?

TSI's approach is N.I.M.B.L.E. We create effective measurement strategies through:

- Navigating a plan and setting the course,
- Including all players in the value chain,
- Magnifying issues to clarify priorities,
- Building tools that capture meaningful information,
- Learning through data collection and analyses,
- Evaluating all findings to guide decision-making and future planning

### ***Program Evaluation***

TSI's evaluation services can be tailored to focus on the short-term, when you need information fast. We can also plan information collection into your daily routine, providing more strategic or long-term activities. Our evaluation experts can help you answer many questions, for example:

- How are our company/program/ initiative doing?
- Are our processes efficient?
- Are we accomplishing our goals and objectives?
- Are services being provided to appropriate clients?
- Are our customers satisfied with our services?

- Do our services have the impact we intended?
- How can we serve our customers better?
- Do we have evidence to support our budgetary requests?

Sound evaluation provides leaders with the right information to make better decisions to consciously take actions that improve their organizations. Meaningful information is a powerful tool. TSI can help you collect it, analyze it, and use it to achieve your operational and management goals.

### ***Organizational Assessments***

Many client engagements begin with an organizational assessment. We use this tool to assess current performance levels and performance improvement approaches. While on-site for the organizational assessment, we look for balance across methods and results as we analyze key documents and meet with leaders, staff members, customers and suppliers. We provide a written and oral report of findings as well as recommendations for improvement. Although the organizational assessment approach is customized, we typically use a recognized assessment framework such as the Malcolm Baldrige Award.

### ***Individual Assessments***

This program helps people increase their self-awareness to leverage professional growth and competency. We use multiple assessment instruments to generate a holographic view of a person's competency, goals, preferences and self-image. For each person, we assess career interests, strengths and weaknesses, and needed competencies. We then customize an individual development plan of training, coaching, mentoring and on-the-job opportunities aimed at helping improve identified skill areas.

### ***Balanced Leadership Coaching***

This total immersion program exposes participants to the four cornerstones of balanced leadership (personal, people, organizational, and business mastery) and allows them to conduct a self-assessment, and create a balanced leadership plan. The program also offers the option of implementation coaching.

### ***360 Degree Feedback Consultation***

This program helps leaders, managers, and employees polish their skills to better understand their business, analyze issues, and develop effective solutions. This structured process helps each individual assess their current state and develop a plan to become a more effective and efficient leader based on the perceptions of supervisors, direct reports, peers, and self-perceptions.

### ***Personality Types and Archetypes Consultation***

This program helps participants improve their working relationships by using the *Myers-Briggs Type Indicator* and the *Pearson-Marr Archetype Indicator*. Certified psychologists teach participants how to use these tools to better understand themselves and others and create a plan to improve their working relationships. Individuals learn how to map out their journeys and call upon inner archetypes and preferences that can aid them in achieving success, balance, and fulfillment.

### ***Team Trust and Effectiveness Coaching***

This program provides group behavior and team dynamics training to improve the performance of teams. We focus on building trust while teaching skills for managing diversity and conflict. Team members learn how to define roles and responsibilities, select team members, encourage positive behavior, facilitate participation at meetings, maintain control, evaluate and reward results, and determine training needs. In addition, we can customize our consulting to provide strategic planning, process improvement, and education on management tools.

### ***Integrated Strategic Planning Consultation***

Our proven approach integrates strategic planning with business planning to create a comprehensive plan. Some people call this strategic management. We help our clients' select appropriate planning horizons, and we customize our planning process to suit our client's culture and environment. We focus our clients on the results they want, useful and visible measures of those results, and initiatives most likely to create those results. What sets us apart is our willingness and ability to help our clients manage agreements with each other around implementation and deployment of their plans. We design structured review sessions that enable learning cycles to accelerate, and we teach clients how to run them without us. Our specialty is deployment of corporate plans and measures throughout the organization.

### ***Reengineering and Restructuring Coaching***

We design, facilitate, and coach the implementation of process improvement management and help close the gap between current and desired levels of performance. We develop system maps that help organizations understand their work in ways beyond the typical stovepipe model. This program is often used to change current structures to become more effective.

### ***Navigating Virtual Organizations Coaching***

This program helps leaders navigate the new virtual team environment. Participants in this tailored process learn how to relate in the new virtual environment, create trust, manage their knowledge to the fullest extent, and how to ensure the right information gets to the right people at the right time. Participants also learn when technology helps and when it hurts.

## **FACILITATION SERVICES**

As facilitators, the TSI team is prepared to play a number of roles beyond the traditional role of solution provider or expert. We collaborate closely with our clients to provide support as team member, data collector, process coordinator, teacher, challenger, acceptant/active listener, motivator, and honest broker as appropriate to shape and reinforce positive change.

As facilitators, we consistently strive to:

- create an environment of openness and learning;
- disseminate knowledge and skills;
- create an effective atmosphere for team growth and development;
- focus on individual and shared needs and preferences (includes use of tools such as the Myers-Briggs Type Indicator and the Thomas-Kilmann Modes of Managing Conflict);
- build shared positive power;
- look to the future, then learn from the past;
- generate options;
- develop doable action plans;
- keep groups focused;
- structure innovative group processes;
- ensure a results orientation, and
- model desired behaviors.

Specific services detailed below are customized and tailored to the needs, restrictions, and preferences of the client.

### ***Team Facilitation***

We provide guidance on group behavior and team dynamics to improve the performance of teams. We focus on teamwork and teambuilding while managing diversity and conflict. Our facilitation efforts are geared towards achieving significant improvement in customer responsiveness and process management in a team-dependent environment. Based on the client's needs, the facilitation can be customized to emphasize fostering team cohesiveness or providing guidance on process development, strategic planning and identification of management tools and techniques. We also work closely with participants to develop and identify objectives and goals and to create strategic and tactical priorities, with action plans and process development for each team's program. We provide quarterly performance reports to document teams' progress and results. From analysis of these reports and coaching observations, we provide team leaders with recommendations for achieving objectives and goals. With all this in mind, we work with the team to design the agenda and other materials for each meeting or offsite. As part of our integrated approach, we work to ensure alignment and coordination between the team and the organization they are operating within.

***Meeting Facilitation*** We facilitate all aspects of meetings to include: guiding the group through forming and storming phases, providing tools and techniques (such as the Nominal Group Technique) for building consensus and prioritizing, shaping the process to be used, developing successful meeting skills, and other activities. Following the meetings, we often provide implementation support to ensure momentum is maintained and follow-through occurs. In facilitated sessions, we work to accelerate the sense of accomplishment by using group processes to produce results-oriented meetings. We facilitate meetings and retreats with goals of: validating and aligning Mission and Vision, defining a Strategic Path; defining strategic and structural alternative designs; achieving consensus-based decisions regarding strategy and structure; scoped implementation plans, including schedule and responsibilities; better understanding of the relationship between Total Quality/Continuous Improvement and Planning; and better understanding of how concepts of Total Quality/Continuous Improvement apply to the organization's environment. Through the design, development, and facilitation of many federal agencies' retreats, summits, and meetings, we have shown significant accomplishment in managing the interactions among key stakeholders across organizations to achieve consensus and closure on important issues and concerns.

### ***Facilitation Support - Agenda Building, Logistics Management, Recording***

TSI is experienced in managing the often-overlooked facets of the facilitation process, including preparation, on-site support, and data collection. We work up front to ensure our clients' desired outcomes and outputs are translated into a detailed agenda that has buy-in from all participants. To ensure participants are informed and prepared, we often assign reading and/or pre-work.

We use standardized check sheets and diagrams to make attending to logistical details (e.g., room set-up, equipment needs, refreshments, meals) thorough yet simple. Depending on the client's preference, we either manage logistics directly or support an internal representative in this effort.

We have trained recorders on staff, who work with the client in advance to determine requirements for data collection. Our recorders have the flexibility to produce real-time reports of output if requested.

## **SURVEY SERVICES**

We help identify organizations strengths and opportunities for improved performance. Through the use of specially designed surveys and reports, we assist organizations, ranging in size from thousands of employees to small work teams, to identify strategies for enhancing workforce development and creating desired results. Our survey specialist team provides up-to-date expertise in designing, implementing, and analyzing surveys, providing information to help our clients take action and improve organizational performance.

An important part of the transformation process is identifying issues, culture shifts and areas for individual and organizational improvement. Surveys allow organizations to define and collect metrics in order to determine how well they are doing both internally and comparatively with organizations. We provide services using both off-the-shelf instruments as well as customized, TSI-developed instruments. We have certified Organizational/Industrial Psychologists to administer a wide variety of instruments. We also specialize in designing and implementing surveys and focus groups to collect information for customers, employees, and other stakeholders. We offer services ranging from design, to administration, to writing and briefing results. We use a variety of methods from small focus groups to surveying large populations using mail, telephone, computer, and other data collection tools. We emphasize how to use the information collected to make sustainable changes.

For an organization to understand its requirements for success and deliver quality service means doing things well that are important to the customer. Doing things well that are not important has no impact. In reality, the only time customers are impressed by service is when it goes well beyond their expectations. Not meeting their expectations is their definition of poor service.

Therefore, we recommend careful attention to the changing needs and desires of customers and stakeholders. This begins with understanding their expectations as the baseline (through surveys research) and consistently and relevantly improving service delivery to continually delight them. In measuring customer satisfaction, TSI first identifies each aspect of the customer survey process that may affect either the quality or quantity of response and shapes each of them in such a way that the best possible responses are obtained. We then organize the survey efforts so that the design intentions are carried out in complete detail. Steps in the process include:

#### ***Interview Key Stakeholders***

TSI holds client interviews to gain first-hand knowledge of their desired point of arrival and results to be achieved. Then, we conduct focus groups to collect baseline data for the survey design.

#### ***Design, Develop, and Pilot the Survey***

After initial design and development, we pilot test survey questions with a small sample of target population members to ensure a common understanding of the survey s meaning. This also ensures that the questions solicit people s real perceptions. This step builds reliability and validity of the survey instrument. Based on findings from the pilot survey, we modify the survey instrument as needed.

#### ***Market and Distribute the Survey***

To enhance response rates, we recommend promoting the purpose and importance of the survey to recipients using a high impact awareness campaign. Once awareness levels are sufficient, we distribute the survey in accordance with the preferred distribution method (e.g., electronic mail). We often recommend conducting a sampling of follow-up telephone or personal interviews to obtain rich contextual data to aid in the interpretation of results.

***Analyze and Interpret Findings***

During this step, we statistically analyze survey data and convert it to meaningful information. We involve the stakeholders (users) of the information up front to ensure understanding of their preferences for information portrayal. Our aim is to portray the information in a format that will be most helpful in decision making for key stakeholders.

***Report Complete Findings to Key Stakeholders***

We deliver final interpretations in both written and oral format and assist stakeholders in interpreting information, converting information to decisions, and decisions to action. We conduct a final project evaluation to ensure stakeholders are postured to move forward and explore any needed follow up work.

***Communicate Findings Broadly***

We create summary level articles/reports that can be widely communicated within the organization. In addition, we create other written and verbal reports for specific purposes as requested

## Pricing

The following rates have been approved by GSA for:

SIN 874 – 1: Integrated Consulting Services

SIN 874-1RC

| <b>Labor Category Descriptions</b>  | <b>Minimum Education and Experience Requirements</b>  | <b>Labor Category</b>                    | <b>GSA Hourly Rate</b> |
|---|---|--|------------------------|
| Consults in high-profile transformation assignments helping executive clients to achieve their goals. Leads diverse groups of people and uses high degree of emotional intelligence required for large-scale efforts. Has broad mandate for leading client projects.        | PhD in Engineering, Industrial/Organizational Psychology, Organizational Development or a related academic field plus at least 15 yrs. experience (or equivalent). Has authored books or articles or conducted research in his/her field. Has presented at national or international conferences. | Master Transformation Engineer Level IV  | \$320.11               |
| Consults in large-scale transformation assignments helping senior managerial clients to achieve their goals. Leads diverse groups of people and uses high degree of emotional intelligence required for large-scale efforts. Has broad mandate for leading client projects. | PhD in Engineering, Industrial/Organizational Psychology, Organizational Development or a related academic field plus at least 14 yrs. experience (or equivalent). Has authored books or articles or conducted research in his/her field. Has presented at national or international conferences. | Master Transformation Engineer Level III | \$278.36               |
| Consults in large-scale transformation assignments assisting managerial clients to achieve their goals. Leads diverse groups of people and uses degree of emotional intelligence required for large-scale efforts. Has broad mandate for leading client projects.           | PhD in Engineering, Industrial/Organizational Psychology, Organizational Development or a related academic field plus at least 13 yrs. experience, (or equivalent). Has articles or conducted research in his/her field. Has presented at national conferences.                                   | Master Transformation Engineer Level II  | \$242.05               |
| Consults in large-scale transformation assignments assisting senior professionals to achieve their goals. Leads diverse groups of people and high degree of emotional intelligence required for large-scale efforts. Has broad mandate for leading client projects.         | PhD in Engineering, Industrial/Organizational Psychology, or a related academic field plus at least 12 yrs. experience (or equivalent). Has authored books or articles or conducted research in his/her field. Has presented at national conferences.   | Master Transformation Engineer           | \$210.48               |
| Consults in transformation assignments helping professionals to achieve their goals. Acts as project manager in large or complex situations. Has broad mandate for managing client projects.  | Master's in Engineering, Industrial/Organizational Psychology, or a related academic field plus at least 11 yrs. experience (or equivalent). Has authored articles or conducted research in his/her field.  | Master Transformation Consultant         | \$182.68               |
| Consults in complex and mission critical client assignments. Acts as project manager in particularly large or complex situations. Has broad mandate for independent action.   | Master's in Engineering, Industrial/Organizational Psychology, or a related academic field plus at least 10 yrs. experience (or equivalent).  | Senior Transformation Engineer           | \$158.85               |



|   |  |                                     |          |
|---|--|-------------------------------------|----------|
| Provides technical expertise on important client assignments. Acts as project coordinator in complex situations. Has mandate for independent action.  | Master's in Engineering, Industrial/Organizational Psychology, or a related academic field plus at least 7 yrs. experience (or equivalent).    | Principal Transformation Consultant | \$128.11 |
| Provides high-level specialized knowledge. Analyzes complex problems, synthesizes data and proposes unique solutions. Serves as a prime point of contact for clients.   | Master's in Engineering, Industrial/Organizational Psychology, or a related academic field plus at least 6 yrs. experience (or equivalent).    | Senior Transformation Consultant    | \$102.49 |
| Provides specialized knowledge and experience. Analyzes complex problems, synthesizes data and proposes unique solutions. Serves as a point of contact for clients.   | Master's in Engineering, Industrial/Organizational Psychology, or a related academic field plus at least 5 yrs. experience (or equivalent).    | Transformation Consultant           | \$92.24  |
| Within defined objectives and considerable latitude performs independent, complex analysis, concept formulation and new method identification. Serves as a point of contact for clients.                            | Master's in Engineering, Industrial/Organizational Psychology, or a related academic field plus at least 4 yrs. experience (or equivalent).    | Junior Transformation Consultant    | \$81.98  |
| Works within general guidelines on broadly defined projects. Requires originality, with some latitude for un-reviewed decision-making. Frequent client contact is routine.  | Bachelors in Engineering, Industrial/Organizational Psychology, or a related academic field plus at least 3-4 yrs. experience (or equivalent). | Senior Transformation Specialist    | \$71.74  |
| Performs project work that is somewhat challenging and varied in nature, within general guidelines. Situations outside parameters are referred to management for clarification. Frequent client contact is routine. | Bachelors in Engineering, Industrial/Organizational Psychology, or a related academic field plus at least 2-3 yrs. experience (or equivalent). | Transformation Specialist           | \$61.48  |
| Under close supervision and within well-defined guidelines, performs in an entry level project position. Frequent client contact.   | Bachelors in Engineering, Industrial/Organizational Psychology, or a related academic field plus at least 2 yrs. experience (or equivalent).   | Junior Transformation Specialist    | \$51.25  |
| Performs administrative work that is challenging and varied in nature, within general guidelines. Involves decision-making and interpretations. Limited client contact.   | Bachelor's in Engineering, Psychology, or Business Administration plus 1-2 years experience (or equivalent).                                   | Senior Analyst                      | \$35.87  |
| Under close supervision and within well-defined guidelines, performs in an entry level administrative position, usually as part of a team.  | Bachelors in Engineering, Psychology, or Business Administration plus 0-1 year's experience (or equivalent).                                   | Analyst                             | \$25.63  |
| Performs word processing, financial, database, and other software functions; prepares forms, correspondence, and other documents.   | High School Diploma plus some under-graduate, formal secretarial training, or administration education.  | Junior Analyst                      | \$20.50  |

**Service Contract Act**

The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The price for the indicated labor category is based on the U.S. Department of Labor Wage Determination Number identified in the Matrix. The price offered is based on the preponderance of where the work is performed and should the contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order price will be discounted accordingly.

|   | <b>SCA Matrix</b>                |                  |
|---|----------------------------------|------------------|
| <b>SCA Eligible Contract Labor Category</b> | <b>SCA Equivalent Code-Title</b> | <b>WD Number</b> |
| Junior Analyst                              | 01111-General Clerk              | 05-2547          |

**SIN 874 - 4  
SIN 874 - 4 RC  
TRAINING**

|   |                                       |
|---|---------------------------------------|
| <b>Title:</b> Strategic Planning                | <b>Length (# of Hrs./Days):</b> 1 day |
| <b>Minimum Participants:</b> 10                 | <b>Maximum Participants:</b> 50       |
| <b>Price Course (including IFF):</b> \$5,037.78 |                                       |
| <b>Support Materials Provided:</b> Handouts     |                                       |

**Description of Course/Major Course Objectives: Strategic Planning PATH™ Workshop.**

Participants learn that strategic planning is a never-ending conversation about transformation; how to create the future you envision and the results you need now. Our successful integrated approach to planning and measurement, called PATH™, translates lofty visions into tasks people can execute, using overlapping, structured yet flexible learning cycles to answer four fundamental questions essential to enterprise stewardship:

- 1) What experiences and results does the organization aim to create, over what time horizon?
- 2) How will leaders know if those experiences and results are accomplished?
- 3) What actions and behaviors will the organization undertake to create those experiences and results?
- 4) How will leaders know if those actions and behaviors are occurring?

PATH™ energizes the entire enterprise, builds devotion among stakeholders, integrates mission tasks and improvement initiatives, draws lessons from the past, and defines actions to achieve bold aspirational goals. PATH™ is built upon more than twenty-five years of action research conducted by the TSI community. Evolving from W. Edwards Deming’s principles of plan, do, check, act, PATH™ stands for purpose, alignment, transformation, and health. PATH™ translates broad objective statements into work units’ and individuals’ strategies, actions, and measures. Guided by our PATH™ Process, TSI teaches workshop participants how to design, develop, and implement a strategic management system, including appropriate measures.

Customers have the opportunity to customize training days depending on their needs. The standard training agenda touches on all of the strategic planning content areas. Customers can choose a deeper dive into any of the desired topics to provide advanced methods and best practices for participants to embrace.

|  |                                       |
|--|---------------------------------------|
| <b>Title:</b> Leadership Development   | <b>Length (# of Hrs./Days):</b> 1 day |
| <b>Minimum Participants:</b> 10  | <b>Maximum Participants:</b> 50       |
| <b>Price Course (including IFF):</b> \$ \$5,037.78   |                                       |
| <b>Support Materials Provided:</b> Optional Book - <i>Leaders in Motion</i> , <i>Everybody's Business</i> , or <i>Energized Enterprise</i> |                                       |

**Description of Course/Major Course Objectives:**

*Advance to the Leading Edge* workshops are based on Dr. Marta Wilson's research which indicates that individuals with strong personal, interpersonal, organizational, and motivational acumen tend to become superstars who advance to the leading edge of performance. Research also indicates that individuals who do not develop in these areas tend to derail.



An internationally recognized speaker and trainer, Dr. Wilson energizes leaders and fuels change with her dynamic workshops. Dr. Wilson delivers powerful content, actively engages her audiences, and brings business savvy along with credibility. Attendees leave feeling empowered with clear intention and laser focus on the action needed to achieve their biggest, boldest goals. *Advance to the Leading Edge* workshops are based on Dr. Wilson's leadership effectiveness books including *Leaders in Motion*, *Everybody's Business*, and *Energized Enterprise*. Her teachings provide fresh insights, pioneering research, questions for reflection, and step-by-step guidance to take leaders to new peaks of performance.

Customers have the opportunity to customize training depending on their needs. The standard training agenda touches on personal, interpersonal, organizational, and motivational acumen (see above model). Customers can also choose a deeper dive into any of the topic areas below to learn advanced methods and best practices.

#### ***Leaders in Motion* Topic Area – Boost Personal and Interpersonal Acumen**

In today's great race into the future, effective leaders seek best practices that will foster creative vigilance and empower leadership potential of everyone in their enterprise. Why? Victory after victory can be achieved through a powerful relay of clarity, commitment, and energy. And, the best leaders will launch a transformation that unleashes unimagined capabilities in their organization. To support this mission of transformation, science and industry abound with research and results on behaviors leaders can exhibit to propel their enterprises forward one person at a time. This program strengthens personal and interpersonal acumen building on:

- |          |               |             |
|----------|---------------|-------------|
| -Courage | -Authenticity | -Intention  |
| -Trust   | -Listening    | -Inclusion  |
| -Values  | -Vision       | -Priorities |

#### ***Everybody's Business* Topic Area – Expand and Strengthen Organizational Acumen**

Every stakeholder can—and should—help build agility and longevity into the organization. Despite the statistics, everybody in every enterprise can help achieve sustainable improvement. How? By imagining the smallest step with the biggest payoff and then choosing to take that one step. To help leaders free everybody in their total system to take the best steps with stellar outcomes, this program demonstrates how they can ultimately improve individual, team, and enterprise performance. Leaders can make it everybody's business to know and grow their enterprise by driving and enabling eight behaviors including:

- Adopt a Total Systems Perspective
- Assess Organizational Performance
- Plan Strategically to Propel Forward
- Develop Your Workforce Individually

- Create a Smart Human Capital Strategy
- Sustain Productivity with Intent & Passion
- Facilitate Technology-Driven Change
- Measure & Motivate Improved Performance

This program features the latest research plus best practices for putting the eight behaviors above in motion throughout one's enterprise to make a difference every day.

***Energized Enterprise Topic Area – Develop and Magnify Organizational Acumen***

Today, federal executives see employee disengagement cost billions annually in productivity losses. As fiscal forces threaten the government's ability to address human capital issues, stewardship of this vast workforce is at risk. Resources are limited, funds are contracting, budgets are strained, and changes are happening at an increasing pace. Yet, leaders must ensure and sustain mission success. The good news is that there are powerful behaviors leaders can exhibit to propel their organizations to new heights during difficult times and ultimately improve individual, team, and enterprise performance. Participants take away strategies for:

- |                |                |             |
|----------------|----------------|-------------|
| -Fit           | -Onboarding    | -Commitment |
| -Values        | -Fairness      | -Wellbeing  |
| -Communication | -Relationships | -Motivation |

These strategies will help participants to lift, engage, nourish and energize their workforce with the guiding principle that the human element is the most important factor in every enterprise no matter how large or how small.

# **GENERAL SERVICES ADMINISTRATION**

## **Federal Supply Service**

### *Authorized Federal Supply Schedule Price List*

On-line 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!**<sup>™</sup>, a menu-driven database system. The INTERNET address for **GSA Advantage!**<sup>™</sup> is: <http://www.GSAAdvantage.gov>.

#### **Professional Services Schedule**

##### **Mission Oriented Business Integrated Services (874-1)**

**Contract Number: GS-10F-0330K**

**For more information on ordering from Federal Supply Schedules**

**Click on the FSS Schedules button at <http://www.fss.gsa.gov>**

**Contract Period: 8-1-2000 through 7-31-2020**

**Pricelist Effective October 13, 2015**

**Contractor:** Transformation Systems, Inc.  
2011 Crystal Drive, Suite 400  
Arlington, VA 22202

**Business Size:** Small, Woman Owned Business

**Telephone:** (540) 674-5655  
**FAX Number:** (540) 674-5973  
**Web Site:** [www.transformationsystems.com](http://www.transformationsystems.com)  
**E-mail:** [bc@transformationsystems.com](mailto:bc@transformationsystems.com)  
**Contract Administration:** Betty Cruise

## **CUSTOMER INFORMATION:**

- 1a. **Table of Awarded Special Item Number(s) with appropriate cross-reference to page Numbers:** 874-1; 874-1RC; 874-4; 874-4RC
- 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:** 1000000
3. **Minimum Order:** 100
4. **Geographic Coverage (delivery Area):** Domestic
5. **Point(s) of production (city, county, and state or foreign country):** USA
6. **Discount from list prices or statement of net price:** Government Net Prices (discounts already deducted).  
See prices attached
7. **Quantity discounts:** None offered
8. **Prompt payment terms:** Net 30 days
- 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 micro-purchase threshold:** Contact Contractor
- 10. Foreign items (list items by country of origin):** None
- 11a. Time of Delivery (Contractor insert number of days):** From date of award to Date of completion
- 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 is 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 affect 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) and a sample BPA can be found at the GSA/FSS Schedule homepage ([fss.gsa.gov/schedules](https://fss.gsa.gov/schedules)).**
- 14. Payment address (es):** Same as Contractor
- 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/](http://www.Section508.gov/).**
25. **Data Universal Numbering System (DUNS) number:** 18-0451957
26. **Notification regarding registration in Central Contractor Registration (CCR) database:**